



**Water & Sanitation Agency  
Lahore Development Authority**

**LAHORE WATER AND WASTEWATER MANAGEMENT PROJECT  
Resettlement Plan for Temporary Impacts**

**Package 4: Surface Water Treatment Plant Transmission Main,  
Feeding Main and Distribution System**

**11 October 2019**

This Resettlement Plan is prepared by Water and Sanitation Agency, Lahore Development Authority, Government of Punjab for the Asian infrastructure Investment Bank. This is a document of the borrower. The views expressed herein do not necessarily represent those of AIIB's Board of Directors, Management, or staff, and may be preliminary in nature.

## ABBREVIATIONS

AIIB	-	Asian Infrastructure Investment Bank
AH	-	Affected Household
AP	-	Affected Person
APR(s)	-	Affected Persons Representatives (s)
CDC	-	Compensation Disbursement Committee
CNIC	-	Computerized National Identity Card
EA	-	Executing Agency
GoPb	-	Government of Punjab
FMs	-	Feeding Mains
FGD	-	Focus Group Discussion
GoPb	-	Government of Punjab
GRC	-	Grievances Redress Committee
HH	-	Household
IR	-	Involuntary Resettlement
M&E	-	Monitoring and Evaluation
NA	-	Not Applicable
NGO	-	Non-Government Organization
PD	-	Project Director
PMU	-	Project Management Unit
RP	-	Resettlement Plan
SWTP	-	Surface Water Treatment Plant
TM	-	Transmission Main
WASA	-	Water and Sanitation Agency

**DEFINITION OF TERMS**

Affected Household	All members of a household operating as a single economic unit, who are affected by a project. The "Household" (HH) means people living in a dwelling who usually prepare and/or eat their meals together (having one/shared kitchen).
Affected Persons	Affected Persons/Displaced Persons means the member of affected households who will be losing private land and structures or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihood) as a result of involuntary acquisition of land.
Assistance	Support, rehabilitation and restoration measures extended in cash and/or kind over and above the compensation for lost assets.
Census of Affected People	Census is a complete and accurate count of the people that will be affected by land acquisition and related impacts. When properly conducted, the census of affected population provides the basic information necessary for determining eligibility for compensation. The survey focuses on income-earning activities and other socioeconomic indicators. Inventory of losses the pre-appraisal inventory of assets as a preliminary record of affected or lost assets.
Compensation	Payment in cash for an asset or a resource that is acquired or affected by a project at the time the asset needs to be replaced.
Community	A group of individuals broader than the household, who identify themselves as a common unit due to recognized social, religious, economic or traditional ties, or through a shared locality.
Corridor of Impact	Corridor of Impact (COI) is working area falling within ROW or outside the ROW. It is generally used to restrict to carry out any civil/development activity.
Cut-off-date	The date used to determine if persons without legal or recognizable rights on the affected land will be eligible for resettlement assistance. For this Project, the completion date of the census of project-displaced/affected persons is considered the cut-off date. Persons who occupy or build structures in the project area or alignment after the cut-off date will not be eligible for compensation for their affected assets and will not be provided with resettlement and rehabilitation assistance.
Grievance Procedure	The process of complaints and grievance redressal established under the Project and prevail under law and regulations, or administrative authority, to enable land and other property owners and other displaced persons to redress issues related to acquisition, compensation, or other aspects of resettlement.
Encroachers	Encroachers extend their structures or occupy land beyond their titled land into adjacent land owned by the state or private neighbors. The person is an encroacher on the portion of the property occupied to which the person does not hold legal title.
Entitled Affected Persons	The titleholders / the persons in whose name the project-affected land, building, business is registered/who run the business and who is authorized to receive the compensation and/or resettlement assistance granted for the acquisition of land, loss

	of structures or business.
Entitlement	Resettlement entitlements with respect to a particular eligibility category are the sum total of compensation and other forms of assistance provided to displaced persons in the respective eligibility category. Entitlements include a range of measures comprising cash or in-kind compensation, relocation cost, income restoration assistance, transfer assistance, income substitution, and business or livelihood restoration which are due to AHs, depending on the type and degree /nature of their losses, to restore their social and economic base.
Household	One or more families residing in same building or compound using same stove to cook their meals and share day to day household expenses can be considered as one household.
Economic Displacement	Loss of land, assets, access to assets, income sources, or means of livelihoods as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.
Executing Agency	Agency, public or private, that is responsible for planning, design, and implementation of a development project.
Income Restoration	Income Restoration means re-establishing income sources and livelihoods of PAPs to a minimum of the pre-project level.
Involuntary Resettlement	Any resettlement, which does not involve willingness of the persons being adversely affected but is forced through an instrument of law. Development projects results in unavoidable resettlement losses that displaced/affected persons have no option but to rebuild their lives, incomes and asset bases elsewhere.
Katcha	A structure with both the walls and roof made of materials that include grass, leaves, mud, un-burnt brick or wood.
Land Acquisition	The process whereby a person is compelled by a public agency to alienate all or part of the land she/he owns or possesses, to the ownership and possession of that agency, for public purposes in return for fair compensation.
Market Value	The value of an asset determined by market transaction of similar assets and finally arrived at after negotiations with the owners. It includes transaction costs and without the depreciation and deductions for salvaged building material.
Meaningful Consultation	A process that (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to displaced persons; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of displaced persons and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.

Non-Titleholder	Non-titled those who have no recognizable rights or claims to the land and assets that they are occupying and includes people using private or public land without permission, permit or grant i.e. those people without legal title to land and/or structures occupied or used by them.
Physical Displacement	Relocation, loss of residential land, or loss of shelter as a result of involuntary acquisition of land.
Pacca	A structure with both the walls and roof made of materials that include tiles, cement sheets, slates, corrugated iron, zinc or other metal sheets, bricks, lime, and stone or RBC/RCC concrete.
Rehabilitation Assistance	Support provided to displaced persons to supplement their income losses in order to improve, or at least achieve full restoration of their pre-project living standards and quality of life.
Relocation	Displacement or physical moving of the affected persons from the affected area to a new area/site and rebuilding homes, infrastructure, provision of assets, including productive land/employment and re-establishing income, livelihoods, living and social systems.
Relocation Assistance	Support provided to persons who are physically displaced by a project. Relocation assistance may include transportation, food, shelter, and social services that are provided to the displaced persons during their relocation. It may also include cash allowances that compensate displaced persons for the inconvenience associated with resettlement and defray the expenses of a transition to a new locale, such as moving expenses and lost work days.
Replacement Cost	Cost of replacing lost assets and incomes, including cost of transactions. It is the open/fair market value of a project affected property. For agriculture land, this includes reference to land of equal size, type and productive potential in the vicinity of the affected land and land preparation costs where required. For houses and other buildings, this includes reference to the market price of materials and labor, and the cost of transporting materials to the building site. The replacement cost further includes the cost of any registration and transfer taxes for land and buildings.
Resettlement	Means all social and economic impacts that are permanent or temporary and are (i) caused by acquisition of land and other fixed assets, (ii) by change in the use of land, or (iii) restrictions imposed on land, as a result of a project.
Resettlement Plan (RP)	The planning document that describes what will be done to mitigate the direct adverse social and economic impacts associated with the involuntary taking of land.
Severely Affected	The affected persons who will experience major impacts, which are defined as (i) being physically displaced from housing, or (ii) losing 10% or more of their productive assets (income generating).
Severance	This means the depreciation in the value of land the affected person retain where part only of land holding is acquired.

Squatters	Squatters are the people who entirely occupy and use a plot of land to which they have no title. They may occupy either state or private land.
Semi Pacca	A structure with both the walls and roof that are made of materials that include wood, planks, grass, leaves, and wall are made of bricks walls with mud masonry or un-burnt brick.
Structures	All buildings including primary and secondary structures, including houses and ancillary buildings, commercial enterprises, living quarters, community facilities and infrastructures, shops, businesses, fences, and walls.
Titleholder	Land Owners as recorded in revenue records, or Land occupiers with claims/ rights recognized under State laws
Vulnerable Household	The households disproportionately affected by land acquisition and resettlement, including non-titleholders/informal users of land, marginal farmers/agriculture tenants or those who become marginal as a result of land acquisition that include the affected households below the poverty line, the landless, informal business operators/vendors; elderly, disabled and female headed households and those without legal title to land.

## EXECUTIVE SUMMARY

1. Government of Punjab, through the Lahore Water and Sanitation Agency (LWASA), is planning to implement the project comprising laying of Transmission Main and rehabilitation of the water distribution in the selected areas of Lahore city (the proposed project), and seeks financial support from Asian Infrastructure Investment Bank (AIIB). To address the resettlement impacts the proposed project and to comply with the national regulatory as well as AIIB Environmental and Social Policy requirements, the present Resettlement Plan (RP) has been prepared. The proposed project is the Package-4 of the overall Lahore Water and Wastewater Management Plan (LWWMP).

### Project Background and Introduction

2. Pakistan is in the group of countries that are now moving from the state of water stressed to water scarce countries. High population growth, increasing urbanization, inefficient irrigation practices, un-sustainable water use, and fragmented management are placing enormous pressure on surface and ground water resources. Lahore depends entirely on groundwater to meet the water demand of its 11.1 million of population. Water is abstracted through 585 tube-wells installed in the city and is then pumped into the main distribution system. The extraction of groundwater has resulted in rapid depletion of groundwater table (about 1.0 meter per annum). According to the 'Final Master Plan Report for Lahore 2040', Lahore aquifer is facing increasingly negative trend since the 1970's due to population growth, urbanization and excessive pumping. The number of tube wells is also increasing with every passing day. Consequently, several existing tube wells are becoming non-functional and the City has started to face severe water shortages. Thus, the groundwater source alone does not seem to be a dependable / reliable source into the future. Lahore receives an average annual rainfall of about 715 mm, which does not contribute much in recharging the aquifer, as groundwater abstraction rate is much higher than the recharge.<sup>1</sup> There is more abstraction of ground water as compared to the recharge owing to the low discharge of Ravi River, which is almost dry in the winter and summer season except the rainy season / flooding in July- August every year, thereby resulting in chances of further depletion of water table and failure of tube-wells.

3. Presently, all the domestic and industrial wastewater from Lahore city is being discharged without any treatment directly to the River Ravi, which is located along west side of the City, and thus heavily polluting the river. It is estimated that River Ravi receives 2,454,888 m<sup>3</sup>/day (540 MGD), wastewater from Lahore Water and Sanitation Agency (LWASA) and other municipal service providers and industrial estates, and this has converted the river into a sewage drain. On the other hand, River Ravi plays a major role in replenishing Lahore's groundwater aquifer. Due to mass contamination of the river, polluted water may seep-down, making the groundwater unfit for drinking purpose and affecting soil fertility. This has serious health and hygiene implications for the residents and major environmental implications for the city's water bodies and River Ravi.

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<sup>1</sup> JICA Study in 2010 titled "Preparatory Study on Lahore Water Supply, Sewerage and Drainage Improvement Project

4. In order to address the above issues in Lahore, Water and Sanitation Agency (WASA) Lahore has proposed the LWWMP. LWASA is the Executing Agency of the LWWMP. The overall objectives of the LWWMP are to improve reliability of water supply and wastewater services in the metropolitan city of Lahore and improve operational performance of the Lahore Water and Sanitation Services Agency. The LWWMP is being considered for funding by the Asian Infrastructure Investment Bank (AIIB) for (i) constructing infrastructure to divert water from a nearby irrigation channel - the 'Bambawala Ravi Bedian Depalpur' (BRBD) Canal, and (ii) construction of a new state-of-the art surface water treatment plant (SWTP) with a capacity of 244,579 m<sup>3</sup>/d (53.8 MGD), and (iii) supplying it to the most densely populated areas of the city i.e. Baghbanpura, Fatehgarh, Mustafabad and Shadipura. The BRBD Canal flows in the east of Lahore, from North to South. The Canal off takes from Lower Chenab Canal (LCC) at Bambanwala. LCC, itself off takes from Marala Barrage. The BRBD is about 175 Km long (537 RDs). It is an earthen channel except for a short lined central segment. Although design capacity at the head is 7260 cusec, the maximum discharge is around 5000 cusecs. Among others, one of the reasons of limiting discharge to 5000 cusecs is the limited design capacity of Syphon for crossing of River Ravi. LWASA intends to induct 1000 cusecs (540 MGD) surface water after design / construction of new Ravi Syphon parallel to the existing outlived Syphon (70 years old) and the Intake structure of BRBD canal at junction of Bhaini Road by the Punjab Irrigation department (PID). The PID will be responsible for the construction of (i) New Ravi Syphon; (ii) Intake Structure; and (iii) Raw Water Channel. As part of wastewater management in Lahore, the project will assist LWASA in construction of a modern conveyance system by constructing trunk sewers through underground tunneling (a trenchless technique which minimizes excavation). The project will also rehabilitate the storm water infrastructure. Introduction of consumer metering and replacement of 81 km old network will significantly reduce the non-revenue water which is currently estimated at 45% of total supplied water.

5. In accordance with the legal and regulatory framework of Government of Punjab and AIIB's Environmental and Social Policy (ESP) and Standards, a study of environmental and social impact assessment (ESIA) has been carried out. As a result of this assessment, an ESIA report has been prepared for the two components of the project while a supplementary ESIA will be prepared for the new Ravi syphon. The ESIA reports include:

- 1) ESIA for Water Supply Infrastructure (Addendum ESIA for Ravi Syphon will be prepared during its design) (to be presented under a separate cover)
- 2) ESIA for Sewerage System from Larech Colony to Gulshan-e-Ravi (Trunk Sewer) (presented under a separate cover)
- 3) ESIA for two Wastewater Treatment Plants (to be presented under a separate cover)

6. The present RP has been prepared for the Package 03 Package 04. In total the following RPs have been/will be prepared for the Project:

- 1) RP for Package-03 Surface Water Treatment Plant and raw water Intake Channel (presented under a separate cover);
- 2) RP for Package-04 Transmission Main, Feeding Mains and Distribution System (the present document)
- 3) RP for Ravi Siphon will be prepared during its design
- 4) RPs for Wastewater Treatment Plants (to be presented under a separate cover)



### Objectives of the Package (03) 'SWTP' and Package (04) 'Transmission Main, Feeding Mains and Distribution System'

7. The main objective of the proposed Project's (Package-03) is to:
- Provide 24/7 supply of adequate quantity of safe drinking water to the contiguous urban core (LWASA service area) through a unified water supply network;
  - To rationalize and manage water demand through conservation and metering;
  - Ensuring sustainable provision of water through reliance on multiple sources like surface supplies, rainwater harvesting and even closure of some of the existing wells overlying acutely low water levels;
  - Maximizing the efficiency of the water supply system by creating self-sustaining Distribution Management Zones and Distribution Management Areas, acting as Cost Centers;
  - Instituting a robust water measurement and monitoring system at the production, distribution and consumer end to minimize NRW;
  - Improvement in distribution network geometry whereby balancing reservoirs and reducing the cost of pumping.

### THE SUB-COMPONENTS OF THE PACKAGE 04:

8. The treated water from 'Clear Water Tank' at SWTP after disinfection (chlorination) will be pumped through transmission main to existing distribution network through feeding mains. The sub-components under Package 04 are:
- i. Provision and laying of Transmission Main (TM) starting from SWTP at moza Ganja Sindhu to a point near Shadi Pura along Bhaini Road by using High Density Polyethylene (HDPE) pipe with internal diameter of 1500mm, external diameter of 60 inches /1600 mm and total length of 3.5km/3500m (138"/11.5') to feeding main through direct Pumping. The Transmission Main will be laid down along the Bhaini road near Moza Lakhodair (Bhaini Road connects BRBD Canal West Bank Road to the Ring road), and will connect to Shadi Pura distribution network of LWASA.
  - ii. Construction of Feeding Mains (FMs) having different pipe diameters between 1500mm (59"/4.9') to 450mm (17.7"/1.5') diameter will be used for serving four (04) areas, of new and rehabilitated distribution network of the 04 selected serving areas, having 100% metering system for 24/7 water supply.
  - iii. The treated water will be distributed to a total area of 30.56 km<sup>2</sup> divided in four (04) serving areas (Package 04). The entire length of existing distribution network of LWASA for four selected areas is 701.64 km. Total length of pipes that need to be replaced is 161.66 km, out of which lump-sum provision of 81 km has been made on the basis of leakage detections. The 4 District Metering Zones (DMZs) are further comprised of twenty-seven (27) District metric Areas (DMAs) through which the supply of water, evaluation of losses and control on NRW would be managed. Shadipura Zone having seven (07) DMAs, Baghbanpura Zone having four (04) DMAs, Fatehgarh Zone having 11 DMAs, and Mustafabad Zone having five (05) DMAs. Rehabilitation of old pipes in existing distribution network to address the water shortage and quality issues in a comprehensive way and to reduce the non-

revenue water (NRW) from the existing 45 percent to less than 20 percent by plugging all the water leakages through replacing the old pipes, which are not only causing water losses but also allowing ingress of wastewaters through these leakages and causing waterborne diseases;

- iv. controlling over consumption of water due to about 90 percent unmetered connections, through metering 100 percent of connection avoiding water theft, through bulk meters installations, and ensuring 100 percent billing and at least 90 percent collection.
- v. The total number of water connections in the 04 targeted serving areas are 114,165 having domestic and commercial connections as 110,106 and 4,059 respectively. The domestic and commercial water meters will be required to be installed on these connections under different PC-I for 24/7 water supply system in these 04 serving areas.

### **Summary of Resettlement Impacts**

9. The negative social impacts of Package 4 are expected to be not severe, will be site-specific, mainly temporary, relatively minor in nature, and readily addressed through avoidance, mitigation and resettlement measures. As precise corridor of impact of transmission main, feeding mains and distribution system has not been determined at the stage of preliminary design, the impact assessment used to quantify the involuntary resettlement impacts. The temporary impacts include (i) loss of business locations by 161 squatters of micro business enterprises (152 with temporary structures and 9 with semi-permanent structures); (ii) temporary loss of income by 201 petty shops; (iii) temporary loss of income by 2202 medium size shops; (iv) the 104 large shops; (v) disruption of access to 1288; (vi) disruption to 06 hospitals and 32 health; (vii) 44 educational institutions; (viii) disruption to 6 public and private office; (ix) disruption of access to 32 mosques; (x) disruption to 270 streets (xi) disruptions to public utilities including electricity, water supply and gas pipeline, optical fiber cable ; (xii) partial impact on a linear strip of busy commercial roads including Bhaini Road, Mominpura Road, Bund Road, Shalimar Road, service land of Main Canal Road, Karol Bazar, Mahmood Booti Road, Infantry Road, Qalandar Pura Road, Iftikhar Road, Momin Pura Nai Abadi Road, Ahmad Town Road, Haq Nawaz Road, Madhu Lal Hussan Road, Nabi Pura Road, Sahuwari Road, Gulshan Park Road, Sukh Nahr Road, Road Pir Sarkar (xiii) impact on permeant extended structures of 340 shops, houses, mosques, offices, and clinics.

10. This RP will be updated by conducting check surveys after establishing precise COI for each segment of pipelines by EPC Contractor based on the construction methodology. The impacts identified at the stage of preliminary design will be validated through check surveys during the pre-implementation stage of the Project. LWASA will ensure that full compensation payments before the start of civil works. Efforts will be made to avoid and minimize displacement and resettlement to the maximum possible extent.

### **Consultation and Participation**

11. A process of identification of identification of the routes of feeding mains was started from 12 June and continued until 19 July, during this period information was disseminated to the public residing and doing businesses along the routes of water transmission to gain the confidence of potentially affected persons to conduct the census. Formal consultations were

conducted from 23 July to 5 Sep 2019 and extensive consultations were conducted with a number of trade unions and other stakeholders to agree on the surveys and studies. The owners of large shopping malls and medium size shops showed non-cooperation right after the announcement of federal government budget (12 June) due to hike in the sales tax in the new budget and they perceived that the survey has been conducted by the Federal Government to seek information about their income and expenditures. The 744 businessmen did not agree to the survey, these include business operators along the busy commercial areas. The concerns and suggestions of male and female of general public and potentially affected have been incorporated in the RP and Environment Management Plan (EMP) and Stakeholder Engagement Plan (SEP). Consultation with APs and other stakeholders will be continued during project implementation. Consultation and participation is planned with all stakeholders. APs will be engaged in focus group discussions of both men and women in the check surveys and delivery of entitlements.

### Entitlements

12. Eligibility to receive resettlement assistance was limited by a **cut-off date of 5 September 2019**, the date of completion of the APs census. People moving in the alignments of the corridor of impacts will not be entitled to any compensation and resettlement assistance or rehabilitation. The Social and Resettlement Staff of Project Management Unit (PMU), Project Management Consultants (PMC) and resettlement staff of EPC Contractor would be responsible for the verification process.

13. Resettlement impacts and entitlements are mainly related to temporary disruption to income during construction, and disruptions to access and public utilities due to relocation or temporary disconnection. The RP took into account the feedback from public meetings. The necessary measures for income restoration and rehabilitation of APs have been defined in the RP for potentially affected persons particularly vendors to restore their social and economic status prior to the project. These include:

- (i) subsistence/transitional allowance;
- (ii) provision of transition allowance;
- (iii) additional vulnerability allowance;
- (iv) employment during project Implementation;

**Table 1.1 Entitlement Matrix<sup>2</sup>**

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
Package 4: Transmission Main, Feeding Main and Distribution System				
1	All potential APs	All type of losses	All potential APs	<ul style="list-style-type: none"> <li>• Advance notice 30 days followed by a 7 days reminder and then 24 hours in writing prior to construction through localized means of communication including detail of construction activities, type and duration in disruption.</li> </ul>

<sup>2</sup> Government of the Punjab is currently deliberating and reviewing the compensation rates. Once finalized, this table will be updated.

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
				<ul style="list-style-type: none"> <li>• Maximum period of disruption is limited to 7 days.</li> </ul>
2	Temporary restriction to access during civil works	Loss of access	Houses, schools, hospitals, businesses, pedestrians, vehicles etc.	<ul style="list-style-type: none"> <li>• Development of location specific 'Access Restoration Plans' in consultation with local stakeholders and obtain approval of Resident Site Engineer of PMC and submit to Project Director one week before occurrence of disruptions and will be widely disseminated to the local stakeholders of the civil works areas.</li> <li>• Public land will be used for temporary or alternative access ways, where possible. In case of use of private land, the land will be temporarily acquired by a short-term agreement between the landowner(s)/leaseholder(s) and contractor with the approval of Project Director. Rental terms will have to be negotiated to the satisfaction of the concerned landowners/leaseholder.</li> <li>• Full restoration/reclamation of the public and private land to original use by the contractor, as agreed with land owner(s)/leaseholder(s).</li> <li>• The contractor will make the payment of temporary land acquisition and restoration from civil works budget.</li> </ul>
3	Temporary loss of business income	Loss of business days due to construction activities	Affected business operators, micro business operators with temporary and semi-permanent structures	<ul style="list-style-type: none"> <li>• Compensation against loss of business income equivalent to the income determined on the basis of income tax return (ITR) or in lieu of non-availability of ITR equivalent to net income per day (PKR 4000/day to big shops, PKR 2000/day to medium size shops, small shops, Rs.1000/day to petty shops and PKR 675/day to micro business operators with temporary and semi-permanent structures) for the period of business interruption. The business interruption period is anticipated maximum up to 7 days.</li> </ul>
			All affected employees, wage laborers (those enumerated before cut-off date)	<ul style="list-style-type: none"> <li>• Cash compensation for the lost salary/wages to the affected employees of shops equivalent to daily rate of <sup>3</sup>official monthly minimum wage rate of the GoPb (Rs675/day) for the period of business interruption. The business interruption period is anticipated maximum up to 7 days.</li> </ul>

<sup>3</sup> PKR17500/month, the official minimum rate of wages notified by Directorate of Labor, Minimum Wages Board, Government of Punjab on 1 July 2019 (the most recent rate).  
<https://www.glxspace.com/2019/07/05/minimum-wages-rates-2019-notification-by-punjab-government/>

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
4	Income assistance to vulnerable	Temporary loss of business space and income	Micro business operators of petty shops and static vendors with temporary and semi-permanent structures	<ul style="list-style-type: none"> <li>• Identification of temporary sites for micro business operators with temporary and permanent structures to continue business activities, the concerned authorities will allow their self-relocation to the locations comparable to the lost ones.</li> <li>• Vulnerability allowance to micro business operators (petty shop and micro business operators) equivalent to 15 days income calculated at the half month rate of prevailing official minimum monthly wage of GoPb (Rs.8750/).</li> <li>• One time lump sum allowance for re-fixing and transportation of temporary and semi-permanent structure @ PKR 3000/business twice, based on average rent of local van and re-fixing expenses.</li> <li>• Advance notices to micro business operators, first 30 days in advance; second 15 days and then 7days before start of civil works to vacate occupied spaces including information on type and duration of construction activities.</li> </ul>
5	Temporary loss of access	Loss of access or disruption to access due to civil works	Residents of houses, users of social services, shops, commuters/ pedestrians	<ul style="list-style-type: none"> <li>• Provision of temporary access structures to allow pedestrians and vehicles to cross trenches safely.</li> <li>• Restoration of affected access structures (roads, pathways, footpaths etc.)</li> </ul>
6	Impact on public or private structures and other assets	Partial or total damages to structures and other assets during construction	Structure of houses, businesses, social/ community structures, public services and other assets	<ul style="list-style-type: none"> <li>• Extreme care to avoid impact on structures and other assets, in case of damages, restoration or replacement cost for restoring structure in consultation with concerned stakeholders. The cost of restoration and replacement will be born by the Contractor.</li> </ul>
7	Impact on sanitation or drainage system	Partial or full damages to sanitation or drainage system	Concerned residents, businesses, pedestrian or general public	<ul style="list-style-type: none"> <li>• Extreme care to avoid impact on sanitation or drainage system, in case of damages, provision of alternative temporary or permanent system or immediate restoration. The cost of restoration and replacement will be born by the Contractor.</li> </ul>

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
8	Damage to water supply connections during pipe replacement or rehabilitation	Damages to existing water supply	Residents, business operators and employees, community or public service institutions	<ul style="list-style-type: none"> <li>Provision of alternative sources of water in advance and immediate replacement or rehabilitation. The cost of restoration and replacement will be born by the Contractor.</li> </ul>
9	Interruption to public utilities			<ul style="list-style-type: none"> <li>Extreme care to avoid impacts on public utilities, in case of damages, restoration or affected utilities in coordination with relevant agencies and in consultation with concerned communities. The cost of restoration and replacement will be born by the Contractor.</li> </ul>
10	Relocation and rehabilitation of Public utilities	Shifting of electricity poles, transmission lines, telephone poles and lines, optical fiber cable, gas pipeline etc.	LESCO, PTCL, SNGPL and other relevant agencies	<ul style="list-style-type: none"> <li>LWASA will pay relocation cost to relevant companies for relocation and rehabilitation of public utilities.</li> </ul>
11	Unanticipated impacts	All unanticipated losses	All affected persons	<ul style="list-style-type: none"> <li>During the entire course of project implementation, the PMU will be responsible to deal with any unanticipated adverse impacts in the light of spirit of the principles of this Entitlement Matrix. Any additional impacts will be documented and if required, the Entitlement Matrix will be updated by the PMU to mitigate adverse impacts after verification of their occurrence and social impact assessment and mitigation plan in the form of addendum(s) to this RP by ES staff of PMC for endorsement by LWASA and approval of AIIB.</li> </ul>

### Information Disclosure

14. The RP will be disclosed on the websites of AIIB and LWASA and/or the Project; and the full RP in English will be made available at key accessible and convenient locations including office of LWASA, Housing Urban Development and Public Health Engineering Department, Planning and Development Department (P&DD), district administration, Lahore Development Authority. Urban Policy Unit of GoPb and other places convenient to the

potential APs. An information brochure in Urdu containing a summary of the RP will be prepared and distributed to the people of potential affected areas. In return, the APs representatives will disseminate it through localized means of communication. The Social and Resettlement staff of PMU and resettlement staff of Project Management Consultants will hold meetings with APs in affected areas and make the people particularly APs aware of important aspects of the RP, their entitlements, and the Grievance Redress Mechanism (GRM) through face-to-face communication.

#### **Grievance Redress Mechanism**

15. A three-tier GRM has been designed to provide a time-bound, early, transparent and fair resolution for APs and stakeholder grievances. The PMU will undertake public awareness campaigns on the GRM. All complaints received verbally or in writing will be properly documented and recorded in the Complaint Management Register(s). In addition, an easy-to-access web-based GRM will be implemented.

#### **Institutional Arrangements and Capacity Building for Resettlement Plan Implementation**

16. LWASA will be responsible for the implementation of the RP through PMU. The PMU will hire a Senior Social and Resettlement Staff to oversee implementation of RP and other social issues throughout project implementation and operations. The Project Management Consultants will carry out the supervision and monitoring, of the project, including social and environmental management and supervision and monitoring of RP and ESMP implementation.

#### **Internal and External Monitoring of RP Implementation and Evaluation**

17. The internal monitoring of RP implementation will be the responsibility of the LWASA through Social and Resettlement Staff of PMU and would be assisted by Social and Resettlement Staff of PMC and EPC Contractor. The LWASA shall submit the RP internal monitoring reports to AIIB bi-annually during the Project implementation. The cost estimates will be finalized at pre-project implementation stage of the Project in the light of check surveys by following precise COI.

18. The PMU will engage the services of a firm/NGO or an individual expert, with approval of AIIB, to undertake annual third party monitoring of RP implementation. The RP related records will be made available to the third part monitor/monitoring agency contracted. An evaluation of outcomes of the RP will be carried out after completion of RP implementation to assess whether activities achieved their objectives. All resettlement monitoring reports will be disclosed to the public.



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## CHAPTER 01

19. Government of Punjab, through the Lahore Water and Sanitation Agency (LWASA), is planning to implement the project comprising laying of Transmission Main and rehabilitation of the water distribution in the selected areas of Lahore city (the proposed project), and seeks financial support from Asian Infrastructure Investment Bank (AIIB). To address the resettlement impacts the proposed project and to comply with the national regulatory as well as AIIB Environmental and Social Policy requirements, the present Resettlement Plan (RP) has been prepared. The proposed project is the Package-4 of the overall Lahore Water and Wastewater Management Plan (LWWMP).

### 1 PROJECT DESCRIPTION

#### 1.1 PROJECT BACKGROUND

20. Pakistan is in the group of countries that are now moving from the state of water stressed to water scarce countries. High population growth, increasing urbanization, inefficient irrigation practices, un-sustainable water use, and fragmented management are placing enormous pressure on surface and ground water resources. Lahore depends entirely on groundwater to meet the water demand of its 11.1 million of population. Water is abstracted through 585 tube-wells installed in the city and then is pumped into the main distribution system. The extraction of groundwater has resulted in rapid depletion of groundwater table (about 1.0 meter per annum). According to the 'Final Master Plan Report for Lahore 2040', Lahore aquifer is facing increasingly negative trend since the 1970's due to population growth, urbanization and excessive pumping. The number of tube wells is also increasing with every passing day. Consequently, several existing tube wells are becoming non-functional and the City has started to face severe water shortages. Thus, the groundwater source alone does not seem to be a dependable / reliable source into the future. Lahore receives an average annual rainfall of about 715 mm, which does not contribute much in recharging the aquifer, as groundwater abstraction is much higher than recharge. <sup>4</sup>There is more abstraction of ground water as compared to the recharge owing to the low discharge of Ravi River, which is almost dry in the winter and summer season except the rainy season / flooding in July- August every year, resulting thereby chances of further depletion of water table and failure of tube-wells.

21. Presently, all the domestic and industrial wastewater from Lahore city is being discharged without any treatment directly in the River Ravi, which is located along west side of the City, and thus heavily polluting the river. It is estimated that River Ravi receives 2,454,888 m<sup>3</sup>/day (540 MGD), wastewater from Lahore WASA and other municipal service providers and industrial estates, which has converted the river into a sewage drain. On the other hand, River Ravi plays a major role in replenishing Lahore's groundwater. Due to mass contamination of the river, polluted water may seep down, making the groundwater unfit for drinking purpose and affecting soil fertility. This has serious health and hygiene implications for the residents and major environmental implications for the city's water bodies and Ravi River.

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<sup>4</sup> JICA Study in 2010 titled "Preparatory Study on Lahore Water Supply, Sewerage and Drainage Improvement Project

22. In order to address these issues in Lahore, Water and Sanitation Agency (WASA) Lahore has proposed the Lahore Water and Wastewater Management Project (LWWMP). LWASA is the Executing Agency of the LWWMP. The overall objectives of the LWWMP are to improve reliability of water supply and wastewater services in the metropolitan city of Lahore and improve operational performance of the Lahore Water and Sanitation Services Agency. The LWWMP is being considered for funding by the Asian Infrastructure Investment Bank (AIIB) for (i) constructing infrastructure to divert water from a nearby irrigation channel - the 'Bambawala Ravi Bedian Depalpur' (BRBD) Canal, and (ii) construction of a new state-of-the-art surface water treatment plant (SWTP) with a capacity of 244,579 m<sup>3</sup>/d (53.8 MGD), and (iii) supplying it to the most densely populated areas of the city i.e. Baghbanpura, Fatehgarh, Mustafabad and Shadipura. The BRBD Canal flows in the east of Lahore, from North to South. The Canal off takes from Lower Chenab Canal (LCC) at Bambanwala. LCC, itself off takes from Marala Barrage. The BRBD is about 175 Km long (537 RDs). It is an earthen channel except a short lined central segment. Although design capacity at head is 7260 cusec, the maximum discharge is around 5000 cusecs. Among others, one of the reasons of limiting discharge to 5000 cusecs is the limited design capacity of Syphon for crossing of River Ravi. LWASA intends to induct 1000 cusecs (540 MGD) surface water after design / construction of new Ravi Syphon parallel to the existing outlived Syphon (70 years old) and the Intake structure of BRBD canal at junction of Bhaini Road by the Punjab Irrigation department (PID). The PID will be responsible for the construction of (i) New Ravi Syphon; (ii) Intake Structure; and (iii) Raw Water Channel. As part of wastewater management in Lahore, the project will assist LWASA in construction of a modern conveyance system by constructing trunk sewers through underground tunneling (a trenchless technique which minimizes excavation). The project will also rehabilitate the storm water infrastructure. Introduction of consumer metering and replacement of 81 km old network will significantly reduce the non-revenue water which is currently estimated at 45% of total supplied water.

23. In accordance with the legal and regulatory framework of Government of Punjab and AIIB's Environmental and Social Policy (ESP) and Standards, a studies of environmental and social impact assessment (ESIA) has been carried out. As a result of this assessment, one ESIA reports have been prepared for the two components of the project and one supplementary ESIA will be prepared for the new Ravi syphon. The ESIA reports include:

1. ESIA for Water Supply Infrastructure (Addendum ESIA for Ravi Syphon will be prepared during its design) (to be presented under a separate cover)
2. ESIA for Sewerage System from Larech Colony to Gulshan-e-Ravi (Trunk Sewer) (presented under a separate cover)
3. ESIA for two Wastewater Treatment Plants (to be presented under a separate cover).

24. The present RP has been prepared for the Package 04. In total the following RPs have been/will be prepared for the Project:

1. RP for Package 03 - Surface Water Treatment Plant and raw water Intake Channel (presented under a separate cover);
2. RP for Package 04 Transmission Main, Feeding Mains and Distribution System (the present document).

3. RP for Ravi Siphon will be prepared during its design (to be presented under a separate cover)
4. RPs for Wastewater Treatment Plants (to be presented under a separate cover).

#### **1.2 Objectives of the Package (03) 'SWTP' and Package (04) Transmission Main, Feeding Mains and Distribution System**

25. The main objective of the proposed Project's (Package-03) is to:
- Providing 24/7 supply of adequate quantity of safe drinking water to the contiguous urban core (LWASA service area) through a unified water supply network;
  - To rationalize and manage water demand through conservation and metering;
  - Ensuring sustainable provision of water through reliance on multiple sources like surface supplies, rainwater harvesting and even closure of some of the existing wells overlying acutely low water levels;
  - Maximizing the efficiency of the water supply system by creating self-sustaining Distribution Management Zones and Distribution Management Areas, acting as Cost Centers;
  - Instituting a robust water measurement and monitoring system at the production, distribution and consumer end to minimize NRW;
  - Improvement in distribution network geometry whereby balancing reservoirs reduce the cost of pumping.



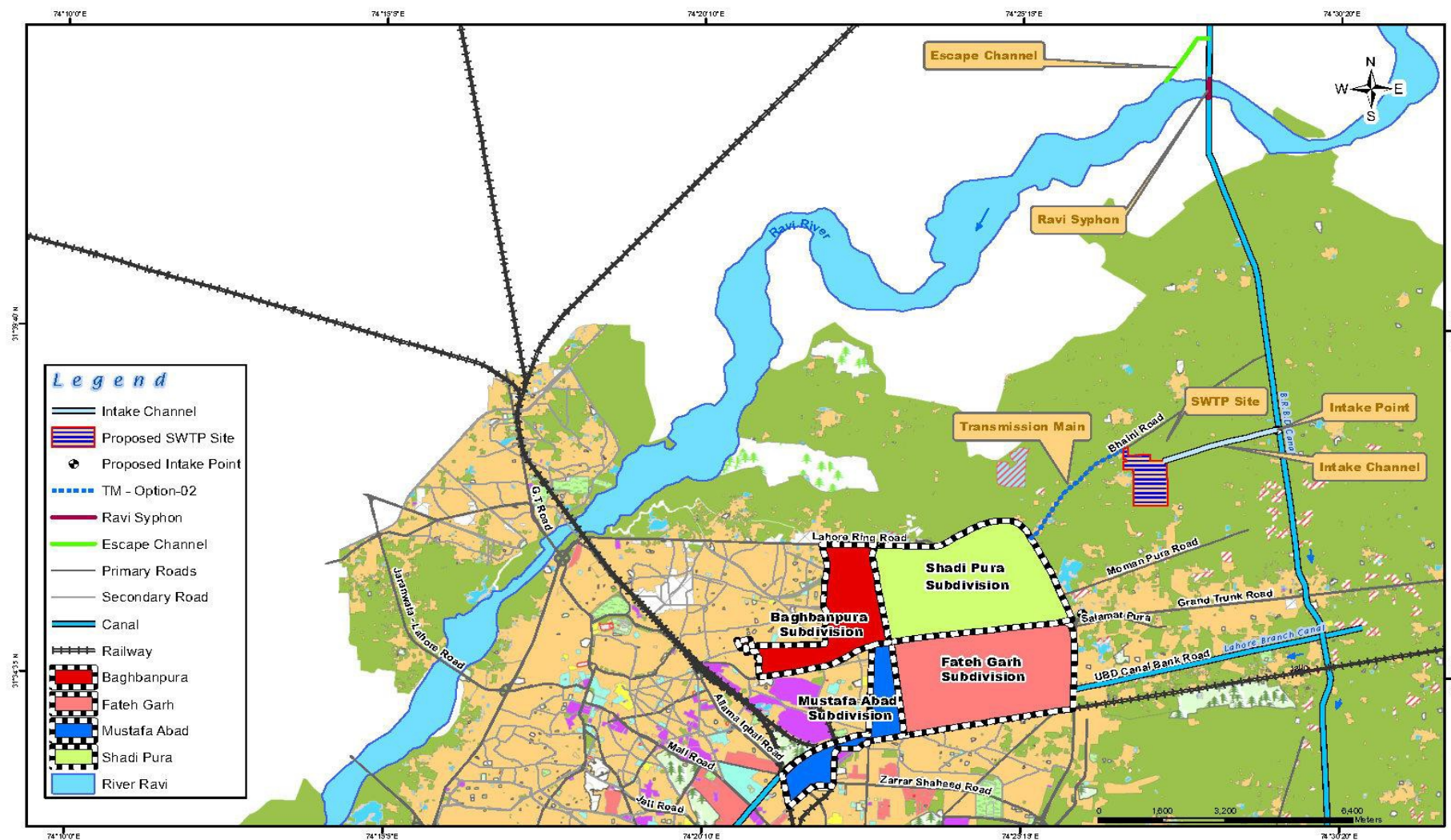
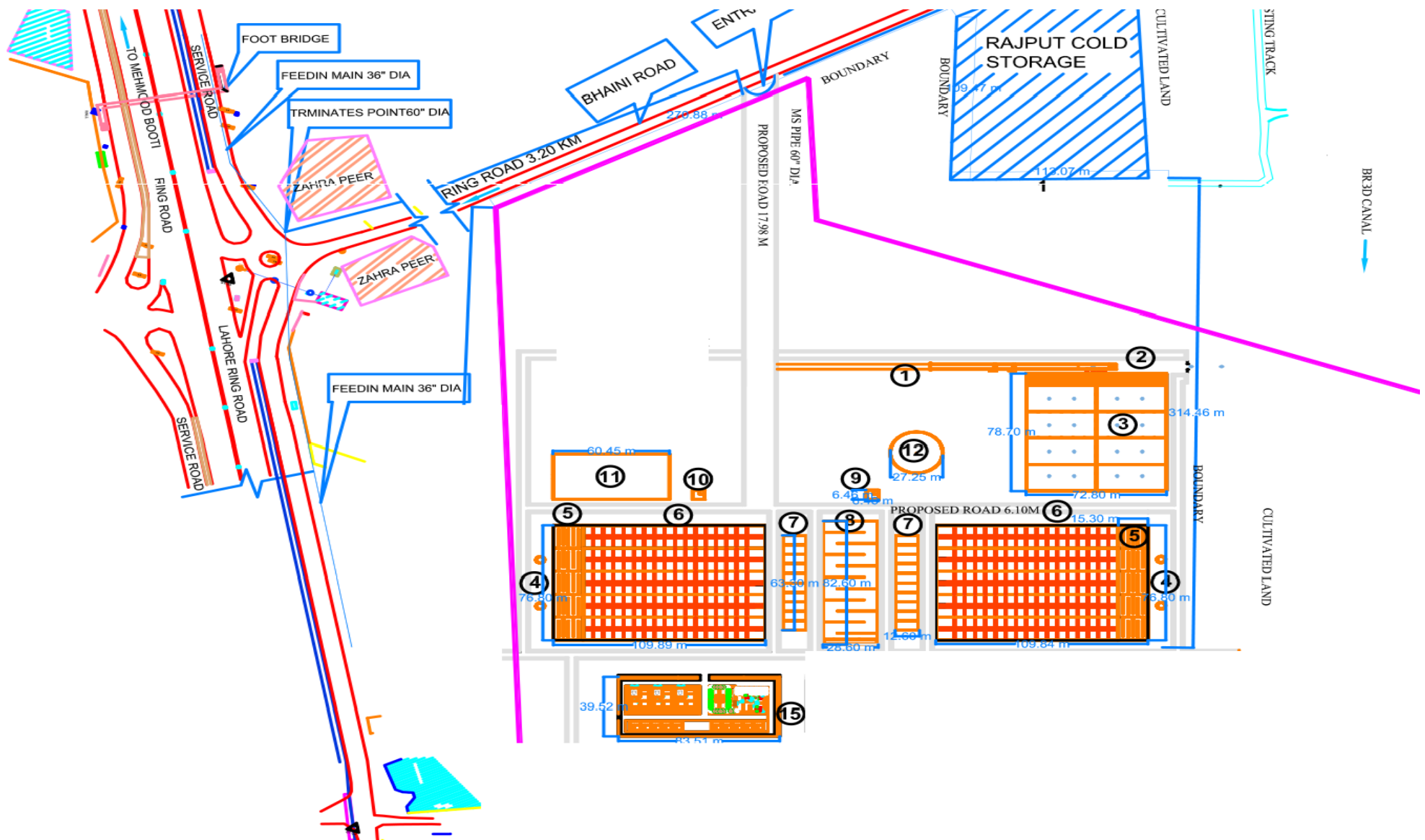


Figure 1.1 Map of Project Area





### 1.3 PROJECT OBJECTIVES

26. The main objectives of the proposed AIB-assisted project as follows:

- i. Ensure sustainable supply of safe water;
- ii. Reduce deteriorating environmental impacts due to untreated sewage disposal; and
- iii. Strengthen institutional capacity of LWASA to deliver improved services to the people of Metropolitan City of Lahore and become a financially a strong entity.

### 1.4 INTRODUCTION AND OBJECTIVES OF PACKAGE 4: TRANSMISSION MAIN, FEEDING MAIN AND DISTRIBUTION SYSTEM OF SURFACE WATER TREATMENT PLANT

27. To augment existing groundwater supplies with the surface water resource, the GoPb requires AIB financing for (i) constructing infrastructure to divert water from a nearby irrigation channel - the 'Bambawala Ravi Bedian Depalpur' (BRBD) Canal, and (ii) construction of a new state-of-the art surface water treatment plant (SWTP) with a capacity of 244,579 m<sup>3</sup>/d (53.8 MGD), and (iii) supplying it to the most densely populated areas of the city i.e. Baghbanpura, Fatehgarh, Mustafabad and Shadipura. The BRBD Canal flows in the east of Lahore, from North to South. The Canal off takes from Lower Chenab Canal (LCC) at Bambanwala. LCC, itself off takes from Marala Barrage. The BRBD is about 175 Km long (537 RDs). It is an earthen channel except a short lined central segment.

28. The LWASA has planned to depend on the surface water source, for which 1000 cusecs water will be drawn in phased manner from BRBD Canal (downstream of Ravi Syphon). Under phase-I of the project, 100 cusecs (245,000m<sup>3</sup>/day or 54MGD) water from BRBD Canal near Bhaini Road has been proposed to be brought to the identified / selected serving areas of Lahore after water treatment. Specific to water supply, following are the main objectives of LWASA, in order to improve the services and to enhance the water tariff for its sustainability. The water tariff is in place since 2004 and no tariff has been increased except for commercial connections in August 2017. The main objectives of the SWTP and associated infrastructure are:

- Providing 24/7 supply of adequate quantity of safe drinking water to the contiguous urban core (LWASA service area) through a unified water supply network;
- To rationalize and manage water demand through conservation and metering;
- Ensuring sustainable provision of water through reliance on multiple sources like surface supplies, rainwater harvesting and even closure of some of the existing wells overlying acutely low water levels;

- Maximizing the efficiency of the water supply system by creating self-sustaining Distribution Management Zones and Distribution Management Areas, acting as Cost Centers;
- Instituting a robust water measurement and monitoring system at the production, distribution and consumer end to minimize NRW;
- Improvement in distribution network geometry whereby balancing reservoirs reduce the cost of pumping.

#### **1.4.1 THE SUB-COMPONENTS OF THE PACKAGE 04:**

29. The treated water from 'Clear Water Tank' at SWTP after disinfection (chlorination) will be pumped through transmission main to existing distribution network through feeding mains. The sub-components under Package 04 are:

- i. Provision and laying of Transmission Main (TM) starting from SWTP at moza Ganj Sindhu to a point near Shadi Pura along Bhaini Road by using High Density Polyethylene (HDPE) pipe with internal diameter of 1500mm, external diameter of 60 inches /1600 mm and total length of 3.5km/3500m (138"/11.5') to feeding main through direct Pumping. The Transmission Main will be laid down along the Bhaini road near Moza Lakhodair (Bhaini Road connects BRBD Canal West Bank Road to the Ring road), and will connect to Shadi Pura distribution network of LWASA.
- ii. Construction of Feeding Mains (FMs) having different pipe diameters between 1500mm (59"/4.9') to 450mm (17.7"/1.5') diameter will be used for serving four (04) areas, of new and rehabilitated distribution network of the 04 selected serving areas, having 100% metering system for 24/7 water supply.
- iii. The treated water will be distributed to a total area of 30.56 km<sup>2</sup> divided in four (04) serving areas (Package 04). The entire length of existing distribution network of LWASA for 04 selected areas is 701.64 km. Total length of pipes that need to be replaced is 161.66 km, out of which lump-sum provision of 81 km has been made on the basis of leakage detections. The 4 District Metering Zones (DMZs) are further comprised of twenty-seven (27) District metric Areas (DMAs) through which the supply of water, evaluation of losses and control on NRW would be managed. Shadipura Zone having seven (07) DMAs, Baghbanpura Zone having four (04) DMAs, Fatehgarh Zone having eleven (11) DMAs, and Mustafabad Zone having five (05) DMAs. Rehabilitation of old pipes in existing distribution network to address the water shortage and quality issues in a comprehensive way and to reduce the non-revenue water (NRW) from the existing 45 percent to less than 20 percent by plugging all the water leakages through replacing the old pipes, which are not only causing water losses but also allowing ingress of wastewaters through these leakages and causing waterborne diseases;
- iv. controlling over consumption of water due to about 90 percent unmetered connections, through metering 100 percent of connection avoiding water theft, through bulk meters installations, and ensuring 100 percent billing and at least 90 percent collection.

- v. The total number of water connections in the 04 targeted serving areas are 114,165 having domestic and commercial connections as 110,106 and 4,059 respectively. The domestic and commercial water meters will be required to be installed on these connections under different PC-I for 24/7 water supply system in these 04 serving areas.

#### 1.4.2 Project Beneficiaries

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30. The Project is aligned with UNO sustainable development goals. As per goal No. 6 'Clean Water and Sanitation' water scarcity, poor water quality and inadequate sanitation negatively impact food security, livelihood choices and educational opportunities for poor families across the world. At the current time, more than 2 billion people are living with the risk of reduced access to freshwater resources and by 2050, at least one in four people is likely to live in a country affected by chronic or recurring shortages of fresh water. Drought in specific afflicts some of the world's poorest countries, worsening hunger and malnutrition.

31. Under Package 04, total nine (09) different areas of Lahore were considered for supply of treated water from SWTP, but four (04) areas (Shadipura, Baghbanpura, Fatehgarh and Mustafabad) were selected based on population, groundwater stress, location and condition of existing pipeline network. The project will provide clean drinking water from proposed SWTP by pumping through different feeding mains to the existing distribution network of LWASA to approximately over one (01) million population of four areas of Lahore district covering Shadipura, Baghbanpura, Fatehgarh and Mustafabad. Degradation of water quality is a very serious issue in Lahore and especially in suburbs and causing numerous health problems; water borne diseases are on the rise due to the drinking of contaminated unsafe water. The proposed project will provide safe drinking water to the locals of the area, thus reducing economic burden on health care.

32. The current total water demand in these four areas is 44 Million gallons per day (MGD) at the rate of 40 gallons per capita per day (180 litres per capita per day). The total population of these areas is projected to be 1,389,800 up to year 2030<sup>5</sup>. Consequently, the total water demand for year 2030 is projected to be 55.60 MGD, while the capacity of proposed SWTP for inflow of 100 cusecs is 54MGD (245,000 m3/day).

33. Main features of beneficiary areas are as follows:

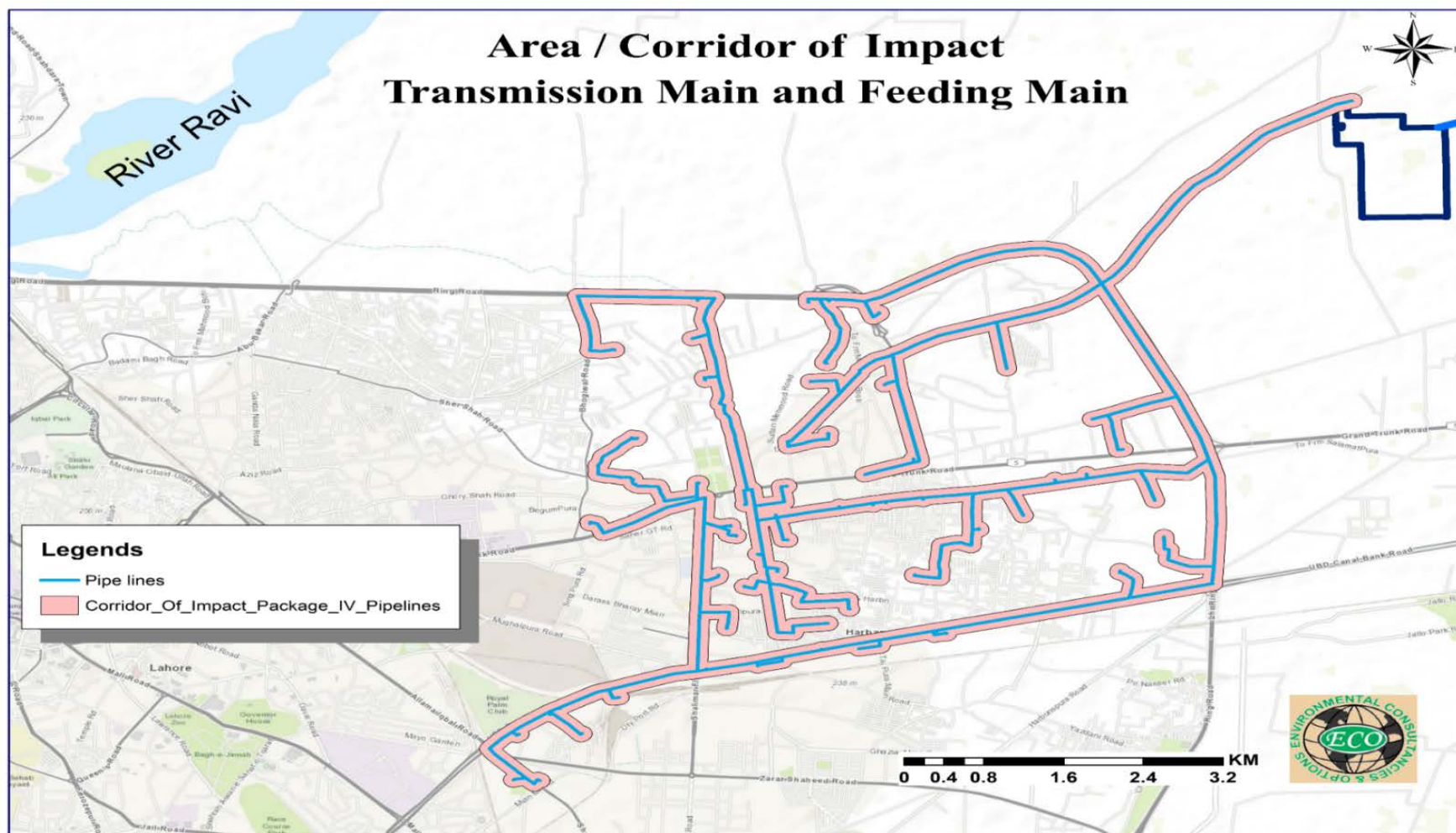
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<sup>5</sup> Annexure-01, PC-1 of Lahore Water and Wastewater Management Project (LWWMP)- Construction of SWTP at BRBD Canal-May, 2019

- Shadipura distribution network, with a total area of 11.45 km<sup>2</sup>, will serve a total population of 228,768. The total length of distribution network will be approximately 178 km. The distribution network diameter ranges from 75 to 600 mm.
- Baghbanpura distribution network, with a total area of 5.42 km<sup>2</sup>, will serve a total population of 366,499. The total length of distribution network will be approximately 169 km. The distribution network diameter ranges from 75 to 600 mm.
- Fatehgarh distribution network, with a total area of 10.41 km<sup>2</sup>, will serve a total population of 397,778. The total length of distribution network will be approximately 237 km. The distribution network diameter ranges from 75 to 600 mm.
- Mustafabad distribution network, with a total area of 3.28 km<sup>2</sup>, will serve a total population of 102,611. The total length of distribution network will be approximately 127 km<sup>6</sup>. The distribution network diameter ranges from 75 to 600 mm.
- The affected population of 4 villages and few other villages along the transmission main will receive water from the SWTP

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<sup>6</sup> Final Feasibility Study Report of Lahore Water and Wastewater Management Project (LWWMP)-Feb. 2019



## CHAPTER 02

### 2 INTRODUCTION OF RESETTLEMENT PLAN

34. As a part of the Feasibility Study of SWTP and associated infrastructure, a social impact assessment was conducted through surveys and studies to assess the potential involuntary resettlement impacts due to installation of Transmission Main, Feeding Main, and Distribution System. The measures to enhance the positive impacts and to mitigate adverse impacts are defined in this Resettlement Plan. The Resettlement Plan (RP) has been prepared in compliance with the AIIB Environment and Social Policy (ESP) and Environment and Social Standards (ESSs) of AIIB.

#### 2.1 OBJECTIVES OF RESETTLEMENT PLAN (RP)

35. The purpose of RP of Package 4 "Laying Transmission Main, Feeding Mains and Distribution System of SWTP is to minimize the temporary involuntary resettlement impacts and in case of any temporary impacts on temporary disruptions to the income, access and public utilities, mitigate them timely and sufficiently. And protect the affected population residing along the alignments of water supply pipelines from other social and environmental hazardous.

36. The objective of the RP is to provide necessary details of involuntary resettlement, impacts by identifying: (i) the type and extent of temporary losses; ii) the policy for resettlement assistance, income restoration and rehabilitation; (iii) institutional framework for participation and implementation; and (iv) responsibilities for RP financing, and (v) monitoring and evaluation of implementation process. This RP provides a mechanism through which resettlement assistance will be delivered to the potential affected persons, and provides a time-bound action plan with a budget, setting out the resettlement strategy, objectives, entitlement, actions, responsibilities, monitoring and evaluation, and is consistent with the AIIB Environment and Social Policy (ESP) and Standards.

#### 2.2 RESETTLEMENT PLAN RELATED PROCEDURES AND CONDITIONS

37. The precise corridor of impact was not established at the state of preliminary design, but the census survey conducted by including maximum envelope of impacts that are likely to be occurred. As a result, the potentially affected persons and their assets are enumerated to establish basis for entitlements, and protect the project from false resettlement claims. The LWASA will provide resettlement assistance to only those actually affected based on final Corridor of Impact. The EPC contractor will establish a precise Corridor of Impact in the light of the construction methodology either trenchless and/or open cut (i.e. space required



for trenches, excavation of soil, and movement of machinery and labor, storage of construction material and pipes, solid waste etc.) and specifying the exact diameter for each segment pipeline. A check survey will be conducted either to confirm the already identified impacts or assess and document additional impacts at the pre-implementation stage of the Package 04. The initiation of civil works will be subject to the following:

1. Endorsement of this RP by LWASA, GoPb and approval by AIIB, and public disclosure, are conditions for AIIB's appraisal of the Project;
2. Revision of the RP by verifying the impacts as per schedule that is synchronized with civil works at each sub-component of Package 04;
3. The validation of the updated RP implementation by a third party monitor is a subject to handing over of Corridor of Impact (in phases) for commencement of civil works at each sub-component of Package 04.

## 2.3 MEASURES TO MINIMIZE RESETTLEMENT

38. Efforts have been made to minimize by identifying the most suitable (left or right) of the Transmission Main, by identifying alternative routes for 55 routes of Feeding Mains (other than proposed by design engineers) to minimize the involuntary resettlement (IR) impacts and identifying the sides for the installation of transmission main and feeding mains to minimize the impacts due to installation of pipelines. An approach has been laid down for the detail design phase to be followed by LWASA, PMU, PMC and EPC Contractor to avoid or minimize, and compensate the IR impacts. Efforts have been made to avoid acquisition of private agriculture land for the TM route and minimize the social and environment impacts by selecting the alternate routes other than proposed by the design team.

### 2.3.1 PROJECT ALTERNATIVE OPTIONS

39. The 'Master Plan' study identified some short and Long-term Investment Plans up to a planning horizon of the year 2040, to cater for the huge demand of water that is required for domestic and industrial use, alternate sources other than groundwater are needed to be used such as surface water from rivers, canals and lakes. Four (04) alternate sources have been considered in this final feasibility study i.e. i) Ravi River, ii) Lahore Link Canal, iii) Khaira Distributary and iv) BRBD Canal. The flow of Ravi River is being controlled by our transboundary neighbors (India), and so it is not ideal source of water that can be used instead of groundwater. While the total capacity of BRBD canal is about 7260 cusec and at present only 4600 cusec is being withdrawn. This means that water from BRBD canal is a better/dependable source as compared to Ravi River that can be used to supply water to residents of Lahore after treatment.

### 2.3.2 TRANSMISSION MAIN ALTERNATIVES

40. Three (03) possible options have been considered for the route of the Transmission Main, but the most feasible option was selected from the perspective environment and social impacts and capital cost. The comparison of three is provided as under:

**Option-1:** Parallel to Bhaini Road towards Hando village. The total length of this proposed option was 3.1 km length up to the terminal point near Meya Town. This was the shortest route, having no involvement of R.O.W. and will pass through the private agriculture lands, for which land needs to be acquired.

**Option-2:** Along Bhaini Road having a total length of 3.5 km up to the terminal point at serving area of Fateh Garh. Although this route is approximately 300 meters longer than Option-1 but is financially more viable as compared to option-1 as no land will be needed to acquire by LWASA. Similarly, as the pipe is being laid along the Bhaini Road so it will have least environmental and social impacts.

**Option-3:** Parallel to Bhaini Road towards Zahra Peer. This option was the least feasible as it has the longest length of 3.9 km. After crossing Bhaini Road, this alignment passes through the private agriculture lands. This is the longest route and will require R.O.W for crossing Bhaini Road. After crossing of Bhaini Road the transmission main would again pass through the private agriculture lands, for which private lands need to be acquired and would cause IR impacts.

41. In the light of above, **the option-2 was selected**, being most feasible from the perspective of minimizing environmental and social impacts and cost effectiveness. However, approval/NOC for utilization of R.O.W will be required from the Works and Communication Department before laying of pipe for Transmission Main. Bhaini Road is a provincial highway, and GoPb has been planning to widen the Bhaini Road for last couple of years, but so far could not be materialized. The three sites proposed routes are shown in the **Figure 3.**

42. The treated water will be pumped through different feeding mains to the existing distribution network of LWASA. The acquisition of private land in heavily populated and commercial built up urban areas was avoided for 23 sites of overhead reservoirs in the 04 serving areas and direct pumping has been adopted.

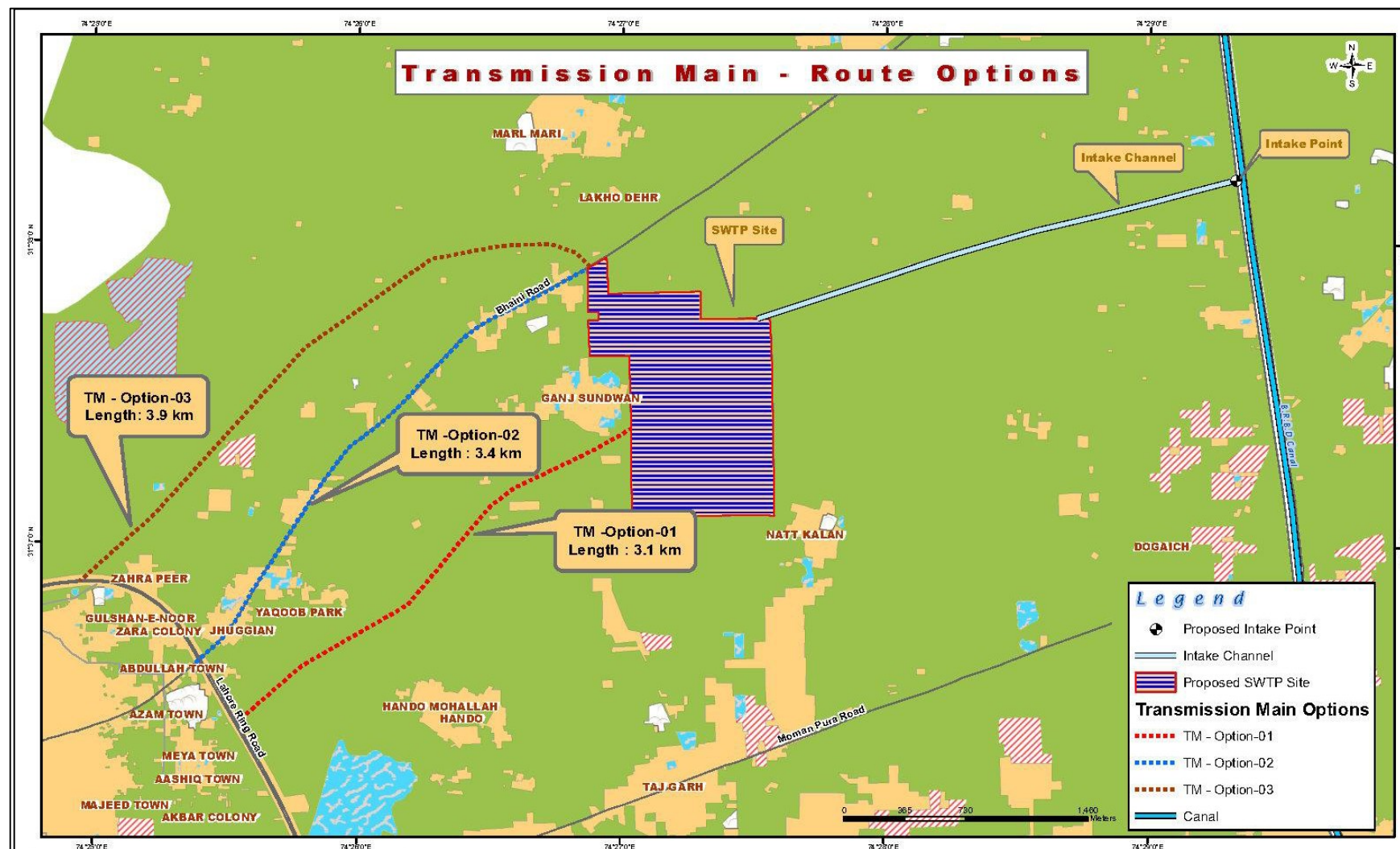
43. The ES consultants have studied the alternative routes for selection of best feasible routes for four Feeding Mains to avoid and minimize the involuntary resettlement impacts to a substantial number of potential affected persons. The outcome is given in Annex 1.

### 2.4 SCREENING AND CATEGORIZATION OF THE PROJECT

44. The Lahore Water and Wastewater Management Project is assigned as 'Category A' for involuntary resettlement impacts as per AIIB's ESP and standards. The AIIB's



Environmental and Social Standard (ESS) 1: Environmental and Social Assessment and Management and ESS 2: Involuntary Resettlement will trigger by the LW&WM Project due to considerable IR impacts caused by the construction of SWTP and raw water Intake Channel under Package 3 of LW&WM Project. The Package 3 involves involuntary resettlement due to acquisition of 324 acres (131 hectares) of private agriculture land, which will cause loss of land by 51 female and 114 male titleholders of 110 households with 712 APs (337 male and 375 female). Demolition of 7 structures of farm houses which will also cause physical displacement of 9 households of agriculture tenants and permanent agriculture workers due to loss of dwellings. The non-titleholders AHs include 4 AHs of agriculture tenants, 50 households of permanent agriculture labor, 4 households of agriculture labor contractor of 2 male 2 female contractors, approx. 50 households of daily wage seasonal agriculture laborer. The total AHs will be 219 with 1488 APs (706 male and 782 female). However, the negative social impacts of Package 04 are expected to be not severe, will be site-specific, mainly temporary, relatively minor in nature, and readily addressed through avoidance, mitigation and resettlement measures.



## CHAPTER 3

### 3 SCOPE OF INVOLUNTARY RESETTLEMENT

45. The RP for temporary income losses and disruptions to access has been prepared in compliance with ESP of AIIB and ESS 2: Involuntary Resettlement. The primary objective is to identify temporary impacts and disruptions, and to plan measures to mitigate losses likely to be caused by the civil works under Package 04 of the Project. The RP is based on the census of the potential affected persons and general findings of field visits, preliminary assessments and meetings with various project-affected persons in the project areas. The RP presents (i) introduction and project description (ii) project impacts (iii) socio-economic information and profile (iv) information disclosure, consultation and participation, (v) grievance redress mechanisms, (vi) legal framework (vii) entitlement, assistance and benefit (viii) compensation for structure (ix) budget (x) institutional arrangements (xi) implementation schedule (xii) monitoring and reporting.

46. The primary area of influence shall be the <sup>7</sup>Corridor of Impact (COI) of Transmission Main, Feeding Mains and Distribution System, and associated infrastructure (if any) within which the civil works activities will be restricted. The precise COI will be established by the EPC Contractor at the pre-implementation stage of the Project for each segment of pipeline to conduct the check surveys to re-validate the involuntary resettlement impacts that are studied at the stage of preliminary design. Within this primary area of influence, the affected people will experience negative direct impacts as a consequence of disruptions in access and loss of income due to interruptions in income during the civil works for a specific period of time, which is assumed not to be more than 7 days at each location. An environment and social impact assessment baseline survey is being conducted in the primary area of influence for 3.5 km long Transmission Main and 28 km long 55 Feeding Mains, the impact assessment of the 81 km distribution system, where pipes to be replaced, is not conducted as the footprint of the impact was not clear at the stage of feasibility study design. But transaction walk conducted to provide information about the nature of impacts. The baseline, which is being conducted independently for the environment, social and economic conditions, looks to ascertain the nature of impacts and their severity. The affected people are defined as a group of people who are directly or indirectly being temporarily affected negatively by the Package 04 civil works activities. The Package 04 does not require any private land acquisition for installation of water transmission pipelines. Therefore, no physical displacement is foreseen under this Package of the Project. Impacts are temporary in nature

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<sup>7</sup> Corridor of Impact (COI) is working area falling within ROW or outside the ROW, use to restrict to carrying out any civil works activities.

in terms of income losses by businesses along the routes of water transmission pipelines, disruptions to access, vehicular traffic and public utilities. The impact assessment surveys have been conducted based on tentative COIs of the proposed routes of Transmission Main and 55 routes of Feeding Mains by identifying the most appropriate side (left or right) with minimized impacts on relocation of utilities, structures and income. But the impact assessment survey of the Distribution System could not be conducted as no enough information was available at the stage of preliminary design. The census of APs was carried out for the entire route of Transmission Main and 55 Feeding Mains route to estimate and quantify the impacts. During the survey, the assessment of the entire routes has been carried out. The proposed diameter of the Transmission Main is 1600 mm (60 inch / 5 feet) with and 2 to 3 meter earth cover. The proposed diameter of 55 Feeding Mains ranges from 450 to 1500 mm, while they require earth cover 2 to 3 meter. The diameter of distribution network will be 3 to 12 inches with earth cover of 2.5 to 3.5 feet / 1 to 2 meter earth cover while for 16 inch or larger size of pipes, a cover of 5 feet is required.

47. There is no land acquisition under the proposed package 4. The main resettlement impacts are the (i) disruptions to access; (ii) potential reduction in the income of squatters, petty shopkeepers, large businesses and medium size shop if the presence of trenches, excavated soil, movement of machinery and labor would make access of customers difficult. To further minimize public disturbance, the assessment of impacts based on preliminary designs indicates that the only 37 out of 55 Feeding Main will cause impacts. The routes of 18 Feeding Mains would not cause any impacts. The key impact is envisaged to be occurred due to installation of pipelines using open-cut method. If trenchless technology would be used, the temporary impacts would be considerably reduced. It is assumed that the impact on one segment/stretch due to civil works will be limited to maximum 7 days. However, this is a conservative estimate; the LWASA will try to minimize the number of days of civil works at one stretch to the extent possible. The rational for selecting the sides of the corridor to study the impacts is described in Table

48. The transacts walks to the distribution 81 km distribution area revealed that the impacts due to replacement of old rusted pipes will be mostly avoided as trenches will be small and located mainly on one side of the roads/streets, so there will be no loss of structures or other assets, and vehicular and pedestrian access will be maintained through traffic management and planks. Thus impacts will be limited to small-scale temporary reduction in income if customer access is impeded. In short, most impacts will be mitigated or avoided through implementation of ESMP measures by EPC Contractors.

**Table 3.1 Rational for Selecting the Side of the Corridor to Study the Impacts**

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
A-1	Feeding Main Right Side starts from Bhiani Underpass towards Mehmood Booti	Road Peer Darbar (Near Service Ring Road Abdullah Circle Police Center (III & IV))	L		20	Left side along Ring Road: - Available width is about 18 m; right side is a drain of Ring Road with footpath. - At the shoulder of left side enough space is available, it's less developed area. - No Underground utility is passing along Ring Road.
				R	8	Right side at Road Peer Darbar Tube Well: - According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line and sewerage pipe line lay in the centre of the road. Technical criteria states that pipeline should be laid 01 meter away or above the sewer line. <b>(Updated Final Feasibility Study Report- page -48, Feb 2019).</b>
A-2	Feeding Main Left Side starts from Bhiani Underpass	Mominpura Road	-	R	18	Right side along Ring Road: - Available width is about 18 m; left side drain of Ring Road. - At the shoulder of right side enough space is available and it's less developed area. - No underground utility is passing along Ring Road.
			L	-	18	Left side of Momin Pura (Theri) Road) Boy's High School Tube Well: - According to the community underground utilities

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
						network passing from right side of the road like, gas pipeline, existing water supply line. Sewerage pipe line lay in the centre of the road.
A-3	Feeding Main Middle Line starts from Bhiani Underpass via Sharif Pura Road (Bhaini Road)	Ahmed Town Road (Momin Pura Road)	-	R	7	Right side of Shrif Pura / Baini Road, Ahmed Town Tube Well: - According to the community underground utilities network passing from left side of the road like, gas pipeline, existing water supply line. Sewerage pipe line lay in the centre of the road.
A-4	Feeding Main Left Side starts from Bhiani Underpass	Momin Pura (Nai Abadi / Gulbahar Colony)	L	-	6	Left side of Momin Pura /Theri Road, Momin Pura (Nai Abadi) Tube Well: - According to the community underground utilities network passing from right side of the street like, gas pipeline, existing water supply line. Sewerage pipe line lay in the centre of the road. Feeding main will be laid at left side of the road to avoid existing utility network.
A-5/1	Feeding Main Right Side starts from Road Peer Darbar via service road (Ring Road)	Mehmood Booti Road Peer Shah Gohar-a-Bad	L	-	6-8	Left side of Mahmood Booti Road, Peer Shah Gohar Tube Well: According to the community underground utilities network passing from right side of the street e.g. gas pipeline, existing water

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
						supply line. Two sewerage pipe lines lay in the centre of the road. Feeding main will be laid at left side of the road to avoid existing utility network.
A-5/2	Feeding Main from Bassi Chowk (Bund Road)	Tiba Qila Khazana New Karol Main Lane via Karol Bazaar	L	-	4 -7	Left side of New Karol Main Lane via Dilshad street (Karol Bazar), Tiba Qilla Khazana Tube Well: According to the community underground utilities passing at right side of the street e.g. gas pipeline, existing water supply line. Sewerage line lay in the centre of the road.
A-6/1	Feeding Main from Band Road	Siraj Pura Near Total Petrol Pump	L	-	8	Left side of Siraj Pura Tube Well: According to the community underground utilities network passing from right side of the street e.g. gas pipeline, existing water supply line. Sewerage line lay in the centre of the road.
A-6/2	Feeding Main from Dilshad Street to Suharwardi Road	Shah Ghee Mill, Mohammad Siddique Road	L	-	6-7	Left side of Shah Ghee Mill: (Abandoned), (New Tube Well located at Nouha Wala Chowk) According to the community underground utilities network passing from right side of the street e.g. gas pipeline, existing water supply line. Sewerage line lay in the centre of the road.
A-6/3	Feeding Main from Siraj Pura Band Road	Peer Ghandi Shah, Theri Road (Momin Pura Road)	L	-	8	Left side of Peer Ghandi Shah Tube Well: (Abandoned), (New Tube Well located at Data Flour Mill, Band Road) According to the community underground utilities network passing from right side of the street e.g. gas pipeline, existing water supply line. Sewerage line lay in the centre of the road.
A-	Feeding	Dhobi Ghat,	L	-	8	Left side of Dhobi Ghat

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
6/4	Main from Peer Ghandi Shah	at the junction of Theri Road and G.T. Road				Tube Well: According to the community underground utilities network passing from right side of the street e.g. gas pipeline, existing water supply line. Sewerage line lay in the centre of the road.
A-7	Feeding Main from Mushtaq Colony (Sue Wala Road)	Pakistan Mint (New), G.T. Road	-	-	0	Pakistan Mint Tube Well: Pipeline network shown on map is passing from Pakistan Mint Factory area. It's prohibited area for public and comes under control of Ministry of Defence. It requires special permission from Ministry of Defence to conduct survey.
B-1/1	Feeding Main from Rashid Pura Sue Wala Road	Nadia Ghee Mill, Sue Wala Road	-	R	28	Right side of Nadia Ghee Mill Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-1/2	Feeding Main from Rashid Pura, Sue Wala Road	Mushtaq Colony, Sue Wala Road	-	R	28	Right side of Mushtaq Colony Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-2/1	Feeding Main from Sue-Wala Road to Karim Nagar	Karim Nagar, Sue Wala Road	-	R	28	Right side of Karim Nagar Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-2/2	Feeding Main From	Salamat Pura No: 5, Sue	-	R	28	Right side of Salamat Pura No:5 Tube Well:



Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
	Sue-Wala Road to Karim Nagar	Wala Road				According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-3/1	Feeding Main From Nadia Ghee Mill, Sue-Wala Road	Kotli Peer Abdul Rehman	-	R	9	Right side of Kotli Peer Abdul Rehman Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-3/2	Feeding Main from Mushtaq Colony, Sue Wala Road	Qadir Bukhs Park,	L	-	6-7	Left side of Ch Qadir Bux Park Tube Well: Route mentioned in map is passing over the houses and street is closed at old Ice Cream Factory, now access to Tube Well is from Ghanda Naullah. Community mentioned that underground utilities network passing from Right side of the road e.g. gas pipeline and existing water supply line.
B-3/3	Feeding Main from Sukh Nehar	Faisal Park (Children Park), Sahowari Road	L	-	6-8	Left side of Faisal Children Park Tube Well: According to the community underground utilities network passing from Right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-4/1	Feeding Main from Shah Din Park, Sue Wala Road	Shah Din Park Rajbah Road (Naqshbandi Park)	-	R	28	Right side of Shah Din Park Rajbah Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
						passing from centre of the road.
B-4/2	Feading Main from Touheed Park , Sue Wala Road	Shah Din Park, Sue Wala Road	-	R	28	Right side of Shah Din Park Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-4/3	Feading Main from Shalimar Housing Scheme , Sue Wala Road	Fateh Garh Dispensary, Fateh Garh Road	L	-	6-7	Left side of Fateh Garh Dispensary Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-5	Feading Main from , Sue Wala Road	Shalimar Housing Society	L	-	7-8	Left side of Shalimar Housing Scheme Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-6	Feeding Main from Suewala Road	Salamat Pura Takiya -	L	-	6-7	Left side of Salamat Pura Takiya Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-7/1	Feeding Main Start from Service Road (Ring Road)	Wara Sattar, Sue Wala Road	-	R	28	Right side of Shah Din Park Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
						supply line. Sewerage line passing from centre of the road.
B-7/2	Feeding Main start from Service Road (Ring Road)	Qalandar Pura Main Bazaar -	L	-	8	Left side of Qalandar Pura Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-8	Feeding Main start from Main Canal Road, Harbanspura	Iftikhar Park, Harbanspura	L	-	8	Left side of Iftikhar Park Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-9/1	Feeding Main start from Faisal Park (Childern Park) Sohware Road	Mehar Block, Gulshan Park Road,	L	-	6-7	Left side of Mehar Block Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-9/2	Feeding Main start from Sanny View Park (Mughalpura Railway Steel workshop)	Mian Colony, Nabi Pura Road	L	-	6-7	Left side of Mian Colony Tube Well: Map shows that feeding main network enters into Mughalpura Railway Steel Shop area and emerged at Nabi Pura Road, land belong to Pakistan Railway NoC will be required to pass feeding main from their area. At Nabi Pura Road according to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line.

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
						Sewerage line passing from centre of the road.
B-9/3	Feeding Main start from Fateh Garh Pull (Canal Bank Road)	Maskeenpura (Canal Bank Road)	L	-	10	Left side of Maskeen Pura Tube Well: According to the community underground utilities network passing from right side of the service lane of main canal bank road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-10	Feeding Main start from Muslim-A-Bad, Main Canal road	Panj Peer Lal Pull, Main Canal Road -	L	-	30	Left side of Panj Peer Lal Pull Tube Well: According to the community underground utilities network passing from right side of the service lane of main canal bank road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-11/1	Feeding Main start from Iftikhar Park	Fateh Garh pull, Main Canal Road -	L	-	30	Left side of Fateh Garh Pull Tube Well: According to the community underground utilities network passing from right side of the service lane of main canal bank road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
B-11/2	Feeding Main start from Fateh Garh pull, Main Canal Road	Muslim A Bad, Main Canal Road	L	-	30	Left side of Muslim-A-Bad Tube Well: According to the community underground utilities network passing from right side of the service lane of main canal bank road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-1/1	Feeding Main start from Alia Town,	Mahmood Booti Disposal Station,	L	-	15	Left side of Muslim-A-Bad Tube Well: According to the community underground utilities

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
	Shalimar Bagh Road	Service Road (Ring Road)				network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-1/2	Feeding Main from Gulshan-e-Shalimar Housing Scheme	Alia Town, Shalimar Bagh Road	L	-	6-12	Left side of Alia Town Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-1/3	Feeding Main starts from Mehmood Booti DS, Service Road (Ring Road)	Maher Bashir Colony, Bhogiwal Road,	L	-	4-6	Left side of Maher Bashir Colony Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-2/1	Feeding Main starts from Shair Shah Shian	Deputy Yaqoob Colony (Mian Mohammad Din Colony)	-	R	6-7	Right side of Deputy Yaqoob Colony Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C2-2	Feeding Main from Angoori Bagh (Islamabad Colony)	Gulshan-e-Shalimar Housing Scheme, Shalimar Bagh Road,	L	-	8-10	Left side of Gulshan-e-Shalimar Housing Scheme Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-3/1	Feeding Main starts from Madhu	Darbar Peer Shair Shah Sheean,	L	-	6-7	Left side of Shair Shah Sheean Darbar Tube Well: According to the community

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
	lal Hussai,					underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-3/2	Feeding Main starts from Angoori Bagh (Islamabad Colony)	Darbar Madhu Lal Hussain Shah,	L	-	7-8	Left side of Darbar Madhu Lal Hussain Shah Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-3/3	Feeding Main starts from Angoori Bagh (Islamabad Colony)	SDO Baghbanpura office, Major Jameel Shaheed Road	-	R	8-10	Right side of SDO Baghbanpura Office Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
C-4	Feeding Main starts from Angoori Bagh (Islamabad Colony)	Suriya Jabeen Park (G.T. Road)	-	R	9-10	Right side of Suriya Jabeen Park Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-1/1	Feeding Main starts from Pakistan Mint, G.T. Road	Gosha-e-Angori Scheme, (Islamabad Colony)	L	-	6-9	Left side of Gosha-e-Angori Scheme Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-	Feeding	Gosha-e-	-	R	7-9	Right side of Gosha-e-

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
1/2	Main Starts from Gosha-e-Angori Scheme	Angori Scheme-No-2, Sahir Road,				Angori Scheme No-2 Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-1/3	Feeding Main starts from Mushtaq Colony, Sue Wala Road	BTH Muslim Colony, Ganda Nallah Road	-	R	8-10	Right side of BTH Muslim Colony Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-2/1	Feeding Main start from Shalimar Link Road Sahuwari Takia old	Sahuwari Takia Old, Shahuwari Road	-	R	7-8	Right side of Sahuwari Takia Old Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-2/2	Feeding Main start from BTH Muslim Colony, Ganda Nallah Road,	Sahuwari Takia New, Shahuwari Road	-	R	7-8	Right side of Sahuwari Takia New Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-3/1	Feeding Main starts from Shalimar Link Road	Shah Kamal, via Ram Garh Bazar,	-	R	2-4	Right side of Shah Kamal Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.

Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
D-3/2	Feeding Main starts from Fayaz Park Lal Pull, Main Canal Bank Road	Jhangir Road, Main Canal Bank Road	L	-	10	Left side of Jhangir Road Tube Well: According to the community underground utilities network passing from left side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-4/1	Feeding Main starts from Choubacha Phattak, Main Canal Road	Tariq Colony, Gool Bagh,	L	-	10-12	Left side of Tariq Colony Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-4/2	Feeding Main starts from Fayaz Park Lal Pull, Main Canal Road	Choubacha Phattak, Main Canal Road	L	-		Left side of Choubacha Phattak Tube Well: According to the community underground utilities network passing from right side of the service lane of main canal bank road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road.
D-4/3	Feeding Main starts from Choubacha Phattak, Main Canal Road	Gulistan Colony, Ansary Road,	L	-	10	Left side of Gulistan Colony Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road
D-4/4	Feeding Main starts from Punj Peer Lal Pull, Main Canal Road	Fayaz Park (Lal Pull), Main Canal Road	L	-	30	Left side of Fayaz Park Tube Well: According to the community underground utilities network passing from right side of the service lane of main canal bank road e.g. gas pipeline, existing water supply line. Sewerage line



Tube Well No.	Road/Location		Side of Impact Assessment		Available Width (Meter)	Reasons for Choosing the Impact Side
	From	To	Left	Right		
						passing from centre of the road.
D-5/1	Feeding Main starts from Ahata Makhan Singh,	Mian Meer Darbar via Infantry Road	L	-	14	Left side of Mian Meer Darbar Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road
D-5/2	Feeding Main starts from Ahata Makhan Sing to	Infantry Road New	L	-	14	Left side of Mian Meer Darbar Tube Well: According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road
D-5/3	Feeding Main Starts from Choubacha Phattak	Ahata Makhan Sing, Main Canal Road	L	-	8	Left side of Ahata Makhan Sing Tube Well (Abandoned), (New Tube Well located in Canal Colony, Dharam Pura): According to the community underground utilities network passing from right side of the road e.g. gas pipeline, existing water supply line. Sewerage line passing from centre of the road

49. The temporary impacts include (i) loss of business locations by 161 squatters of micro business enterprises (152 with temporary structures and 9 with semi-permanent structures); (ii) temporary loss of income by 201 petty shops; (iii) temporary loss of income by 2202 medium size shops; (iv) the 104 large shops; (v) disruption of access to 1288; (vi) disruption to 06 hospitals and 32 health; (vii) 44 educational institutions; (viii) disruption to 6 public and private office; (ix) disruption of access to 32 mosques; (x) disruption to 270 streets (xi) disruptions to public utilities including electricity, water supply and gas pipeline, optical fiber cable ; (xii) partial impact on a linear strip of busy commercial roads including Bhaini Road, Mominpura Road, Bund Road, Shalimar Road, service land of Main Canal

Road, Karol Bazar, Mahmood Booti Road, Infantry Road, Qalandar Pura Road, Iftikhar Road, Momin Pur Nai Abadi Road, Ahmad Town Road, Haq Nawaz Road, Madhu Lal Hussan Road, Nabi Pura Road, Sahuwari Road, Gulshan Park Road, Sukh Nahr Road, Road Pir Sarkar (xiii) impact on permeant extended structures of 340 shops, houses, mosques, offices, and clinics. The construction activities will impact the quality of access roads due to open cuts technology to be used by the Contractor and movement of construction machinery and would require restoration of the road.

50. The 152 squatters of micro enterprises will be affected and need relocation to alternative sites during the construction works. The detail is provided in the table below with type of their business.

**Table 3.2 Types of Informal Squatters' Micro Enterprises**

S #	Type of Micro-Enterprises	Number
1	Cobbler	11
2	Vegetable an/ Fruit Seller	60
3	Chicken seller stall	32
4	Children Garment stall	28
5	Artificial Jewelry	15
6	Juice Corner (Sugar Cane)	6
	Total	152

Source: DP census

51. The 201 shops of petty businesses will also be affected. Most of these petty shops are operated in one outer room of the houses. There is one old women who

**Table 3.3 Types of Affected Petty Shops**

S #	Type of Businesses	Number
1	Pan & Cold Drink Shop	70
2	Tyre Puncture Shop	25
3	Vegetable and Fruit Shop	24
4	Eatery Shop	20
5	Chicken Sale Shop	15
6	Mobile Repairing and Accessories Shop	7
7	Milk Shop	40
	Total	201

52. The income of a large number (2202) of medium size shops will be impacted temporarily. Most of these shops are operated in busy commercial bazars, mostly in low income shopping areas.

**Table 3.4 Types of Affected Retailer of Medium Size Shops of**

S #	Type of Businesses	Number
1	Garment Shops	176
2	Cloth Shops	123
3	Mobile Shop	251

S #	Type of Businesses	Number
4	Pansary/herbal Store	27
5	Pharmacies	52
6	Sanitary & Hard Ware Shops	41
7	Electric Repairing Shop	93
8	Motor Bike repair Workshop	157
9	Motor Car Work Shop	28
10	Crockery Shops	15
11	Cosmetic Shops	35
12	General Store	846
13	Tailor Shop	61
14	Saloons	42
15	Service Station	6
16	Vegetable and Fruit Shops	45
17	Clinics	29
18	Building Material Shop	26
19	Laundry Shop	16
20	Shoe Shop	85
21	Real State Shops	27
22	LPG Stores	27
23	Auto Spare Parts Shop	15
24	Fodder Shops	12
25	Jewelers shop	21
26	Welding Workshops	40
27	Photographers Shop	7
28	Foam Selling Stores	15
29	Mini Gas Stations (Petrol Pumps)	8
30	Stationary Shops	19
31	Scrape Shops (Kabaria)	12
32	Nan Shops	30
33	Stitching Material Shops	4
34	Sweat and Bakers	15
35	Auto Engineering Works	28
36	AC Repair Shop	12
37	Pot Stores	3
38	Optical Shops	17
39	Watch Repairing Shop	7
40	Dry Fruit Shop	6
41	Catering Shop	34
	Total	2202

53. The large size shopkeepers include the wholesale businesses and larger shopping malls will be temporarily affected. These businessmen strongly requested to not impede the access of customers and the vehicles to their businesses as in case of disruptions, they will face huge losses. They recommend the laying of pipes on holidays.

**Table 3.5 Type of Affected Large Size Wholesaler or Retailer**

S #	Type of Businesses	Number
1	Pharmacist (Wholesaler & Retailer)	5
2	Sweat & Backers	8
3	Sanitary and Tiles Store	15

S #	Type of Businesses	Number
4	Shoe Store	8
5	Garment Stores	20
6	Grocery Store	6
7	Electronics	12
8	Foam Shops	5
10	Cloth Store	25
	Total	104

### 3.1 SOCIAL IMPACT ASSESSMENT

54. The process of social impact assessment was started with awareness and information dissemination campaign started from 12 June and ended on 19 July during the identification of routes of 55 Feeding Mains and locations of LWASA tube wells. Initially, the trader associations showed extreme resistance due to the sales tax issue and they perceived the survey to get information about their businesses. After extensive consultations, the potential trader associations agreed for the surveys except 20% of them.

55. An information dissemination and motivational campaign, the census was conducted rapid impact assessment was started from July 23 and ended on Sep 5 with interruptions due to shutter down strikes of businessmen against hike of sales tax in budget 2019-20. The heavy rains in Lahore also caused loss of work days as the target areas of water supply are low lying and there is extremely poor sanitation system which impede access to these areas. Due to lack of cooperation from the shop keepers, the qualitative assessments were used to assess the income and expenditure pattern of the potentially affected population. The census of potential APs of one side of the roads or streets/alleys with less encumbrances) has been carried out for transmission main and feeding mains and transect walks were conducted in distribution areas to estimate the nature of temporary impacts. The census survey has been conducted by including maximum envelope of impacts that are likely to be occurred and potentially affected persons and their assets are enumerated to establish basis for entitlements, and protect the project from fraudulent or opportunistic resettlement claims. But only those actually affected based on final design would actually be eligible for resettlement assistance. The information collected from census includes:

1. Numbers, types and ownership of affected shops and other businesses;
2. Numbers and types of affected squatters of micro businesses and their average incomes and net profits
3. Numbers and types of encroached extended permanent and semi-permanent structures
4. Level of disruptions to access by residents, general public, users of the roads and social institutions
5. Impact on access and public utilities

56. The social impact assessment was conducted in accordance with ESP of AIIB. The surveys and studies include: (i) census of directly affected persons (through a structured questionnaire by taking information from one to persons from each affected household); (ii) socio-economic survey of 10% affected households to acquire information about their household composition and demography; education and ages of household members, household income from different sources, household expenditure pattern; and (iii) poverty, social and gender assessment through qualitative tools (iv) to assess the unit rates. The objective of these surveys was to prepare a list of all APs by taking into account the social and economic impacts of temporary disruptions, conduct gender and poverty analysis, and quantification of losses in terms of numbers and cost.

57. The surveys involved different data gathering techniques that include quantitative surveys through structures questionnaires, consultations, key informant interviews, focus group discussions, and participatory rapid appraisal. Several measures have been taken to ensure quality of data collection. These include: (i) training of resettlement survey team; (ii) on-the-job training of the team; (iii) pilot testing of developed forms/formats, questionnaires and checklists; (iv) adaptation of survey forms, questionnaires and checklists in the context of the area specific impacts; (v) verification of data collected from revenue department; 6) cross checking of randomly selected census forms and socio-economic questionnaires by the Social and Resettlement Specialist and Team Leader; and (vi) triangulation of data collected from difference sources through supplementary surveys and studies. The key information of the collected data was computerized for analysis, development of RP and future reference.

### **3.2 IMPACT ON PRIVACY, SAFETY AND SECURITY**

58. They installation of water transmission pipelines will cause the health and safety to the population residing in the adjacent and surrounding areas particularly women, young boys and girls, and elderly. LWASA will be responsible to take all necessary measures to protect privacy, security and safety of affected and surrounding population. It will also take measures to protect local population from environment hazards of noise, air pollution, traffic disruptions and will raise the awareness of staff particularly of drivers and conductors on traffic safety.

### **3.3 RELOCATION AND REHABILITATION OF PUBLIC UTILITIES**

59. The transmission lines pass through the affected lands, which will require relocation and rehabilitation to avoid any incidence. LWASA will coordinate with Lahore Electric Supply Corporation for the safe relocation and rehabilitation to ensure power supply to farming

communities in shortest possible time to avoid disruptions. The process needs to be started soon after the approval of the Project. If utilities are accidentally damaged during construction, it shall be reported to the PMU, the PMU will inform the LESCO, and repairs will be arranged immediately at the contractor's expense.

60. The PMU will conduct an extensive public information campaign to inform the public about any disruptions in power supply, in advance, and relocation/repair will be ensured in shortest possible time. Additional due diligence will be conducted at the stage of detailed design or Project implementation stage to identify the potential impacts on existing services, utilities and infrastructure due to construction particularly impacts on livelihood activities of local population and measures will be defined to eliminate the impacts.

#### **3.4 MITIGATION AGAINST LOSS OF TEMPORARY ACCESS**

61. There will be temporary impacts on mobility and access of people due to construction works, which will be managed by the EPC Contractor during the construction period, to ensure no inconvenience to the people. A traffic management plan will also be prepared for this purpose as part of the ESMP. The contractor has to identify the impacts and address them during the construction.

## CHAPTER 04

### 4 SOCIO-ECONOMIC PROFILE OF AFFECTED PERSONS

62. The analysis of the socio-economic conditions of the affected households was conducted by using quantitative and qualitative poverty, social and gender assessment tools. A socio-economic survey was conducted of 10% directly affected households from 4 district metered zones targeted by LWASA for the provision of surface water under the Project. While the poverty social and gender assessment was conducted by involving.... **female** and **... male** of difference categories of affected persons through location specific FGDs, in-depth Interviews, semi-structures interviews of key informants and participator rapid appraisal tools.

63. The purpose was to assess the overall socio-economic conditions of the project affected households on the basis of various socio-economic indicators. The assessments were led by the experts with a team of Sociologists, Junior Sociologists and field surveyors after conducting training and on-the-job training of the survey team to enable them to collect field data skillfully. Socioeconomic data consisted of basic socio economic information such as demographic features, occupation, income and living conditions of the AHs, housing condition, household assets, access to basic amenities available to them, their poverty, social and economic status, household income and expenditures levels, education levels and, gender analysis. A poverty social and gender assessment was carried out to collect gender disaggregated data of the Package 4 impacts and socio-economic conditions of the marginalized and women.

64. Pakistan also had adopted **Millennium Development Goals (MDGs)** had eight international development goals for the year 2015. MDG goal 3 is to promote gender equality and empower women and focus on eliminating gender disparity in primary and secondary education, preferably by 2005, and in all levels of education no later than 2015. Pakistan was the first country to adopt **Sustainable Development Goals 2030** agenda through a unanimous resolution of parliament. The seven pillars of Pakistan Vision-2025 are fully aligned with the SDGs, providing a comprehensive long-term strategy for achieving inclusive growth and sustainable development. Goal 5 of SDG is on Gender equality that is focused on ending all discrimination against women and girls; is not only a basic human right, it's crucial for sustainable future; it's proven that empowering women and girls helps economic growth and development.

65. Pakistani women face numerous gender inequalities in the social context and therefore, this impacts their participation in water related debates, policy, programs and

community level initiatives. As per Human Development Report 2018, Pakistan ranks 150 out of 189 on the Gender Development Index, with a value of 0.750 and on the Gender Inequality Index ranks at 150 out of 189 and has a value 0.541. As per the Global Gender Gap Report 2018, Pakistan ranks at 148, and has a score of 0.550 points. The importance of empowering women across the board and mainstreaming women in the management and governance of water has been recognized at the global level since the 1980s, and Pakistan is a signatory to all the relevant water declarations and commitments.

66. In both the urban and rural context, water is a necessity not only for drinking; but also for food production and preparation, personal hygiene, care of the sick, cleaning, washing and waste disposal purposes. Female dependence on water sources at household level infers that women have substantial information about drinking water sources, including its location, quality and storage methods.

67. The AIIB's vision statement of Environmental and Social Policy Framework (ESP) "recognizes the importance of gender equality for successful and sustainable economic development and the need for inclusiveness and gender responsiveness in the infrastructure projects it supports". A poverty social and gender assessment of the affected persons has been conducted and a Gender Action Plan has been developed for the Project.

68. The results of the socio-economic survey, poverty social and gender assessments are reported in the following sections below:

#### 4.1 GENDER COMPOSITION AND DEMOGRAPHIC FEATURES OF AHS

69. The proportion of male and female is calculated as 49% and 51%, respectively as shown in Table 4.1 below.

**Table 4.1 Average Size of Affected Household and Gender Composition**

Average Size of Household	Gender Composition	
	Male (%)	Female (%)
7 persons	49	51

Source: APs census

##### 4.1.1 Household Size

70. The size of the affected household ranges from 4 to members of the household, and thus the average size of the households is 7 persons per household. There are 3-4 children per HH in poorer families, whilst the middle income and better off families have 3 children on average. Most of the affected households live in joint families (64%), which show



predominance of extended families in the AHs. The average household size is computed to 7 persons. The joint families include paternal grandparents and their children who often include one or two families, which include parents and their children in one compound led by the male grandparent as household head. The locals thus follow the traditional values of the society and keep their parents aging parents with them.

#### 4.1.2 Education

71. The literacy rate among well off households is 95% in male and 77% in female. In middle income groups, the literacy rate among men is 75% and among women is 70%. As the well-off and middle-income households can afford to send their children to schools, the literacy rate amongst these income brackets is better. As reflected in the table below in the average monthly expenditure of the household, the well-off families spend 17 percent of the total household income and the middle-income families spend around 11 percent of their monthly household expenditure on their children's education.

72. The literacy rate among poor income households is low, 35% among men and 25% among women. The poor households have shown interest in educating their children, even girls, but they stated that due to limited income they cannot afford to send their children to school. Boys are at very early age (10+), start to work at shops, workshops and neighboring industries.

#### 4.1.3 Income & Expenditure

**Table 4.2 Average Monthly Expenses of the Households**

Expenditure Items	Well-off (PKR)	Middle Income (PKR)	Poor (PKR)
Food	87833/=	43000/=	28953/=
Education	28920/=	8051/=	2756/=
Transport	24208/=	7600/=	2541/=
Utility Bills	16750/=	9651/=	6830/=
Water & Sanitation	7700	668/=	580/=
Total Amount	165411	68969	41660

73. The above table reflects the monthly expenditure pattern of the households varies on all items including food, education, transport, utility bills and on water and sanitation facilities. The table reflects that the spending patterns of all the households surveyed vary. There are large disparities in the spending pattern of better off and poor.

#### 4.1.4 Sources of Income

74. Among the affected households (AHs), the 62% male well off depend on the income from the businesses and while 34% have source of income from other professions and occupations such as private or public sector services and self-employed professions. The sources of income of men from middle income group is 45% from business, 30% from private and government sector jobs and 23% work as salesmen, drive taxis and 2% went to the other countries for skilled labour. The source of income of men from poor HHs are micro enterprises, driving auto rickshaws, daily wage labour in the construction industry, work as office boys, or helpers in shops, semi-skilled and skilled labour in local industries and construction industry, and livestock rearing.

75. Most of the women from well off HHs are involve in taking care of household tasks, except 5% professional women and they work as doctors and work in the public and private sector. Most of the women from middle income group stay home, but a small number, 10%, work as teachers in schools, do private and government jobs, serve as para-medical staff in hospitals and run parlors. Some of them also perform non-labor jobs in the factories. The 55% girls and women from low income HHs stitch clothes, work in garment factories, work as domestic help, and do skilled work at small industries. 10% of the women in the area are involved in micro enterprises at household level. They take order work from the markets and hire other women to work for them.

#### 4.1.5 Poverty Status

76. The number of earners ranges from 2 to 3 persons in a HH, but 28% of the AHHs have one earner. The table below shows the average income of the affected HHs. The income of low-income group is an average of PKR 200/person/day (\$1.40/person/day), which is below global poverty line determined by the World Bank in 2015 (\$1.9/person/day). The daily income of middle-income group is PKR 327/person/day (\$2/person/day), which is just above the poverty line. The better off affected persons did not reveal their sources and level of income, except for a few.

**Table 4.3 Average Income of Affected Household**

<b>Income Group</b>	<b>Monthly (PKR)</b>
Low income group	47,000
Middle Income	70,000
Better off	100,000+

77. The HHs of low income group run petty shops and are squatters, and fall under the poverty line. Most of the operators of petty shops and squatters are illiterate with no skills

other than operating the micro enterprises they are running. They have limited income which is spent on meeting their daily household expenditures. They do not have enough savings to expand their businesses. Their income days are lost due to rains and sometime due to anti-encroachment campaigns which are periodically run by Lahore Municipality.

78. However, surviving as a vendor in Lahore city specifically and in the locality requires a certain amount of skill to be able to negotiate effectively with wholesalers and customers in a friendly manner. Competition among vendors for business space and access to customers is strong. In their views, vending is a viable source of livelihood, but earnings are low and risks are high for many vendors, especially those who sell fresh fruits and vegetables. Most of the potentially affected vendors are the main breadwinners for their households. They create jobs, not only for themselves but for their workers, porters, security guards, mini transport operators, rent seekers and others. Yet they face many challenges, they are overlooked as economic agents and unlike other businesses, and their source of livelihood is hindered, rather than helped by metropolitan municipality's policies and practices.

79. Thus categorized as the urban poor, urban policies and local economic development strategies rarely prioritize livelihood security for these informal workers. Having an insecure place of work is a significant problem for them. There is no metropolitan municipality law governing micro road side businesses in Lahore, leaving these informal squatters vulnerable to evictions at the time of any urban infrastructure development. The lack of security thus impacts their livelihood, health, education and social status.

#### 4.1.6 Ownership of Assets

**Table 4.4 Household Items Ownership Pattern by Income Group**

Items	Well-off (%age)	Middle Income (%age)	Poor (%age)
TV	100	98	85
Washing Machine	100	99	85
Refrigerator	100	88	35
Computer or Laptop	100	65	10
Motor Bike	10	80	15
Car/Van	100	5	-
Geyser	100	25	-

Air Conditioner	100	20	-
Internet/Wi-Fi Access	95	35	40

80. The above table shows the ownership of assets of well-off, middle income and poor households. The almost 100% of well-of households have all the assets while the middle income have access to essential electronics. The majority of population has access to TV and washing machine across all income groups. The poor do not possess cars, geyser and air conditioners, and a low percentage has access to computers and motorbikes.

81. The ownership pattern of the HH's is a reflection of the urban setting as the HH's have access to basic amenities.

#### 4.1.7 Housing

**Table 4.5 Quality of Housing**

Types	Well-off	Middle Income	Poor
Kacha	0	0	15
Pacca	100	25	25
Sami-Pacca	0	75	60
Total (%age)	100	100	100

82. The surveyed areas can be categorized as an urban slum and thus a majority of the households in the area are concrete/ pacca structures and mix (mud and concrete) structures.

83. All of the better off HHs live in pacca/concrete houses while the majority of middle incomes and poor HHs live in mix (mud and concrete) houses. Only a small percentage of poor, 15%, live in kacha houses. The kacha houses are generally referred to houses that have a single story and are made of mud. These homes are susceptible to weather changes, especially rain.

#### 4.1.8 Health Status

**Table 4.6 Experienced Illness in the Last Year (%age)**

Illness	Treatment Provided	No. of Days needed to recover	Total expenses for the one time treatment (PKR)
Typhoid	Local clinics	3 weeks	4500
Diarrhea (watery motion)	Local medical stores, Govt. Hospital and local	1 week	2050

	clinics		
Hepatitis A, B, C or E	Private, trust or Gov't hospitals	1 month or longer	12000/
Skin Disease	Dispensary or local clinics	1 week	1500/
Eye/ear infection	Medical stores or Local clinics	1 week	2000/

84. The most common illness people of the area have experienced includes typhoid, diarrhea, skin and eye/ ear infections. Hepatitis A, B, C and E are also more common among young, middle aged and elderly. Diarrhea is most common in young children, teenagers and treatment is sought from public hospitals. Deeper analysis found that the most common reason for diarrhea is the distribution of bad quality water by LWASA tube wells and water supply lines. Moreover, the prevalence of skin diseases and hepatitis has also been found to be linked with the provision of unsafe water. It also shows that school going children lose the days of school and adults lose work days. Thus, the people of the area do not have access to clean drinking water and the sewerage system in the area has not been updated.

85. The FGD revealed that most of men and women initially treat themselves by taking medicines from local medical stores, but in case of prolonged illnesses, they visit local clinics. However, for serious diseases like jaundice, they visit government hospitals. When asked as why the locals have not sought treatment for the diseases, it was identified, by both men and women from low income group that the main reason for not seeking treatment initially from private doctors is that the consultation and treatment is too expensive for the middle income and poor households to afford.

#### 4.1.9 Use of Local Media

**Table 4.7 Local News Priority by Male**

Priority	TV	Radio	Newspaper	Internet	Mobile Phone	Poster	Brochures	Neighborhood	Friends
1st Priority	66.7	0.9	5.4	4.5	0.9	0	0	3.6	10.8
2nd Priority	9.9	6.3	6.3	11.7	3.6	0	0	4.5	18.0
3rd Priority	0.9	0	2.7	0.9	0	0	0	0.9	8.1
4th Priority	0	0	0	3.6	0	0	0	0	0.9

Priority	TV	Radio	Newspaper	Internet	Mobile Phone	Poster	Brochures	Neighborhood	Friends
Total	77.5	7.2	14.4	20.7	4.5	0	0	9	37.8

86. The first preference of the local men is to get news from and on television, followed by their friends, the newspapers, the internet, the neighborhood, and their mobile phones and on the radio. Their second priority is that their friends give them the information, information is given at the workplace followed by the internet, television and radio and newspapers.

87. Thus, for information dissemination of the project and its related updates, LWASA and the contractors and other agencies involved would have to put up notices through news tickers in the local languages on the local news and cable channels, followed by disseminating information through meetings and public consultations. It would also be useful to use the workplaces of the local men for information dissemination.

**Table 4.8 Local News Priority by Female**

Priority	TV	Radio	Newspapers	Internet	Neighborhood	Friend	Work Place
1st Priority	41.4	0.9	0.9	0	0.9	0	0.9
2nd Priority	0	0.9	0	2.7	0	1.8	0
3rd Priority	0	0	0	0	0	0	0
Total	41.4	1.8	0.9	2.7	0.9	1.8	0.9

88. Women stated that television was their first priority for getting local news and information, followed by the newspapers, neighborhood, news, the workplace and the radio. The women categorized their friends and the radio as their second preference. Therefore, to get project information to the females of the locality, the local news and cable channels would need to be contacted. Public gatherings and consultations would be great tools for information dissemination.

**Table 4.9 Level of Trust on Community**

Level of Trust	Trust	Level of cooperation in the community	Cooperation between communities
No Trust/Cooperation	4.5	3.6	5.4
Low Levels	27.9	32.4	42.3
Satisfactory Levels	45.0	47.7	36.0
High Levels	19.8	14.4	11.7
<b>Total</b>	<b>97.2</b>	<b>98.1</b>	<b>95.4</b>

89. There are satisfactory levels of trust and cooperation in the communities. However, in between neighboring communities, there are low levels of cooperation.

## 4.2 Water Supply

**Table 4.10 Main Source of Drinking Water**

Source of Water	Well-off	Middle Income	Poor	Total
Piped water supply (WASA)	0	6.3	18.9	25.2
Tube Well	0	1.8	0.9	2.7
Common well or tap	0	0.9	0	0.9
Bottled water	55	3	0	1.8
Water Filtration Plant	9.0	21.6	36.0	66.7
Motor Pump	0.9	0	1.8	2.7

90. The main source of drinking water for all the households in the area are the water filtration plants installed by different LWASA, MPA/MNA funds etc. followed by the middle income and poorer households using piped water being supplied by LWASA in the target areas. 2.7 percent of the respondents use motor pumps and tube wells for water collection, and only a small percentage of the well-off and middle income households can afford to use bottled water.

91. During focus group discussions it was found that only those households who could not afford transportation to the water filtration plants are being forced to use the water being supplied by WASA.

#### **4.2.1 Water Quality**

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92. The water quality around the peripheries of Lahore, especially the urban slums, deteriorates considerably as one moves away from the city center and so is the case with the target areas.

93. Situated on the peripheries of Lahore, a majority of respondents of the potential beneficiary population stated that the ground water in the area is of terrible quality and cannot be used for drinking purposes. The large and medium size shopkeepers in the area stated that both they and the hotels in the area have water filters installed and they also purchase bottled water such as Nestle and Gourmet water. The smaller shopkeepers however, travel to water filtration plants to collect water. The vendors in the area use water supplied by WASA for drinking purposes.

#### **4.2.2 Water Source for Cooking, Washing, Bathing**

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94. The water used for cooking is also majorly brought from the water filtration plants. However, 70 percent of the poor and 40 percent of the middle income households use piped water being supplied by WASA for cooking purposes. The other common sources of water collection are the tube wells, motor pumps, common wells and taps in the area and bottled water by well off HH's. 80 percent of the population interviewed uses piped water supplied by WASA for washing purposes, 8 percent use motor pumps, and 12 percent use common well/taps and tube wells respectively. 80 percent of the respondents use piped water for bathing, which includes 7 percent of the well-off households, 45 percent of the middle income households and 60 percent of the poor households. The second major source of water for bathing is taken from motor pumps. Very few households use water from the tube well and common taps for bathing as it is difficult to transport in large amounts. Therefore, for other purposes, such as washing, cleaning and animal rearing, the locals majorly use the piped water being supplied by WASA. The majority of the population surveyed believes that there is sufficient water available for drinking purposes.

95. The poor households strongly, and the middle income households somewhat agree that there is sufficient water in the area for washing and bathing. However, only 9 percent of the well-off respondents agreed to the statement. A majority of the respondents relayed that the water they use for drinking purposes is not treated before being used and is used as it is. However, a small percentage use filters and boil the water before drinking it. 95% percent of the households of the respondents have the facility to store water, and the number is especially high in poor households. Only 2.7 percent of the poor households reported to not having a storage facility in their household. A majority of the population, 59% percent of the



household store water in covered roof tanks, whilst water is also stored in covered pots/buckets, uncovered pots/buckets and uncovered roof tanks. 2% HHs from poor segment of the respondents do not store water. Only a small percentage of 20 percent of the respondents stated that they have access to safe drinking water within their premises. A majority of the reported households travel less than 100 meters to collect water for drinking purposes, whilst 8% percent travel 101-500 meters, 8 percent travel 501-1000 meters and 7 percent travel more than a thousand meters to collect water for drinking purposes. Therefore, it may be seen that the local population has to cover long distances to access drinking water.

96. The distance covered by people to collect water for cooking and other purposes. Only 20% percent of the respondents travel to collect water for cooking purposes. A majority use water being provided in the household for cooking and only 3 percent travel for less than a 100 meters, 4 percent travel between 500-1000 meters and 4 percent travel for more than 1000 meters to collect water for cooking purposes.

#### **4.2.3 Responsibility of Fetching Water**

97. The major responsibility of fetching water lies with the male members of the households. However, both male and female children in middle income households also help in fetching water from filtration plants, tube wells and shared taps and motor pumps.

#### **4.2.4 Time Spent in Fetching Water**

98. 30.6 percent of the interviewed population spends more than 30 minutes every day on water collection. 14 percent spend 30 minutes daily, 6 percent spend more than an hour and 4 percent spend up to two hours on fetching water every day.

### **4.3 Purchase of Water**

99. The 85% percent of the well-off either purchase drinking water or have installed filters in their houses, 10 percent of the middle-income households and no poor households purchase water for drinking purposes. The well-off used either filtered or bottled water for cooking while none of the middle income or poor HHs purchase water for drinking purposes.

#### **4.3.1 Disputes Over Water Collection**

100. Rarely any disputes materialize on the access to domestic water. in case a dispute does occur, it is over non-cooperation and is only a verbal conflict.

### **4.4 Community Participation**

101. The 5% men and women from poor income households do not participate in NGOs activities. The 70% of middle income and well off business operators have joined the trader associations. A small %age of middle income, 10% are involved in voluntary activities, while 20% of well-off traders contribute in local charity activities.

102. A majority of the respondents choose not to answer the question relating to water metering. However, 15% percentage of the well-off and the middle income families are willing to pay for the water bill. A major reason for this is that the locals of the area complained that the services of WASA in their area is not appropriate as most of the water being supplied to them cannot be used for drinking purposes due to old and rusty pipes and in some areas there are no WASA tube wells. Thus, the people are of the opinion that they do not want to pay for service provision by WASA, if the services level will remain the same.

103. Only 10% percent well-off, middle income households are willing to pay for one time incurring water meter charges. However, as FGDs reflect, the households are not against water metering. They only want WASA to improve their services and provide clean drinking water to the area.

#### **4.4.1 Women Role in Decision Making**

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104. The financial, economic and business decisions in these areas are taken by the male members of the family and usually without consultation of the women. Thus when facing an economic crisis, the majority of male members of the middle income HHs sold livestock and borrowing money from friends or relatives. The majority of men from poorer households also sold livestock and household assets, sold personal assets, accepted gifts and money and borrowed money.

105. However, from the percentages total it may be derived that the poorer households in the area were faced with the most amount of difficulties in the past six months. Thus, about 30% percent of the poor households faced crisis and thereby, construction activities in the area, if would disrupt the livelihood of the poor families, could send them into a deeper financial and economic crisis.

#### **4.4.2 Skill Development:**

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106. Though there is a strong trend in the area that young men learn skills, they mostly learn them informally. However, there are a number of young men and a small number of girls who also learn skills from vocational training institutions such as SMEDA (Small and Medium Enterprise Development Authority). SMEDA has previously been working in the

locality to train and promote local artisans. Therefore, there is great potential in the locals to be vocationally trained to broaden their livelihood opportunities.

## CHAPTER 5

### 5 INFORMATION DISCLOSURE, CONSULTATION AND STAKEHOLDER ENGAGEMENT PLAN

#### 5.1 RESETTLEMENT PLAN DISCLOSURE

107. The LWASA, Government of Punjab endorsed and AIIB approved RP of Package 04 will be disclosed at LWASA and AIIB websites in accordance with paragraph 57 of ESP of AIIB. The RP will be made available at key publicly accessible and convenient locations such as the offices of P&DD, HUD and PHED, and LWASA.

#### 5.2 REVISION OF RESETTLEMENT PLAN AND DISCLOSURE

108. This RP has been developed based on the impact assessment of tentative COIs of Transmission Main and Feeding Mains by selecting the most appropriate side (either left or right) will lesser impacts by the ES Consultants, while impacts of Distribution System could not be assessed at the stage of preliminary design. At the stage of preliminary design, only routes for the water transmission lines have been provided while no precise COI was defined on these routes neither sides for installation of pipelines were determined (left or right).

109. At the stage of detailed design, the ECP Contractor will establish precise diameter of COIs for Transmission Main, and each segment of Feeding Mains and Distribution System based on detailed design and construction methodology either trenchless and/or open cut (i.e. space required for trenches, excavation of soil, movement of machinery and labor, storage of construction material and pipes, solid waste etc.). A check survey will be conducted for Transmission Main and 55 Feeding Mains and census of affected persons will be conducted for the Distribution System. The impact assessment of Transmission Main and 55 Feeding Mains is used to quantify the estimated involuntary resettlement impacts.

110. The revised RP will be endorsed by LWASA, Government of Punjab and approve by AIIB. The approved RP will be disclosed at LWASA and AIIB websites in accordance with paragraph 57 of ESP of AIIB. The RP will be made available at key publicly accessible and convenient locations such as the offices of P&DD, HUD and PHED, LWASA, district and tehsil administration, and EPC Contractor's camp office, and will be provided to the representatives of affected persons. An Information Booklet consists of summary of RP in Urdu will be distributed to affected persons' representatives and each of the AHs. The important aspects of the RP will be further disclosed to the male and female APs by organizing face-to-face orientation sessions by the ES staff of PMU, PMC and Contractor

through location specific meetings. The RP can be divided into sub-package wise RPs to facilitate the civil works.

111. In case of any changes to the scope, technical design, and associated infrastructure of Transmission Main, Feeding Mains and Distribution System at the stage of Project implementation or operations, which would result in additional environment and social impacts, LWASA will carry out ES assessments and stakeholder engagement to prepare ES documents to enhance positive and mitigate adverse impacts in accordance with <sup>8</sup>ESP and ESSs of AIIB. The additional ES documents will be endorsed by LWASA/GoPb and will be submitted to AIIB for review and approval, and will be disclosed in the manner mentioned in paragraph 57 of ESP. During the course of Project implementation and operations, the information about ES updates will be regularly disclosed to the affected persons and other key stakeholders.

### **5.3 CONSULTATIONS**

112. Efforts to maintain a steady consultation process with the affected persons and other relevant stakeholders in accordance with AIIB ES Policy and Standards and Punjab Environment Protection Act 1997 (Amended 2012) for ESIA Studies, as public participation is an essential legislative requirement for environmental authorization. A team of ES experts undertook the stakeholder engagement activities to inform APs and other stakeholders, and to closely consult them on ES risks and impacts of the Project and mitigation measures. The team of ES senior experts and ES field staff consulted the officials of relevant government departments, project affected persons, general public, CSOs and experts from academia. The information dissemination and engagement activities started from 12 June 2019 and will continue until finalization of ESIA and RP.

113. Consultations with male and female affected persons were carried out in accordance with the requirements of AIIB ES Policy and Standards, which require that APs should be fully informed and closely consulted on adverse social/resettlement impacts of the proposed project and their mitigation measures. Consultations with different categories of Individual APs started from June 12, 2019 and group discussions started from July 23 and continued to date until finalization of the RP. The purpose of the consultation process was to disseminate project information and its expected impacts, seek willingness of APs for surveys and studies, and seek APs and other stakeholder views and concerns to incorporate in several aspects of resettlement planning and RP and ESMP implementation mechanism. Social team used several tools for consultations with men and women such as wayside stand-up

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<sup>8</sup> Also reference to AIIB Operational Policy on Financing for the approval process for Project changes.

meetings, key informant interviews, semi-structured in-depth interviews of individuals from different categories of APs, structured questionnaires and focus group discussions (FGDs). The detail of consultations and key concerns provided in **table 5.1**

114. The survey teams faced a number of challenges in consultations with the potential of APs of large shopping malls and medium size shopkeepers. They were not willing to reveal information about their businesses due to their campaign against hike in the sales tax in the new budget. They perceived the survey is to indirectly assess their income and expenditures by Federal Board of Revenue. A long process of consultations was conducted with trader associations to agree on the census. The consultation with squatters of micro business enterprises and petty shop owners in the residential area went well.

#### **5.4 OBJECTIVES OF CONSULTATION AND STAKEHOLDER ENGAGEMENT**

115. The objectives of consultations were:

- i) inform APs about the civil works activities for the Transmission Main, Feeding Mains and Distribution System;
- ii) share information on possible temporary impacts to distributions in access, interruptions to businesses and short term environment impacts and seek APs and other stakeholder's views on the mitigation measures;
- iii) ensure effective participation of APs and seek their cooperation in activities require for resettlement planning and implementation;
- iv) gather information on relevant issues and receive feedback to address these issues at early stages of project design;
- v) determine the extent of APs concerns and suggest appropriate mitigation measures to address them in project implementation;
- vi) facilitate development of appropriate and acceptable entitlement options;
- vii) ensure transparency in all activities related to social mitigation and resettlement matters;
- viii) discuss opportunities for APs participation in the project in accordance with the AIIB requirements.

#### **5.5 IDENTIFICATION OF KEY STAKEHOLDERS**

116. The potentially affected persons residing, doing businesses or involve in any other activities of using the Project area are the primary stakeholders of Package 4. The other key stakeholders include the concerned Government Departments, District and Tehsil Administration, Lahore Municipal Corporation, academia and CSOs.

#### **5.6 STAKEHOLDER ENGAGEMENT PLAN (SEP)**

117. A SEP has been developed as a standalone document, as a part of the ESIA and RP, for Package 04 infrastructure by following AIIB ES standards and international best practices. The SEP will act as a guideline to enable the Lahore Water and Sanitation Agency (LWASA), the Executing Agency of the LW&WMP, and other involved parties, to systematically carry out socially and gender inclusive consultations with the stakeholders, to record their views and concerns and implement mitigation measures. The plan is aimed at enabling active and meaningful engagement of the stakeholder groups, especially the affected persons and vulnerable groups of APs, and assures disclosure of information in a timely manner. The effective implementation of the SEP will mitigate the risks of poor stakeholder relations, particularly with affected people throughout the project lifecycle. The SEP will be disclosed to the affected persons and other stakeholders in the same manner as the RP. The SEP is also attached as annex to the RP and ESIA.

118. The SEP is a “living” document which will be regularly updated to include and enable documentation of all consultation activities undertaken and adaptation of stakeholder engagement approach and methodology in the light of results of monitoring and reviews to ensure appropriateness and effectiveness approach and methods used in engaging stakeholders (evaluation).

119. The key features of the SEP are (i) identification and analysis of primary and other key stakeholders; (ii) principles and key considerations for stakeholder engagement; (iii) stakeholder engagement approach; (iv) detail of GRM in the legal framework of GoPb and project specific GRM; (v) SEP implementation methodology; (vi) a plan for stakeholder engagement activities throughout the project lifecycle; (vii) SEP monitoring, reviews and reporting (viii) key issues identified through stakeholder engagement activities during preparation of ESIA and RP and their addressal.

## **5.7 INFORMATION DISSEMINATION**

120. The APs and other key stakeholders were informed about the aims and objectives of the Project, the socio-economic and environmental impacts due to installation of Transmission Main, Feeding Mains and Distribution System to supply clean surface water to four most deserving target areas. The purpose of the process was to gather APs and other stakeholder views and concerns on several aspects of ES issues that need addressal for developing mitigation measures and Project implementation mechanisms. Several tools were used for this purpose such as meetings, semi-structured interviews, wayside stand-up meetings, key informant interviews, in-depth interviews, focus group discussions, a formal structured workshop and use of questionnaires and checklists. The following aspects were covered during the consultations:

- 1) project introduction,
- 2) discussion on concerns and issues of APs on disruptions to income, access, and public utilities;
- 3) discussion with squatters of micro business enterprises on options for resettlement assistance and relocation and rehabilitation;

121. Meetings with other stakeholders were held throughout the period of the ESIA and RP preparation. The Individuals representing institutional stakeholders and APs were informed about the Project in general, installation of Transmission Main, Feeding Mains and Distribution System for surface water supply to most deserving areas of Lahore and possible negative impacts. The other stakeholders represent a broad cross section of informed people living and having micro businesses along the proposed routes of the water transmission pipelines, educational and health institutions, government departments, academia, CSOs, environment and social development professionals, trader associations and and republic representatives. These stakeholders have different types of stakes according to their interests, professions, impacts and involvements in various aspects of the Project. All the stakeholders were given an opportunity to share their views and concerns regarding the proposed routes, environment and social impacts and implementation of the Project including poverty, gender and broader social and environment aspects. The summary of consultations is given in Table 5.1.

#### **5.7 CHALLENGES FACED IN CONSULTATIONS AND FIELD STUDIES AND SURVEYS:**

122. The consultation process with the owners of large shopping malls and medium size shopkeeper was very challenging and most of them did not cooperate with the survey teams. Mostly in the month of July, the shopkeepers observed shutter-down strikes against the hike in sales tax. They perceived that the survey has been conducted to assess their incomes indirectly. After a long process of consultations with trade associations of each commercial area, the ES consultants were able to carry out surveys and studies of the potential affected persons. The owners of large businesses and medium size shopkeepers did not allowed interviewing them. The consultations with the squatters of micro business operators and petty shops with the residential areas were smoother.

123. Most of the surveyed shopkeepers of large malls and medium size shops in the commercial areas refuse to answer any questions related to their businesses, income and expenditures. Their income ranges were defined based on the estimates. The triangulation of data was done through qualitative assessments. The vulnerable AHs, vendors and petty shop owners participated actively in census and analyzing their social and economic conditions.



## 5.8 CONSULTATION WITH CIVIL SOCIETY ORGANIZATIONS (CSOs) AND ACADEMIA

124. The Civil Society Organizations (CSOs) that showed interest in the project were involved in consultations, as they advocate for the sustainable management of environment and social performance including improving people's lives and conserving the natural resources. They work for the creation of a society based on principles of social justice and gender equality. The key CSOs interested in the SWTP are:

- Lahore Conservation Society/Lahore Bachao Tehreek
- Punjab Urban Resource Center (PURC)
- MUAWON (Movement for Urban Area Wellbeing through Information and Networking)
- SCOPE (Society for Conservation and Protection of Environment)

125. The CSOs are concerned about rapid depletion of groundwater table and its contamination and are in favour of the provision of surface water to the population of Lahore. However, they demanded that concerns and suggestions of affected persons should be taken into account at all stages of the Project. They strongly emphasized on minimizing dust and noise pollution, traffic hazards and public utilities. They advised that all possible efforts should be made to avoid or minimize the adverse impacts on access of road users and residents, and loss of income by businesses along the water transmission pipelines. And in case of non-avoidance, sufficient and timely payment of resettlement assistance should be made to fully mitigate the impacts on incomes, and disruptions on access should be minimized. The Project implementing entities need to conduct continuous and effective consultations and stakeholder engagement activities with the affected persons and other key stakeholders on environment and social issues.

## 5.9 5.10 CONSULTATIONS WITH SOCIALLY EXCLUDED AND WOMEN

126. Separate consultations were conducted with poor and socially excluded groups, and with women by the male and female field staff. The women provided useful information about water related problems and water born diseases. The majority of women were from low income groups of the target beneficiaries and affected households.

**Table 5.1 Summary of Public Consultations and Information Disclosure**

Date	Location	Participants		Key Concerns
		Male	Female	
29-07-2019	Momin Pura Shadi Pura	12	5	<ul style="list-style-type: none"> <li>• The project should be completed as soon as</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				<p>possible so that the locals of the area can get drinking water in their homes.</p> <ul style="list-style-type: none"> <li>The locals stated that the street, on which the interviews were being conducted and has been marked as a site, is already very narrow and once dug, it would become extremely difficult to run businesses and to be able to use the road for commuting purposes.</li> </ul>
27-07-2019	Iftikhar Park near Harbans Pura (B8)	5	3	<ul style="list-style-type: none"> <li>The locals of the area were very happy with the project but were concerned about the affects the construction would have on the local dwellings, dwellers and businesses, as they hoped the government would complete the project within the stated time frame and would not leave behind construction debris.</li> </ul>
20-08-2019	Saad Ghee Mill, Shalimar Town, Lahore FM A6/2 Near Siraj Park	9	4	<ul style="list-style-type: none"> <li>According to locals, the pumping station of the area has not been operational for the past three years, and since the locals have been getting water supply from Noha Wala Chowk Pumping Station.</li> <li>The water from the substitute pumping station is unclean as it seems that sewerage water is mixing with the drinking water.</li> <li>The sewerage system in the area is in shambles.</li> <li>The locals fear that the project would be unable to finish in the allocated time.</li> </ul>
03-08-2019	Mustafaabad, Infantry Road, Near Mian Hospital, Lahore D5/2	5	3	<ul style="list-style-type: none"> <li>The locals expressed their doubts on the purpose of the questionnaire, as they stated that the information being collected did not seem</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				<p>relevant to the water supply line.</p> <ul style="list-style-type: none"> <li>Although, the locals appeared to be happy with conception of the project, they stated that the success of the project is contingent on its timely completion or else, delays would cause numerous problems for the locals of the area.</li> </ul>
05-08-2019	Hazrat Mian Meer Darbar, Mian Meer Road	14	11	<ul style="list-style-type: none"> <li>People were unconvinced about the reasons for which the survey was being conducted.</li> <li>Locals were happy as they would be getting access to clean drinking water, but were also are anxious about the prices WASA would charge them for the provision of water.</li> </ul>
06-08-2019	Sukh Nehar, Aliya Town C1/2, Near North Band Road, Sukh Nehar Between GT road and Ring road	29	19	<ul style="list-style-type: none"> <li>The locals of the area were mistrustful and did not believe the survey was being conducted for a water supply line.</li> <li>The locals reported that the water being supplied is very dirty.</li> <li>The locals believe that a sewerage line is passing from the area marked for the proposed water supply line, and therefore are of the opinion that eventually the water from these lines would mix and defeat the purpose of the project.</li> </ul>
01-08-2019 03-08-2019	Sukh Nehar Main GT Road to Islam Pura	6	4	<ul style="list-style-type: none"> <li>The locals of the area expressed their concerns about the timeline of the project completion as they have experienced interruptions in the construction of Orange Line, where the project got delayed after the streets/roads in the area had</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				<p>already been dug and the local business were severely affected.</p> <ul style="list-style-type: none"> <li>As residential area in the locality is also being affected by the project, and the houses are in a grander number than shops, the locals asserted that the project should only be undertaken if the water quality is expected to improve considerably, or else the existing infrastructure of water supply would suffice.</li> </ul>
	Mian Colony, Nabi Pura, Lal Pull	3	4	<ul style="list-style-type: none"> <li>The locals of the area were apprehensive about the project and hoped that Lahore would not become Karachi, where people do not have access to clean drinking water.</li> <li>The locals were concerned about the cleanliness, hygiene and purity of the water being sourced from the BRB canal as they stated that they have witnessed dead animals floating in the canal and fear that India could add deadly chemicals to the water.</li> <li>The locals stated that although the people in the area need clean drinking water, they fear that the project would be left incomplete.</li> </ul>
07-08-2019	Shadi Pura, Ahmad Town	8	2	<ul style="list-style-type: none"> <li>The locals complained about unavailability of water in the area and stated that there are no operators present at WASA pumping stations.</li> <li>The water being supplied by WASA is not usable and thus the locals collect water from water filtration plants.</li> <li>The locals expressed their concerns about the channel</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				<p>digging timeline.</p> <ul style="list-style-type: none"> <li>The locals were very concerned as to who would be responsible for carpeting the roads in the area after the installation of the pipelines. In case the roads were to be left unpaved, the local business would immensely suffer.</li> </ul>
22-08-2019	Kotli Peer Abdul Rehman Bhagban Pura	3	2	<ul style="list-style-type: none"> <li>The locals criticized the water being supplied by WASA and stated that firstly, the water is only supplied during the day and secondly, the water is so smelly and murky, that it cannot be used for drinking and showering purposes.</li> <li>According to the locals, the drinking water is being mixed with sewerage water, and hence increasingly Hepatitis is being reported in the area.</li> <li>The locals expressed their concerns on the rates the water would be provided to the locals.</li> <li>The residents expect to be guaranteed that the project would be completed in the stated timeframe.</li> </ul>
30-07-2019 29-07-2019	Salamat Pura Takya	4	3	<ul style="list-style-type: none"> <li>The locals expressed concerns regarding the completion of the project and if the road would be reconstructed after the channel is dug.</li> <li>Locals were frustrated with the current water supply. According to them, the existing lines being operated by WASA have not being taken care of by the authorities. At some of the points, the clean water is being mixed with the sewerage water and nothing</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				<p>has been done about it.</p> <ul style="list-style-type: none"> <li>The locals fear that WASA would be unable to maintain the new water supply as well.</li> </ul>
23-08-2019	Sukh Nehar, Faisal Park, Fateh Garh	4	1	<ul style="list-style-type: none"> <li>Locals expressed their delight when they were informed about the project.</li> <li>However, they stated that as the road is already very narrow, thus the government should look for alternative sites for the sewerage channel.</li> </ul>
31-07-2019	Fateh Garh, Dispensary B4/3	12	7	<ul style="list-style-type: none"> <li>The locals in the area were very angry with WASA as they relayed that the pumping station in the area is not working as the machinery has been stolen from the station and right in front of the WASA tube well, there is a garbage dump site.</li> <li>The water supply to the area is irregular, is for short periods of time and is not clean. The women in the area specifically complained about the water quality being terrible.</li> <li>Although, there is a water filtration plant in the area, for the past 4 years, it has not been functional as the pumping machinery has been stolen.</li> </ul>
10-08-2019	Shareef Pura, Bhani Road	4	5	<ul style="list-style-type: none"> <li>The locals were happy for the clean water project.</li> <li>The locals stated that the currently, the water being supplied to the area reeks and thus Hepatitis is rapidly spreading in the locality.</li> <li>The kids, who drink the water being supplied, often complain of stomach aches after consuming the water.</li> <li>The locals were</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				apprehensive about the completion of the project as they believe, due to corrupt government practices; the project would not be completed.
21-08-2019	Madhu Lal Hussain Haq Nawaz Road	- Malik Niamat Gujjar, Saddar Haq Nawaz Road (131-R) - M. Afzal, Sadar Haq Nawaz Road (136-R-D)	24	<ul style="list-style-type: none"> <li>• Around 50 locals suggested that the pipe line should pass from College Road instead of Haq Nawaz Road as there are not shops on that route and thus would be a more liable option.</li> <li>• The locals were contemplating protest against this project.</li> <li>• A few locals suggested that if it was absolutely necessary to lay down the pipe line on this road, the work should be carried out during the night between 10:00pm to 08:00am.</li> </ul>
22-08-2019	Sohwari Bazar	Individuals and collective discussion	6	<ul style="list-style-type: none"> <li>• The locals expressed their anger towards the government as the water being supplied is unclean and the locals have to buy water from distant water filtration plants.</li> <li>• The local water consumption causes abdominal pains in children and elderly.</li> <li>• A majority of the locals are worried about the successful completion of the project as they stated that most projects are left incomplete.</li> <li>• Govt. supplied water is being mixed with sewerage water.</li> </ul>
17-08-2019	Qilla Tibba Khuana, Karol Bazar	Anjuman-e-Tahafuz-e-Haqooq-e-Tajran	9	<ul style="list-style-type: none"> <li>• The locals stated that the road is very narrow; digging out channel on one side will affect business on other side.</li> <li>• The locals also informed the team that down the road, iron has been used to pave the road (like a roof</li> </ul>

Date	Location	Participants		Key Concerns
		Male	Female	
				construction), and thus would make digging difficult and may lead to a delay in the channel digging process.
06-08-2019	Goshe-e-Anguri Scheme II	Individuals, No active union available	11	<ul style="list-style-type: none"> <li>Locals complained about clean water being supplied by WASA to the locality.</li> <li>They further added that WASA operator has given the local water pump keys to a Tea Stall owner, who runs the pump on the basis of his own water needs.</li> <li>The locals stated that although they have a pumping station in the area they are forced to fetch water near Mustafa Darbar. Thieves have stolen the equipment from the filter plant. The locals also mentioned that the plant has not been cleaned in the past 10 years. They stressed that given the current situation, they were doubtful of the success of the new project. They thus expressed their apprehensions, due to negligence being shown by WASA on the existing water pump.</li> <li>They also expressed their concern as to if the road will be paved after completing the water supply project.</li> </ul>
19-08-2019 20-08-2019	Ram Ghar Bazar, Mujahidabad Lahore	Anjaman-e-Tajran Mujahid Abad (5)	4	<ul style="list-style-type: none"> <li>The locals stated that the WASA supplied water is not clean and is even mixed with sewerage water. It is so contaminated that it cannot be used for cleaning or bathing purposes.</li> <li>There are a number of pipe lines passing through the street so installing a new pipe line may cause issues with existing lines. It may cut off the existing gas pipe line.</li> </ul>



Date	Location	Participants		Key Concerns
		Male	Female	
				<ul style="list-style-type: none"> <li>The locals asserted that the pipe line should pass from Majja Wala Adda or Street # 4 so that the businesses in the area are not affected, as the nominated streets are residential streets and the loss of business in the area would be less.</li> </ul>
31-08-2019 01-09-2019 04-09-2019	Shalimar Link Road	Trade Association (4)	2	<ul style="list-style-type: none"> <li>The trade association in the area stated that the business in the area was not flourishing and if the digging process was to be delayed; their businesses would not be sustainable.</li> <li>They also expressed concern as to which department would be responsible for fixing the road and pavement of the channel after pipe line installation.</li> </ul>

#### 5.10 OUTCOME OF STAKEHOLDERS CONSULTATION

127. Generally, the stakeholders are aware of the need for clean drinking water to the four most deserving areas and expressed their support for the Project. The stakeholders, particularly the potential beneficiaries appreciated the Government of Pakistan/Punjab initiative to improve the quality of drinking water services and expected that water born diseases will be eliminated. They demanded the strict measures to ensure the quality of civil works and water supply services with adequate operations and maintenance, and continuous consultations at all stages of the project. They appreciated the plan for resettlement assistance to vulnerable squatters and petty shop owners. The concerns and issues raised by low income affected persons and women have been adequately considered in designing of the project and income losses to the businesses along the proposed routes of water transmission lines and resettlement assistance and rehabilitation of the vulnerable squatters of micro enterprises.

#### 5.11 KEY CONCERNS OF AFFECTED PERSONS

128. Men showed concerns about loss of livelihoods and loss of their heritage, severe impact on their identify and social status, adverse impact on their social network and associations with the area for generations, loss of year-round food sufficiency, loss of

source of animal fodder, impact on privacy of women, air pollution and noise, the risk of accidents due to increased vehicular traffic, increase in crime rate, loss of vegetation in the area, the change in the physical environment of the area, risk of mosquitoes and dengue mosquitoes in the SWTP water storage pond.

#### **5.12 ADDRESSAL OF STAKEHOLDER CONCERNS**

129. The APs and stakeholder concerns and suggestions has been incorporated in the ESMP and RP to the extent possible, and will be implemented as an integral part of the Package 04 activities of LW&WM Project. The concerns and issues raised by women and other stakeholders have been adequately considered in the provision of resettlement and rehabilitation assistance to squatters of MBEs and about safety of women, children and elderly in ESMP. RP has been prepared to compensate APs temporary income losses.

130. The ES staff of PMU, PMC and EPC Contractor will consult APs and other relevant stakeholders at the stage of detailed design during the process of revising the RP, and develop mitigation measures against additional identified impacts.

131. The SEP will be updated at the stage of the detailed design to include and enable documentation of all consultation activities undertaken and proposed (Monitoring), and reviews of appropriateness and effectiveness of methods used in engaging stakeholders (Evaluation).

#### **5.13 CONTINUED STAKEHOLDERS CONSULTATION AND PARTICIPATION DURING IMPLEMENTATION STAGE**

132. The PMU of LWASA will ensure stakeholders participate in project execution, as well as to implement a comprehensive information, education, and communication activities through implementation of Stakeholder Engagement Plan. The public consultation with all interested parties and affected people will remain a continuous process throughout the project implementation. The consultation and participation process will ensure transparency in implementation of RP and to keep the stakeholders informed. It will continue receiving and incorporating their feedback at various stages of the Project implementation. It will provide a good measure to improve the social acceptability of the project and ensure effective participation of the stakeholders especially APs in the process of RP implementation, and the Project. Public consultation will assist obtaining cooperation from informed APs and other stakeholders, to avoid cost and time in dealing with complaints/grievances. As per the requirement of the AIIB ES Policy, a strategy for public consultation during implementation of the Project works is delineated. **Table 5.2** provides a consultation plan to be implemented by the LWASA during the detailed design and updating of RP, implementation of RP, and

Project construction phase through ES staff of PMU/PMC. The PMU will continue consultants by following ESP of AIIB, by taking following steps:

- 1) The LWASA through the SRS of PMU and the Contractor staff will keep a close liaison with the stakeholders including women, particularly with APs; record and address their concerns relating to the implementation of RP and construction related works.
- 2) The project will engage a female social staff to ensure on-going consultations with women and address their issues, and to ensure that women and girls are equally benefitted from the project. During implementation of the RP, the LWASA and PMU will take into account the women and young girl's views and priorities, through planned consultations.
- 3) Consultations will be held with male and female members of AHs and general public for activities related to access and other disruptions.
- 4) Organize public meetings particularly with APs and AHs and appraise them about implementation progress of RP, particularly payment of resettlement assistance, and other social activities;
- 5) Make extra efforts to ensure that vulnerable APs understand the process and their entitlements, and mitigation measure will be taken by the project authorities to address APs and other stakeholder concerns in accordance with the ESP and ESSs of AIIB.
- 6) Detail and outcomes of all consultation activities will be included in Bi-Annual and Annual Monitoring Reports.
- 7) Disclose all monitoring reports of the RP implementation in the same manner as that of the RP at LWASA and AIIB websites and to the APs, and other stakeholders.

**Table 5.2 Consultation Plan**

Activity	Target Stakeholder	Type of Consultation	Objectives of the Activity	Responsible Unit/Persons	Time Frame	Budget Source

Activity	Target Stakeholder	Type of Consultation	Objectives of the Activity	Responsible Unit/Persons	Time Frame	Budget Source
At least 2 meetings with representatives of each category of APs for sharing key aspects of RP and planning for disbursement of compensation and resettlement assistance	APs	Information sharing of RP, consultation on development of micro plan(s) for disbursement of compensation and resettlement assistance	<ul style="list-style-type: none"> <li>- disclose updated and approved RP by sharing key aspects of RP and also distribution of information brochure</li> <li>- agree upon scheduling disbursement of compensation and resettlement assistance and its mechanism</li> </ul>	SRS of PMU, PMC and EPC Contractor	Q1 of Year 1 and as and when required	Project
At least one consultation workshops with APs at locations along the corridor along with other relevant stakeholders	Reps of APs	Information sharing and Consultations	<ul style="list-style-type: none"> <li>- Sharing key aspects of RP</li> <li>- Agree on resettlement processes and self-relocation</li> <li>- Introduce the provisions of locations for temporary alternative relocation.</li> </ul> <p>(Note: workshop topics and contents should be gender-sensitive and socially inclusive).</p>	SRS of PMU, PMC and Contractor	Q1 of Year 1 and as and when required	Project

Activity	Target Stakeholder	Type of Consultation	Objectives of the Activity	Responsible Unit/Persons	Time Frame	Budget Source
Twice a month meetings with each category of APs at project sites on resettlement issues and assistance	APs	To get feedback on social, resettlement, and resettlement assistance related issues	Immediate resolution of social and resettlement issues before they become serious or turn into grievances	SRS of PMU, PMC and Contractor's	On-going	Project
At least one consultation workshop in each quarter with new APs (in case of additional impacts) at locations along the corridor along with other relevant stakeholders until the implementation of RP (s)	Reps of APs	Participation of APs in monitoring of compensation and resettlement assistance payment and overall RP, GAP and ESMP implementation process by taking their feedback	<ul style="list-style-type: none"> <li>- Sharing key aspects of RP implementation</li> <li>- Seek feedback of APs on the process and suggestions for improvement on resettlement processes particularly relocation.</li> </ul> <p>(Note: workshop topics and contents should be gender-sensitive and socially inclusive).</p>	SRS of PMU, PMC and Contractor	1 <sup>st</sup> month of each Quarter until completion of RP implementation	Project

## CHAPTER 6

### 6 LEGAL FRAMEWORK, INVOLUNTARY RESETTLEMENT POLICY AND ENTITLEMENTS

#### 6.1 INTRODUCTION

133. The Lahore Water and Wastewater Management Project ('the Project') involve involuntary resettlement on a considerable scale. The requirements of Land Acquisition Act 1894 ('the Act'), Punjab Land Acquisition Rules 1983 ('1983 Rules') and Asian Infrastructure Investment Bank (AIIB) Environment and Social Policy and Standards are to be complied with under this Project. In case of gaps between the legal framework of Government of Pakistan/Punjab (the Act and 1983 Rules) and AIIB Environment and Social Policy and Environment and Social Standards, the AIIB Environment and Social Policy and Standards shall prevail, as per Project Loan and Legal Agreements to be signed between Government of Pakistan and AIIB.

134. The AIIB<sup>9</sup>ESS 1: Environmental and Social Assessment and Management; and ESS 2: Involuntary Resettlement) are applicable to this project. In accordance with AIIB Environment and Social Policy (ESP) and Environment and Social Standards (ESSs), the LWASA requires preparing resettlement plan(s) as part of the Project preparation based on an inventory of losses and livelihood restoration measures as per Government of Punjab (GoPb) laws and regulations and principles enumerated in AIIB ESP and ESSs. Where gaps exist in the interpretation of the GoPb laws/regulations regarding involuntary resettlement practices, requirements of AIIB ESS 2: Involuntary Resettlement shall prevail. Civil works may only proceed after the Resettlement Plan (RP) is implemented and compensation, resettlement and rehabilitation assistance for loss of assets, income and livelihoods, and other allowances are fully paid, **that will be budgeted and approved as part of the project cost.**

#### 6.2 LEGAL FRAMEWORK

135. In Pakistan, Land Acquisition Act 1894 is the main law regulating land acquisition for public purpose. The Act does not inherently mandate specifically for resettlement assistance and rehabilitation provisions benefiting the non-title holders and other vulnerable groups, or severely affected APs, nor directly provides for rehabilitation of income/livelihood losses or

<sup>9</sup> Environment and Social Standard

<https://www.aiib.org/en/policies-strategies/download/environment-framework/20160226043633542.pdf>

resettlement costs. The Act mandates only for titleholders and registered sharecroppers of land and associated assets attached to affected land such as structures, crops and trees.

### **6.3 AIIB ENVIRONMENT AND SOCIAL POLICY AND STANDARDS**

136. The AIIB recognizes that environmental and social sustainability is a fundamental aspect of achieving outcomes consistent with its mandate to support infrastructure development. The objective of the overarching Environment and Social Policy (ESP) comprises mandatory environmental and social requirements for each Project. ESP facilitates achievement of development outcomes, through a system that integrates sound environmental and social management into its Projects. The AIIB's two environment and social standards (ESS) are applicable to this Project 1. <sup>10</sup> Environmental and Social Assessment and Management; 2. Involuntary Resettlement.

137. The objectives of the Involuntary Resettlement Standards is to avoid Involuntary Resettlement wherever possible or to minimize Involuntary Resettlement by exploring Project alternatives; where avoidance of Involuntary Resettlement is not feasible, to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-Project levels; to improve the overall socioeconomic status of the displaced poor and other vulnerable groups; and to conceive and implement resettlement activities as sustainable development programs, providing sufficient resources to enable the persons displaced by the Project to share in Project benefits.

### **6.4 SCOPE AND APPLICATION:**

138. The Involuntary Resettlement standard recommends a screening process to determine the scope and application of the involuntary resettlement standard 2. The Involuntary Resettlement (IR) covers physical displacement (relocation, loss of residential land or loss of shelter) and economic displacement (loss of land or access to land and natural resources; loss of assets or access to assets, income sources or means of livelihood) as a result of: (a) involuntary acquisition of land; or (b) involuntary restrictions on land use or on access to legally designated parks and protected areas. It covers such displacement whether such losses and involuntary restrictions are full or partial, permanent or temporary.

139. If adverse environmental, social or economic impacts from Project activities involving loss of access to assets or resources or restrictions on land use that do not fall within the definition of Involuntary Resettlement are identified, such impacts are avoided, or when

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<sup>10</sup> <https://www.aiib.org/en/policies-strategies/framework-agreements/environmental-social-framework.html>

avoidance is not feasible, they are at least minimized, mitigated, or compensated for, through the environmental and social assessment under ESS 1. If these impacts are found to be adverse at any stage of the Project, the Client is required to develop and implement a management plan to restore the livelihoods of affected persons to at least pre-Project level or better.

140. The IR standard has stringent requirements for the client, in this case LWASA, to undertake a number of actions. A brief description of these actions is (i) Planning: determine the required scope of Involuntary Resettlement planning, through surveys and studies of affected persons to be displaced, and an evaluation of socioeconomic conditions specifically related to Involuntary Resettlement risks and impacts to establish baseline information on assets, productive resources and status of livelihoods. Take gender into account in conducting the above; (ii) prepare a resettlement plan elaborating on affected persons' entitlements, income and livelihood restoration strategy, institutional arrangements, monitoring and reporting of RP implementation, budget and time-bound implementation schedule; (iii) Consultations: carry out meaningful consultations with affected persons and facilitate their informed participation in the consultations during the preparation and implementation of the RP; (iv) Livelihood Restoration: Improve, or at least restore, the livelihoods of all APs by the Project; (v) Resettlement Assistance: Provide APs with needed assistance, including the relocation, security of tenure; transitional support and development assistance; (vi) Standards of Living: improve the standards of living of the poor and other vulnerable groups, including women, children and persons with disabilities, to at least national minimum standards, including access to social protection systems; (vii) Persons without Title or Legal Rights: Ensure that APs who are without title to land or any recognizable legal rights to land, are eligible for, and receive, resettlement assistance and compensation for loss of non-land assets and include them in the resettlement consultation process'; (viii) Negotiated Settlement: develop procedures in a transparent, consistent and equitable manner if there is land acquisition, to ensure that those people who enter into negotiated settlements maintain the same or better income and livelihood status; Information Disclosure: Disclose the draft resettlement plan, including documentation of the consultation process, in the Project area, in a timely manner in an accessible place, and in a form and language(s) understandable to persons displaced by the Project and other stakeholders. Implementation: Design and execute Involuntary Resettlement as part of the Project. Include the full costs of resettlement in the presentation of the Project's costs and benefits; Compensation and Entitlements: Pay compensation and provide other resettlement entitlements before any physical or economic displacement under the Project; Supervision: Closely supervise implementation of the RP throughout Project implementation; Monitoring:



Using suitably qualified and experienced experts, monitor and assess resettlement outcomes of RP implementation whether the objectives of the resettlement plan have been achieved, impacts on the standards of living of affected persons, achievement of objectives, by taking into account the baseline conditions and the results of resettlement monitoring. Disclose monitoring reports; use suitably qualified and experienced third parties to support monitoring programs.

#### **6.5 OBJECTIVES OF THE LAHORE WATER AND WASTEWATER MANAGEMENT PROJECT INVOLUNTARY RESETTLEMENT POLICY**

141. Avoid involuntary resettlement wherever possible; to minimize involuntary resettlement by exploring project and design alternatives; to enhance, or at least restore, the livelihoods of all economically displaced persons in real terms relative to pre-project levels; and to improve standards of living of the displaced poor and other vulnerable groups.

#### **6.6 RESETTLEMENT PRINCIPLES AND POLICY ADOPTED FOR THE LWWMP**

142. A resettlement policy for LWWMP Project has been developed based on AIIB ES Policy, Framework and IR Standard. The resettlement policy for the LWWMP Project evolved after a number of consultation meetings with APs and other stakeholders. By following the objectives and principles of AIIB, the core involuntary resettlement principles for this project are:

- 1) land acquisition, and other involuntary resettlement impacts will be avoided or minimized by exploring all viable alternatives of the project design;
- 2) where unavoidable, time-bound Resettlement Plan (RP) will be prepared and APs will be assisted in improving or at least regaining their pre-project standard of living;
- 3) provision of income restoration and rehabilitation to agriculture tenants, vendors, employees of shopkeepers etc.;
- 4) consultations with APs on compensation and resettlement options, disclosure of resettlement information to APs, and participation of APs in planning and implementation of project will be ensured;
- 5) payment of compensation to APs including non-titled persons (e.g., informal dwellers/squatters and encroachers) for acquired assets at replacement rates;
- 6) vulnerable groups and severely affected displaced persons will be provided special assistance;
- 7) payment of compensation and resettlement assistance prior to the commencement of any construction activities; and
- 8) establishment of appropriate institutional, grievance redress, internal and external monitoring and reporting mechanisms.

**Table 6.1 Entitlement Matrix<sup>11</sup>**

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
Package 4: Transmission Main, Feeding Main and Distribution System				
1	All potential APs	All type of losses	All potential APs	<ul style="list-style-type: none"> <li>• Advance notice 30 days followed by a 7 days reminder and then 24 hours in writing prior to construction through localized means of communication including detail of construction activities, type and duration in disruption.</li> <li>• Maximum period of disruption is limited to 7 days.</li> </ul>
2	Temporary restriction to access during civil works	Loss of access	Houses, schools, hospitals, businesses, pedestrians, vehicles etc.	<ul style="list-style-type: none"> <li>• Development of location specific 'Access Restoration Plans' in consultation with local stakeholders and obtain approval of Resident Site Engineer of PMC and submit to Project Director one week before occurrence of disruptions and will be widely disseminated to the local stakeholders of the civil works areas.</li> <li>• Public land will be used for temporary or alternative access ways, where possible. In case of use of private land, the land will be temporarily acquired by a short-term agreement between the landowner(s)/leaseholder(s) and contractor with the approval of Project Director. Rental terms will have to be negotiated to the satisfaction of the concerned landowners/leaseholder.</li> <li>• Full restoration/reclamation of the public and private land to original use by the contractor, as agreed with land owner(s)/leaseholder(s).</li> <li>• The contractor will make the payment of temporary land acquisition and restoration from civil works budget.</li> </ul>
3	Temporary loss of business income	Loss of business days due to construction activities	Affected business operators, micro business operators with temporary and semi-permanent structures	<ul style="list-style-type: none"> <li>• Compensation against loss of business income equivalent to the income determined on the basis of income tax return (ITR) or in lieu of non-availability of ITR equivalent to net income per day (PKR 4000/day to big shops, PKR 2000/day to medium size shops, small shops, Rs.1000/day to petty shops and PKR 675/day to micro business operators with temporary and semi-permanent structures) for the period of business interruption. The business interruption period is anticipated maximum up to 7 days.</li> </ul>

<sup>11</sup> Government of the Punjab is currently deliberating and reviewing the compensation rates. Once finalized, this table will be updated.

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
			All affected employees, wage laborers (those enumerated before cut-off date)	<ul style="list-style-type: none"> <li>Cash compensation for the lost salary/wages to the affected employees of shops equivalent to daily rate of <sup>12</sup>official monthly minimum wage rate of the GoPb (Rs675/day) for the period of business interruption. The business interruption period is anticipated maximum up to 7 days.</li> </ul>
4	Income assistance to vulnerable	Temporary loss of business space and income	Micro business operators of petty shops and static vendors with temporary and semi-permanent structures	<ul style="list-style-type: none"> <li>Identification of temporary sites for micro business operators with temporary and permanent structures to continue business activities, the concerned authorities will allow their self-relocation to the locations comparable to the lost ones.</li> <li>Vulnerability allowance to micro business operators (petty shop and micro business operators) equivalent to 15 days income calculated at the half month rate of prevailing official minimum monthly wage of GoPb (Rs.8750/).</li> <li>One time lump sum allowance for re-fixing and transportation of temporary and semi-permanent structure @ PKR 3000/business twice, based on average rent of local van and re-fixing expenses.</li> <li>Advance notices to micro business operators, first 30 days in advance; second 15 days and then 7days before start of civil works to vacate occupied spaces including information on type and duration of construction activities.</li> </ul>
5	Temporary loss of access	Loss of access or disruption to access due to civil works	Residents of houses, users of social services, shops, commuters/ pedestrians	<ul style="list-style-type: none"> <li>Provision of temporary access structures to allow pedestrians and vehicles to cross trenches safely.</li> <li>Restoration of affected access structures (roads, pathways, footpaths etc.)</li> </ul>
6	Impact on public or private structures and other assets	Partial or total damages to structures and other	Structure of houses, businesses, social/ community structures,	<ul style="list-style-type: none"> <li>Extreme care to avoid impact on structures and other assets, in case of damages, restoration or replacement cost for restoring structure in consultation with concerned stakeholders. The cost of restoration and replacement will be born by the Contractor.</li> </ul>

<sup>12</sup> PKR17500/month, the official minimum rate of wages notified by Directorate of Labor, Minimum Wages Board, Government of Punjab on 1 July 2019 (the most recent rate).  
<https://www.glxspace.com/2019/07/05/minimum-wages-rates-2019-notification-by-punjab-government/>

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
		assets during construction	public services and other assets	
7	Impact on sanitation or drainage system	Partial or full damages to sanitation or drainage system	Concerned residents, businesses, pedestrian or general public	<ul style="list-style-type: none"> <li>• Extreme care to avoid impact on sanitation or drainage system, in case of damages, provision of alternative temporary or permanent system or immediate restoration. The cost of restoration and replacement will be born by the Contractor.</li> </ul>
8	Damage to water supply connections during pipe replacement or rehabilitation	Damages to existing water supply	Residents, business operators and employees, community or public service institutions	<ul style="list-style-type: none"> <li>• Provision of alternative sources of water in advance and immediate replacement or rehabilitation. The cost of restoration and replacement will be born by the Contractor.</li> </ul>
9	Interruption to public utilities			<ul style="list-style-type: none"> <li>• Extreme care to avoid impacts on public utilities, in case of damages, restoration or affected utilities in coordination with relevant agencies and in consultation with concerned communities. The cost of restoration and replacement will be born by the Contractor.</li> </ul>
10	Relocation and rehabilitation of Public utilities	Shifting of electricity poles, transmission lines, telephone poles and lines, optical fiber cable, gas pipeline etc.	LESCO, PTCL, SNGPL and other relevant agencies	<ul style="list-style-type: none"> <li>• LWASA will pay relocation cost to relevant companies for relocation and rehabilitation of public utilities.</li> </ul>
11	Unanticipated impacts	All unanticipated losses	All affected persons	<ul style="list-style-type: none"> <li>• During the entire course of project implementation, the PMU will be responsible to deal with any unanticipated adverse impacts in the light of spirit of the principles of this Entitlement Matrix. Any additional impacts will be documented and if required, the Entitlement Matrix will be updated by the PMU to mitigate adverse impacts after verification of their occurrence and social impact</li> </ul>

	Category	Type of Loss	Entitled AP	Compensation, Resettlement and Rehabilitation Policy
				assessment and mitigation plan in the form of addendum(s) to this RP by ES staff of PMC for endorsement by LWSA and approval of AIIB.

## Chapter 07

### 7 GRIEVANCE REDRESS MECHANISM

#### 7.1 REGULATORY FRAMEWORK FOR GRIEVANCE REDRESSAL MECHANISM

143. Under the ***Punjab Environment Protection Act 1997 (Amended 2012)***, the Environment Protection Department (EPD), Punjab created Environment Protection Agency (EPA) which is responsible for the protection, conservation, rehabilitation and improvement of the environment; the prevention and control of pollution; and promotion of sustainable development in the province. EPA sustains qualitative and quantitative standards for the discharge of effluents, wastes, air emissions or noise either for general applicability or for a particular area or from a particular source in the form of Punjab Environmental Quality Standards (PEQS) and other standards established under the laws, rules and regulations.

#### 7.2 AIIB REQUIREMENTS:

144. The AIIB requires establishment of a suitable project level grievance redress mechanism in accordance with AIIB's Environment and Social Policy and applicable standards for the project affected persons and to address the concerns and grievances of the stakeholders. This mechanism can receive and facilitate resolution of the concerns or grievance of people who believe they have been adversely affected by the LWWMP Project's environmental or social impacts or the people who believe that their interest are at risk due to the Project including construction and operations activities. There is also provision for protection of complainants from retaliation and the right to remain anonymous, if requested, to receive and facilitate resolution of the affected people's concerns and grievances regarding the project's social, resettlement and environment performance.

145. Measures have been identified to mitigate environment, social and resettlement impacts to be caused due to implementation of the LW&WM Project works. However, in spite of best efforts, there is a high chance that the individuals / households affected by the project or other stakeholders are dissatisfied with measures adopted to address adverse environment and social impacts of the Project. To address such situation, an effective Grievance Redress Mechanism (GRM) will be established to ensure timely and successful implementation of the project. It will also provide a public forum to the aggrieved to raise their concerns and address them adequately. It will receive, evaluate and facilitate the resolution of affected People's concerns, complaints and grievances about the environmental and social performance at the level of the Project.

#### 7.3 THE AIMS AND OBJECTIVES OF GRM

146. The GRM will aim to investigate charges of irregularities and complaints and grievances received from the affected people and other stakeholders and provide a time-bound early, transparent and fair resolution to voice and resolve environmental and social concerns and grievances linked to the project. The objectives of the grievance redressal mechanism are:

- to provide APs and other stakeholders with a clear process for providing comment and raising grievances;
- to allow APs and other stakeholders the opportunity to raise concerns, complaints and grievances anonymously through using the several intake locations and modes;
- to structure and manage the handling of concerns and grievances, and allow monitoring of effectiveness of the mechanism; and
- to ensure that concerns and grievances are handled in a fair and transparent manner, in line with provincial laws and regulation of GoPb, AIB environment and social policy framework and standards, and international best practices.

#### **7.4 NATURE OF COMPLAINTS TO BE REDRESSED**

147. It is anticipated that during the Project implementation and operational phase, the nature of such complaints will relate to temporary income losses, damages, mobility and access issues of general public or disruptions of services/utilities during civil works will be related to the project functionaries. Examples of grievances that may arise are listed below:

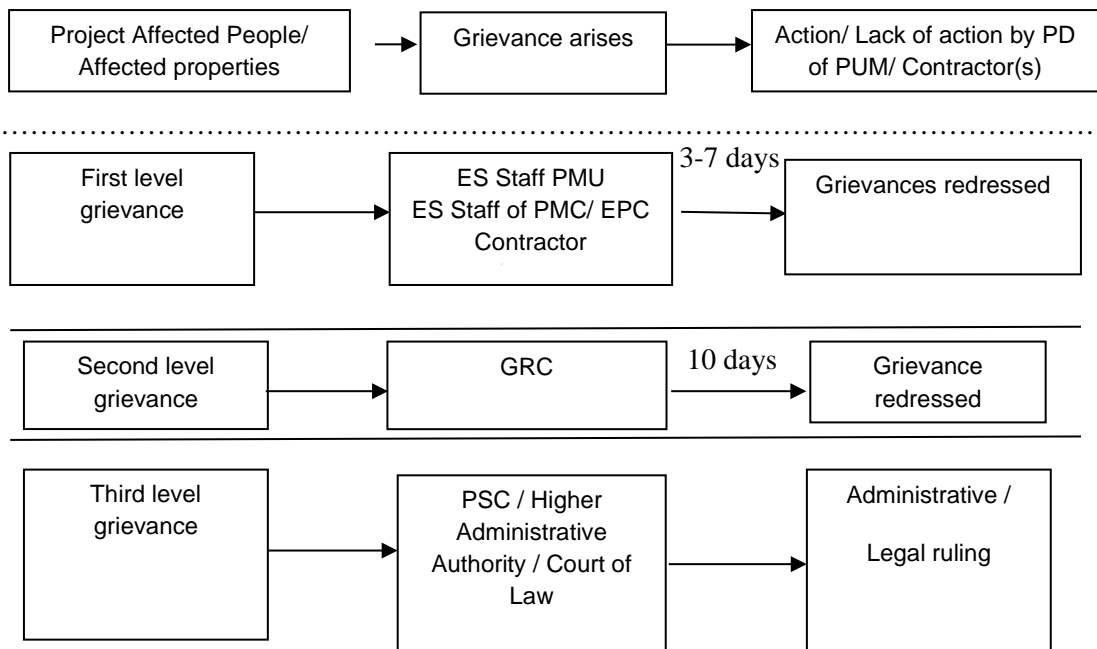
- (i) Losses (such as damage to assets or loss of income) may not identified correctly during detailed design stage;
- (ii) Improper distribution of compensation and resettlement assistance
- (iii) Delays in the payment of compensation and resettlement assistance,
- (iv) Any disruption by the civil works contractors;
- (v) Non-observance of project principles, by different parties, as laid down in the RP
- (vi) Environmental issues;
- (vii) Any other issue arising during the project implementation

148. The ES staff of PMU with the assistance of ES staff of PMC and EPC/DBO Contractor shall make the public aware of the GRM, particularly the APs, through public awareness campaigns, information dissemination material and face-to-face meetings, with both literate and illiterate APs. The GRM shall be publicized through the notice boards at key locations, posters, site offices of contractors and sub-contractors, construction camps, and at accessible and visible locations along routes of transmission main, feeding mains and distribution system. The information about GRM shall be disseminated to the APs and other concerned stakeholders through face-to-face meetings with illiterate male and female APs, information dissemination material and workshops. The illiterate men and women will be facilitated in documenting their verbal complaints by the ES staff of PMU, PMC or the

Contractor staff and subsequent follow ups until their resolution. The names of the ES staff of PMU, PMC and EPC Contractor, their addresses, contact numbers and the 24/7 Universal Access Number (UAN) or complaint registration number of LWASA will serve as hotlines for registering verbal and written concerns, complaints and grievances. The project information brochure will include provision of GRM, but a dedicated brochure on GRM will be prepared in Urdu language and shall be widely disseminated throughout corridor of water transmission pipelines by the ESS of PMU, PMC and EPC/DBO Contractors. Grievances may be reported verbally, can be placed in the complaint boxes or filed in writing in the form of a letter, via web based GRM at LWASA website, the LWWMP website or by phone through designated staff of the PMU, PMC, EPC Contractor or UAN of LWASA.

### 7.5 THREE TIER GRIEVANCE REDRESSAL MECHANISM

149. A three-tier GRM has been designed to provide a time-bound, early, transparent and fair resolution for APs and other stakeholder grievances (Figure 8.1). The ES staff of PMU will undertake public awareness campaigns on the GRM with the assistance of ES staff of PMC and EPC Contractor. All complaints received verbally or in writing will be properly documented and recorded in the Complaint Management Register(s), sample provided in **Appendix.....** In addition, an easy-to-access web-based GRM will be implemented.





### 7.5.1 FIRST TIER OF GRM

150. The PMU will be the first tier of GRM which will offer the fastest and most accessible mechanism for resolution of grievances. The ES staff of PMU shall be designated as the key personnel for grievance redress. Resolution of complaints will be completed within three (3) to seven (7) working days, depending on the nature of grievance. First, concerns and grievance resolution will be attempted at village or local level by the ES or any other staff of PMU, PMC and EPC/DBO Contractor or through the involvement of the representatives of APs Committee and informal mediators. At this stage, ES staff of PMU and PMC may ask LWASA for additional support and guidance in grievance redressal matters. Investigation of grievances will involve site visits and consultations with relevant parties (e.g. affected people, contractors, traffic police, general public, utilities companies etc.). Grievances will be documented and personal details (name, address, date of complaint, nature of complaint etc.) will be included unless anonymity is requested. A tracking number shall be assigned for each grievance, including the following elements:

- i. Initial grievance sheet (including the description of the grievance), with an acknowledgement of receipt handed back to the complainant when the complaint is registered either verbally or in writing;
- ii. Grievance monitoring sheet, mentioning actions taken (investigation, corrective measures);
- iii. Closure sheet, one copy of which will be handed over to the complainant after s/he agrees to the resolution and signed-off.

### 7.5.2 SECOND TIER OF GRM

151. The ES staff in PMU will refer the unresolved issues or grievances (with written documentation) to the second tier of GRM, the Grievance Redress Committee (GRC). The GRC shall be established by LWASA at the designing stage of the Project prior to the approval of ESIA and RP reports so that the APs and other stakeholders have recourse to refer their concerns and grievances. The GRC will consist of the following persons: (i) MD-LWASA as head of GRC; (ii) Deputy Managing Director; (iii) Project Director-PMU; (iv) representative of PMC; (v) representative of EPC Contractor (on call); (vi) representative of relevant government offices (on call); (vii) two to three representative of the Affected Persons. The ES staff of PMU shall organize training on GRC for the LWASA, PMU, EPC

Contractor, sub-contractors and service providers with the assistance of ES staff of PMC to orient about the GRM, grievance registration and handling procedures as laid down in the ESIA and RP.

152. A hearing can be called with the GRC, if necessary, where the AP(s) can present details of his/her/their concern/grievance. The process will facilitate resolution through mediation. The GRC will meet as necessary when there are grievances to be addressed. The GRC will suggest corrective measures at the field level and assign clear responsibilities for implementing its decision within ten (10) working days, depending on the nature of grievance. The ES staff of PMC and EPC Contractor will have observer status on the committee, if required. If unsatisfied with the decision, the existence of the GRC shall not impede the complainant's access to the government's administrative or judicial remedies.

153. The functions of the GRC are as follows: (i) resolve problems and provide support to affected persons arising from various social, resettlement and environmental issues such as temporary or permanent, as applicable, eligibility for entitlements, compensation and resettlement assistance as well as environment issues including dust, noise, utilities (electric power, gas, telephone optical fiber, water supply), waste disposal, traffic interference, access and public safety, etc.; (ii) reconfirm grievances of APs, categorize and prioritize them and aim to provide solutions maximum within 2 to 20 working days; and (iii) report to the aggrieved parties about developments regarding their grievances and decision(s) of the GRC. The ES staff of PMU will be responsible for processing and presenting all relevant documents, field enquiries and evidences/proofs to the GRC, maintaining a database of complaints, recording decisions, issuing minutes of meetings and monitoring to see that formal orders are issued and to ensure that required actions against decisions are being carried out. The PMC and EPC Contractor ES staff will assist PMU in these tasks as and when required.

### **7.5.3 THIRD TIER OF GRM**

154. In the event that a grievance cannot be resolved directly by the PMUs (first tier) or GRC (second tier), the affected people can seek alternative redress through the district administration, the Secretary HUD&PHED or higher level administrative authorities and the court of law or as appropriate. The PMU or GRC will be kept informed by any other authorities on the grievances received and redressed. The grievance redress mechanism and procedures are depicted in Figure 8.1. The monitoring reports of the RP and ESMP implementation shall include the following aspects pertaining to progress on grievances: (i) number of cases registered, level of jurisdiction (first, second, third tiers), number of hearings held, decisions made, status of pending cases; and (ii) lists of cases in process and already

decided upon, may be prepared with details such as name with copy of NIC, complaint number, date of application, date of hearing, decisions, remarks, actions taken to resolve issues, and status of grievance (i.e., open, pending, closed).

#### **7.6 PURPOSE OF THE GRIEVANCE REDRESSAL COMMITTEE:**

155. The purpose of this grievance redressal committee (GRC) is to provide means to seek investigation and effective resolution of grievances related to any of the issues on social, resettlement and environment performance of the project. .

**Table 7.1 Composition-Project Level GRC:**

1	Managing Director-Lahore WASA	Chair of the Committee
2	DMD Engineering-Lahore WASA	Deputy Chair, will preside over meetings when Chair is unable to attend
3	Director LWASA relevant section	Member
5	Project Director-LW&WMP	Member (also act as secretary of the committee)
6	Environment and Social Staff-PMU	Member
7	Environment and Social Staff-PMC	Observer
8	Environment and Social Staff-PMC	Observer
9	Team Leader-PMC	Member (on call)
	Chief Resident Engineer-EPC Contractor	Member (on call)

#### **7.7 FUNCTIONS OF GRIEVANCE REDRESSAL COMMITTEE**

156. The GRC and GRM will perform following functions:

- Ensure effective implementation of the Grievance Redressal Mechanism on the issues that fall under their jurisdiction;
- Ensure an easy access to GRM having provision to file grievances verbally or by phone, in writing or via web based provision including the option of submitting grievances anonymously;
- GRC will look into all referred grievances and effectively address and resolve them within 15 days from the receipt of the grievances, in a timely and impartial manner;
- The GRC will deal promptly with any issues relating to resettlement, compensation or resettlement assistance that is brought before it;
- The GRC will take decisions on the basis of consensus or majority of votes;
- When required, the GRC would seek the assistance of other persons/institutions;

- Speaking orders/decisions of the committee on the grievances shall be recorded and replied to aggrieved parties/persons with a copy kept as record;
- In case aggrieved is not satisfied by the decision of the GRC, s/he can prefer an appeal within 10 days of the receipt of decision, the GRC could refer the case to the appropriate forum after examining the appeal;
- In the event that a grievance cannot be resolved by GRC, the affected person can seek alternative redress through the higher administrative authority or court of law or as appropriate.

## **7.8 COMPLAINT SYSTEM OF ENVIRONMENT PROTECTION AGENCY:**

157. The district level staff of EPA is responsible for supervision of PEQS and handling of public complaints.

## **7.9 PROVISIONS OF GRIEVANCE REDRESSAL MECHANISM UNDER LEGAL FRAMEWORK OF GOVERNMENT OF PUNJAB**

### **7.9.1 ENVIRONMENT PROTECTION AGENCY COMPLAINT SECTION**

158. A Complaint Cell is already functional in EPA for addressing public complaints regarding environmental pollution. This section of EPA is responsible for:

159. Maintaining the record of public complaints received by the Office of the Director General, EPA Punjab and subsequent actions, taken to find solutions to these issues

160. Processing all grievances regarding environment received at online petition cell of the Chief Secretary, Punjab

161. Punjab Information Technology Board has designed an effective Complaint Management System (CMS) for the assistance of Environment Protection Department (EPD) for recording and processing of complaints and take further necessary actions to deliver the services and take steps to eradicate the problems of pollution recorded. All the complaints lodged by the citizens through applications are recorded in the CMS. Different labs are operating under EPD for the testing of different materials affecting the environment, and their results are also recorded in this system.

162. Complaints lodged are categorized according to the industry and pollution type, district name along with the violation type, and the violation is defined under different laws. . Furthermore, status of the complaint, to whom the complaint will be sent, is also selected within the system. This information system provides summary of reports to the users of EPA in graphical representation under different categories i.e. district wise, year wise, violation type etc. After the lab testing of materials taken from different areas or districts which are thought to be affecting the environment, further necessary actions are taken. Either the case

is discarded, depending on the results, or the case is further processed. Documents related to the complaints are recorded in the system and complaint is further transferred to different levels of hearing of case at district level or at courts. The complaints recorded can be searched, edited, saved and there is a unique feature of advance search added to the system. The salient features of the system are:

- Recording of complaints;
- Different types of reports on basis of districts, violations, industry and pollution type;
- Recording of Lab tests results;
- Record of all complaints lodged at one glance;
- Record of current complaints;
- Summary of reports under different categories.

## CHAPTER 08

### 8 INSTITUTIONAL ARRANGEMENTS AND CAPACITY BUILDING FOR RESETTLEMENT PLAN IMPLEMENTATION

#### 8.1 PROJECT STEERING COMMITTEE:

163. A Project Steering Committee (PSC) will be established for coordination and smooth implementation of the Project besides providing policy guidance and resolving inter-agencies problems. The PSC headed by the Chairman/Chairperson of Planning and Development Board, Gov't of Punjab with members comprising of senior officers P&DD, HUD&PHED, from LWASA/LDA, Punjab Irrigation Department, Finance Department, Commissioner and Deputy Commissioner Lahore, Irrigation, and EPA. The PSC will meet every quarter or more frequently if required, to take stock of project progress and make course corrections. The PSC will review the semi-annual and annual project performance reports, and based on periodic discussions issue directions for effective implementation of the Project.

#### 8.2 HOUSING URBAN DEVELOPMENT AND PUBLIC HEALTH ENGINEERING DEPARTMENT

164. The Housing Urban Development and Public Health Engineering Department is the sponsoring agency of the Project. The Project will be implemented under the overall control of Secretary Housing Urban Development and Public Health Engineering Department (HUD & PHED), Gov't of Punjab.

#### 8.3 LAHORE WATER AND SANITATION AGENCY, LAHORE DEVELOPMENT AUTHORITY

165. The executing agency (EA) of LWWMP is Lahore Water and Sanitation Agency, Lahore Development Authority, Government of Punjab for the management and supervision of the LWWM Project. Lahore WASA (<sup>13</sup>LWASA) established under Section-10(2) of the LDA Act-1975 to perform all functions and exercise all authorities regarding water supply, sewerage and drainage with a mandate to collect the fees and charges from users for services. LWASA will be responsible for the interagency coordination for the implementation of RP.

#### 8.4 PROJECT MANAGEMENT UNIT:

<sup>13</sup> <https://wasa.punjab.gov.pk/>

166. The LWASA, being the Executing Agency of the Project, will establish adequate and appropriate systems of procurement, project management and internal control for consultants, contractors, operators and other relevant parties. It is also assumed that LWASA, sanctioned by GoPb, will also take appropriate measures with respect to the detailed design, development, implementation, operation and maintenance of the LW&WM Project, environment and social safeguards, and gender mainstreaming.

167. In order to implement the Project, the LWASA as an EA will require support for detailed designing, implementation of the Project, adequate and appropriate systems of procurement, project management, and control of contractor(s) and other relevant parties, and environment and social safeguards management. In this connection, the EA will establish a Project Management Unit (PMU) headed by the Project Director (PD), located at LWASA. The PMU, comprising professional staff supported by a team of consultants called Project Management Consultants (PMC), will assist LWASA in implementation of the project and will support in supervision and monitoring including environment and social safeguards management. The organogram of PMU is provided in Figure..... The LWASA will incorporate the environment and social safeguards management in the contracts of PMC and EPC/DBL Contractor in due course.

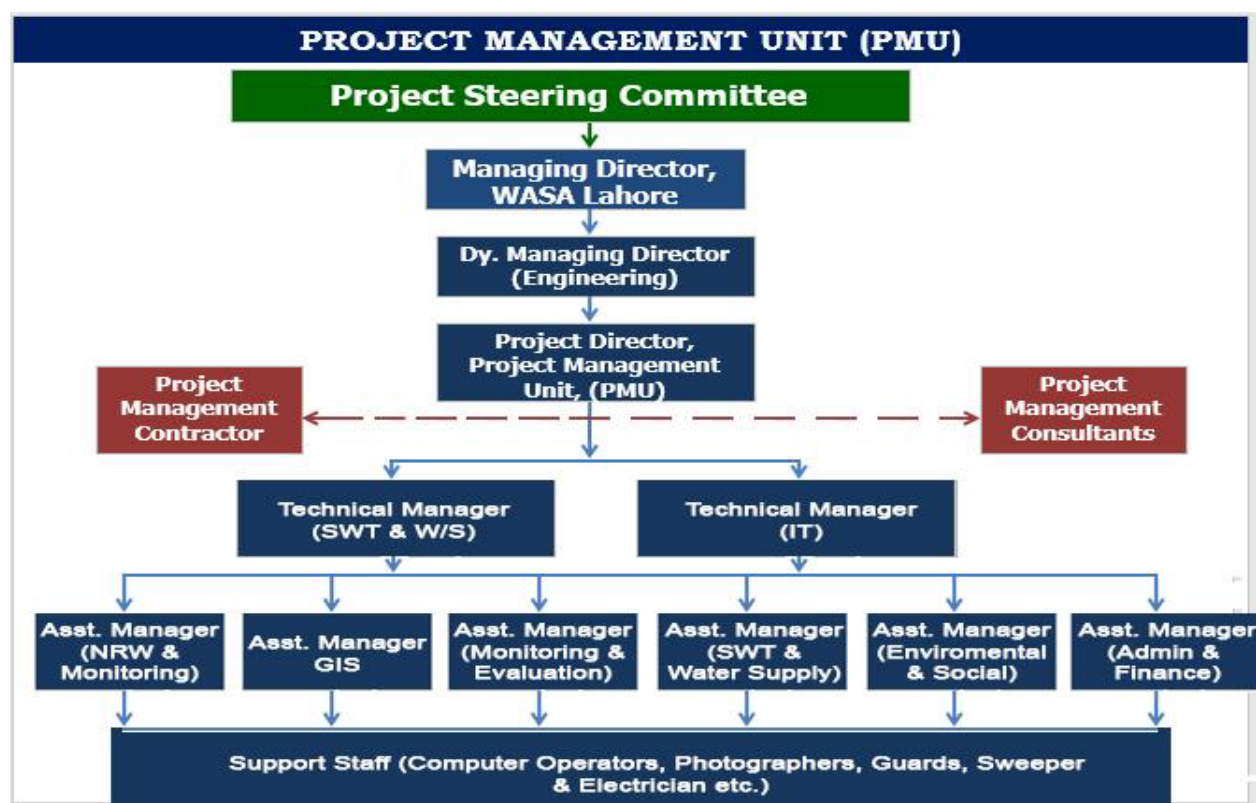


Figure 8.1 Project Management Unit



## 8.5 OTHER GOVERNMENT DEPARTMENTS

168. In case of impacts on wood trees, the LWASA may request the Forest Department to carry out detailed measurement surveys of trees. The assessment of the affected wood trees pertains to the Forest Department.

## 8.6 PUNJAB IRRIGATION DEPARTMENT:

169. LWASA intends to induct 1000 cusecs (540 MGD) surface water after design / construction of new Ravi Syphon parallel to the existing outlived Syphon (70 years old) and the Intake structure of BRBD canal at junction of Bhaini Road by the Punjab Irrigation department (PID). The PID will be responsible for the construction of (i) New Ravi Syphon; (ii) Intake Structure; and (iii) Raw Water Channel as well as the Environment and social impact assessment studies and surveys and development of ESIA and RP.

## 8.7 PROJECT MANAGEMENT CONSULTANTS SUPPORT FOR SOCIAL AND ENVIRONMENT SAFEGUARDS

170. L-WASA (EA/client/employer) requires the services of a Consultant Firm as Project Management Consultants (PMC) to act as Employer's Representative/the Engineer as defined in <sup>14</sup>FIDIC document to perform all the duties and obligations needed for the successful implementation and accomplishment of the project activities. The key task of the consultancy services is to recruit the Engineering, Procurement and Construction/Design, Built and Operate Contractor. The consultant shall also carry out construction supervision and commissioning of water transmission pipelines. The PMC role and responsibilities include:

- The Social and Environment Specialists under PMC will ensure that prior to bidding stage; environment and social safeguard requirements are included in the design and bidding documents and contracts of EPC/DBO contractor, sub-contractors and service providers for environment and social management throughout through development of TORs.
- Provide assistance to LWASA's Project Management Unit (PMU) in the overall project management and implementation including implementation of RP(s) and ESMP(s); review and finalize all kinds of reports including environment and social safeguard documents (ESIA/ESMP and RP); and supervise and monitor all project activities including implementation of social and environment safeguard instruments (ESMP and RP) by assuming the role of "LWASA representative". The PMC will

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<sup>14</sup> Federation Internationale des Ingenieurs-Conseil (**FIDIC**) /International Federation of Consulting Engineers [www.fidic.org](http://www.fidic.org)



Prepare Standard Operating procedures for the implementation of ESMP and RP prior to start the implementation;

- Carry out capacity building of LWASA, PID and other relevant agencies in environment and social management. The PMC will ensure that the Contractor and other parties are fully coordinating with L-WASA and AIIB and Punjab Irrigation Department, and other stakeholders for the implementation of ESMPs and RPs;
- Conduct independent investigation of grievances and prepare factual documentation describing the circumstances of the grievances with necessary documentation, records and photographs, which may result in resolution or arbitration between the AP and LWASA and/or EPC/DBO Contractor, sub-contractors or service providers, and will attend hearings and provide all legal and other support to the LWASA;
- Ensure that proper Health and Safety measures are put in place as per AIIB's policy and standards;
- PMC shall organize monthly progress meetings involving all the stakeholders (the Consultant, the Contractor, the Client, relevant line departments etc.) as well as any other required meetings, and maintain record of meetings and follow up on the agreed actions;
- Maintain records, files and reports of RP and ESMP implementation including necessary documentation, records, and photographs in a manner suitable to meet GoPb, AIIB and legal standards;
- Supervise the implementation by the Contractor of the required environmental and social mitigations measures as per the ESIA and RP reports, and GAP;
- Prepare and issue all necessary reports on implementation of ESMPs, RP and GAP and overall environment and social management as required by L-WASA and AIIB, the format and contents of which are agreed with LWASA and AIIB. The reports shall include monthly photographs (referenced and dated) comprising overview and focal photograph of all key issues. The format of report will include the records of supervision and monitoring of ESMP, RP and GAP implementation and other aspects of environment and social management. The main reports shall include (i) monthly progress reports to be submitted not later than the 07th day after the end of the month; (ii) detailed quarterly reports; (iii) a detailed completion report of RP, ESMPs and GAP implementation.
- These specialists will oversee implementation and conduct internal supervision and monitoring of environment and social safeguard instruments (ESMP, RP, Gender Action Plan) and Grievance Redress Mechanism (GRM) by all concerned parties of the Project, throughout the project operations and ensure the quality of services provided by EPC in the implementation of ESMP, RP and GAP, and validate the brief monthly and detailed quarterly reports on environment and safeguards to be prepared EPC/DOB. The ESS with relevant qualification and experience will be hired by EPC contractor which will eventually be absorbed in the LWASA. The ESS of the contractor will work in collaboration with ESS of PMC throughout the project implementation of ESMP, RP and GAP.

- The SRS of PMU in conducting safeguards capacity building activities for the LWASA, LDA and staff of other relevant departments as necessary in preparation of the sites to hand over to the Contractor to start civil works activities.
- A brief monthly progress report, and also supervise the work of the contractors in the field for the compliance with RP. These consultants will also prepare monthly progress reports to be submitted to PMC, and in return the SRS of PMC will review, validate, and ensure quality of these reports and compile them into quarterly progress reports to submit to LWASA and AIIB for review and clearance. The SRS will also provide support to LWASA in the preparation of a compensation and resettlement assistance completion report(s), prior to the award of civil works contract, to indicate the clearance of those package/sections, where civil works could not commence before full payment of compensation and resettlement assistance to APs. The report(s) will be validated by a third party monitor.

## 8.8 CAPACITY BUILDING AND TRAINING

171. The LWASA lacks conceptual clarity and expertise to implement RP, GRM, and GAP and address other social and environment issues. Trainings to all relevant staff of LWASA, PMC technical staff, EPC contractor, sub-contractors, service providers, and relevant staff from other concerned departments will help in enhancing their capabilities to better implement the RP and GAP, and enhance awareness and sensitivity of social and environment aspects of the project. They will receive awareness training and capacity support from the international and national ESS of PMC (as necessary) to ensure learning and development, and for smooth and effective implementation of the RP and GAP.

172. The key objective of training program is effective environmental and social management of the project compliant with the country/provincial laws and regulations and AIIB ES Policy, framework and applicable standards. The main objective of the training is to ensure that the requirements of RP and GAP are clearly understood and followed throughout the project implementation. The project works will be started after approval of the Project by BOD of AIIB, and engagement of PMC and EPC Contractor. The PMU ESS staff needs to be engaged to deal with the social, environment and resettlement issues. The training will help to better understand and deal with these issues. A training / capacity building program is planned for the project functionaries, which will be expanded as per the requirements. The training program will consists of formal training workshops, a number of short mentoring sessions, and on-the-job training of the relevant staff, as and when required. The minimum seven training workshops will be organized and several short mentoring sessions, details are given in Table 10.2 below:

**Table 8.1 Training Program for Capacity Building**

Sr. No.	Participants	Training Imparting Agency / Person	Topics	Duration
1.	Project Management of L-WASA, PMU technical staff and EPC/DBO Contractor, sub-contractors and service providers	International RS and National SRS	<ul style="list-style-type: none"> <li>• Introduction ES Policy, framework and standards of AIIB</li> <li>• Brief on process of Land Acquisition and Resettlement Planning</li> <li>• Introduction to Social Impact Assessment of the project</li> <li>• Social sensitivities human and gender aspects of the project</li> <li>• Introduction to the RP and GAP, its importance and step-by-step implementation</li> <li>• Implementation of Livelihood Restoration Plan</li> <li>• Consultation, participation and disclosure</li> <li>• Entitlements and compensation/resettlement and rehabilitation assistance</li> <li>• Institutional arrangements</li> <li>• GRM importance and processes</li> <li>• Monitoring and evaluation of RP</li> <li>• Budget and Financing for RP implementation</li> </ul>	Two courses, each of 2 days duration, (one prior to the start of the Project and the other just before start of civil works)

Sr. No.	Participants	Training Imparting Agency / Person	Topics	Duration
2.	Selected site personnel including project, contractor's and service providers staff	International RS and National SRS	<ul style="list-style-type: none"> <li>• Introduction to AIIB ES Policy, framework and standards</li> <li>• Introduction to the RP and GAP, its importance and step-by-step implementation of RP</li> <li>• Social sensitivities of the project</li> <li>• Consultation, participation and information dissemination</li> <li>• GRM importance and processes</li> <li>• Dealing with AP and communities and general public regarding resettlement issues</li> </ul>	Before start of construction 2 days
			<ul style="list-style-type: none"> <li>• Importance, requirements and techniques of Social Monitoring and Reporting</li> </ul>	One day
			<ul style="list-style-type: none"> <li>• Awareness of transmissible diseases</li> <li>• Social and cultural values (including gender issues)</li> </ul>	One day
3.	Relevant staff of L-WASA, PMU, contractors Survey and other technical Staff	SRS and National SRS, Traffic Police	<ul style="list-style-type: none"> <li>• Explanation of social parameters to be considered while carrying out surveys for the project.</li> </ul>	One course of 2 days duration at the start of field activity and 2 courses of half day duration to be repeated when require
4.	Drivers,	Traffic Police relevant staff of contractors, sub-contractors and service providers	<ul style="list-style-type: none"> <li>• Road Safety, Defensive Driving, Waste Disposal, Cultural Values and Social Sensitivity.</li> </ul>	Duration: one day (2 hours session to be held after every 3 months)

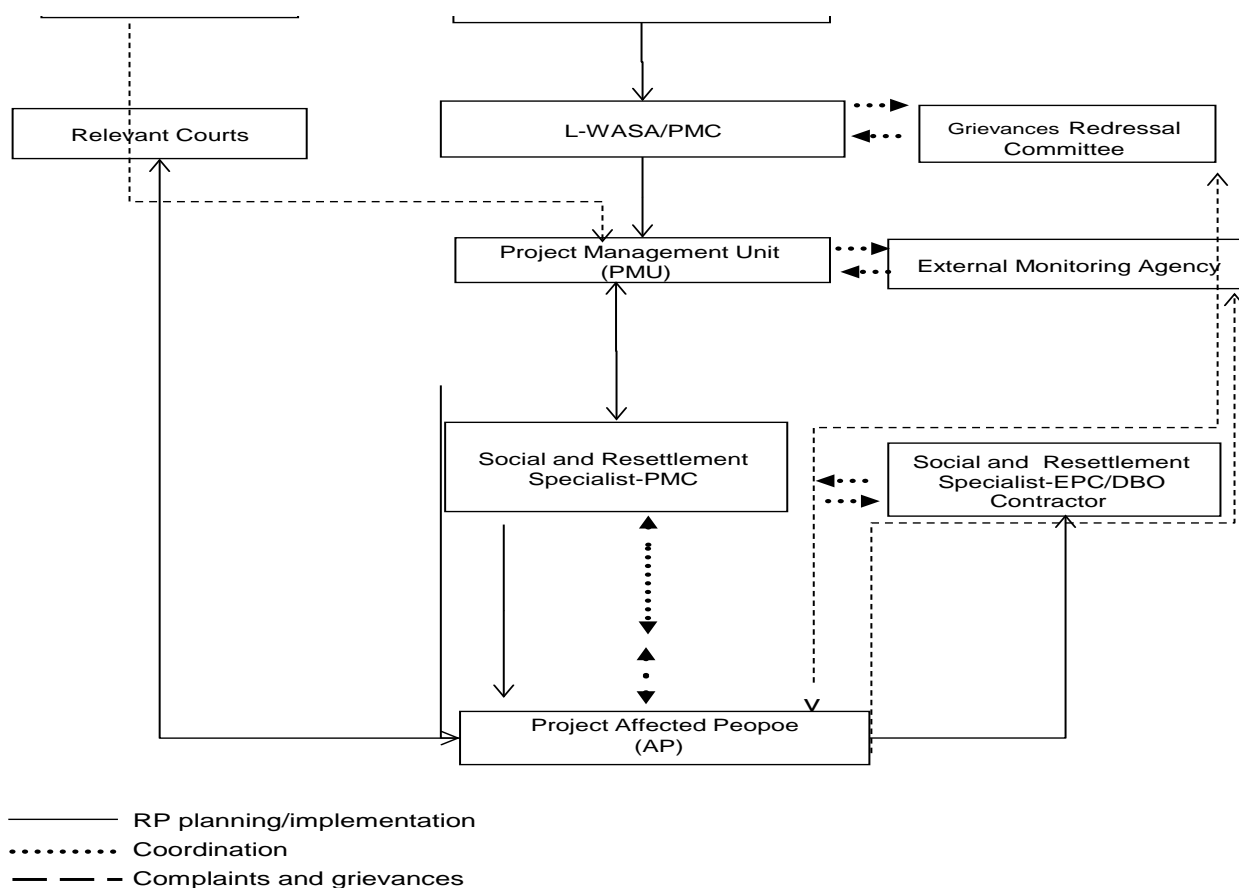
## 8.9 ENGINEERING PROCUREMENT AND CONSTRUCTION/DESIGN BUILD OPERATE CONTRACTOR

173. The EPC/DBO Contractor will be engaged to carry out the detailed engineering design of the SWTP and related infrastructure, headed by a full-time Team Leader/Resident Engineer. The EPC/DBO Contractor will hire the social, gender and environment staff with necessary support staff. The key tasks of the EPC/DBO consultants include:

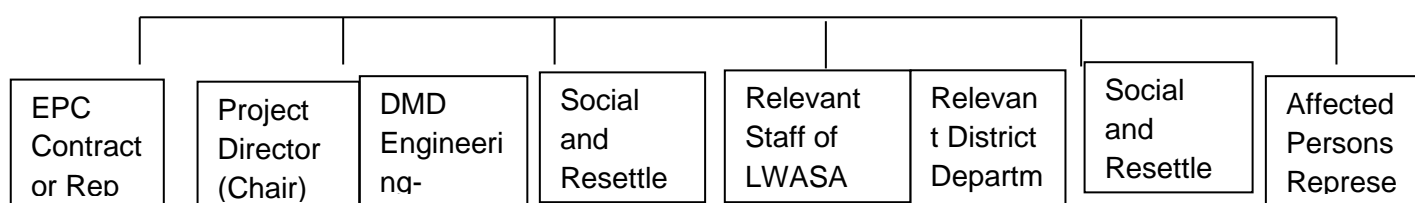
- Review of the existing RP and ESIA reports prepared at the stage of feasibility study and update them based on the changes made in the detailed engineering design;
- Development of site specific environment and social management and monitoring plans (ESMMP);
- Assist L-WASA in disclosure of L-WASA endorsed and AIIB approved RP, ESIAs and GAP; dissemination of Information Brochure to AP and other stakeholders, and implementation of the RP, GAP, and ESMMP. The services of a firm/NGO can be hired to assist in specific tasks.
- Prepare addendums to the RP and ESIA to mitigate unforeseen impacts, when required, based on the project design changes during execution stage.

174. The Contractor will engage full time dedicated national ES staff and international ES staff for intermittent input on as and required basis. The international specialists will act as supporting specialists. The national staff will consists of minimum three resettlement specialists, one social and gender specialist, 3 environment specialists, 4 male and 4 female Junior Social Specialists and 4 male and 4 female Junior Environmentalists for the LWWMP. The social specialists with have a master degree in social sciences and a minimum of 5-year experience in resettlement planning and implementation; Environment Specialists will have a master degree in environment sciences and related discipline; the Junior Social Specialists will have master degree in social sciences and a minimum of 2-years of experience in land acquisition and resettlement; the Jr. Environmentalists will have a master degree in environment sciences and minimum of 2 years of experience in ESIA and ESMMPs.

175. The ES staff of the Contractor will update the RP, GAP and ESIA with site specific environment and social management and monitoring plan (ESMMP) based on detailed design; implement L-WASA endorsed and AIIB approved updated RP, GAP ESIA including, and all other aspects of ES safeguards management, to ensure that sound methodologies and practices are followed as per Gov't of Punjab applicable laws and regulations, and AIIB Policy and standards.



**Figure 8.3 Institutional Arrangements for RP Implementation**



176. The RCC will ensure that all relevant agencies involved in compensation and rehabilitation are: (i) fully informed of the RP and requirements of AIB ESP and ES standards (ii) assist PMU in the implementation of RP as one shared task by all involved parties, by providing district-level offices with the directions needed to ensure effective synergy and task coordination. It will ensure that LWASA, PMU, the consultants, the EPC, district departments, other relevant parties work together in the execution of the RP in consultation with APs. This Committee will serve a due diligence function on involuntary resettlement and will also provide a forum where PMU, line departments and the APs can confront their views on various IR-related matters. The agencies and officials involved in the

RCC will work in close coordination and collaboration to obtain effective, smooth and timely compensation, resettlement and rehabilitation assistance to the APs. Social and Resettlement Specialist of PMU/PMC will play central role in IR coordination and implementation to enhance effectiveness of the compensation, resettlement and rehabilitation assistance process. S/he will assist the PD in preparation of agendas, recording and dissemination of minutes and ensure effective implementation of RCC decisions.

#### **10.12 AFFECTED PERSONS REPRESENTATIVES:**

177. In order to formalize the process of consultations and coordination with the APs and make fair and timely compensation, and resettlement and rehabilitation assistance, Affected Persons representatives have been identified, separately for male and female. These representatives of APs will act as forum/platform for: a) disclosure of information and consultations; b) maintaining an on-going interaction between the PMU/PMC and Contractor staff, and the APs; and c) identify problems and undertake remedial/corrective actions by the PMU and relevant officials of other agencies before they turn into grievance.

#### **8.10 RESETTLEMENT ASSISTANCE DISBURSEMENT COMMITTEE:**

178. The funds for income restoration/livelihood and rehabilitation assistance for various categories of APs will be disbursed by the Resettlement Disbursement Committee (RDC) to the APs. The RDC will comprise of a) the Project Director (head); b) Deputy Managing Director-Engineering (DMD)-LWASA; c) Resettlement Specialist of PMU; d) Resettlement Specialist of PMC. This committee will meet fortnightly and approve weekly schedules for the payments against compensation and resettlement assistance including other allowances as per provisions made in the RP.

179. The AP will be given advance notice of the date, time, and place of payments through written notices to the APs. The payments will be made through cross cheques signed by the Project Director.

##### **8.10.1 SOCIAL MITIGATION**

180. The social mitigation activities during design, pre-construction and construction will be implemented by the EPC Contractor; **Table 10.4** shows detail of such activities and responsible agency. The RP shall be included in the tender and contract documents for civil works and provision of services. The Contractors' conformity with social mitigation measures procedures shall be regularly supervised and monitored by SRS of PMC, and results shall be reported in the monthly and quarterly progress reports to be submitted to LWAS and AIIB.

**Table 8.2 Responsibilities for RP Implementation and Social Mitigation**

Agency	Responsibilities
LWASA	<p>Executing Agency with overall responsibility for project construction and operation and will be responsible for:</p> <ul style="list-style-type: none"> <li>• Ensure that sufficient funds are available to timely implement the RP</li> <li>• Ensure that the Project, regardless of financing source, complies with the provisions of the RP and <i>AIIB ESP and ES Standards</i></li> <li>• Ensure the PMC retained ES staff for the duration of the project construction and until the completion of RP implementation</li> <li>• Ensure that the Contractor(s) is required to incorporate all design mitigation and monitoring measures as specified in the RP in the PMC and EPC/DBO Contractor's Contract</li> <li>• Ensure that Project implementation complies with AIIB Environment and Social Policy and standards, and relevant Government laws and regulations, where applicable.</li> <li>• For project duration ensure that the PMC and EPC/DBO Contractor commit and retain sufficient dedicated national and international staff as to accomplish the RP implementation effectively.</li> <li>• Ensure that social mitigation measures in the RP are incorporated in the detailed design of LWWMP Project.</li> <li>• Obtain necessary certification of payment of compensation, resettlement and rehabilitation assistance as defined in the RP, prior to mobilization of civil works contractors.</li> <li>• Confirm that RP included in the bidding and contract documents of the Contractor, sub-contractors and service providers</li> <li>• Establish and implement a grievance redress mechanism, as described in the RP, to receive and facilitate resolution of affected people's concerns, complaints, and grievances about the RP implementation and project's social performance.</li> <li>• Undertake regular supervision and periodic monitoring of the implementation of RP (mitigation and monitoring measures) with assistance from ES staff of PMC.</li> <li>• Submit monthly and detailed quarterly monitoring reports on RP implementation to AIIB with the assistance of ES staff of PMC</li> </ul>
Project Management Consultants	<ol style="list-style-type: none"> <li>1. Support L-WASA to implement project in line with AIIB's ES Policy, framework and standards</li> </ol> <ul style="list-style-type: none"> <li>• For project duration, commit and retain an International Resettlement Specialist on intermittent basis and dedicated full time National Resettlement and Gender Staff to assist in implementing RP. The PMC shall: <ol style="list-style-type: none"> <li>(i) Revise RP based on detailed engineering design of the project and precise COI</li> <li>(ii) Ensure disclosure of RP and GPA including GRM</li> <li>(iii) Conduct consultations and make payments of compensation, resettlement and rehabilitation assistance before start of civil works on sites with LAR impacts,</li> <li>(iv) ensure proper and timely implementation of tasks specified in the RP,</li> <li>(v) assist in conducting training on social safeguards and gender mainstreaming as specified in the RP for L-WASA, PMU, contractor, sub-contractors, service providers and other interested/relevant parties as necessary,</li> <li>(vi) conduct contractors' workers' orientation on provisions in RP and GAP before project start of civil works,</li> <li>(vii) undertake regular supervision and periodic monitoring of the contractor's social performance, as scheduled in the RP and GAP,</li> <li>(viii) conduct field observations on the implementation of all mitigation measures specified in the RP and GAP,</li> <li>(ix) assist the contractor(s) to prepare monthly progress reports, as specified in the RP, for submission to L-WASA for the endorsement and subsequent submission to AIIB,</li> <li>(x) assist in preparation of quarterly RP and GAP implementation monitoring reports, as specified in the RP and GAP, for L-WASAs submission to AIIB</li> </ol> </li> <li>• During detailed design phase, ensure L-WASA prepare bid documents with inclusion of social safeguard management including social issued related to utilities re-provisioning, waste management and spoils disposal, noise and dust control, etc.) As described in the RP and ESMP.</li> <li>• Assist L-WASA to ensure that all RP requirements are incorporated in the bidding and contract documents and drawn to the attention of bidders, especially at the pre-bid meeting by L-WASA</li> </ul>



Agency	Responsibilities
	<ul style="list-style-type: none"> <li>• When detailed design is confirmed, on behalf of L-WASA (project proponent), revise this RP and obtain endorsement from LWASA and approval from AIIB</li> <li>• If after the detailed design, the footprint or alignment of the project changes and envisage to cause additional adverse social impacts that are not within the scope of the RP prepared during loan processing, conduct additional social impact assessment and prepare addendum(s) to the RP and implement it prior to construction works at the sites/sections with LAR impacts</li> <li>• Undertake awareness training and capacity building activities for L-WASA, contractor, sub-contractors and service providers for effective implementation of RP and GAP including Livelihood Restoration Plan as described in this RP</li> <li>• Submit monthly RP implementation status reports to L-WASA and AIIB.</li> <li>• Play an effective role in implementing grievance redress mechanism, as described in the RP, to receive and facilitate resolution of affected people's concerns, complaints, and grievances about the RP implementation and Project's social performance</li> <li>• Report to AIIB on all aspects of RP management through quarterly monitoring reports, based on the results supervision and monitoring of RP implementation</li> <li>• Based on the results of RP and GAP supervision and monitoring, identify corrective actions and prepare corrective action plans, as necessary, for submission to L-WASA and AIIB</li> <li>• Ensure contractor, sub-contractors and service providers implement all social measures as specified in the RP and GAP and their contracts.</li> </ul>
EPC/DBO Contractor	<p>The RP, with all its provisions will be a part of the Project Contract Documents. No civil work will be initiated until all compensations, resettlement and rehabilitation assistance made to affected people as per provision in the RP. The contractor must possess the expertise in the application of national legislation, provincial laws and regulations and AIIB standards relating to land acquisition, resettlement, protecting child and gender rights, occupational health and safety issues. Following clauses will be included in the Contract Documents for social mitigation:</p> <ul style="list-style-type: none"> <li>(i) The contractor must possess knowledge of the AIIB ESP and Standards, especially with regard to resettlement, rehabilitation of APs, public consultations; timely information dissemination and grievance redress mechanism.</li> <li>(ii) The contractor, as a first priority, will make efforts to offer the available skilled and unskilled jobs to the identified affected households and particularly to the vulnerable and severally affected AP. For this purpose, details will be provided to the affected people through the PMU/PMC ES staff to the Contractor, sub-contractors and service providers.</li> <li>(iii) The contractor will comply with all applicable provincial labour laws and regulations, and international Core Labour Standards (CLS) of ILO.</li> <li>(iv) The contractor will not differentiate between men and women wages and benefits for work of equal nature.</li> <li>(v) The contractor will not employ child labour.</li> <li>(vi) The contractor will disseminate information and raise awareness at work sites on the risks of other transferable diseases i.e. HIV / AIDS, TB, dengue fever for those employed during construction.</li> </ul>

181. To facilitate RP implementation, during construction the EPC/DBP contractor, sub-contractors and service providers must cooperate with the ES staff of PMC and affected people during the pre-construction phase to throughout the construction period and the local population in avoiding, minimizing and mitigation of impacts. However, experience suggests that contractors may have little impetus or interest in dealing with social issues in the absence of performance-related criteria. Clearances for payments will include certification from the SRS of PMU as for the effective implementation of the mitigation measures of

social safeguard issues as specified in the RP, GAP and subsequent documents. The completion of implementation of mitigation measures will therefore be linked to payment milestones.

## CHAPTER 09

### 9 RESETTLEMENT PLAN IMPLEMENTATION

#### 9.1 PROCESS OF RP IMPLEMENTATION

182. The LWASA will be overall responsible for implementation of the RP through Social and Resettlement Staff of PMU, PMC with other relevant staff of PMU, LWASA LAC Wing and with the support of Social and Resettlement Staff under EPC Contractor. After the endorsement of LWASA updated RP (based on detailed engineering design of SWTP) and its approval by AIIB, the PMU will initiate the implementation process. A timeline showing implementation steps, required actions and responsible persons for RP implementation and post implementation scenario has been prepared and presented in Table 11.1.

#### 9.2 DISCLOSURE OF RP

183. Key features of this RP have already been disclosed to the APs during consultation meetings, and field level informal interaction with them. After endorsement of updated RP by LWASA and its approval by AIIB, following disclosure plan will be followed:

- An information brochure in English having summary of RP will be prepared specifically for this purpose. The information brochure will be translated into Urdu, and distributed to all AHs. It will enable the APs to read it by themselves and be aware of their entitlements, unit rates of compensation, resettlement and rehabilitation assistance, payment procedures available for various types of APs as given in the 'Entitlement Matrix', Livelihood Restoration Plan and Grievance Redress Mechanism;
- RP will be translated into Urdu by the PMU and disclosed to the APs and other stakeholders through social staff of PMU, PMC and the EPC Contractor by holding face-to-face meetings. It will disclose to female of AHs through meetings by the female social staff of PMC. Both versions of RP (English and Urdu) will be made available at the website of LWASA, village information centers, APCs, offices of LWASA, PMU, PMC, Contractors' camps, District Government and other relevant departments as an official public document.
- Mandatory posting of RP in English on the AIIB and LWASA websites soon after its approval by AIIB.
- Disclosure of RP in AP meetings in close collaboration with their representatives including GRM. SRS of PMU, in collaboration with the social staff of PMC and Contractor's, will organize village specific meetings at SWTP site in coordination with the AP's representatives to explain the RP including entitlements, income restoration and rehabilitation assistance, relocation assistance, Livelihood Restoration Plan, process to engage AP in resettlement activities, GRM and overall activities.
- A cheque disbursement schedule explaining the date, time and venue for disbursement of compensation and resettlement assistance for each AH will be prepared in Urdu in

coloration with APs representatives and distributed to all APs and copies of AP lists will be provided to the AP representatives for their record.

- A packet containing following information material will be prepared for each AH:
  - a) Pamphlet / Information Brochure in Urdu based on the summary of RP;
  - b) Inventory of AH's losses with detail of compensation, resettlement and rehabilitation assistance to be paid to the AH;
  - c) Posting of regular schedules for disbursement of compensation cheques explaining the date, time and venue for receiving cheques in a minimum possible time;
  - d) Full payments of resettlement and rehabilitation assistance three months before vacating the land and housing units by agriculture tenants;

184. A comprehensive information dissemination and consultation process will be started soon after the approval of the updated RP; all AHs will be informed about the process for compensation, resettlement and rehabilitation payments with tentative schedule for vacating the land and housing units. The consultation process will be an integral part of the RP implementation and will continue throughout the duration of RP implementation.

185. PMU will continue to ensure that all AHs understand the implementation procedures of the RP and measures to be taken to compensate and assist them through SRS of PMC and the Contractor. LWASA and PMU will keep the AHs informed and facilitate addressing any grievances to a maximum level. The APs will be informed about the Grievance Redress process to review and resolve any disputes concerning compensation and other payments or resettlement issues through their representatives. Thus, there will be a continuous on-site consultation with APs to ensure that the APs receive their due entitlements/benefits on timely, efficient and transparent manner.

### 9.3 TRAINING IN RP IMPLEMENTATION

186. PMC will organize training workshops and several mentoring sessions for the capacity building of the LWASA, PMU, contractors, service providers and relevant staff of other departments in RP implementation including GRM. In this connection, a detailed capacity building plan has been provided in Chapter-....., before and during the implementation of RP. All concerned engineering staff and officials of LWASA, contractors, service providers and relevant staff of other departments will participate in the resettlement/social safeguards training.

### 9.4 PROCEDURES FOR DISBURSEMENT OF PAYMENTS

187. A step-by-step procedure has been established for disbursement of compensation, resettlement and rehabilitation assistance cheques to the APs, detail is as under:

#### **9.4.1 VERIFICATION OF APs**

188. Verification of the APs will be made through their National Identity Cards (NIC) numbers. It is important to mention that some APs do not have updated ID cards, these AP will be eligible to receive resettlement and rehabilitation assistance and those who have provided their first names only. These APs will provide an affidavit with a photograph duly attested/ signed by the two of the APC members and identification of such APs will also be verified by minimum two APs above the age of 18 year. The SRS of PMC will be responsible for verification process. All APs must bring their original NIC and a copy of it at the time of receiving cheques.

#### **9.4.2 TIMING OF PAYMENT OF COMPENSATION, R&R ASSISTANCE**

189. The payment of compensation to titleholder and registered non-titleholders of affected land will be made by LAC as per procedures laid down in the LLA and rules, but the payment of resettlement and rehabilitation assistance will be made minimum three months in advance before start of civil works through cross cheques for which a schedule will be issued separately for each category of APs. No land will be possessed by LWASA or handed over to the contractor for commencement of construction works without full payment of due compensations/R&R assistance to the APs except the extraordinary cases. However, in case of delays from the APs side, the assessed/allocated amount of compensation will be pledged in the names of the concerned APs, in the LAC account for land related compensation and in the Project account for R&R assistance. In such cases, LWASA will document detail of each case and may possess land before payment of compensation and R&R assistance, and will follow the decision of GRC, in consultation with AP representatives as per defined procedures in the RP.

#### **9.4.3 VACATION OF SITE**

190. The AHs (title/non-titleholders) of agriculture land and residents of farm housing units will be provided 3 months advance notices in writing, dissemination of information in village information centers and face-to-face meetings with APs before handing over possession of land to contractor, to facilitate the relocation of residents of farm houses to alternative sites after receiving compensation, resettlement and rehabilitation assistance. If an AP will not vacate the land or structure after getting payment of compensation/R&R assistance after a period of one month, the SRS of PMU will submit an application to the GRC. GRC will

decide action on case-to-case basis in coordination with AP representatives. However, LWASA reserves the right of directly removing such structures or clearing of land, only if an AP will not do this by the agreed deadline, in consultation with AP representatives.

#### **9.4.4 IN CASE OF DISPUTES/GRIEVANCES REGARDING PAYMENTS**

191. In case of a dispute, the allocated amount of compensation and resettlement assistance will be pledged in the names of the concerned APs, pending until a final decision by GRC. In such exceptional cases, the LWASA may possess the land without payment of compensation and resettlement assistance. Grievances or objections (if any) will be redressed as per procedures laid down in the grievance redress mechanism and Land Acquisition Act and Rules (1983), as applicable. However, LWASA reserves the right for removal of crops, trees and structures in case of disputes, in consultation with APs representatives and district government representatives.

#### **9.4.5 ABSENTEE DISPLACED PERSONS**

192. If any APs will identify during the detailed design stage, the PMU will make all possible efforts to contact him/her, if not possible then LWASA will issue 3 consecutive official notices at local level in the all four villages and a public notices in local newspaper informing the APs to contact the PMU for payment. Non-resident APs may receive the compensation after the notified schedules of payments by providing a proof of his/her absence. They will be eligible to receive R&R assistance before completion of the project and compensation of land and situated assets as per procedures laid down in the LAA and rules. PMU has to deposit the money in the LAC account for land related compensation and in the account of the Project for resettlement and rehabilitation assistance, as applicable.

#### **9.4.6 RELEASE OF FUNDS FOR COMPENSATION PAYMENTS AND R&R ASSISTANCE**

193. The LWASA is responsible for timely provision of finances for RP implementation, for the compensation, resettlement and rehabilitation assistance and PMU will responsible for administration. Allocations will be reviewed on monthly and quarterly basis based on the budgetary requirements to be indicated in the updated RP. The compensation funds will go from the LWASA to designated account of the LAC and will be disbursed by the LAC on behalf of District Collector/Deputy Commissioner Office to the APs. But the funds of R&R assistance will go from LWASA to PMU for direct disbursement to APs.

#### **9.4.7 FACILITATION TO WOMEN IN PAYMENTS**

194. The PMU through SRS and female staff of PMC will organize women specific meetings to ensure that women are equally consulted and participated in the implementation of the RP and have timely access to payments of compensation and R&R assistance. If women will face any problems in getting compensation and resettlement assistance, male and female APCs will facilitate the PMU to resolve the problems.

## **9.5 RP IMPLEMENTATION SCHEDULE**

195. The Package 4 detailed engineering design works is intended to complete in Q3, 2020. The civil works on Transmission Main is going to start from Q3 of the Project and on Feeding Main in Q5 of the Project and the civil works scheduled to complete in Q 5, 2020. In case of change in the Project design, this RP will be updated by the LWASA and will be submitted to AIIB for approval before implementation. The civil works planned to start from Q5, 2020, that is why it is important to implement the RP in a shortest possible period. And the civil works on distribution network is planned to start in Q5, 2010. After the approval of updated RP from AIIB, the RP will be disclosed to the public and AP and implemented within a period of six months, depends on the process of land acquisition and civil works schedule. AIIB will issue no objection for the initiation of civil works after RP is fully disclosed to the APs and the compensation and R&R assistance is fully delivered to the APs. Public consultations, internal monitoring and grievance redress will be undertaken throughout the project duration.

196. A tentative implementation schedule indicating tasks and responsibilities has been prepared for tasks such as RP disclosure, pre-implementation, implementation and post implementation activities, in accordance with timeline matching with the tentative timeline of land acquisition and civil works schedule and presented in Table 11.1. The proposed schedule will be revised at the stage of updating the RP. However, the schedule is subject to modification depending on progress of land acquisition process, the detailed design, the civil works schedule, and other project activities. The Livelihood Restoration activities will be implemented during the construction phase. The proposed activities in the RP are divided into two broad categories based on the stages of work and process of implementation (i) preparation phase (ii) RP implementation phase.

### **9.5.1 PREPARATORY / PRE-IMPLEMENTATION STAGE**

197. The major tasks during the preparatory stage are setting up relevant institutional arrangements for the resettlement activities, recruitment of SRS of PMU and PMC. The RP at this stage to be updated for endorsement by LWASA, approve by AIIB, and disclose to the APs through distribution of information brochure in Urdu and translation of full RP in Urdu.

Upon the approval of RP, all the arrangements for disbursement of compensation and R&R assistance need to be done.

### 9.5.2 RP IMPLEMENTATION STAGE

198. At this stage, the payment of compensation and R&R assistance will be made and relocation of APs of affected farm houses will be done; livelihood restoration activities will be initiated; and at the completion of RP implementation, delivering of proposed land to the Contractor for commencement of the civil works.

199. During the RP implementation, the RP implementation process, management of unforeseen social safeguard issues, consultation and participation, disbursement of compensation and R&R assistance and effectiveness of GRM will be the activities to be monitored at this stage. Internal monitoring will be the responsibility of LWASA PMU in general and SRS under PMC in particular starting from early stage of RP implementation and will continue till the completion of RP implementation and the Project, as per ESP requirements of AIIB. The SRS of PMC will assist LWASA in internal monitoring function and compiling the internal monitoring/progress reports.

**Table 9.1 Proposed Timeline for Update, Approval and Implementation of RP**

Steps	Tasks	Responsibility	Weeks															
A. Pre-Implementation Stage																		
1	Recruitment of SRS	LWASA PMU	1															
2	Updating of RP after detailed engineering design, if required	PMC	1															
3	Preparation of detailed Livelihood Restoration activities as part of RP updating process	PMC	1	2	3	4												



Steps	Tasks	Responsibility	Weeks													
4	Consultations (on-going)	SRS of PMU, PMC and Contractor														
5	Disclosure of draft of updated RP on LWASA and AIIB websites	PMU, LWASA														
<b>B. Disclosure and Community Consultation</b>																
8	Disclosure of final RP both in English and Urdu at the websites of LWASA and AIIB	PMU, LWASA							7							
9	Urdu translation of RP and disclosure to AP and other stakeholders through workshops and village specific face-to-face meetings with AP and other stakeholders	SRS of PMU and PMC							7							
10	Distribution of Information Brochure in Urdu to the APs and other stakeholders	PMU with the assistance of PMC							7							
11	Training of PMU and relevant staff of other implementing parties	SRS of PMC								8						
C.	RP Implementation Phase															

Steps	Tasks	Responsibility	Weeks												
12	Development of micro plan(s) for RP compensation and resettlement assistance disbursement	SRS of PMU								9					
13	Three-month advance notices to the titleholder and tenants of agriculture land, and AP of farm housing units before handing over of land for civil works	SRS of PMU and PMC					6								
D.	Income Restoration and Rehabilitation of AP														
14	Notices for receiving assistance to all APs and through face-to-face meetings	SRS of PMU and PMC								9					
15	Award of cheques and distribution of final notices for relocation/shifting of concerned APs	SRS of PMU								9	10				
16	Implementation of Livelihood Restoration activities	SRS of PMU and NGO													

Steps	Tasks	Responsibility	Weeks													
17	Reporting summary of complaints & grievances/disputes and objections in progress reports	SRS of PMU														
E. Relocation of AP																
19	Submission of RP compliance report to AIIB (Confirmatory letter about completion of all payments)	LWASA, PD-PMU														
20	Monthly Internal Monitoring (on-going) and six-monthly Monitoring Reports to AIIB	SRS of PMC											1 2			
F. Post Implementation Stage																
22	Notice to proceed for civil works	AIIB												1 3		
23	External Monitoring: Quarterly reporting to LWASA and 6-monthly reporting to AIIB	TPM Consultant														
24	Evaluation of the RP implementation	TPM													1 6	
25	Submission of RP evaluation report to AIIB and clearance by AIIB	LWASA													2 0	

## CHAPTER 10

### 10 MONITORING AND EVALUATION

#### 10.1 GENERAL

200. The Monitoring and Evaluation (M&E) is a mean to check, asses and evaluate the status of project activities on a regular basis. It helps in timely identification, analysis and removal of the bottlenecks at various stages of project implementation and expediting actions. The M&E of the RP implementation is a tool to serve the interests of the project planners, executors, and financier, as they share the common concern for timely corrective measures. Specifically, the objectives of the monitoring and evaluation of RP implementation are: (i) administrative monitoring whether the time lines of RP implementation are being met, (ii) to assess whether compensation, resettlement and rehabilitation assistance measures are implemented and are sufficient, (iii) to identify problems or potential problems and ensure that grievances are dealt on a timely basis and consistent with the process defined in the RP, (iv) to identify methods of responding immediately to mitigate hardships/issues, and most importantly, (v) socio-economic monitoring during and after the land acquisition and resettlement process to ensure that AP are settled and their standard of living is restored or improved. Monitoring and evaluation (M&E) of RP implementation will be taken up at all stages of the project.

- PMU will follow internal monitoring and reporting process for the RP, but will also at the outset of public engagement seek APs engagement in the monitoring process. If interest and numbers warrant, a limited follow-up survey of attitudes to the RP and the project may be performed for inclusion in post-project impact reporting, to give a before-and-after comparison.

201. The M&E activities to ensure the effective implementation of RP are described as follows.

#### 10.1.1 INTERNAL MONITORING

202. The internal monitoring of RP implementation will be the responsibility of the LWASA with the support of SRS of PMC. It will be a continuous activity and will be managed by the Project Director of PMU. The SRS under EPC Contractor will also provide assistance by providing information and access to their relevant record.

203. The SRS staff of PMC SRS will develop a progress and performance monitoring system to collect and organize monitoring outputs on a regular basis. An information system containing the database on resettlement planning and implementation will be established and updated periodically for monitoring various activities of RP implementation by the SRS

of PMU with the assistance of SRS of PMC. The RP database generated through the census, baseline socioeconomic survey, and the database of land acquisition, resettlement and rehabilitation payments, and consultations/stakeholder engagement will become essential inputs of the management information system (MIS). Progress monitoring and evaluation of intended outcomes of RP implementation will be carried out.

### 10.1.2 INTERNAL MONITORING ROLE AND RESPONSIBILITIES

204. The SRS under PMC will develop a set of gender disaggregated monitoring indicators for internal monitoring of RP and monitoring formats. The role and responsibilities under the monitoring and evaluation plan are described as under:

- (i) The Project Director of PMU shall responsible for monitoring the progress of land acquisition and resettlement activities with the support of SRS of PMU and PMC;
- (ii) The LWASA and PMU will review the efficacy of the monitoring arrangements six monthly, relating to social and resettlement issues, and refine the arrangements accordingly. In this respect, LWASA will also take into consideration the findings / suggestions made by the independent external consultants engaged for external monitoring of RP implementation.

### 10.1.3 INTERNAL MONITORING ARRANGEMENTS

205. Primarily, monitoring will be the responsibility of LWASA with the support of SRS of PMU. The SRS will review the status of the RP implementation in the light of policy, principles, targets, budget and duration as lay down in the updated RP and all resettlement activities are carried out efficiently and transparently by the persons responsible. Some of the key indicators at different stages of the RP are as follows:

- (i) Review effectiveness of land acquisition and resettlement planning process i.e. adequacy of enumeration of project land acquisition and resettlement impacts, timeframe, budgetary provision, institutional arrangements, GRM, mitigation of unforeseen resettlement impacts etc.);
- (ii) Consultations organized and dissemination campaign carried out with regard to RP and APs are aware of i.e. entitlement packages, payment procedures, grievance redress mechanism, etc.
- (iii) Verification whether land and assets situated to the land, resettlement and rehabilitation assistance payments made only to entitle AP recorded before cut-off date.
- (iv) A grievance redress committee is established during the stage of detailed engineering design to ensure fairness and transparency during the RP implementation process.
- (v) Provision of finances for compensation, resettlement and rehabilitation assistance provided on time.

- (vi) Three month advance notices to residents of farm houses for relocation before demolition of the farm houses.
- (vii) Timely disbursement of compensation, resettlement and rehabilitation assistance amount to AP as per schedule in an efficient and transparent manner and is in conformity with the provisions in the Entitlement Matrix.
- (viii) Provision of skilled, semi-skilled and unskilled labor opportunities and employment to affected households (AHs) with numbers including number of persons whose skills are upgraded.
- (ix) Verify recording and addressing the concerns/grievances of AP are dealt on timely basis during and after land acquisition and resettlement process and consistent with the RP.
- (x) Major issues of conflict between APs and contractors are addressed efficiently during implementation of resettlement activities.
- (xi) Effective monitoring of impacts on livelihoods to the Project Director for immediate actions based on the progress and lessons learned in the course of RP implementation and provision of additional funds to cover additional mitigation activities.
- (xii) Effective implementation of Gender Action Plan, collection of gender disaggregated data and gender specific consultations with women.
- (xiii) Degree of satisfaction of APs and AHs who received support for restoration of their income and livelihood.
- (xiv) Any changes in social and economic parameters related to living standards of AHs.
- (xv) Efficient restoration of public utilities and/or other affected services / infrastructure.
- (xvi) Lease agreements signed for the temporary use of land and full restoration of land after completing construction.

#### **10.1.4 REPORTING OF INTERNAL MONITORING**

206. The LWASA shall prepare the internal monitoring reports with the support of PMC SRS and submit to AIIB on six monthly basis during the period of RP implementation. These reports shall cover the status of RP implementation in terms of required mitigation measures and necessary remedial actions to effectively address adverse land acquisition and resettlement impacts due to project implementation, status of implementation of GRM, status of capacity building activities as well as documentation of complaints and grievances received and corresponding action/resolution. The SRS will maintain up-to-date records of RP implementation and other social safeguard activities. The SRS will provide findings of monitoring activities in Monthly Progress Reports regularly and compile them in six monthly monitoring reports under a separate sub-head "Internal Monitoring of RP Implementation", with details of the issues arise and the mitigation measures adopted including grievance received and redressed under the GRM. However, prior to mobilization of civil works in areas with LAR impacts, a completion report on payments of compensation and resettlement

allowances and clearing of the site should be prepared by PMU which will be verified by an external monitoring expert/agency.

207. Implementation of appropriate measures during the design, construction, and operation phases of the LWWMP Project will minimize negative impacts to acceptable levels. To ensure that these mitigation measures are implemented and negative impacts avoided, the measures will be included in contract specifications. Contractors' conformity with contract procedures and specifications and implementation of the approved RP and ESMMP during construction will be carefully monitored. The contractor will be required to follow standard construction practices and comply with a series of contractual requirements which will be monitored and supervised by SRS of PMC. The Social and environmental monitoring of the project will be undertaken throughout construction and operations to ensure that the measures are being implemented efficiently.

## **10.2 THIRD PARTY MONITORING**

208. As per requirements of AIIB ES Policy, the LWASA, with the support of PMU, will hire services of a qualified and experienced Social and Resettlement Specialist or a firm/NGO for third party monitoring with advice and concurrence of AIIB on the selection process, to verify monitoring information of project to undertake resettlement monitoring during the RP implementation and an evaluation after the implementation of RP. The key responsibilities of the external monitor will be assessing the overall implementation approach, process, and outcome of the RP, and providing inputs to the PMU for taking corrective actions to resolve any outstanding issues/grievances. The expert will review the status of the RP implementation in the light of the policy, principles, targets, budget and duration that laid down in the RP. The key tasks during third party monitoring include:

- (i) Develop specific monitoring indicators for undertaking monitoring and evaluation of RP implementation including the participation, consultation and disclosure;
- (ii) Review results of internal monitoring and verify claims through random checking in the field to assess whether resettlement objectives have met. Involve the all categories of AP and their representatives in assessing the impacts of resettlement for monitoring and evaluation purposes.
- (iii) Review and verify the progress of RP implementation and prepare annual reports for the PMU and the AIIB including implementation of GRM.
- (iv) Evaluate and assess the adequacy of compensation and resettlement and rehabilitation assistance given in the PP and the livelihood opportunities and incomes as well as the quality of life of AP after project-induced changes.
- (v) Evaluate and assess the adequacy and effectiveness of the consultation process with AP, particularly those vulnerable, including the adequacy and effectiveness of

grievance procedures and legal redress available to the AP and other affected parties, and dissemination of information about these.

- (vi) Verify the RP implementation completion report prepared by PMU on payments of compensation and resettlement assistance before clearing of the sites with resettlement impacts.
- (vii) Did resettlement and rehabilitation assistance being sufficient to cover loss of land, income and other assets.
- (viii) Did relocation of AP of housing units able to sustain their living standard;
- (ix) Did AP were able to restorer their sources of income;
- (x) How many semi-skilled, skilled and unskilled labor, and employment opportunities were provided to AHs in the project related works;
- (xi) Any changes in restoration of income levels;
- (xii) How do the AHs assess the extent to which their own living standards and livelihoods have been restored?
- (xiii) Communications and reactions from AP on entitlements, resettlement and rehabilitation assistance;
- (xiv) Grievance procedures; recording of complaints, reporting and processing time, and their redressal.

### 10.3 DISCLOSURE OF MONITORING REPORTS

209. The LWASA is required to submit RP external monitoring reports to AIIB for review and posting on the Project, LWASA and AIIB web sites, and disclose to the APS and other key stakeholders through localized means of communication. It is also required that relevant information from the monitoring reports is disclosed to the AP promptly upon submission. The “relevant information” in this context refers to the implementation status of RP, such as information on financial progress/disbursement and progress (related to compensation of land and related assets, livelihood/income restoration, relocation or any information on compensation, resettlement assistance and rehabilitation, grievances; and corrective actions). These issues are of direct relevance to the affected people persons, which also have the elements of participatory monitoring.

### 10.4 EVALUATION OF RP IMPLEMENTATION AND MANAGEMENT OF SOCIAL SAFEGUARD ISSUES

210. The third-party monitoring firm/NGO/expert will conduct evaluation of RP implementation after its completion. Evaluation is summing up of an assessment of whether planned LAR activities have actually achieved their intended objectives. An assessment of resettlement outcomes is measured against baseline conditions. The evaluation exercise assesses resettlement efficacy, effectiveness, impact, and sustainability, drawing lessons to



guide future resettlement planning. The evaluation will provide gender disaggregated information and concentrates on following parameters:

- (i) Efficacy of mechanisms and indicators for internal and third party monitoring;
- (ii) Disclosure of monitoring reports as per procedures laid down in the RP;
- (iii) Mechanism used for consultation, participation and disclosure of information to AP;
- (iv) Effectiveness and efficiency of PMU and PMC in RP Implementation;
- (v) Evaluation and assessment of the adequacy and effectiveness of the consultations process with AP, particularly those vulnerable and severely affected, including the adequacy and effectiveness of livelihood restoration plan, grievance procedures and administrative and legal redress available to the affected parties, and dissemination of information about these.
- (vi) Assessment of the resettlement efficiency, effectiveness, impact and sustainability for drawing lessons for future resettlement policy formulation and planning.
- (vii) Evaluation of adequacy of compensation given to AP and livelihood opportunities and incomes as well as the quality of life of AP due to project-induced changes.
- (viii) The impact of compensation, resettlement and rehabilitation assistance, and livelihood restoration and improvement support on standards of living of AHs, to evaluate whether the objectives of the RP have been achieved and AHs regained their living standards or improved.
- (ix) Institutional arrangements; and
- (x) Level of satisfaction of AP in the post resettlement period.

#### **10.5 EVALUATION REPORT:**

211. The firm/NGO/individual, engage for assessment and evaluation, will present the findings of the study in the form of a report to LWASA and AIIB.

#### **10.6 BUDGET FOR THIRD PARTY MONITORING AND EVALUATION**

212. A provision of PKR 20 million lump sum has been kept for this activity in the RP. Terms of reference for third party monitor and evaluation will be provided by the SRS of PMC and annex it with the updated RP.

## CHAPTER 11

### 11 RESETTLEMENT BUDGET AND FINANCING<sup>15</sup>

#### 11.1 BUDGET FOR LAND AND ASSET ACQUISITION

213. This chapter describes the methodology adopted to compute the unit rates for different types of resettlement impacts and provides an assessment of costs. The costs have been calculated based on the LAR related project impacts to be compensated as per entitlements of different categories of APs, as described in the Entitlement Matrix in **Table 6.2**. Being the project owner, the GoPb through its Executing Agency (LWASA) is responsible for the timely allocation of the funds needed to implement the RP. Allocations will be reviewed on quarterly and monthly basis based on the budget requirements indicated by the RP. The PMU is responsible to disburse the compensation and resettlement amounts in an efficient and timely manner during the course of the RP implementation. This budget is limited to compensations to APs of this LWWMP Project only, as per Census Data, any persons who build asset or occupy space in or around the proposed alignments of water transmission lines after cut-off date (5 Sep 2019) will not be eligible for compensation under this RP.

214. The compensation funds for resettlement and rehabilitation assistance and income restoration will be disbursed to the APs by the LWASA through Project Director of PMU, through cross-cheques. The PMU SRS will disburse cheques of these amounts to APs on weekly basis at PMU, in the presence of SES of PMC act as witness to avoid any grievances.

215. The Project Management Unit (PMU) will be responsible for financing to implement the RP and payment of compensation, resettlement and rehabilitation assistance amounts to the APs in an efficient and timely manner. It will ensure that:

- a) necessary human and financial resources are provided in the implementation of this RP;
- b) Necessary arrangements are in place for active participation of all the concerned officials and field staff in the implementation of this RP in an effective and efficient manner.
- c) amount of compensation will be timely paid to the genuine APs well in advance before taking possession of the land and other assets as per procedure laid down in the RP;

<sup>15</sup> Government of the Punjab is currently deliberating and reviewing the compensation rates. Once finalized, the tables in this section will be updated.

216. The Project Director of the PMU will be responsible for ensuring the prompt provision and efficient flow of the budgeted funds for RP implementation. The PD will ensure that compensation are adequately funded and carried out in accordance with the mechanism given in the RP.

217. The RP includes the cost of compensation, resettlement and rehabilitation, and livelihood restoration entitlements of the APs. The cost estimates have been based on the rates derived through consultation and surveys as described in Section 13.2. The rates for compensation and cash entitlements for rehabilitation as well as allowances payable to APs will be adjusted annually, based on the actual annual inflation rate. LWASA with the LAC will determine the annual inflation rates and adjust all cash entitlements as notified by the Government of Pakistan.

**Table 11.1 Shifting Allowance for Transportation of Salvage Materials**

S #	Category of Affected Persons	No of AP	Unit Rate		Total	
			PKR	USD	PKR	USD
1	Shifting Allowance to Sami permanent structure Owners					
	Total					
Total in Million						

**Table 11.2 Severe Vulnerability Impact Allowance**

Detail of Displaced Persons	Amount/ 15 Days Income	Unit Rate		No of HHs	No of Days	Total Amount	
		PKR	USD			PKR	USD
The severally affected Micro Businesses and Petty Shops equivalent to 15 days income calculated at the half month rate of prevailing official minimum monthly wage of GoPb (Rs.8750/).							
Total							
Total in Million							

**Table 11.3 Temporary loss of business income**

Detail of Displaced Persons	Amount/ 17 Days Income	Unit Rate		No of HHs	No of Days	Total Amount	
		PKR	USD			PKR	USD
Compensation against loss of business income equivalent to							

Detail of Displaced Persons	Amount/ 17 Days Income	Unit Rate		No of HHs	No of Days	Total Amount	
		PKR	USD			PKR	USD
the income determined on the basis of income tax return (ITR) or in lieu of non-availability of ITR equivalent to net income per day (Rs. 4000/day to big shops, The business interruption period is anticipated maximum up to 7 days.							
Compensation against loss of business income equivalent to the income determined on the basis of income tax return (ITR) or in lieu of non-availability of ITR equivalent to net income per day (Rs. 2000/day to medium or small shops							
Compensation against loss of business income equivalent to net income per day (Rs.1000/day to petty shops)							
Compensation against loss of business income equivalent to the net income per day (Rs.675/day to Micro Business Operators)							
	Total						
	Total in Million						

**Table 11.4 Budget for Shifting Allowance, Severe Vulnerability Impact Allowance and Temporary Loss of Income**

S #	Category of Affected Persons	Unit	Unit Rate		No of HHs	No of Days	Total	
			PKR				PKR	USD
1	Shifting Allowance to Sami permanent structure Owners							
2	The severally affected Micro Businesses and Petty Shops equivalent to 15 days income calculated at the half month rate of prevailing official minimum monthly wage of GoPb (Rs.8750/).							
3	Compensation against loss of business income equivalent to the income determined on the basis of income tax return (ITR) or in lieu of non-availability of ITR equivalent to net income per day (Rs. 4000/day to big shops, The business interruption period is anticipated maximum up to 7 days.							
4	Compensation against loss of business income equivalent to the income determined on the basis of income tax return (ITR) or in lieu of non-availability of ITR equivalent to net income per day (Rs. 2000/day to medium or small shops							
5	Compensation against loss of business income equivalent to net income per day							

S #	Category of Affected Persons	Unit	Unit Rate		No of HHs	No of Days	Total	
			PKR				PKR	USD
	(Rs.1000/day to petty shops)							
	Compensation against loss of business income equivalent to the net income per day (Rs.675/day to Micro Business Operators )							
	Total							
	Total in Million							