

Semi-Annual Social Monitoring Report

Project number: 34304-043

Period: January – June 2019
Submission Date: August 2019

NEP: Kathmandu Valley Water Supply
Improvement Project

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**Social Monitoring Report
ADB loan-2776**

**Semi-Annual Report
January- June, 2019**

**Project Implementation Directorate,
Kathmandu Upateka Khanepani Limited (KUKL)
Kathmandu Valley Water Supply Improvement Project**

CURRENCY EQUIVALENTS

(as of 03 July 2019)

Currency unit	=	Nepalese rupee (NRs/NR)
NRs1.00	=	\$ 0.009
\$1.00	=	NRs109.99

WEIGHTS AND MEASURES

sq. m	–	square meter
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ABBREVIATIONS

ADB	–	Asian Development Bank
CASSC	–	Community Awareness Safeguards Support Consultant
CAPC	--	Community Awareness participatory consultant
CDC	–	Compensation Determination Committee
CDO	–	Chief District Officer
HDPE	–	High Density Poly Ethylene
DSC	–	Design Supervision Consultant
BDS	--	Bulk Distribution system
DNI	--	Distribution Network Improvement
GoN	–	Government of Nepal
MoF	--	Ministry of Finance
FGD	--	Focus Group Discussion
GRC	–	Grievance Redress Committee
GRM	–	Grievance Redress mechanism
IOL	–	Inventory of Loss
KUKL	–	Kathmandu Upatyaka Khanepani Limited
MWSP	--	Melamchi Water Supply Project
KVWSM	--	Kathmandu Valley water Supply Management Board
KVWSIP	--	Kathmandu Valley Water Supply Improvement Project
WTP	--	Water Diversion Tunnel
WTP	--	Water Treatment Plant
PID	–	Project Implementation Directorate
RPF	--	Resettlement Policy Framework
DDR	--	Due Diligence report
PCP	--	Public communication Policy
SIA	–	Social Impact Assessment
SPS	–	Safeguard Policy Statement (2009)

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Executive Summary

The Kathmandu Valley Water Supply Improvement Project is supporting the ongoing efforts of the Government of Nepal towards improving the water supply services in Kathmandu Valley. The project has invested in bulk water transmission and distribution network improvement systems, and support complement past and ongoing Asian Development Bank (ADB) projects. The resultant synergy is expected to lead to increased efficiencies, greater improvement in service delivery, and higher impact on health outcomes and quality of life for inhabitants of Kathmandu Valley. This semi-annual report presents the Resettlement Plan (RP) implementing status from January to June 2019. It is being implemented by the Project Implementation Directorate (PID), Kathmandu Upatyaka Khanepani Limited (KUKL), who will address any resettlement impacts, permanent or temporary during project implementation.

The overall project is classified as category B in accordance with ADB Safeguard Policy Statement (SPS). The project has been engaged in construction of seven reservoirs at different locations and lying main pipes. The land required for reservoir construction was previously acquired under the ADB Loan 1820. However during the construction, seven affected households were provided compensation cumulating 214 sq. m. land including three structures and four businesses. During the reporting period 11 consultation meetings were held in communities to disseminate project information and project entitlements. The meeting covered issues of community participation as well as other project related activities. The project is carrying out regular meetings with local communities.

The PID-KUKL has been addressing the grievances resulting from project activities. During the reporting period, 96 grievances were registered and 30 were resolved. Most of the grievance cases have been resolved timely for loan no 2776. Total of 66 consultation meetings were held after project implementation Total grievances recorded are 364 out of which 194 grievances were resolved. The grievances were related to rehabilitation of damaged utility during pipe laying, rehabilitation of retaining walls and house connection. The grievances are resolved based on project entitlement matrix. Remaining 170 grievances are in the process of resolution. Resettlement plan implementation and monitoring activities are ongoing through Safeguards Unit of PID, supported by Design Supervision Consultant (DSC) and Community Awareness and Safeguards Support Consultant (CASSC).

A. Project description

Melamchi Water Supply Project (MWSP) has been under implementation since December 2000 aiming to improve the overall water supply and wastewater systems of Kathmandu Valley. MWSP covers parts of the Indrawati and Bagmati watersheds and project areas include Sindhupalchowk, Kathmandu, Lalitpur and Bhaktapur districts. The key water diversion facilities, headwork, diversion tunnel and access roads are located in Sindhupalchowk district whereas the water treatment plant is located in Gokarneshwor Municipality of Kathmandu district.. Water distribution network, balancing reservoirs and the other ancillary structures are located within Kathmandu Valley.

In 2008, MWSP was split into two distinct subprojects: (i) Subproject 1: Melamchi River Water Diversion Project covering all project activities in the Melamchi Valley, including the Water Diversion Tunnel (WDT) and Water Treatment Plant (WTP); and (ii) Subproject 2: Kathmandu Valley Water Supply and Sanitation Project to undertake distribution network improvement inside Kathmandu Valley. The implementation responsibilities were entrusted to Project Implementation Directorate (PID) which was formed under the Kathmandu Upatakaya Khanepani Limited (KUKL) Board of Directors through an MOU signed on 19 April 2009 between Government of Nepal (GoN) [Ministry of Finance (MoF), Ministry of Physical Planning and Works (MPPW)], Kathmandu Valley Water Supply and Management Board (KVWSMB), KUKL and Asian Development Bank (ADB). Resettlement Plans have been prepared with the entitlements, assistance and benefits, provision of compensation for affected persons, institutional arrangements, tasks and responsibilities of each of the agencies involved in resettlement planning for the project.

Under the present loan from ADB (Loan No. 2776), scope of the subproject-2 (Kathmandu Valley Water Supply and Sanitation Project) is as follows:

- Immediate improvements of water supply services in Kathmandu valley through augmentation of surface and groundwater sources;
- Water quality improvement related works;
- Rehabilitation and improvement of water supply and sewer networks at the primary, secondary and tertiary levels as well as house connections in parts of KUKL service area;
- Design and construction of the Bulk Distribution System (BDS);
- Improvement of the Service Management system of KUKL
- Provide project management support to PID

The ADB Public Communication Policy (PCP 2011) refers to the Safeguards Policy Statement (SPS 2009) with respect to information disclosure related to project safeguard documentation and states that ADB shall post on its website the safeguards document submitted by the borrower and or/ client. These safeguard documents include Resettlement Plan and Indigenous People Plan (RP and IPP) and the semi-annual social safeguards monitoring reports. To comply with ADB SPS, the KUKL PID submits semiannual monitoring reports periodically over the total implementation period of the project, covering environment and involuntary resettlement safeguard issues. This also has been spelt out in the project document and loan covenant of KUKL that the borrower/client shall submit the aforesaid reports to ADB.

The Kathmandu Valley Water Supply Improvement Project is classified as category B for involuntary resettlement and category C for indigenous people safeguards.

B. Scope of social safeguard impacts

The covenants of loan agreement with ADB require that Resettlement Framework (RF) be complied with during the implementation of project. The resettlement framework is prepared in accordance with ADB's SPS 2009 and Government of Nepal laws, and agreed between the Borrower and ADB. Any projects that involve land acquisition and resettlement impacts require resettlement plans to be prepared and other safeguard reports as required under the scope of approved RP.

There is only one case of physical displacement of people, other than temporary relocation of hawkers and mobile vendors during construction in BDS and DNI works. During construction, there are temporary inconveniences such as increased vehicle movements that affect the pedestrians in the immediate vicinity of the works. During project preparatory phase, due diligence reports for each BDS package were prepared and approved by ADB. During the project implementation, seven households were affected in DNI 2 package area. 214 sq. m land acquired and provided compensation to three land owners. Likewise affected three structures and four business/shops owners were also provided compensation. Therefore, updated resettlement plan of DNI 2 is prepared and submitted to ADB. The Table 1 shows the summary of project activity and identified project impacts:

Table 1 Summary of Project description and identified impacts

Package	Project Activities	Number of affected persons/ business	RP status
DNI Packages			
Package I	Pipe laying work Territory Main HDEP pipe 142,878 m Secondary Main pipe 38,033 and Primary DI pipe 6,344. The total pipe length is 187,255 meter	302	RP disclosed in ADB website
Package II	Pipe laying work Territory Main HDEP pipe 189,443 m Secondary Main pipe 50,128 and Primary DI pipe 10,514. The total pipe length is 213, 159 meter	7	RP disclosed in ADB website
Package III	Pipe laying work Territory Main HDEP pipe 5,265 m Secondary Main pipe 44,733 and Primary DI pipe 13,161. The total pipe length is 213, 159 meter	118	RP disclosed in ADB website
BDS Package			
BDS I	Construction of one reservoir Arubari tank 8500 cu m. Capacity, Mahankal Chaur tank 8000 cu m. Capacity and New Bansbari tank 9500 cu m. Capacity. The size of pipe varies from 400 mm to 1400 mm. The total length of pipe for this package is 10.043 Km	No	DDR prepared and disclosed in ADB website

BDS II	Construction of one reservoir Panipokhari Tank 7500 cu m. and two no of reservoirs tank in Khumaltar 9500 cu m. capacity each. The size of pipe varies from 400 to 1100 mm. The total length of pipe for this package is 27.32 Km length	No	DDR prepared and disclosed in ADB website
BDS III	Construction of one water reservoir in Balaju with 7000 cu m. Capacity. The length of pipe lying for this package is 15.57 Km and the, size of pipe varies from 500 to 1000 mm	No	DDR prepared and disclosed in ADB website

Table 2 Project progress and identified impacts

Package	Status of Resettlement plan	Affected Persons	Impact during construction	Update Progress	Remarks
DNI I	RP disclosed	302	No impact	Primary DI:13193m Secondary:36201 m Tertiary:220945m Total pipe length: 270340 m Physical: 74.15% Financial: 90.80%	Impact are avoided by good traffic management plans, consultations, communication with community and optimizing construction time
DNI II	RP disclosed	7	214 sq m. land 3 structures 4 business	Primary DI:8629.4m Secondary:48055 m Tertiary:237231m Total pipe length: 293917 m Physical: 98.00% Financial: 90.64%	Provided compensation for affected people on land acquisition and impact to structures and businesses. Impact are avoided by good traffic management plans, consultations, communication with community and optimizing
DNI III	RP disclosed	118	No Impact	Primary DI:3925m Secondary:19296 m Tertiary:143605m Total pipe length: 166826 m Physical: 84.4% Financial: 79.18%	Impact are avoided by good traffic management plans, consultations, communication with community and optimizing construction activities
BDS I	DDR disclosed	No	No Impact	total pipe length:9.79km Physical: 92.42% Financial: 85.73%	Impact are avoided by good traffic management plans, consultations, communication with
BDS II	DDR disclosed	No	No Impact	Total pipe length:25.8km Physical: 97 % Financial: 84 %	Impact are avoided by good traffic management plans, consultations, communication with and

BDS III	DDR disclosed	No	No Impact	Total pipe length: 14.89km Physical: 94.67% Financial: 76.77%	Impact are avoided by good traffic management plan, consultations, communication with
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C. Compensation and Rehabilitation

The Land Acquisition Act 1977 sets out compensation measures including for structures, standing crops and trees within the acquired land. To meet ADB SPS requirement of compensation at replacement cost and ensure that gap-filling measures are in place, a Resettlement Framework (RF) is prepared for KVWSIP based on ADB safeguards policy statement 2009, land acquisition act 1977 and other relevant act and policies. The RF ensures benefits to non-titled persons such as encroachers and squatters with appropriate displacement allowances for relocation and income restoration assistance. The Compensation Determination Committee (CDC) headed by Chief District Officer is responsible for deciding on the compensation (amount) for project affected assets. The resettlement framework emphasizes that compensation should enable project-affected people to maintain their existing standard of living or attain an improved standard of living.

RF entitlement matrix has provisions to provide compensation packages for vendors, businesses, shops that experience complete closure during pipe laying for three or more days. Similarly, compensation packages at full replacement cost for land and other private property acquired for project purpose include additional allowances and assistances.

Resettlement plan for each DNI packages and due diligence reports for BDS packages are prepared based on detail design. The short term impacts were observed in narrow streets during pipe laying work of DNI packages. For this, loss assessment was carried out and compensation packages have been proposed in resettlement plan. During construction period, impacts are avoided to possible extent and minimized through consultations prior to start of work and proper implementation of traffic management plan. In DNI II Kapan area, due to slight change at pipe alignment, there is necessity of acquiring some private land. So 214 sq m. land belonging to three owners were acquired and provided compensation. Likewise, compensation and Replacement and Relocation allowances were provided to three affected structures and four business owners. Updated Resettlement Plan of DNI II is prepared and submitted to ADB.

The rehabilitation of public facilities/utilities is ongoing. Most of the public facilities are rehabilitated on the same day after completion of construction work. The project has developed and implemented a separate package for rehabilitation of roads and other associated facilities disturbed during pipe laying works.

D. Public participation and consultation

While implementing the Resettlement Plan of Kathmandu Valley Water Supply and Wastewater System Improvement Project (May 2011), an extensive consultation program with project affected people, vendors and land owners was carried out, in line with the requirements of ADB SPS. The public, business owners, affected people and shopkeepers were informed about the possibility of disruption to the business. The consultation also focused on disclosure of the entitlement matrix of the project and compensation receiving procedure. The tools used for consultations were stakeholder workshops and meetings, interviews, structured questionnaires and focus group discussions (FGD). These consultations provided inputs for identification of the felt needs of the communities, and the relevant stakeholders. During the consultation the participants put queries about the project implementation methodology, entitlement matrix, documents required to establish eligibility to receive compensation, local people's support to facilitate project activities and employment opportunities. The project team briefed the community about the scope of the

project. Community meetings, consultation meetings and focus group discussions during field visits are primary tools to disseminate relevant messages and information at the grassroots. They help establish good relations with people. These engagements also provide a good platform to discuss, interact and reach consensus among the client, consultant, contractor and the community about the project. During the reporting period, 11 consultation meetings with 374 participants (301 male and 73 (20%) female) were held with the local community and other stakeholders. From the project implementation period, 67 consultation meetings captured 2,326 participants. The detail of public consultation during this reporting period is presented in Table 3.

Beyond regular communication, a newsletter is regularly published for dissemination of information on each project event and activities. The newsletter 'Kathmandu ma pani' (Water in Kathmandu) is published in Nepali language. The content of newsletter focuses on project progress and the mechanism of grievance redress. The project has prepared 17 documentaries that describe the project progress in the construction of water supply infrastructure and the importance of modern wastewater treatment plants in improving lives in Kathmandu valley. The documentary has become a popular and effective means of information dissemination. PID is continuing its presence in social media like Frequency Modulation radio, online magazine, YouTube, Facebook and Twitter, updating the people about its activities through posts and links of relevant reports published in different media. It also helps resolve grievances and generate awareness among the local community.

Table 3 Public Consultation Matrix

Month	No. of Participants	Location	Participants attended	Topic/issues discussed	Information/Actions
January	Male: 25 Female: 0	BDS-1 Bauddha Kathmandu	Representatives of PID,DSC-5, CASSC, contractor, Ward and local people	<ul style="list-style-type: none"> Reinstate the road after completion of pipe laying. Request to install pipe on both side of road of 6 m and 8 m The pipe laying work must conduct in coordination 	<ul style="list-style-type: none"> Construction period will be reduced as much as possible avoiding traffic interruption Compensation will be provided in case of any damage to private property, utility service connections etc. due to civil works.
February	Male: 74 Female: 16	DNI-I Budhanilkantha Municipality ward no. 12	Representatives of PID,DSC-5, CASSC, contractor, Ward and local people	<ul style="list-style-type: none"> The team from ward, PID, DSC and CASSC conduct the field visit to verify the displacement people due to primary pipe laying work As per Melamchi Water supply project resettlement policy 2057 B.S., the PID provide displacement allowance to displaced people due to project 	<ul style="list-style-type: none"> Informed to local affected people regarding resettlement policy Provided compensation and other Replacement and relocation allowances.
March	Male: 26 Female: 10	BDS-1 Sundarijal Kathmandu	Representatives of PID,DSC-5, CASSC, contractor, Ward and local people	<ul style="list-style-type: none"> Distribute displacement allowances to project affected peoples. 	<ul style="list-style-type: none"> Prepare action plan for works and coordination with ward representatives Decided to vacate land immediately after receiving compensation and displacement allowances Decided to cooperate project office to initiate pipe laying work
April	Male: 45 Female: 12	DNI-I Budhanilkantha Municipality ward no.12	Representatives of PID,DSC-5, CASSC, contractor, Ward and local people	<ul style="list-style-type: none"> Requested PID and Department of Road to construct retaining wall both Khahare river 	<ul style="list-style-type: none"> Construction work will be conducted as per as per action plan, road reinstatement will be conducted immediately after completion on pipe laying work. Decided to construct 15 m of 10 to 12 inch retaining wall on both side of Khare river Decided to complete asphalt/black topped road from Bhrikuti chowk to Tenzing chowk within the end of the Asar 2076 Decided for maintenance all the damaged utilities during the pipe laying work Decided to cooperate PID to complete work as soon as possible by local people Decided to minimize and mitigate the

					problems during the construction work
May	Male: 7 Female: 3	DNI-I Dhobidhara, Kathmandu Metropolitan City ward no. 28 and 30	Representatives of PID,DSC-5, CASSC, contractor, Ward and local people	<ul style="list-style-type: none"> • reinstate and maintenance the inner road and pedestrian road • 	<ul style="list-style-type: none"> • Construction work will be conducted as per as per action plan, road reinstatement will be conducted immediately after completion on pipe laying work • Decided to start maintenance of side drains damaged by construction work • Decided to asphalt road after maintenance of drains
June	Male: 124 Female: 32	DNI-I Ganbahal Kathmandu	Representatives of PID,DSC-5, CASSC, contractor, Ward and local people	<ul style="list-style-type: none"> • reinstate and asphalt road within one months 	<ul style="list-style-type: none"> • Road reinstatement will be conducted immediately after completion on pipe laying work. • Decided to complete interaction and pressure test within 15 days
Total:	Male: 301 Female: 73				

E. Grievance Redress Mechanism

A grievance redress mechanism (GRM) has been established to receive, evaluate, and facilitate the resolution of affected people's concerns, complaints, and grievances about the social and environmental performance at the level of the project. The Safeguard Unit of PID is coordinating grievance resolution. The GRM aims to provide a trusted way to voice and resolve concerns linked to the project, and to be an effective way to address affected people's concerns. During the reporting period, 96 grievances were registered and 30 were resolved. Most of the complaints were settled instantly by activating the first and second level of GRM. Most of the grievances are related to house connections and reinstatement of damaged public utilities and proper management of excavated soil. Safeguards Team has been handling issues at construction sites regularly as per ADB's Safeguards Policy Statement and project resettlement framework. From January 2016 to June 2019, 364 grievances were registered of which 170 are in the process of settlement. Most of the complaints are related with new and missing household connection. Grievances and their status are attached in **annex V**.

F. Institutional Arrangement

PID/ KUKL is entrusted with the responsibilities for planning, design and implementation of the project. The PID KUKL is also responsible to ensure compliance with safeguard requirements of the Government and ADB and for day-to-day monitoring of project progress including implementation of resettlement provisions in the project and prepare progress report on all aspects concerning planning, implementation and monitoring of the land acquisition and resettlement issues. For effective safeguards plans implementation, Safeguards Unit has been established in PID. Safeguards Unit is leading responsibilities for monitoring all activities of contractor and consultants to ensure environmental and social safeguards compliance. It has been engaged in preparation and submission of safeguard documents, implementation of safeguards action plans. The unit is led by senior divisional engineer, legal officer and sociologist. All the positions of Safeguards Unit were filled by KUKL-PID in 2018. The PID has also engaged Community Awareness and Social Safeguard Consultant (CASSC) to carry out the community mobilization activities. The CASSC is also responsible for the implementation of safeguard related activities and resettlement plan implementation at field level. Similarly, Design and Supervision Consultant (DSC) have been engaged to carry out the detail design, supervision and management of the projects. The DSC Social Safeguard Specialist is responsible to facilitate CAPC in field level and work closely with PID for safeguard implementation.

G. Coordination and Monitoring

Till the reporting period, the implementation of RP is in progress. The impacts are avoided and minimized through implementation of a good traffic management plan during construction. The safeguards team has been working closely with construction supervision team to avoid any adverse impact. The numbers of grievances related to social safeguard are significantly high but PID attempts to address the same immediately/within a reasonable time period. Community level groups (Tole Lane Committee) - TLO are formed in each DNI and BDS service area to facilitate the project during civil work. Safeguards unit has been studying project activities in terms of community awareness, participation, grievance handling and resolution, dissemination of project messages and suggesting ways to improve performance.

The unit has also been working in coordination with elected local bodies such as ward chair and ward members in DNI and BDS areas of Kathmandu Metropolitan City as well as other line

agencies like the Department of Roads, Nepal Electricity Authority, Nepal Telecom, Traffic Police among others for facilitation and utility management.

CASSC and DSC have been implementing and monitoring of resettlement activities and mitigation measures adopted by the contractors. Such information has been presented in the consultants' monthly report. Resettlement Plans have been prepared with the entitlement matrix, assistance and benefits, provision of compensation for affected business, institutional arrangements, tasks and responsibilities of the each level of the agencies involved in resettlement planning for the project.

H. Compliance Status

DSC and CASSC safeguards experts along with social mobilizers of CASSC has been conducting regular monitoring and awareness programs for contractors on social safeguards compliance based on approved safeguards documents of the project. Covenants written in loan agreement that are related to involuntary resettlement safeguards are listed in **Table 4**, with the status of compliances up to the reporting period.

Table 4 Status of Resettlement & Social Safeguard Issued of the Project

Covenant	Safeguard Applicability	Status of Compliance
Resettlement: The Borrower, PID,KUKL shall ensure that:		
The project involves involuntary resettlement so RP will be prepared based in Resettlement Framework (RF) agreed upon the Borrower and ADB, the borrowers land acquisition act 2034 and ADB's Safeguard Policy Statement (2009)	Directly applicable; compliance with both ADB and GoN requirements	Being Complied
The RP that has been prepared and agreed by the Borrower ADB shall be updated and provide to ADB for review and clearance following detailed design and prior to civil works contract awarded	The RP has been prepared based on RF and being updated periodically and forwarded to ADB for review. RP is under preparation for BDS 5.	Being Complied
All affected persons are given adequate opportunity to participate in the resettlement planning and implementation	Public participation basis for resettlement planning	Being Complied
The RP will be disclosed to the affected persons, who are compensated and assisted prior to displacement from their house, land and assets, before commencement of any works	Required by RF	Being Complied
Additional assistance is provided for vulnerable groups	Required by RF	Being Complied
Works contracts under the project include requirements to comply with RPs;	Required by RF	Being Complied
Implementation of the RP is monitored internally by the PID and reported to ADB semiannually	Include as fundamental aspect of safeguard reporting	Being Complied

Affected persons have an opportunity to express grievances at appropriate levels, and each levels are instructed to resolve disputed and implement measures promptly in accordance with the grievance redress process outlined in the RP	Purpose of grievance redress mechanism	Being Complied
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I. Follow up Actions and Recommendations

The implementation and monitoring of social safeguard activities continues. The project will undertake the following actions for the implementation of RP.

- PID KUKL shall facilitate compensation: If the vendors experience complete closure of business for three days during excavation and pipe laying period.
- Facilitate Grievance Handling: PID KUKL will facilitate mobilizing GRC team to address the claims and grievances if any. The team will verify the cases related to compensation claims and resettlement in close collaboration with project affected families.
- Consultation and dissemination: Regular consultation meetings with project affected people and other stakeholders will be conducted to overcome the possible social safeguards issues and ensure that the correct information is disseminated. The consultation meetings will be conducted in each subproject area with the support of CASSC.
- The regular follow up and monitoring of safeguards compliance will continue. The project team will be involved in monitoring and provide appropriate instruction on safeguard compliance to contractor in case of failure to comply.

ANNEX 1: Photographs



Awareness campaign regarding healthy drinking water at Madhyapur Thimi



Consultation meeting DNI 1 package area at Kapan



Consultation meeting with locals at Kamalpokhari



Consultation meeting with locals at Kapan



Consultation meeting at Budanilkantha Municipality ward no. 13



Consultation meeting in DNI 1 package area at Simaltar, Boudha



Coordination meeting with ward office, Madhyapur
Thimi 9, Bhaktapur



handover of compensation amount in DNI II
package area at Kapan

Annex II: Minutes of consultation Meeting

[illegible]

क्र.सं.	नाम	पद	कक्षा/कार्य
१.	राजेश कुमार शेखडा	वरिष्ठ सहायक	५
२.	कल्याण चिमारे	कृषिपालक/प्रशिक्षक	६
३.	राजेश्वर चिमारे	स्वायत्त	७
४.	रितु चिमारे	स्वायत्त	८
५.	तुलदा चिमारे	५	९
६.	मोहनी चिमारे	५	१०
७.	मोहनी चिमारे	५	११
८.	सुव चिमारे	५	१२
९.	मिना चिमारे	५	१३
१०.	मोहनी चिमारे	५	१४
११.	राजेश्वर चिमारे	५	१५
१२.	मोहनी चिमारे	५	१६
१३.	मोहनी चिमारे	५	१७
१४.	मोहनी चिमारे	५	१८
१५.	मोहनी चिमारे	५	१९
१६.	मोहनी चिमारे	५	२०
१७.	मोहनी चिमारे	५	२१
१८.	मोहनी चिमारे	५	२२
१९.	मोहनी चिमारे	५	२३
२०.	मोहनी चिमारे	५	२४
२१.	मोहनी चिमारे	५	२५
२२.	मोहनी चिमारे	५	२६
२३.	मोहनी चिमारे	५	२७
२४.	मोहनी चिमारे	५	२८
२५.	मोहनी चिमारे	५	२९
२६.	मोहनी चिमारे	५	३०
२७.	मोहनी चिमारे	५	३१
२८.	मोहनी चिमारे	५	३२
२९.	मोहनी चिमारे	५	३३
३०.	मोहनी चिमारे	५	३४
३१.	मोहनी चिमारे	५	३५
३२.	मोहनी चिमारे	५	३६
३३.	मोहनी चिमारे	५	३७
३४.	मोहनी चिमारे	५	३८
३५.	मोहनी चिमारे	५	३९
३६.	मोहनी चिमारे	५	४०
३७.	मोहनी चिमारे	५	४१
३८.	मोहनी चिमारे	५	४२
३९.	मोहनी चिमारे	५	४३
४०.	मोहनी चिमारे	५	४४
४१.	मोहनी चिमारे	५	४५
४२.	मोहनी चिमारे	५	४६
४३.	मोहनी चिमारे	५	४७
४४.	मोहनी चिमारे	५	४८
४५.	मोहनी चिमारे	५	४९
४६.	मोहनी चिमारे	५	५०
४७.	मोहनी चिमारे	५	५१
४८.	मोहनी चिमारे	५	५२
४९.	मोहनी चिमारे	५	५३
५०.	मोहनी चिमारे	५	५४
५१.	मोहनी चिमारे	५	५५
५२.	मोहनी चिमारे	५	५६
५३.	मोहनी चिमारे	५	५७
५४.	मोहनी चिमारे	५	५८
५५.	मोहनी चिमारे	५	५९
५६.	मोहनी चिमारे	५	६०
५७.	मोहनी चिमारे	५	६१
५८.	मोहनी चिमारे	५	६२
५९.	मोहनी चिमारे	५	६३
६०.	मोहनी चिमारे	५	६४
६१.	मोहनी चिमारे	५	६५
६२.	मोहनी चिमारे	५	६६
६३.	मोहनी चिमारे	५	६७
६४.	मोहनी चिमारे	५	६८
६५.	मोहनी चिमारे	५	६९
६६.	मोहनी चिमारे	५	७०
६७.	मोहनी चिमारे	५	७१
६८.	मोहनी चिमारे	५	७२
६९.	मोहनी चिमारे	५	७३
७०.	मोहनी चिमारे	५	७४
७१.	मोहनी चिमारे	५	७५
७२.	मोहनी चिमारे	५	७६
७३.	मोहनी चिमारे	५	७७
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७८.	मोहनी चिमारे	५	८२
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८६.	मोहनी चिमारे	५	९०
८७.	मोहनी चिमारे	५	९१
८८.	मोहनी चिमारे	५	९२
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९३.	मोहनी चिमारे	५	९७
९४.	मोहनी चिमारे	५	९८
९५.	मोहनी चिमारे	५	९९
९६.	मोहनी चिमारे	५	१००

प्रतिष्ठा : १. द्वा (दृष्ट) द्वा (दृष्ट)

निर्णय : जे. ए. ए. आरि हलपल गफा बोलकोवा न.प. लोडन ए युगपरीक
मनेदाल (मेलमनी र.प. आ. को पनी प्रशोधन बैन्क) नगीडे
आयो मला निदिनाल गफा BBS पाइ पला देन को लागी अधिगुण
गिण्टो जजगमा 2062 पालवो मुकामवर उभावी भयो ८ वटा
घा कुटिले पाइ पला देन मा टहरा बनाई कोटी मा हाल सर्वेयर
आ. आयलौ चार्जिन सरिलेकोले BBS-5 पाइ पला देन को लागी
छने पनि समस्या नभएको जानकारी को लागी भन्नु छ गह्रौं

आमन मिति २०७२ साल फागुन ९ गते बिहीबारको दिन यस
 बु.न.पा. वडा नं. १२ का वडा अध्यक्ष श्री रामधु पुराद
 भद्रराईजुको अध्यक्षतामा काठमाण्डौ उपत्यका स्थानीयपानी
 लिमिटेडको आयोजना कार्यन्वयन निर्देशनालयका कर्मचारी,
 स्थानीय निकायका प्रतिनिधी, विस्थापित परिवारका न
 सदस्य तथा व्यवस्थापीहरू समेतको उपस्थितिको मौलाते
 तपसिल बमोजिमको उपस्थितिमा तपसिल बमोजिमको
 निर्णय गरियो।

उपस्थिति

१. श्री रामधु पुराद भद्रराई, वडा अध्यक्ष (बु.न.पा. १२)
 २. श्री जल्लीर थापा
 ३. पुरुषोत्तम नेपाल, वडा सदस्य (बु.न.पा. १२)
 ४. हरिहर राजभण्डारी - व्यवस्थापी
 ५. सुव्रत दाहाली - व्यवस्थापी
 ६. श्याम ओटेह - निर्माण व्यवस्थापी प्रतिनिधी
 ७. कमला थापा - व्यवस्थापी
 ८. हिरणु दिगु शोर्पा - व्यवस्थापी
 ९. नैज लक्ष्मी अधिकारी (चर जग्गा धनी)
 १०. नामकुमार गिरी (आयोजना कार्यालय निर्माणस्थल)
 ११. रमेश पत्त (आयोजना कार्यालय निर्माणस्थल)
 १२. हिरणु शोर्पा
१३. श्री दिगु शोर्पा
१४. श्री दिगु शोर्पा
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९९. श्री दिगु शोर्पा
१००. श्री दिगु शोर्पा

दलपत्रका विषयहरू

- १) स्थलगत निरीक्षण सुन्नुन्दाभा ।
- २) घरबास तथा व्यवसाय विस्थापन सुन्नुन्दाभा ।
- ३) जग्गा तथा घर चहरा खाली गर्ने सुन्नुन्दाभा ।

निर्णयहरू

१) प्रस्ताव नं. १ माथी दलपत्रका हुँदा - मेलामा उपस्थित वडा-अध्यक्ष समेत आयोजनाका कर्मचारी तथा अन्य प्रति-निधीहरूबाट घर जग्गा तथा चहरा समेत विस्थापित हुने व्यवसाय तथा परिवारको चलावलापति सुन्नुन्दाभा स्थलगत निरीक्षण गर्ने कार्य गरियो । सो निरीक्षणको क्रममा निर्णय नं. २ तमोजिमा घरबास तथा व्यवसाय विस्थापन भएको देखियो ।

२) प्रस्ताव नं. २ माथी दलपत्रका गर्दा - तपासिल तमोजिमा-का वडा परिषदहरू घरबास तथा व्यवसाय विस्थापन भित्र परेकोले निजहरूको हकमा मेलामा खानेपानी-आयोजना खर्चो नीति, २०५५ तमोजिमा विस्थापन भत्ता उपलब्ध गराउने निर्णय गरियो ।

तपासिल

क) घरबास विस्थापन :-

(७) कि. नं. ५५ मा बनेको घरमा बसोबास गर्दै आई रहेका नेत्र बस्नर आफैको ।

नेत्र बस्नर आफैको ।
नेत्र बस्नर आफैको ।
नेत्र बस्नर आफैको ।
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नेत्र बस्नर आफैको ।
नेत्र बस्नर आफैको ।

ग) व्यवसाय विस्थापन :-

- (१) नेत्र बहादुर अधिकारी - फलफूल व्यवसाय (आम्रेश्वर)
- (२) कमला दापा - लकड़ी व्यवसाय (नेत्रेश्वर)
- (३) द्विदिपु बिजु शर्मा समेत - होटल व्यवसाय (काजीमेश्वर)
- (४) हरिहर राजभण्डारी - खेतीबाड़ी जोकाय (रुद्रेश्वर)
- (५) पुष्पराज दातानी - जाली पसल (रुद्रेश्वर)

३) प्रस्ताव नं. ३ जाली दलाल हंडा - बु.न.पा. वडा नं. ०२ को कार्यालयले यही मिति २०७५ साल फागुन १ गते देखि लागु हुने गरी "घर चुरा तथा जग्गा खाली गर्ने" नामको ०५ दिने सूचना प्रकाशित गरी सबैकोले सो व्यवसाय संचालन गरि नसकेकोले हकमा समेत सोको भन्दा पनि आफ्नो व्यवसाय अन्ततः स्थानान्तरण गर्ने सबै निर्णय गरियो ।

लक्ष्मण रेग्मा
 २०७५.०९.१
 सो.र.प.वडा नं. ०२

क्र.सं.	नाम सर	पद	हस्ताक्षर	फोन नं.
१	मीरेंद्र लाल	प्रबन्धक		9899080000
२	जयलाल कुशवाहा	सबल द. वद.		9851201500
३	मोहन सुवेदी			9841588519
४	अपराजित चंदावर			9801049300
५	सुभाष कुशवाहा	Manager - Hangaishan, Kailash DN		9801233281
६	शंकर प्र. खन्नाल	PID/CASS		9841594938
७	राजेश कुमार शर्मा	Project Coordinator		9851130945
८	विमल रेडकामा	Community mobilization pr		984140869
१०	रुक्मिणी कु. माधव			
११	आश्व राज खन्नाल	Hangaishan-Kailash pr		9801553061
१२	Pranesh Kr. Yadav	Site engineer		9841255008
१३	Suman Chatur			9841143641

कर्म सुचारु तथा प्रेरण शील सम्बन्धना प्रदत्त सन्तान वंश-
नाथ अन्तर्गत जलकरी-सिमनगर विद्यार्थ केंद्रागोष्ठी स्वरुप
वेले सिमनगर मन्दिर स्थलको भण्डारा बांकी रैडको प्रेरण
संकेत लगाई काम सुगौको पिति श्रवण वगैर मते देखि
नै सुक मर्नेर जोगको पिचढो लगाई प्रेसपु रैडको
संकेतपद, वडाडा प्रगिनिधि, रेल सुधारका स्वरुप क

સ્વામિય જ્ઞાસિય. ૧૬૭. ૭૬૮-૬ ભગવત મિત્રોન મહાસુધી
વિચ પેરિ, લેલેડ તથા દલપત કાળી ~~કલ્પ~~ આગાડ
કલકતે વિષય મારિયો ।

Brief Translation of Consultation meetings

Date	Place	Summary of meetings	Participants
27 Feb 2019	Gokarna -1, Kathmandu	<ul style="list-style-type: none"> Locals who constructed temporary shed in pipeline alignment after devastating earthquake 2015 were already shifted to their own houses and expressed no objection to pipe laying works. 	Ward level elected representative and locals
13 Feb 2019	Budanilkantha-12, Kathmandu	<ul style="list-style-type: none"> Visit to observe the acquired house/structures in Kapan Discussion on displacement and business allowance to the affected households Discussion to vacate the construction site after receiving compensation 	Elected representatives, Locals, Consultants, PID Officials
17 Jan 2019	Kathmandu Metropolitan ward no-6	<ul style="list-style-type: none"> Discussion about expansion of pipe laying works, pressure test, construction of chambers Immediate reinstatement of after completion on pipe laying 	Local representatives, locals, Consultants, PID Officials

Annex III: Communication Materials and News letter



VOL-4 ISSUE-1 JANUARY - MARCH 2019

KATHMANDU PAANI

QUARTERLY BULLETIN

GOVERNMENT OF NEPAL, MELAMCHI WATER SUPPLY PROJECT SUB-PROJECT-02, KATHMANDU UPMATKA KHANEPANI LIMITED, PROJECT IMPLEMENTATION DIRECTORATE

Message from PID

One of the main tasks of Kathmandu Upmatka Khanepani Limited (KUKL), Project Implementation Directorate (PID) is to construct infrastructure for proportionate, equitable and efficient distribution of drinking water in the Kathmandu Valley. PID is constructing a Bulk Distribution System (BDS) and service reservoir tanks (SRTs), apart from engaging in Distribution Network Improvement (DNI) works for bringing water from the Melamchi river to the citizens' taps.



Through a 76 km BDS, water treated at the Sundarjal treatment plant will be collected at 10 SRTs (total capacity 74,500 m³) and distributed through the secondary and tertiary pipelines. PID has completed construction of nine of the SRTs, and laid 7.4 km of the BDS pipeline and 852.6 km of the 1000 km DNI pipeline. It has also prepared a detailed project report (DPR) for laying a 1,347 km distribution pipeline covering several areas outside the Ring Road, while design work for pipeline installation is ongoing in some of the areas.

In the wastewater sector, PID is speeding up the construction of modern, environment-friendly wastewater treatment plants (WWTPs). It is building the WWTP at Gulleshwar with the aim of starting its operation within the current fiscal year, whereas construction of WWTPs is also going on at Sallighat, Balkumari and Dhobighat.

PID is building Melamchi Project infrastructure within the valley by working under the Ministry of Water Supply, with relevant agencies and the public. During this endeavour meant to improve water and wastewater services in the valley, PID has recently received ADB's Exemplary Contribution Award (Gender Equality and Social Inclusion) as well as Exemplary Contribution Award (Environment and Social Compliance Monitoring), boosting the team morale.

This project belongs to all of us. So, if you see Melamchi Project pipelines damaged or at risk and if you have any suggestions/complaints regarding our services, please call us at our toll-free number 1139. We stand ready as ever to pay heed to your genuine concerns.


Tirth Prasad Khatri
(Project Director)

Improvement in water, sanitation and sewerage management Set to transform whole of Kathmandu Valley



Workers laying Melamchi Project pipeline at Darbarpur, Kathmandu.

Kathmandu Valley Water Supply Improvement Project (KVWSIP)

KVWSIP will complement efforts to develop a reliable, equitable and sustainable water supply system in the valley. This project focuses on distribution of water from the plant to consumers and improvement in efficiency and service delivery whereas ongoing projects are investing in source augmentation, Melamchi Tunnel and water treatment plant construction. It will support and consolidate institutional development and improvement in governance of the water sector in the valley.

KUKL statistics show current demand for water in the valley is 450 million litres a day (MLD). However, KUKL has been able to supply about 90 MLD during the dry season and 160 MLD during the rainy season. KVWSIP covers construction of BDS, SRTs and

distribution system, including improvement in efficiency, service delivery, institutional development and governance, in the water sector.

Under this project, a DPR has been prepared for improving distribution network outside the Ring Road covering areas like Masdikhatar, Jopari, Chaharil, Boudha, Pepsicola, Madhyapur Thimi, Bhaktapur and Kirtipur.

With government financing, a DPR is being prepared for expansion of the water pipeline covering most of Suryavishayak municipality while design works for laying pipelines covering ward numbers 1-4 of Mahakali municipality, Gwado, Saha, Bhaktapur, Khatar, Nakkhipur, Dhobighat, Sunakothi and Kageshwari Manjara municipality (ward numbers 6 and 7) are going on.

English Newsletter (Kathmandu Pani)

निर्देशनालयको सन्देश

नेपाली आर्गेनाइजेशन सफल हुने खानेपानी सञ्चालनमा आउनुमा यसको मुख्य भूमिका नभएको छ । यसको मुख्य भूमिका भने निर्देशनालयको भूमिका हो । यसको मुख्य भूमिका भने निर्देशनालयको भूमिका हो ।



नेपाली आर्गेनाइजेशन सफल हुने खानेपानी सञ्चालनमा आउनुमा यसको मुख्य भूमिका नभएको छ । यसको मुख्य भूमिका भने निर्देशनालयको भूमिका हो । यसको मुख्य भूमिका भने निर्देशनालयको भूमिका हो ।

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खानेपानी, सरसफाई तथा फोहर पानी व्यवस्थापनमा सुधार विनियमित सफाई, सुन्दर र सज्ज सरसफाई आधार



सञ्चालनमा आउनेपानी सुधार विनियमित सफाई आधार

काठमाण्डौ उपत्यका खानेपानी सुधार आयोजना

काठमाण्डौ उपत्यका खानेपानी लिमिटेड (KUAL) को सबैभन्दा बढी खर्च हुने आयोजनाको रूपमा सरसफाई तथा फोहर पानी व्यवस्थापनमा सुधार विनियमित सफाई, सुन्दर र सज्ज सरसफाई आधार

काठमाण्डौ उपत्यका खानेपानी लिमिटेड (KUAL) को सबैभन्दा बढी खर्च हुने आयोजनाको रूपमा सरसफाई तथा फोहर पानी व्यवस्थापनमा सुधार विनियमित सफाई, सुन्दर र सज्ज सरसफाई आधार

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सुधार आयोजनाको रूपमा सरसफाई तथा फोहर पानी व्यवस्थापनमा सुधार विनियमित सफाई, सुन्दर र सज्ज सरसफाई आधार

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Annex IV: Sample of Grievance Registration Form

PROJECT IMPLEMENTATION DIRECTORATE
KATHMANDU UPATYAKA KHANEPANI LIMITED
MELAMCHI SUB PROJECT-2

Grievance registration form

Date of Complaint:.....

1. Name of affected person/community:.....

2. Contact address:

Street/Tole :.....

Village/Municipality :.....

Ward No :

Telephone/Mobile No:

3. Grievance/complaint in detail:

.....
.....

4. Possible solution of grievance and satisfaction by the affected person/community with date:

.....
.....

Signature:.....

ANNEX V: List of recorded Grievances from 2016 to June 2019

SN	Type of Grievances	No. of Grievances recorded	No. of Grievances Resolved
1.	Land Acquisition related	3	3
2.	Structural Damage	3	3
3.	Tree/Crops Compensation	1	1
4.	Maintenance/Reinstatement of Road	26	14
5.	Dumping of Construction Materials	1	1
6.	Demand of Additional Structure	-	-
7.	Livelihood Disturbance & Claims	-	-
8.	Claim Due to Lack of Information/House Connection Missing	279	142
9.	Maintenance of utility	41	24
10.	Others	9	6
	Total	364	194

List of recorded Grievances from January - June 2019

SN	Type of Grievances	No. of Grievances recorded	No. of Grievances Resolved
1.	Land Acquisition related	3	3
2.	Structural Damage	-3	3
3.	Tree/Crops Compensation	-	-
4.	Maintenance/Reinstatement of Road	13	4
5.	Dumping of Construction Materials	-	-
6.	Demand of Additional Structure	-	-
7.	Livelihood Disturbance & Claims	-	-
8.	Claim Due to Lack of Information/House Connection Missing	57	11
9.	Maintenance of utility	20	9
10.	Others	-	-
	Total	96	30

ANNEX VI: List of some sample grievances handled during the reporting period

S.N	Location	Types of Grievances	Site	Status	Remarks
1.	Sabitrdevi Khanal Kathmandu MP ward no.32, Koteswor	House connection missing	Mahadevsthan Marga	solved	
2.	Kalyani Koirala, Kathmandu-32, Mahadevsthan	House connection missing	Mahadevsthan Marga	solved	
3.	Babiya Kharka Sahakari Santha, Shanti Chock, Kathmandu-31,	New house connection	Shanti Chock, Kathmandu-31,	solved	
4.	Tara Nepal, Kathmandu-32	House connection missing	Pinklasthan	solved	
5.	Ghyani Babu Singh, Teku	Black Top	Teku, Majalbari	solved	
6.	Bishwa Maya Bhattarai, Baneshwor	New House connection	Narayaneshwor Marga	On process	Tentative resolving time- 2 months
7.	Urmila Dhungana, Himshikhar Marga, Shantinagar	New House connection	Himshikhar Marga	solved	
8.	Sanjaya Raj Shakya, Babarmahal-11	New House connection	Purano Ganeshthan Marga	solved	
9.	Deepika KC, Narephat, Koteswor	New House connection	Narephat	solved	
10.	Umesh bhagat, Kuleshwor, Kathmandu	Pipe line change	Parijat Sadak, Gaurishankar Marga	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
11.	Bhurungkhel, Kathmandu	House connection missing	Bhurungkhel, Kathmandu Ward No. 14	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
12.	Navagagriti Tole, Kathmandu	Damaged utility and repipe- laying damaged	Navagagriti Tole, Kathmandu	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
13.	Sabin Shrestha, Kalimati	No water in old pipe line	Kalimati, behind of police bit	solved	
14.	Buruchi Marg, Kathmandu	Damaged utility repipe- laying damaged	Buruchi Marg, Kathmandu	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
15.	Kalpana Shrestha, KTM-15	House connection missing	Talchikhel	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
16.	Shara Manandhar, Ktm- 10	House connection missing	Old Baneshwor, Devekota Marga	Co-ordination with contractor and CSE	Tentative resolving time- 2 months

S.N	Location	Types of Grievances	Site	Status	Remarks
17.	Babukaji Bajracharya, Kathmandu-11	House connection missing	UN park, Chakupat	solved	
18.	Sharad Kumar Shakya, Kathmandu-11	New House connection	UN park, Chakupat	solved	
19	Sapana Adhikari, Kathmandu-32	New House connection	Subidhanagar, Raja janak Marga	solved	
21	Ram Chandra Dhakal, Kathmandu-32	New House connection	Tinkune	solved	
22	Kuleshwor, Basuku Marga	House connection missing	Basuku Marga, Kuleshwor, Kathmandu	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
23.	Kumud Devkota Marg	Maintenace of Utility	Kumud Devkota Marg, Santi Nagar, Kathmandu	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
24.	Balkhu	Maintenance of Utility	Balkhu Chowk, Kathmandu Ward No. 14	Co-ordination with contractor and CSE	Tentative resolving time- 2 months
25.	Namuna Machndra secondary school, Lagankhel	Pipe maintenance	Lagankhel	solved	