

# Social Monitoring Report

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**PUBLIC**

Project No: 42173-017  
Semi-Annual Report (July – December 2023)  
February 2024

## Bhutan: Water Flagship Program Support Project

Prepared by the Project Management Unit, WFSP, MOIT, Royal Government of Bhutan for the Asian Development Bank (ADB).

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## ABBREVIATIONS

ADB	–	Asian Development bank
BHRM	–	Bhutan Resident Mission
BSR	–	Bhutan Schedule of Rates
DDR	–	Due diligence report
DES	–	Department of Engineering Services
DMS	–	Detailed Measurement Survey
GAP	–	Gender action plan
GESI	–	Gender Equality and Social Inclusion
GRM	–	Grievance redress mechanism
HIV/AIDS	–	Human immunodeficiency virus/acquired immunodeficiency syndrome
MLD	–	Million liters a day
MOAL	–	Ministry of Agriculture and Livestock
MOIT	–	Ministry of Infrastructure and Transport
PAVA	–	Property Assessment and Valuation Authority
PIU	–	Project implementation unit
PPMS	–	Project performance management system
PMU	–	Project management unit
PMSC	–	Project management and supervision consultants
RAA	–	Royal Audit Authority
SMR	–	Social Safeguards Monitoring Report
WSD	–	Water and Sanitation Division
WTP	–	Water Treatment plant
WFPSP	–	Water Flagship Program Support Project

# 1. Section I: Introduction (Background, Implementation Status and Progress in past 6 months)

## 1.1 Overall Project Description and Objectives

1. ADB is supporting the Royal Government of Bhutan (RGoB) to develop climate resilient agriculture and water supply schemes in Zhemgang, Wangdue Phodrang (Gasetshowom and Gasetshogom gewogs) and extend water supply in newly developing area in Pamtsho, Thimphu, under the RgoB's Water Flagship Programme Support Project (WFPSP).

2. The Water Flagship Program Support Project (WFSP) will strengthen climate resilience of about 11,000 residents and/or farmers who suffer from water insecurity in Zhemgang and Wangdue Phodrang *dzongkhags* (districts) and Thimphu *thromde* (municipality), because of inadequate capacity to cope with climate variability. The project will build climate-and disaster-resilient systems through infrastructure development, digital technology, and capacity support of local communities and institutions.

3. The following are the project outputs of the WFSPSL:

- (i) Output-1: Climate and disaster-resilient drinking water supply and irrigation infrastructure developed.
- (ii) Output-2: Climate-smart water management systems established.
- (iii) Output-3: Capacity, governance, and awareness of inclusive, resilient and sustainable water management strengthened.
- (iv) Output-4: Solutions for improved and climate resilient farmers' livelihoods introduced.

4. The Water Flagship Program Support Project (WFPSP) has a concessional loan and Grant component. Summary details of the Project Loan and Grant component are summarized below:

**Table 1: Project Loan Details**

Sl. No	Description	Amount <sup>1</sup>	Remarks
1	Project Cost	\$23.8 million	Project Number: 42173-017
2	Concessional loan	\$ 14.0 million	ADB Loan 4281
3	Grant-Asian Development Fund	\$ 6 million	ADF Grant-0874
4	Grant – JFPR	\$ 2 million	To be administered by ADB
5	<sup>2</sup> Government contribution	\$ 1.8 million	
6	Loan and Grant signing	12 <sup>th</sup> December, 2022	
7	Loan effectiveness	14 <sup>th</sup> January 2023	
8	Loan and Grant Closing	30 <sup>th</sup> June 2030	Time Elapsed: 7%
9	Field Mission – reporting period / quarter	1	6-10 <sup>th</sup> March, 2023

Source: Project Administration Manual

<sup>1</sup> Exchange Rate: 1 \$ US = 79.82 Nu

<sup>2</sup> Government contribution will finance (i) taxes and duties, (ii) land acquisition, re-settlement costs, (iii) incremental administration costs and (iv) contingencies.

5. As part of the reporting mechanism, to monitor the effective implementation of the Project, the Social Safeguard Monitoring Report (SMR) is prepared to ensure the project conforms to social safeguards principles and best practices translated in Resettlement Plans (RP) or Due Diligence Reports (DDR) prepared prior to project implementation. The present Social Safeguard Monitoring Report, for the second half year, from July to December 2023, is prepared to report on the activities undertaken, work progress and follow-up actions, and will be continually reported in the subsequent SMRs under the Project.

## 1.2 Social Safeguards Category of Projects

6. The project is categorized as “B” for involuntary resettlement as per ADB safeguard policies, implying that there would be potential restriction to access during pipe laying, potential temporary impacts in terms of temporary income loss due to disruption of access and there could be unanticipated impacts such as damage to private property during construction, hence there is a need to have good practices during construction, in line with the resettlement plan.

## 1.3 Scope of the Report

7. This is the second report in the series of social safeguards monitoring reports (SMR) which will be prepared semi-annually for submission and disclosure of ADB. The SMR contains progress achieved in the reporting period spanning 6 months – July 2023 to December 2023. As a category “B” project where access issues and unanticipated impacts to property during construction are foreseen, implementation and monitoring practices are imperative to achieve sound social development outcomes.

## 1.4 Status of Project and Sub-project Implementation

8. A description of the status of implementation is presented below:

**Table 2: Status of Implementation of Project Components**

No.	Package No. and Description	Status
1.	CW-01-Construction of Distribution Network for Pamtsho	The Contractor (Bhutan Engineering Construction Pvt. Ltd. Commenced work effective 04/09/2023. As of end of 2023, pipes of different diameter and excavation works has started. The project activities will be implemented over 20 months
2.	DB-01-Design, build and Operate of Water Treatment Plant for Thimphu Pamtsho with 2 year O&M	The Contractor (East-West Construction and Grannus Water and Environmental Solutions Pvt. Ltd.) commenced work effective 16/08/2023. As of end of 2023, construction work on the administrative building and staff quarters component were 50% complete. The project activities will be implemented over 20 months
3.	CW-02-Construction of Integrated drinking water and irrigation for system for Zhemgang including 2 years O&M	The designs and bid documents have been completed and are ready to be tendered out. This was initially required to be completed by 21 August 2023 but delayed.
4.	DB-02: Construction of integrated drinking water and irrigation system for Hetsotsamchu including 3 years O&M	Bid documents are being prepared. This was initially required to be completed by 15 October 2023 but delayed.

<b>No.</b>	<b>Package No. and Description</b>	<b>Status</b>
5.	CW-04: Efficiency and resilience improvement for irrigation and drinking water supply (distribution) in Hetsosamchu scheme	Survey, data and design is yet to commence.

Source: WFSP, Project Management Unit, MOIT

9. The sub-project at Pamtsho, Thimphu namely CW-01-Construction of Distribution Network for Pamtsho, Thimphu, commenced on 04/09/2023. In the first six months of the project coinciding with third and fourth quarters of the year and by end of 2023, some of the activities taken up are that excavation works had started in different sections of the main trunkline as well as parts of the distribution system. Additionally, the Contractor procured almost 85% of the pipes required of different diameter as material (ductile iron and HDPE pipes).

Similarly, for Pamtsho, Thimphu, DB-01-Design, build and Operate of Water Treatment Plant for Thimphu Pamtsho with 2 year O&M sub-project the project awarded to EW Construction Pvt. Ltd and Granus Water and Environmental Solution Pvt. Ltd commenced on 16/08/2023. Till the end of 2023, the Contractor had taken up activities namely the construction of the administrative building and staff quarters, all proximate to the WTP and within the fenced premises. As of the end of quarter 4 coinciding with end of December 2023, the Contractor made 40% progress within the quarter itself bringing the rate of cumulative completion to 50%.

10. For the sub-project in Zhemgang, namely CW-02-Construction of Integrated drinking water and irrigation for system for Zhemgang including 2 years O&M, the designs and bid documents are ready to be tendered out. For the Hetsotsamchu sub-project DB-02: Construction of integrated drinking water and irrigation system for Hetsotsamchu including 3 years O&M, the date of submission of Bid Document, was revised to 15 October 2023 but is still under preparation. For sub-project CW-04: Efficiency and resilience improvement for irrigation and drinking water supply (distribution) in Hetsosamchu scheme, the survey, data, and design are yet to commence.

### 1.5 Institutional Arrangement for Social Safeguard Implementation

11. This section describes the actual implementation or any adjustment made to the institutional arrangement for managing the social safeguards issues in the projects. This includes the establishment of a safeguards unit/team and appointment of staff in the executing agency/implementing agency; implementation of the GRM and its committee; supervision and coordination between institutions involved in the management and monitoring of safeguards.

12. With regard to the updated institutional arrangements for project implementation, Table 2 lists the Project Management Unit (PMU), Project Management and Supervision Consultants (PMSC) and Project Implementation Unit (PIU) designated staff for the implementation and monitoring of the project. Social Safeguards Officers who currently are the focal persons for environmental and social and gender safeguards for the project. In essence, the designated personnel have remained the same as in the last reporting period. Notably, the PMSC Consultants have still not been recruited. The delay has occurred because of limitations in capacity of PMU for procurement evaluation procedures and preparation of bid documents and evaluation.

**Table 3: Details of WFPSP – Project Implementing and Monitoring and Supervision Staff**

Sl. No	Position / Designation	Details
1	Project Director	Director, DoID
2	Project Coordinator	Officiating Chief Engineer, WSD
3	Project Manager	Dy. EE, WSD
4	Irrigation	Specialist
5	Agriculture focal	Dy. Chief Agriculture Officer
6	Accountant	Accountant, Finance Section
7	Focal for Thimphu	AE, WSD
8	Focal for Zhemgang	AE, WSD
9	Focal for Wangdue Phodrang	Principal Engineer, WSD
10	Irrigation focal, Zhemgang & Social Safeguards	Engineer, Irrigation Division

Sl. No	Position / Designation	Details
11	Irrigation focal, Hetshotshamchu & Environmental Safeguards Officer:	Engineer, Irrigation Division
12	Project Management & Supervision Consultants	To be recruited

Source: PMU, WFSP, MOIT. Note that the identified officers for each of these positions are listed in Annexure-1.

### 1.5.1 Project Management Unit

13. The Project Management Unit (PMU) is located at the central level in Thimphu at the Ministry of Infrastructure and Transport (MOIT which was formerly the MOWHS)<sup>3</sup>. A dedicated Project Manager for the project assigned has been assigned since project commencement and continues to coordinate the project for MOIT. Table 4 which shows the position/designation of personnel and the persons in the two ministries represented in the PMU namely the MOIT and MOAL has remained the same as in the last reporting period with no changes reported during the current reporting period.

**Table 4: Details of WFSP – Project Implementing and Monitoring and Supervision Staff**

Sl. No	Position / Designation	Details
1	Project Director	Director, DoID
2	Project Coordinator	Officiating Chief Engineer, WSD
3	Project Manager	Dy. EE, WSD
4	Irrigation	Specialist
5	Agriculture focal	Dy. Chief Agriculture Officer
5	Accountant	Accountant, Finance Section
6	Focal for Thimphu	AE, WSD
7	Focal for Zhemgang	AE, WSD
8	Focal for Wangdue Phodrang	Principal Engineer, WSD

Source: PMU, WFSP, MOIT. Note that the identified officers for each of these positions are listed in Annexure-1

### 1.5.2 Project Implementation Unit

14. There are three PIUs established in each of the project Districts. In Thimphu for the Pamtsho sub-project, the PIU is based at Thimphu Thromde (Municipality). The PIU in Zhemgang is based at the Municipal Engineering and Agriculture sectors of the Zhemgang Dzongkhag Administration while the PIU for the Hetsotsamchu sub-project at Wangdue is operated from the Engineering sector of the Wangdue Phodrang Dzongkhag Administration. The focal persons have been appointed for the implementation of the environmental and social safeguards in table 5 and persons designated are presented in appendix 2. As compared to the list presented in the last SMR for the period January to June 2023, in this SMR, the few changes noted in Table 5 are in serial number 1.2 wherein it is the Engineer who has now taken over as Project Engineer from the Assistant Engineer. Similarly, under 1.5, it is an Urban Planner who has taken over as Social Safeguard Focal while earlier it was earlier the Sr. Urban Planner of Thimphu Thromde.

**Table 5: Incumbent Safeguards Officers by Project site**

<b>No.</b>	<b>Position / Designation</b>	<b>Designation</b>
1	<i>Project Implementation Unit – Thimphu</i>	
1.1	Project Manager	Chief Engineer, Infrastructure Division
1.2	Project Engineer	Engineer
1.3	GESI focal	Legal Officer
1.4	Environment Officer	Offtg. Chief Environment Officer
1.5	Social Safeguard Focal	Sr. Urban Planner
2	<i>Project Implementation Unit – Zhemgang</i>	
2.1	Project Manager	Chief Engineer – Dzongkhag
2.2	Project Engineer	Assistant Engineer

*Source: PMU, WFSP, MOIT, Note that the identified officers for each of these positions are listed in Annexure-2*

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<sup>3</sup> The Ministry of Works and Human Settlement (MOWHS) has been reorganized and renamed as Ministry of Infrastructure and Transport (MOIT).

### 1.5.3 Project Management and Supervision Consultant

15. The PMSC has not been recruited as yet. It was reported that the bids for the assignment are being evaluated. The Table below presents the expertise which the PMSC will comprise of. The PMSC will be based at the PMU in the MOIT:

**Table 6: WFSP: Composition of the PMSC**

No.	Name	Designation in Project
1.	To be identified	M&E Specialist (Team Leader)
2.	To be identified	Environmental Safeguards Specialist
3.	To be identified	Social Safeguards Specialist
4.	To be identified	Social Development and Gender Specialist
5.	To be identified	Financial Specialist
6.	To be identified	Geotechnical Engineer

### 1.5.4 Civil Works Contracts and Contractors

16. Summary of the work packages and consultancy packages which have seen some progress during the reporting period are presented below. While the second column under the column title 'Status' shows overall physical progress of the sub-project, the last column under 'Completion cost' shows the utilization rate of project funds. The reporting period still saw only two work packages under Pamtsho, Thimphu under implementation while a few others, such as the Zhemgang and Hetsotsamchu sub-projects, are still in bid preparation phase.

**Table 7: Summary and status of Project packages: Physical progress rate and financial progress**

SI. No.	Package No,	Package Name	Status	Date of Commencement	Actual Completion date	Issue of Final Payment Certificate	Consultant	Completion cost (Million Nu.)
1	CS-01	Project Management and support consultant (PMSC)	Not recruited					
2	CW-01	Construction of Distribution Network for Pamtsho, Thimphu	30%	04/09/2023			M/ S Bhutan Engineering Corporation Pvt. Ltd	70.32
3	DB-01	Design, build and Operate of Water Treatment Plant for Thimphu Pamtsho with 2 year O&M	30%	16/08/2023			EW Construction Pvt. Ltd and Granus Water and Environmental Solution Pvt. Ltd.	
4.	CW-02-	Construction of Integrated drinking water and irrigation for system for Zhemgang including 2 years O&M	Bid Document Finalization					
5.	DB-02:	Construction of integrated drinking water and irrigation system for Hetsotsamchu including 3 years O&M	Bid Document Finalization					

Sl. No.	Package No,	Package Name	Status	Date of Commencement	Actual Completion date	Issue of Final Payment Certificate	Consultant	Completion cost (Million Nu.)
6.	CW-04:	Efficiency and resilience improvement						

### 1.5.5 Status of RP/DDR

17. The resettlement plan for Pamtsho, Thimphu and due diligence reports (DDRs) for Zhemgang and Hetsotsamchu and a Resettlement Framework have been prepared for the projects. All these documents will serve as guiding documents for implementation of social safeguards during implementation of the construction work. The safeguards documents however will be revised in the event that the detailed measurement surveys reveal involuntary resettlement impacts entailing acquisition of land, impact on assets or livelihoods, individually or in conjunction with each other. The Project Safeguards team will revise the documents for review, acceptance by ADB and disclosure of these on the web sites of ADB and the MOIT.

18. DMS has not been done though it was explicitly mentioned as a recommendation in the last SMR. The same will be included in the Action Plan in this SMR for implementation by PIU and the Contractor. Following a review of the DMS Report, and if there are involuntary resettlement impacts, assessment will be made and the RP or DDR revised and updated.

19. The ADB and MOIT website links to the documents disclosed are as below: -

**Table 8: Safeguards documents and links for access from ADB and Project website**

No.	Report	Link in ADB website	MOIT website
1.	Resettlement Framework for WFSP	<a href="https://www.adb.org/projects/documents/bhu-42173-017-rf">https://www.adb.org/projects/documents/bhu-42173-017-rf</a>	<a href="https://www.moit.gov.bt/en/disclosure-of-environmental-and-social-">https://www.moit.gov.bt/en/disclosure-of-environmental-and-social-</a>
2.	Resettlement Plan, Pamtsho	<a href="https://www.adb.org/projects/documents/bhu-42173-017-rp">https://www.adb.org/projects/documents/bhu-42173-017-rp</a>	

No.	Report	Link in ADB website	MOIT website
3.	DDR, Zhemgang	<a href="https://www.adb.org/projects/documents/bhu-42173-017-sddr">https://www.adb.org/projects/documents/bhu-42173-017-sddr</a>	<a href="https://www.moit.gov.bt/safeguard-reports-under-the-water-flagship-program-support-project/">safeguard-reports-under-the-water-flagship-program-support-project/</a>
4.	DDR, Hetsotsamchu	<a href="https://www.adb.org/projects/documents/bhu-42173-017-sddr-0">https://www.adb.org/projects/documents/bhu-42173-017-sddr-0</a>	
5.	WFSP Project Administration Manual	<a href="https://www.adb.org/projects/documents/bhu-42173-017-pam">https://www.adb.org/projects/documents/bhu-42173-017-pam</a>	

### **Summary of impacts identified and resettlement budget**

20. In this reporting period, there have been several cases where realignment of the main trunk line was taken up. This happened in two sections. In one of the sections, the gradient was too steep and therefore the Contractor was advised to realign the mainline pipe section. This section is 350-400 meters from the 230 cum tank towards Jungshina settlement. In the second case, it was a reaction to a grievance filed by the *tshogpa* (local representative) of Jungshina, that the pipeline may cause instability of the slope above which the pipe was going to be aligned and which would undermine the safety of the Lhaxhang (temple) located above the slope. The PIU visited the site and instructed the Contractor to realign the pipe above the temple.

21. Orientation and training for Contractors has been conducted for the Pamtsho subproject in previous quarters and the same will follow for the other sub-projects in Zhemgang and Hetsotsamchu later.

## **2 Section II: Social Safeguards monitoring – Scope of Impact and Mitigation Measures**

### **2.1 Scope of Impact and status update for the Reporting period**

22. In this project, the potential involuntary resettlement impacts (temporary income loss) arising from the implementation of this project were anticipated. Corresponding precautionary measures have been proposed in the DDR as well as the Resettlement Plans contingent on the magnitude and nature of the impact. The entitlement matrix developed during project preparation; which also is reflected in the RP documents will be applied in guiding eligibility and entitlements for compensation or other rehabilitation measures.

23. During the reporting period a few tracts of the pipeline in the Pamtsho, Thimphu sub-project have been installed along internal roads. However, the pipeline trenches are still a distance away from shops. It is other areas, such as along lower Pamtsho, along the Thromde highway, that the pipe alignment will be right in front of the shops. However, works in these sections are yet to be started. Due to the Contractor choosing to undertake manual excavation rather than mechanical, it is expected that in the coming months there will be minimal spoils from excavation of trenches. The recommendations of the RP that temporary access to shops with walkways created over the trenches with sturdy wooden plans will be implemented by Contractors so that there is uninterrupted access of customers to shops to ensure there is loss of income when trenches in front of the shops are excavated and pipelines lain.

### **2.2 Resettlement Plan monitoring status**

24. Under the project, there was no land acquired and no land will be acquired during implementation as well. Hence, no compensations were paid. However, possible impacts on businesses at Pamtsho was foreseen and a walk-through survey carried out during project

preparation of affected businesses. During the reporting period, no involuntary resettlement impact due to project implementation has occurred along the water supply pipeline stretches in Pamtsho. The realignment of the main trunkline in two sections was done but the sections are on government land so there are no concerns about involuntary resettlement impacts.

25. Since the irrigation distribution network design in Zhemgang was not ready at the time of project preparation, impacts on farmers' land will have to be assessed as soon as the designs are ready and before the work is implemented. The PIUs will also be required to conduct a detailed measurement survey and meaningful consultations with affected persons, beneficiaries of the projects, affected persons, if any as well as other stakeholders. Likewise, in Hetsotsamchu project, if sections of the pipeline are re-aligned, the Contractor who will also conduct the realignment survey will ensure to avoid at all costs any private plots of land and locate the alignment on government land. Such avoidance measures will ensure that land acquisition and impact on villagers' assets are avoided and no compensation will need to be paid.

### **2.2.1 Scale and scope of the project's safeguards impacts, and mitigation measures proposed.**

26. During the reporting period, construction work commenced in the Thimphu, Pamtsho project (Construction of Distribution Network for Pamtsho, Thimphu – CW-01) and Design, build and Operate of Water Treatment Plant for Thimphu Pamtsho with 2 year – DB-01). During the implementation so far, no involuntary resettlement impacts on either peoples' land or properties has occurred during the reporting period. The PIU with the Contractor were advised to carry out a Detailed Measurement Survey (DMS) already in the last quarter (July-September) reporting period so that the type and magnitude of impacts on private and community-owned assets can be determined for possible avoidance and mitigation measures to be taken up by the PIUs. The report is yet to be submitted.

27. It has been ascertained that any impacts on private land and other assets will be temporary and restorable. In the current reporting period, potential impacts have been identified, for instance, limitations on access to shops in Pamtsho commercial areas. Other impacts that may emerge during excavation are temporary and reversible, arising from the construction of infrastructure, such as noise and dust pollution, water stagnation in specific areas, and potholes in Pamtsho. In the reporting period, the Contractor has ensured minimal disruption to access facilities like roads and footpaths and has contained all excavated material at the side of the roads using manual excavation to control quantity of excavated material.

28. During the reporting period, main pipeline sections in a few areas which were carried out are on government land.

### **2.2.2 Status of recruitment/mobilization of safeguards team**

29. During the project reporting period, the following social safeguard personnel continue to be assigned for the project implementation. Table 7 lists the safeguards focal persons identified for the project. They will be responsible for monitoring the social safeguards related to the project and will work closely with the PMSC Social Safeguards Expert and the PMU. The few personnel changes noted of identified and nominated persons as compared to the previous reporting period are: the Social Safeguard focal is the Urban Planner who has taken over from the Senior Urban Planner and an Assistant Engineer from an Engineer in Zhemgang.

**Table 9: Social Safeguards focal points identified and nominated at PMU and PIUs**

No.	Position / Designation (Safeguard Implementation)	Designation
1	<i>Project Management Unit (MoIT &amp; MoAL), Thimphu</i>	
1.1	Social Safeguards Focal Person	Engineer, Irrigation Division
2	<i>Project Implementation Unit – Thimphu</i>	
2.1	Social Safeguard Focal	Senior Urban Planner
2.2	GESI focal	Legal Officer
3	<i>Project Implementation Unit – Zhemgang</i>	
3.1	Social Safeguards Focal	Assistant Engineer
3.2	GESI focal	Assistant. District Agriculture Officer
4	<i>Project Implementation Unit – Wangdue Phodrang</i>	
4.1	Social Safeguards Focal	District Planning Officer
4.2	GESI focal	Economic Development Officer

*Status of entitlements matrix and other rehabilitation measures, as applicable, and as described in the approved final resettlement plan(s)*

30. The entitlement matrix prepared as part of project preparation continues to be applicable and will be used during project implementation in determining the eligibility and mode of compensations as they occur during implementation. The Entitlement Matrix is available in the resettlement framework prepared for this project.

### **2.2.3 Status on Compensation and Rehabilitation**

31. During the project reporting period, no compensations were paid to any affected persons since no impacts were identified during the period. Civil works in the Thimphu, Pamtsho sub-projects namely the distribution network and WTP construction started during the project reporting period.

### **2.2.4 Update on the status of mitigation measure implementation**

32. During the reporting period, several avoidance or mitigation measures were undertaken at the Thimphu, Pamtsho water distribution network sub-project. The Detailed Measurement Survey (DMS) is yet to be prepared. During implementation and reporting period however while preparing to excavate trenches to lay pipes in certain section, it was observed by the Contractor that the alignment fell on private land. For this, the Contractor consulted the PIU and on joint verification, Contractor was advised to work on a changed alignment to avoid the private land few main pipeline sections was realigned but on adjacent government land ensuring that no involuntary resettlement impacts happened. The sub-projects will continue to be monitored to ensure where possible, impacts are avoided, and where inevitable that impacts will occur, impacts will be mitigated and managed.

## **2.3 Grievance Redress Mechanism**

33. This section describes the implementation of project grievance redress mechanism (GRM) as designed in the approved resettlement plan and due diligence documents. The SMR will evaluate GRM effectiveness, procedures, complaints received, timeliness to resolve issues/complaints and resources provided to solve the complaints. Special attention will be given if there are complaints received from the affected people or communities.

### **2.3.1 Institutional arrangement for GRM**

34. Under the coordination of PMU, a central-level GRM Committee has been formed. Similarly, the PIUs too have also established the GRM Committees for the sub-projects in Thimphu, Wangdue and Zhemgang. In a community consultation meeting held on 10 September 2023, the public were duly informed about the GRM and the processes involved in filing complaints and the persons to contact in case of any grievance related to the project's activities which may hinder them.

### **2.3.2 Grievance redress status at project site maintained by PIU**

35. GRM at the Thimphu, Pamtsho site, for the water supply distribution sub-project has been instituted. A person has been identified among the Contractor's personnel responsible to receive grievances and coordinate the redressal of the complaints at site and within the stipulated time frame mentioned in the GRM section in the social safeguards document for the package. The Contractor, namely Bhutan Engineering Company Pvt. Ltd. is maintaining a register at the site for recording of grievances.

36. Whereas, for the WTP sub-project, in view of the site configuration for the WTP which is a fenced and self-contained area which already had a WTP, and with no settlements proximate to the area, no grievances have been received till date and are also not expected from the public. GRM is also applicable to the labourers who may have grievances regarding Contractor management and therefore, it should be maintained on site. The Contractor was advised to maintain a register to record any grievances from their own labour as well as any grievances made by public members during the course of project implementation.

### **2.3.3 Grievance received during the reporting period and how it was addressed**

37. The Contractor of the Thimphu, Pamtsho water supply distribution subproject has maintained a register at site. A review of the register reveals that the Contractor has received and addressed five grievances during the reporting period. The grievances were filed by plot owners and the Jungshina Tshogpa. The grievances were related to complaints about excavation works being too close to the plot, alignment on private plot, risky excavated area near Lhakhang and plot demarcation issues. The measures taken were moving the excavation works away from the plot, realignment of pipes above the Lhakhang and away from the private plots in two instances. The turnover time to address the grievances ranged from addressing the issue the same day to two weeks. The GRM order is in Appendix 6. A copy of the grievance entries maintained in the register is also presented in **Appendix 3**.

### **2.3.4 Compliance with National Statutes and regulations**

38. During this reporting period, the works undertaken at project site have been done in accordance with the existing urban planning rules and regulations for development of urban amenities (be it roads, drainage, water supply, and other civil structures) with national rules and standards. Hence, none of the instruments such as the Land Act 2007 clauses as well as the Land and Crop Compensation Rules 2022 have been invoked since no impacts necessitating assessment, compensation or rehabilitation emerged.

### **2.3.5 Compliance status of loan covenants**

39. This section summarizes the compliance status of the project activities with the loan covenants, ADB SPS (2009) on SR 2 and the approved final resettlement plan.

**Table 10: Compliance status by loan covenant item (Schedule 4)**

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
Para 5	<p>Conditions for Award of Contract</p> <p>The Borrower shall not award any Works contract involving involuntary resettlement impacts until the Borrower has prepared and submitted to ADB the final RP for such Works based on the Project's detailed design, and obtained ADB's clearance of such RP.</p>	<p>There are no involuntary resettlement impacts that have occurred yet in any of the sub-projects as of the reporting period.</p> <p>For works which have been awarded namely Pamtsho (CW-01-Construction of Distribution Network for Pamtsho), Thimphu, the Contractor and PIU were recommended to carry out the Detailed Measurement Survey (DMS). However, the survey is yet to take place and the report has not been received. Based on the DMS, if any further impacts materialize, the RP and DDRs will accordingly be updated</p>	<p>DMS to be carried out by the Contractor and PIUs for all sub-projects soon after handover of site to contractor and prior to commencement of work. RPs/DDR's to be updated accordingly.</p>
Para 6	<p>Notwithstanding paragraph 5 above, the Borrower may award a Works contract involving involuntary resettlement impacts prior to the final RP for such Works contract having been submitted to and cleared by ADB if the contract:</p> <p>(a) is of a "design and build" or "turnkey" type under which the design must be completed for the Works contract before the relevant RP is updated to reflect the final project design; and</p> <p>(b) expressly provides that the installation and construction phase (and commencement thereof) is conditional upon:</p> <p>(i) a final RP for the Works contract based on the Works contract's detailed design having been submitted to, and cleared by, ADB, and (ii) the Borrower having notified ADB and the contractor in writing that due consultation has been carried out, all required physical and/or economic displacement has been completed, and compensation and other entitlements have been provided to affected</p>	<p>During project preparation, the laying of distribution pipelines in Thimphu is anticipated to impact 45 business owners (180 family members), who may incur temporary income loss because of access disruption during construction for which an RP has been formulated.</p> <p>No involuntary resettlement impacts in any of the sub-projects have occurred as of the reporting period.</p> <p>It is expected that the contractor awarded the works after bidding for the sub-project in Hetsotsamchu (DB-02: Construction of integrated drinking water and irrigation system for Hetsotsamchu including 3 years O&amp;M ), the Contractor will survey and design works and implement new alignment for a section of the pipe alignment. The PMSC Social Safeguards Expert will assess the changed alignment for involuntary resettlement impacts and update the RP. The same will be carried out after the survey and design of the irrigation distribution network is completed for the Zhemgang sub-project (CW-02- Construction of Integrated drinking water and irrigation for system for Zhemgang including 2 years O&amp;M)</p>	<p>Social assessment to be conducted following the completion of survey and design of re-alignment at Hetsotsamchu and the irrigation distribution network at Zhemgang</p>

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
	people in accordance with the RP.		
Para 8	Land Acquisition and Involuntary Resettlement	No land acquisition is required under the project as ascertained during project	The DMS for Pamtsho, Thimphu must be expedited to ensure that further impacts of pipeline if located on private land will be known in advance and planning can start for avoidance measures rather than later 'as and when' observed which will delay the work.
	<p>Para 8. The Borrower shall ensure, or cause each Subnational Government to ensure, that all land and all rights-of-way required for the Project and all Project facilities are made available to the Works contractor in accordance with the schedule agreed under the related Works contract, and that all land acquisition and resettlement activities are implemented in compliance with (a) all applicable laws and regulations of the Borrower relating to land acquisition and involuntary resettlement; (b) the Involuntary Resettlement Safeguards; (c) the RF; (d) all measures and requirements set forth in the respective RP; and © any corrective or preventative actions set forth in a Safeguards Monitoring Report.</p>	<p>preparation.</p> <p>During the reporting period, in the Pamtsho, Thimphu sub-project, some main pipeline sections were required to be realigned. The Contractor and PIU jointly conducted an assessment after which the pipe was realigned on government land.</p> <p>For the sub-project in Hetsotsamchu (DB-02: Construction of integrated drinking water and irrigation system for Hetsotsamchu including 3 years O&amp;M), where the Contractor will be required to conduct the re-survey of a section of the pipe alignment and design accordingly, the Contractor will be advised to ensure that the re-alignment of one section of the pipelines will not involve any private land acquisition and to restrict the alignment to government owned land.</p> <p>Involuntary Resettlement safeguards are taken into account while assessing avoidance of impacts and compensations to affected persons.</p>	

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
Para 9	<p>Without limiting the application of the Involuntary Resettlement Safeguards, the RF or the RP, the Borrower shall ensure, or cause each Subnational Government to ensure, that no physical or economic displacement takes place in connection with the Project until:</p> <p>(a) compensation and other entitlements have been provided to affected people in accordance with the RP; and (b) a comprehensive income and livelihood restoration program has been established in accordance with the RP.</p>	<p>During the project implementation period, none of the sub-projects involuntary resettlement impacts were noted/taken place.</p> <p>The RP and DDRs prepared will be updated and revised during project implementation by the PMSC's social safeguards specialist. The documents will be reviewed, approved and disclosed in the ADB, Ministry and PIU respective web sites.</p>	
Para 10	<p>Indigenous Peoples</p> <p>The Borrower shall ensure, and cause each Subnational Government to ensure, that the Project does not have any indigenous peoples impacts within the meaning of the SPS. In the event that the Project does have any such impact, the Borrower shall take all steps required to ensure that the Project complies with the applicable laws and regulations of the Borrower and with the SPS.</p>	<p>The category for Indigenous Peoples is still "C" for this project. No action required.</p>	
Para 11	<p>The Borrower shall make available necessary budgetary and human resources to fully implement each EMP and RP.</p>	<p>The implementing agency has identified the focal persons for social, gender and environmental safeguards implementation at the PMU and PIUs. The budgets allocated for safeguards have been provisioned. During the reporting period, Focal persons for sub-projects' works awarded to Contractors for Pamtsho, Thimphu sub-projects (distribution line works and WTP) have been provided orientation and training.</p>	<p>The PIU and PMU and PMSC will continue to monitor compliance to provisions in the EMP and RPs and DDRs.</p>

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
Para 12	<p>Safeguards – Related Provisions in Bidding Documents and Works Contracts</p> <p>The Borrower shall ensure, or cause each Subnational Government to ensure, that all bidding documents and contracts for Works contain provisions that require contractors to:</p> <p>(a) comply with the measures and requirements relevant to the contractor set forth in each IEE, EMP and RP (to the extent they concern impacts on affected people during construction), and any corrective or preventative actions set out in a Safeguards Monitoring Report;</p> <p>(b) make available a budget for all such environmental and social measures;</p> <p>(c) provide the Borrower and the relevant Subnational Government with a written notice of any unanticipated environmental, resettlement or indigenous peoples risks or impacts that arise during construction, implementation or operation of the Project that were not considered in the relevant IEE, EMP, or RP;</p> <p>(d) adequately record the condition of roads, agricultural land and other infrastructure prior to starting to transport materials and construction; and</p> <p>(e) fully reinstate pathways, other local infrastructure, and agricultural land to at least their pre-project condition upon the completion of construction.</p>	<p>Safeguards provisions have been included in the bidding documents and contracts signed with contractors. The provisions were further discussed and clarified for contractors during the safeguards orientation/training carried out for Contractors and PMU by Consultant of the Thimphu, Pamtsho sub-projects (water distribution network and WTP construction). The same will be done once Contractors are in place for the Hetsotsamchu and Zhemgang sub-projects once awarded</p>	<p>Training to be carried out for Contractors for sub-projects' works awarded to Contractors for the Hetsotsamchu and Zhemgang sub-projects</p> <p>The detailed measurement survey was recommended for Pamtsho, Thimphu projects. To be conducted. Status will be reported in the next SSMR.</p>

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
Para 13	<p>Safeguards Monitoring and Reporting</p> <p>The Borrower shall do the following, or shall cause each Subnational Government to do the following:</p> <p>(a) submit semi-annual Safeguards Monitoring Reports to ADB and disclose relevant information from such reports to affected persons promptly upon submission;</p> <p>(b) if any unanticipated environmental and/or social risks and impacts arise during construction, implementation or operation of the Project that were not considered in any IEE, EMP, or RP, promptly inform ADB of the occurrence of such risks or impacts, with detailed description of the event and proposed corrective action plan; and</p> <p>(c) report any actual or potential breach of compliance with the measures and requirements set forth in any EMP or RP promptly after becoming aware of the breach.</p>	<p>SSMR (January-June 2023 and the current one, namely July-December 2023) has been prepared. This is complied. Next report will cover January-June 2024 due by end of July 2024. The PIUs will conduct consultations with the people living in the project area and affected persons prior to start of the work. Minutes of the meeting, signed attendance sheets and photographs will be recorded and/or presented.</p> <p>The PIUs and PMSC will closely monitor safeguards implementation according to the EMPs and RP/s prepared for each sub-project. Risks and impacts identified during implementation will be addressed along with any actual or potential breach of compliance through corrective action plans, as applicable.</p>	Consultations to be taken up in each sub-project.
Para 14	<p>Prohibited List of Investments</p> <p>The Borrower shall ensure, or cause each Subnational Government to ensure that no proceeds of the Loan are used to finance any activity included in the list of prohibited investment activities in Appendix 5 of the SPS.</p>	This has been complied with. The PMU and PIU are aware of the prohibited investments.	

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
Para 15	<p>Labor Standards, Health and Safety</p> <p>The Borrower shall ensure, or cause each Subnational Government to ensure, that the core labor standards, the Borrower's applicable laws and regulations, and any applicable laws and regulations of any Subnational Government, are complied with during Project implementation. The Borrower shall include specific provisions in the bidding documents and contracts financed by ADB under the Project requiring that the contractors, among other things: (a) comply with the Borrower's applicable labor law and regulations and incorporate applicable workplace occupational safety norms; (b) do not use child labor; (c) do not discriminate workers in respect of employment and occupation; (d) do not use forced labor; (e) allow freedom of association and effectively recognize the right to collective bargaining; and (f) disseminate, or engage appropriate service providers to disseminate, information on the risks of sexually transmitted diseases, including HIV/AIDS, to the employees of contractors engaged under the Project and to members of the local communities surrounding the Project area, particularly women</p>	<p>Clauses have been included in the contract agreement as per the Bhutan Labour Act 2007 for compliance which will be monitored during implementation by Labour Inspectors of the Ministry of Industry, Commerce and Employment, the PIU and the PMSC during its site visits.</p> <p>The PIUs will also coordinate to create awareness about STDs and AIDS among Contractors' workers and resident communities during the project implementation.</p>	<p>PIUs to monitor these and provide data to the Consultants for preparing the periodic QPRs and SMRs and EMRs</p>
Para 16	<p>The Borrower shall strictly monitor compliance with the requirements set forth in paragraph 15 above and provide ADB with regular reports.</p>	<p>The works when started by the Contractors in each of the sub-components will be monitored for compliance and reported in the subsequent QPRs and SSMRs.</p> <p>In the Pamtso, Thimphu sub-project, it was reported that there are 36 expatriate workers all of whom are male. There are no children employed at the project site.</p>	

No.	Loan Covenants (Social safeguards and Gender)	Status of Compliance	Action Required
Para 17	<p>Gender and Development</p> <p>The Borrower shall ensure that (a) the GAP is implemented in accordance with its terms; (b) the bidding documents and contracts include relevant provisions for contractors to comply with the measures set forth in the GAP; (c) adequate resources are allocated for implementation of the GAP; and (d) progress on implementation of the GAP, including progress toward achieving key gender outcome and output targets, are regularly monitored and reported to ADB.</p>	<p>The GAP prepared for the project will be implemented by the Consultant recruited to oversee the implementation and monitoring of the GAP in collaboration with the GESI Focal Persons identified in the PMU and PIUs.</p> <p>All bidding documents need to include provisions and measures for gender;</p> <p>Funds for implementation of the GAP have been allocated under the Project.</p> <p>Progress and achievement of outputs and outcomes to be monitored during implementation of the GAP. The progress of GESI action plan implementation will be closely reviewed and monitored at each ADB review mission and incorporated in the quarterly progress reports as well as evaluation reports and sent to ADB. The GAP monitoring reports will be submitted by PMU semi-annually to ADB (PAM, para 122).</p>	

## 2.4 Update on compliance to mission recommendations for social safeguards

40. ADB Review Missions make recommendations for safeguards implementation and monitoring. These recommendations are implemented by the PIU, PMSC and PMU and the Contractor. During this reporting period, no ADB Missions were fielded. However, the recommendations made by the previous Mission (6<sup>th</sup> to 10<sup>th</sup> March 2023) have been implemented namely the nomination of identified focal persons for social safeguards at central and PIUs. The PMSC is yet to be recruited but will also include a Social and Gender Expert to assist the project with social safeguards and gender action plan implementation. With regard to social safeguards activities, the Mission aide memoire recommendations and status is presented below as of the current reporting period:

**Table 11: Compliance status of ADB Review Mission recommendation on socialsafeguards issues**

No.	Actions	Responsibility	Target Date	Status
1.	Mission requested thenames of designated focal persons for social safeguards	MOIT, DoID		Social safeguards focal persons identified. Names and contact details provided in appendix 1 and 2 of this SSMR.
2.	Issuance of Government Order on GRM	PMU	30 June 2023	GRM Committee at MOIT identified. Committees at PIU also have been identified. Office Order for central GRC was issued on 28/07/2023. Similarly, office orders for PIU, Thimphu was issued on 03/08/2023, Zhemgang on 31/07/2023 and for Wangdue, Hetsotsamchu on have been issued on 28/07/2023. Besides, an order for a water sharing committee has also been issued for Hetsotsamchu project on 11/05/2023. Office orders enclosed as Appendix-6
3.	Updating of documents	PMU		Civil works started only at the Pamtsho, Thimphu sub-project. The DMS is yet to be done and report submitted. The works at other sites have yet to start. On completion of DMS, and if there are impacts on private land and assets, the updating of safeguards documents namely the IEE, EMP, DDR and RPs will be taken up by the PMSC or ADB Consultants.
4.	Prepare a CAPP withinfirst quarter and semi-annual report by July2023	PMU	30 April 2023	Draft shared with ADBand comments received in the third quarter. The revised CAPP shared with ADB for final review.

## 2.5 Corrective Action Plan (CAP) Status

41. For the reporting period, the following are activities undertaken as corrective actions to ensure that safeguard requirements are fully followed and/or implemented. The implementation of the corrective actions identified in each SSMR reporting period will be monitored by PMU and reported in the next SSMR. Compliance status of the last CAP is presented in Table 12.

**Table 12: Status of Corrective Action Plan from last SMR (January-July 2023)**

Package No.	Package Description	Social Safeguards Compliance Issue	Corrective Action to be taken	Responsible	Timeline	Compliance Status*
CW-01	Construction of Distribution Network for Pamtsho, Thimphu	No consultations have been carried out so far. It is an SPS requirement.	Conduct public consultations and information dissemination-related activities informing them about the project, work plan of contractors, anticipated impacts and mitigation and the GRM. Issues and concerns about the project activities will also be discussed with the community and other project stakeholders.	PIU and Contractors	End-July 2023	Public consultations conducted with the public of Pamtsho, Thimphu on 10 September 2023.

### **3 Section III: Other Safeguards Compliance Issues**

#### **3.1 Core labour standards and child or forced labour**

35. For all work and worker related issues, the laws of Bhutan, namely the Labour and Employment Act of Bhutan, 2007 will be adhered to by the Contractor and PIU. No child and forced labour can be engaged at the work sites under the project. The safeguards personnel will continue to strictly monitor the implementation of these rules.

#### **3.2 Health and safety and HIV/AIDS awareness programmes**

36. During the project implementation phase, workers need to be sensitized on health and safety and HIV/AIDS awareness. While the Contractor is responsible to provide first aid and immediate evaluation of workers in the event of an accident, awareness on HIV/AIDS can be coordinated by the PIU with Health staff from the nearby health facility who are best placed to carry out awareness with workers. The PIU is advised to coordinate with the local health facility medical workers for an orientation session to be conducted for workers for a few hours within the next few months.

#### **3.3 Consultation Meetings**

37. Meaningful consultations are to be held, as a requirement, under the project with project stakeholders, beneficiaries and affected people including vulnerable persons resident in the project area. This section describes public participation and consultative activities during the project implementation as agreed in the plan.

38. For this project, one consultation event was conducted for the Pamtsho, Thimphu sub-project on 10/09/2023. The event was held at the Zilukha Middle Secondary School. The PIU took the opportunity to present the details of the project while the Contractor explained the project components, work expected and anticipated effects and timeline while the environmental and social consultants of ADB presented details about the impacts, mitigation, and the grievance redressal mechanism. Consultations will continue during project implementation. Consultations can take the form of community meetings, focus groups discussions, and one-on-one meetings and interviews.

#### **3.4 Capacity development training activities on safeguards compliance**

39. During the project period, Environmental and Social Safeguards Orientation was held for the PIU and the Contractors on 24/08/2023. Further, a training was also conducted on 30/08/2023 for PIU and Contractor representatives of Pamtsho, Thimphu sub-projects comprising of water supply distribution network and WTP construction. Such training will be replicated by the PMSC experts for the other sub-projects in Hetsotsamchu and Zhemgang when the contractors are awarded the works.

### **4 Conclusions and Recommendations**

40. As of the reporting period from July 2023 to December 2023, the civil works have started at the Pamtsho, Thimphu sub-projects. Two separate Contractors have been awarded the water supply distribution network (Bhutan Engineering Construction Pvt. Ltd.) and the development of the WTP (East-West Construction Pvt. Ltd.).

41. In terms of institutional arrangements for safeguards staff, the focal persons have been identified and are braced to take on their responsibilities respectively out of central, dzongkhag and PIU offices. During the reporting there have been a few changes of personnel taking up safeguards coordination for the project, namely at Thimphu Thromde the Urban Planner has taken over from the Senior Urban Planner as the Social & Gender Focal Persons.

42. The resettlement plan and DDRs have been prepared and aligned with ADB SPS, 2009 requirements and government policies to guide the implementation of social safeguards in accordance with the entitlement matrix and safeguards designed during the preparation phase. Also, a resettlement framework document has been prepared for the project to guide the preparation of the social safeguards planning documents such as the RP or DDR. These documents may have to be revised, if there are impacts, during implementation. So far, in the projects at Pamtsho, Thimphu there have not been any involuntary resettlement impacts. The detailed measurement survey (DMS) once carried out can reveal impacts based on which mitigation measures are taken up.

43. The GRM developed for the project is operational at the Pamtho, Thimphu site. The GRM Committees have been instituted at the central and two PIUs in Wangdue and Zhemgang. Contractors and PIUs for the Thimphu sub-projects have been oriented and trained on social safeguards of which GRM is an important component. Training for other PIUs will follow on recruitment of Contractors. Grievances will be documented and submitted after each quarter for compilation by the PMSC Social Safeguards Expert in each quarterly report and SMR. The PMU will ensure that Contractors, PIUs and PMSC receives grievances/complaints proactively and more importantly, addresses grievances in a relatively short turnaround time.

44. The social safeguards implementation should fully comply with existing national laws (Land Act 2007) and PAVA Compensation Rates 2022 for land and crop compensation. Where inadequate, the Entitlement Matrix specifying measures for redressal should be used. The loan covenants with regard to social safeguards should also be complied with as well as to the core labour standards. Health and safety measures at work site and community ensuring that communicable diseases such as HIV/AIDS and COVID need to be closely followed according to established protocols. However, awareness programs for all project personnel namely Contractors and work site have to be executed by the PIUs.

45. It is incumbent upon the project implementation staff namely those at the site and PIUs to provide accurate and timely information when requested to the PMU and PMSC so that the quarterly and semi-annual reporting obligations of the project are fulfilled. While the PMSC through the PMU shall make timely requests, the PIU will ensure that such data is not delayed for submission. The PIU will also continue to undertake consultations with community people, beneficiaries, potential affected persons and other stakeholders in the project area.

46. The training and orientation of Contractors and PIU staff is important to ensure that all implementing staff are well informed of safeguards requirements of ADB and are adequately prepared to apply the principles and practices of social safeguards under the project during implementation. During the project period, training for the Pamtsho, Thimphu sub-projects, water distribution network and WTP, two Contracting companies' staff have been trained.

47. The following are the recommendations to be considered for implementation by the PMU and PIUs in the next few months:

**Table 13: Recommendations for taking up social safeguards activities**

**(Future Actions)**

<b>No.</b>	<b>Responsible Unit</b>	<b>Action to be taken</b>	<b>Timeline</b>
1.	PIU, Thimphu (Thromde) and Contractor	Prioritize and expedite the execution of detailed measurement survey and conduct a joint assessment for the Pamtsho sub-project.	End-March 2024
2.	PMU	Finalize the bids and recruit the PMSC at the earliest so that monitoring of the projects is not compromised.	End-April 2024
3.	PMU and PIU	Updated RP will be submitted to ADB in line with the findings of the DMS, and in consideration of impact avoidance and minimization measures, through assessment of alternatives.	End-April 2024

35. The socioeconomic survey, field visits and consultations do not reveal the presence of any distinctive and separate indigenous people living in the project areas. The project will not have any impacts on indigenous peoples. The project hence for indigenous people was categorized as “C” and this remains the same at the onset of commencement of the project.

### Appendix 1: Identified and designated personnel for WFSP Project Management Unit

Sl. No	Position / Designation	Name	Contact
1	Project Director	Mr. Karma Dupchuk, Director, DoID	<a href="mailto:kdupchuk@mowhs.gov.bt">kdupchuk@mowhs.gov.bt</a>
2	Project Coordinator	Ms. Tshering Choden, Officiating Chief Engineer, WSD	tsheringchoden@moit.gov.bt
3	Project Manager	Ms. Chimi Dema, Dy. EE, WSD	<a href="mailto:cdema@moit.gov.bt">cdema@moit.gov.bt</a>
4	Irrigation	Mr. Thinley Gyamtsho,	<a href="mailto:tgyamtsho@moal.gov.bt">tgyamtsho@moal.gov.bt</a>
5	Agriculture focal	Mr. Tsheltrim, Dy. Chief Agriculture Officer	<a href="mailto:tshetrim@moal.gov.bt">tshetrim@moal.gov.bt</a>
5	Accountant	Mr. Yad Bdr. Rai, Accountant, Finance Section	<a href="mailto:yadrai@moit.gov.bt">yadrai@moit.gov.bt</a>
6	Focal for Thimphu	Ms. Ugyen Yangchen, AE, WSD	<a href="mailto:uyangchen@moit.gov.bt">uyangchen@moit.gov.bt</a>
7	Focal for Zhemgang	Mr. Kharka Bahadur Rana, AE, WSD	<a href="mailto:kbrana@moit.gov.bt">kbrana@moit.gov.bt</a>
8	Focal for Wangdue Phodrang	Mr. Karma Karma, Principal Engineer, WSD	<a href="mailto:karma1@moit.gov.bt">karma1@moit.gov.bt</a>
9	Irrigation focal, Zhemgang & Social Safeguards	Mr. Sonam Gyeltshen, Engineer, Irrigation Division	<a href="mailto:sgyeltshen@moit.gov.bt">sgyeltshen@moit.gov.bt</a>
10	Irrigation focal, Hetshotshamchu & Environmental Safeguards Officer:	Ms. Ugyen Dema, Engineer, Irrigation Division	<a href="mailto:udema@moit.gov.bt">udema@moit.gov.bt</a>
11	Project Management & Supervision Consultants	To be recruited	

**Appendix 2: Identified and designated focal persons for Social Safeguards Project Management Unit**

Sl. No	Position / Designation (Safeguard Implementation)	Name	Contact
1.	<i>Project Management Unit (MoIT &amp; MoAL), Thimphu</i>		
1.1	Social Safeguards Focal Person	Mr. Sonam Gyeltshen, Engineer, Irrigation Division	sgyeltshen@moal.gov.bt
2.	<i>Project Implementation Unit - Thimphu</i>		
2.1	Social Safeguard Focal	Mr. Kezang Dorji, Urban Planner	<a href="mailto:kezangd@thimphucity.gov.bt">kezangd@thimphucity.gov.bt</a>
2.2	GESI focal	Ms. Phub Dem, Legal Officer	<a href="mailto:pdema@thimphucity.gov.bt">pdema@thimphucity.gov.bt</a>
3.	<i>Project Implementation Unit - Zhemgang</i>		
3.1	Social Safeguards Focal	Mr. Yeshey Rinzin, Assistance Engineer	<a href="mailto:yesheeyrigzaay55@gmail.com">yesheeyrigzaay55@gmail.com</a>
3.2	GESI focal	Mr. Prem Lal Sharma, Asst. District Agriculture Officer	<a href="mailto:plsharma@zhemgang.gov.bt">plsharma@zhemgang.gov.bt</a>
4.	<i>Project Implementation Unit - Wangdue Phodrang</i>		
4.1	Social Safeguards Focal	Mr. Jigme Dorji, District Planning Officer	tashid@wangduephodrang.gov.bt
4.2	GESI focal	Ms. Dechen Wangmo, Economic Development Officer	<a href="mailto:dechenwangmo@wangduephodrang.gov.bt">dechenwangmo@wangduephodrang.gov.bt</a>

Note: Compliance will be reported in the next SSMR.

**Appendix 3: Copy of GRM Register maintained by Contractor, Thimphu Water Distribution Project**

GRIEVANCE / COMPLAINT LOG							
S.No	Date of Complaint / Grievance	Grievance Issued by	GRIEVANCE / COMPLAINT	Corrective Action Taken	Reply Date to Issuant	Reviewed By	Remarks
1	30/9/2023	Plot owner 17654119	Pipe excavation at the edge of his plot.	Pipe excavation moved 3mtr away from his plot edge.	30/9/23	Pema Tashi, Thukten TCC	closed
2	8/10/2023	Jungshina Tshogpa	Pipe excavation below Jungshina Drukhang to be risky.	Pipe line realigned above the Drukhang	9/10/23	Pema Tashi, Pema Tashi, Jungshina Drukpa	closed
3	14/10/23	Lobzang Dugi 17944692	Old plot demarcation followed but he have new demarcation of his plot and it was insisted TCC follows new one	PIU engineer Mr. Pema Tashi visited site and was informed about the problem.	24/10/23	Pipe line realigned above his house (150mm Ø pipe)	closed
4	16/10/23	Tashi Commercial fenced Area.	Surveyed for 150mm Ø pipe excavation. The caretaker of the plot informed the plot owner about it and work stopped till clarification	Informed PIU engineer Mr. Pema Tashi and was asked for TCC surveyor.	30/10/23 Visited and Surveyed by TCC.	TCC surveyor - Thukten Pema Tashi	closed
5	31/10/23	Tashi Commercial Druk Tshogpa	27722127 called about the excavation in the plot. The plot is priv.	Directed to TCC by providing Numbers of PIU Team. Name of Pema Sir Number given.	7/11/23 visited site with the TCC official and PIU team	PIU team Thukten of Surveyor (Bounded) clarified that it was not in plot. PIU team	closed
6	17/11/24	Tshogpa Jungshina	Excavation along pipe line causing disturbance to water supply existing water	PIU Team visited site and the alignment was changed avoiding pipe line and manual excavation was	17/11/24	Ngawang Tashi Pema Tashi Thukten of Jungshina Tshogpa	closed

#### Appendix-4: Realigned section of main trunk line



Image 1: Realignment of trunk line pipe section due to steep gradient



Image 2: Realignment of trunk line pipe section due to possible slope instability below lhakhang steep gradient

## Appendix-5a: Minutes of the Public Consultation in Thimphu for the Water Flagship Project

Date	Location	Total Participants
10 October 2023	Zilukha HSS School	

The meeting commenced with a welcome speech by the Thrompon/Mayor, followed by presentation on the following:

- Project details and layout by the Thromde,
- Project alignment and workplan by the contractors
- Environmental and social impacts and safeguards, and GRM by the ADB consultants.

This was followed by discussion.

Topic	Discussion/clarification	Response from Thromde
Project	The participants thanked the Thromde for the project and said that the presentation was very clear. Till date, Pamtso had faced a lot of water shortage problems in the past, and the project is very much appreciated as the water issue has been a matter of grave concern in the past.	
Pipe size	There were several participants that raised concerns on the pipe size and request to increase the pipe size, as the population in the area may increase in the future, especially in Thimphu and the pipe size may be inadequate.	Thromde clarified that the current population of 961 households and 4131 persons was taken into consideration and the design has estimated at 5000 persons. Accordingly, the capacity was increased from 1.9 to 2.8 MLD.  The pipe size has also taken the population expansion into account.
Adequacy of the water supply	There are many opportunities in the future for businesses such as swimming pool, hot stone baths and it was requested to ensure that there is adequate water to meet future requirements as well. There was a query on the design capacity and whether this has considered future population increase.	The Thromde also explained about how new technology will be used to detect leakages in the distribution line so any issues with water supply can be detected immediately and repaired.
Tank location	There was a clarification on the location of the tank. Three participants requested that the tank location be shifted to Pamtso as it was felt that this was a more suitable location.	Thromde clarified that the tank location was selected to ensure that the tank is centrally located to supply water to both the upper and lower sections of the community. If the tank is shifted, it will not be possible to reach the upper community.

Topic	Discussion/clarification	Response from Thomde
	One participant expressed concern regarding the risk to the tank because of the red soil.	The Thomde also explained how the water would be distributed to all sections of the community from the tanks.
Damage to existing pipelines	There is water association, and the project was requested to inform the association when the works are about to commence so that the association in turn could meet with the community and project implementor to identify where other pipelines are laid so that disturbance to this could be minimized.	This was noted by the Thomde. Both the Thomde and the contractor appealed to the community to identify the existing pipelines in advance to avoid any damage in the future.
Distribution line	Participants requested the Thomde to share the map of the distribution lines.	The Thomde provided the map for those interested to take photos.
Sewerage line	There was a request for the sewerage line to also be shared by the Thomde, if available. Although the sewerage lines have been constructed- there has been no further information on the status of this.	The Thomde explained that the sewage treatment plant is under construction in Jungshina and that all the construction of the sewerage lines has not been completed. The current difficulty in connecting sewerage line connection was detailed and the Thomde is working to resolve this. It is anticipated that this will be completed in 3-4 months.
Water source	Two participants enquired on why the source was from Dechenphu and not from the Samtenling stream.	The Thomde explained how the Samtenling source is already being tapped by various users. If the Dechenphu source is found inadequate in the future, the Samtenling water could be tapped.

Appendix-5b: List of Participants for the Public Consultations (10/09/2023)

Attendance Sheet for 10/09/2023 Public Consultation Meeting

Sl.No	Name	Contact No./Email address	Signature
1	Sangay Wangdi	Jungshin, 17628554	[Signature]
2	Tashi Dorji	" 17119644	[Signature]
3	V444	17674872	[Signature]
4	Chada Rinchen	17618677	[Signature]
5	[Signature]	17629980	[Signature]
6	Tardi Wangmo	17711839	[Signature]
7	Yeshey	177203010	[Signature]
8	Thinley Zom	17534505	[Signature]
9	Pema	17946496	[Signature]
10	Tshewang Dorji	17797299	[Signature]
11	Kinsho	17600866	[Signature]
12	Karma Tenzin	17521512	[Signature]
13	Kunja Dedde	17117477	[Signature]
14	Wangdi Gyeltshen	17608625	[Signature]
15	Karma Tenzin	17612983	[Signature]
16	Chanda Tshering Pem	17643173	[Signature]
17	Kinley Zom	17604011	[Signature]
18	Tshering Dorji	17162333	[Signature]
19	Sangay Dorji	12125936	[Signature]
20	Dechen Sangay	17633232	[Signature]
21	Khandu Dorji	1	[Signature]
22	Rinzin Dorji	17655412	[Signature]
23	Tshewang Midun	12116888	[Signature]
24	Karmidchoden	17248266	[Signature]
25	Kunzang Khaden	17636110	[Signature]
26	Dechen Wangdi	17600246	[Signature]
27	Sithup	78231361	[Signature]
28	Sangay Tenzin	17330426	[Signature]
29	Chandra Rinzin	17669806	[Signature]
30	Ugyen Penjor	17124770	[Signature]
31	Ugye Dorji	17464522	[Signature]
32	Tashi Chhime	17927847	[Signature]
33	Phub Dorji	17800467	[Signature]
34	Pema	17562314	[Signature]
35	Kibge Tshay	17111347	[Signature]
36	Sorain Wangden Jungshin (17607143)		[Signature]
37			
38			

25 males and 11 females

**Appendix-5c: Photos of the Public Consultations (10/09/2023)**



## Appendix-6: Government Orders for GRC formation (Central)



རྒྱལ་ཡོད་འགྲུལ་ལམ་དང་གཞི་རྒྱ་རྒྱུ་ལུགས་འཕེལ་རྒྱུ་གྲྭ་ལྟེང་གི་  
གཞི་རྒྱ་རྒྱུ་ལུགས་འཕེལ་རྒྱུ་གྲྭ་  
ROYAL GOVERNMENT OF BHUTAN  
MINISTRY OF INFRASTRUCTURE AND TRANSPORT  
DEPARTMENT OF INFRASTRUCTURE DEVELOPMENT  
*"Towards quality, cost effective, green and sustainable infrastructures"*



MoIT/DoID/WSD/WFP-39/2023-2024/131

28<sup>th</sup> July, 2023

### Office Order

The Central Grievance Redress Committee for the Water Flagship Program Support Project (WFPSP-4281) funded by ADB is hereby being constituted. The members are as under:

1. Mr. Phuntshe Tobgay, Secretary, MoIT, Chairperson
2. Mr. Karma Dupchuk, Director, DoID, Member Secretary
3. Ms. Tshering Choden, Offg. Chief, WSD, DoID, Member
4. Mr. Sonam Wangchuk, Sr. Legal Officer, MoIT, Member
5. Mr. Pema Rabgay, Dy. Chief Planning Officer, MoIT, Member
6. Ms. Chimi Dema, Project Manager, WSD, Member
7. Relevant PMU focal

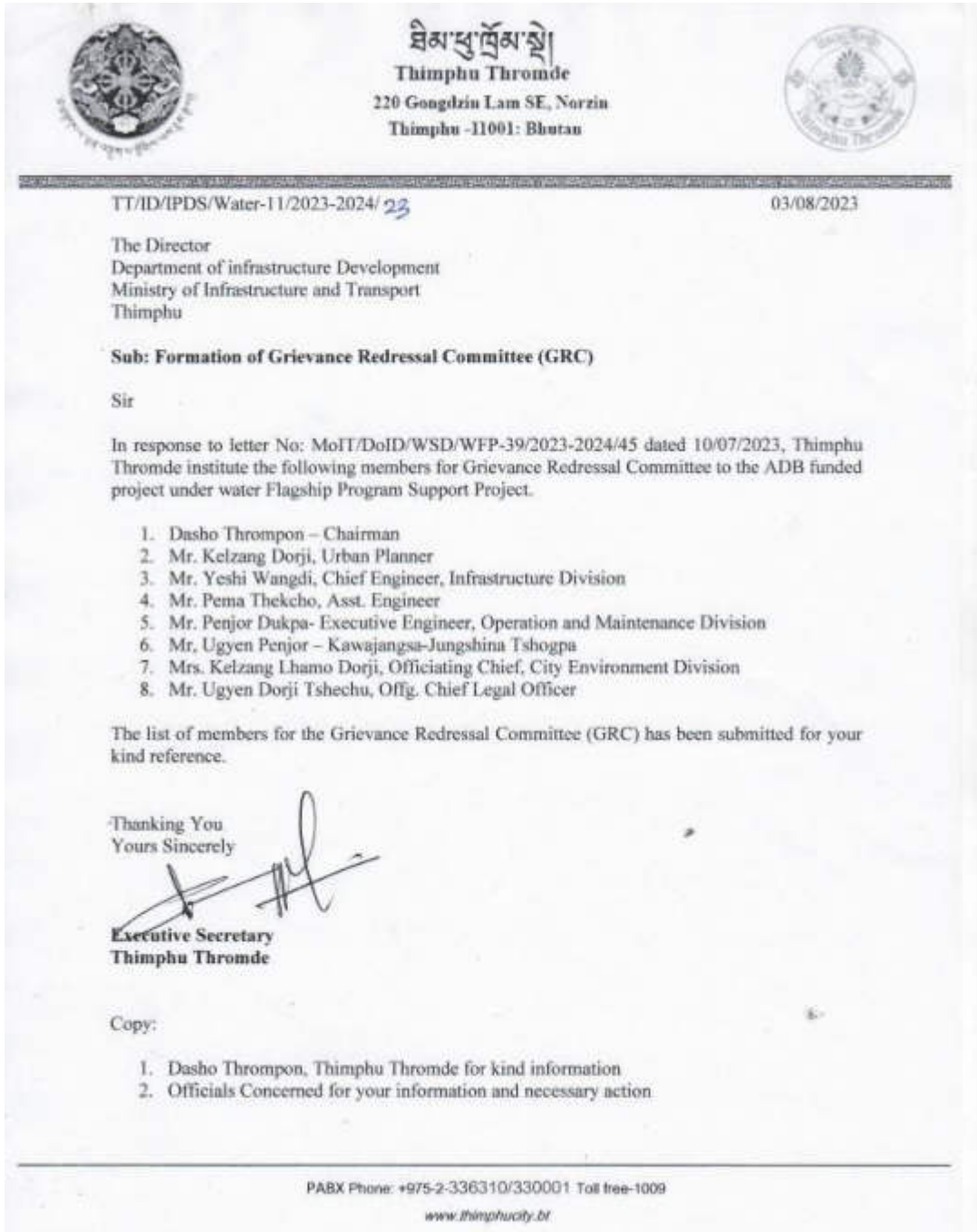
The Central Grievance Redress Committee will meet to resolve grievances not resolved at the Project Implementation Units and forwarded to the central level.

  
(Phuntshe Tobgay)  
SECRETARY

Copy to:



1. Concerned officials for information
2. Office copy

**Appendix-6a: Formation of GRC formation (Thimphu Thromde)**





**Appendix-6c: Formation of GRC formation (Wangduephodrang, Hesotshamchu)**

འབྲུག་རྒྱལ་ཁབ་རྒྱུ་ཁྲིམས་པོ་  
ROYAL GOVERNMENT OF BHUTAN  
DZONGKHAG ADMINISTRATION  
Wangduephodrang  
Engineering Sector

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DAW/DES-25/2023-2024/ 449 Date: 28.07.2023

To  
The Director,  
Department of Infrastructure Development  
Ministry of Infrastructure & Transport  
Thimphu

Subject: **Institution of Grievance Redressal committee**


Sir,  
Please refer to your letter No. MoIT/DoID/WSD/WFP/39/2023-2024/45 dated 10.07.2023

In this regard, this administration is submitting the grievance redressal committee for integrated water supply and irrigation of Heso-tsamchu.

1. Dasho Phub Rinzin, Dzongdag (Chairman)
2. Mr. Kinzang Thinley, Gup, Gasetshowom (Member)
3. Mr. Chado, Gup, Gasetshogom (Member)
4. Mr. Kelzang Norbu, Sr. Legal Officer (Member Secretary)
5. Mr Cheki Wangchuk, DAO (Member)
6. Mr. Tashi Dorji, Offg. Planning Officer (Member)
7. Mr. Sonam Wangchuk, Offg. Environment Officer (Member)
8. Mr. Sonam Tenzin, Offg. Landrecord Officer (Member as per case)

Therefore, submitted for kind reference please.

Yours Sincerely,

  
(Phub Rinzin)  
DZONGDAG

Copy to:

1. Chief Engineer, WSD, DoID, MoIT, Thimphu for kind information
2. Concerned officials
3. Office copy