

India: Jharkhand Municipal Development Project
Environment and Social Management Framework
Executive Summary

1. Jharkhand Municipal Development Project (JMDP) has been formulated to improve the municipal infrastructure in selected cities in Jharkhand. The Project has been aligned with India's development outlined in the 12th Plan (2012-17), which requires for faster, sustainable and more inclusive growth.

The urban sector priorities of the Government of India (GoI) are detailed below (as per 12th plan):

- Increasing investment in urban infrastructure
- Strengthening urban governance and institutional capacity, and improving long-term urban planning for sustainable and inclusive urban development
- Improving environment sustainability
- Improving financial sustainability of Urban Local Bodies (ULBs)

The proposed project includes three components:

- 1. Component 1: Urban Infrastructure Improvement**
- 2. Component 2: Policy and Institutional**
- 3. Component 3: Project Management and Technical Support**

2. The Environment and Social Management Framework (ESMF) document has been prepared with an objective to manage the social and environment impacts through appropriate measures during the planning, design, construction and operation of various sub-projects of JMDP. The framework identifies the level of safeguard and due-diligence required for all categories of sub-projects and provides specific guidance on the policies and procedures to be followed for environmental and social assessment along with roles and responsibilities of the implementing agencies.
3. The preparation of this ESMF is an attempt to:
 - Support the integration of environmental and social aspects with the decision-making process at all stages related to planning, design, execution, operation and maintenance (O&M) of sub-projects, by identifying, avoiding and/or minimising adverse environmental and social impacts early-on in the project cycle
 - Support affected people to restore or improve their livelihoods and living standards and compensate any loss of livelihood or asset that may occur due to execution of sub-projects
 - Enhance the positive/sustainable environmental and social outcomes through improved/ sensitive planning, design and implementation of sub-projects
 - Minimise environmental degradation that may occur as a result of, either individual sub-projects or through their indirect, induced impacts.
 - Protect human health
 - Minimise impacts on cultural properties, environmentally sensitive areas and natural habitats.

- Introduce higher standards of labour welfare and management; which includes, camp site management, occupational health and safety management, and construction safety standards.
- Project investments are expected to contribute to positive environmental enhancements in the participating ULBs, particularly with the new focus on urban environment improvements. The basic services include rehabilitating and extending existing water supply, drainage and sewerage systems, improved vehicular and pedestrian movement by provision of paved roads and footpaths and storm water surface drainage. These urban upgrading activities will contribute to positive environmental and social impacts especially in terms of improving public health and living conditions. The portfolio of projects to be implemented under the JMDP across several cities and/or towns in Jharkhand is listed below:
 - a) Water Supply Scheme
 - b) Storm Water Drainage
 - c) Strengthening, Development and Beautification of Arterial, Sub-arterial and Collector Streets
 - d) Sewerage Schemes
 - e) Municipal Buildings

Regulatory Framework

4. Several national and state-level environment and social laws will be applicable to JMDP projects, including the Environment (Protection) Act, 1986; Water (Prevention and Control of Pollution) Act, 1974; Forest (Conservation) Act, 1980; Air (Prevention and Control of Pollution) Act 1981; Solid waste (Handling and Management) Rules, 2016; Country Labour laws¹; Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013; Jharkhand Right to Fair Compensation, Transparency in Land Acquisition, Rehabilitation and Resettlement Rules, 2015; and Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014. In addition, a set of operational policies laid down by the World Bank will also be applicable to the project. The operational policies applicable for the sub-projects are OP 4.01 —Environmental Assessment; OP 4.04 — Natural Habitats; OP 4.36— Forests; OP 4.12— Involuntary Resettlement; OP 4.10— Indigenous People; OP 4.11 — Physical Cultural Resources; OP 4.37 — Safety of Dams; and World Bank Policy on Access to Information and Disclosure. The ESMF also recommends following of WBG EHS Guidelines, and WBG Industry Sector Guidelines applicable to the sub-projects such as Industry Sector Guidelines for Waste Management Facilities and Water and Sanitation.

¹ Contract labour (Regulation and Abolition) Act 1970; Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013; Employees P.F and Miscellaneous Provision Act, 1952; Child labour (Prohibition and Regulation) Act 1986; Inter-State Migrant Workmen's (Regulation of employment and Conditions of service) Act, 1979; The Building and Other Construction Works (Regulation of Employment and Conditions of Service) Act 1996; Minimum Wages Act 1948; Equal Numeration Act 1976; Weekly Holidays Act 1942; Employer's Liability Act 1938; Bonded Labour System (Abolition) Act 1976 etc.

Key Environment and Social Issues

5. The key social issues anticipated during the lifecycle of the project include laying of infrastructure and utilities resulting in land acquisition, loss of structures, loss of livelihood and loss of common property resources (CPRs). The local population, ST population, may be adversely affected by loss of natural resources such as land, water and forest. Further, the impacts during construction include loss of access to houses, CPRs and urban infrastructural facilities. About, 90% of labour under the project will consist of local population with only 10% labour/technicians coming from outside; therefore, chances of conflict between immigrant labour force and local community are rare. In this regard, directives will be issued to the contractor to manage the migrant labour. In addition to the above, there may be issues relating to child labour and safety and security of women. A committee will be set up in each sub project district to look after the issues pertaining to child labour and ensure that children below 14 years are not employed in any of the sub-projects.
6. While the sub project ESIA's would require to assess such potential issues linked to temporary project induced labour influx, the specific impacts can only be assessed once the contractor is appointed and decides to outsource labour. Contractor ESMP shall include a labour management, and occupational health and safety management Plan. Relevant clauses shall be included in the bid documents and provisions shall be made in the sub project specific ESMP.
7. Environmental impacts on sensitive areas will be minimised to the extent possible but not be ruled out, this could include diversion of land from sensitive environmental areas, and impacts to urban environmental quality due to construction related activities. The main environmental risks associated with project financed activities include (i) inadequate implementation of environmental management plans recommended as part of the sub-project environmental assessments due to weak capacity in implementing entity and ULB; (ii) the project is likely to finance some investments which will involve complex issues, which will come under the Bank's classification of Category A sub-projects. These include sub projects which may impact environmentally sensitive areas, and establishing water supply intakes in reservoirs of large dams. These can cause adverse impacts on water quality and sensitive habitats during construction and have impacts that are sensitive, or that affect an area broader than the sites or facilities subject to physical works, and require specific mitigation measures.
8. The project financed activities in urban Infrastructure improvements may cause construction stage impacts which include (i) increase in ambient noise, dust, and impacts on air quality (ii) temporary water quality impacts resulting from possible drainage and sewage pollution; (iii) increased congestion and obstructions in traffic and pedestrian movements due to excavation, movement of construction vehicles. (iv) hindered access/temporary changes in access to, and the use of, public spaces during construction/excavation works (v) public health risks due to improper waste/debris management; and (vi) generation of hazardous waste which may cause risks to peoples' health and the environment (viii) tree cutting, utility relocations, poor construction site management could impact safety of communities, road-users, pedestrians and construction workers.

If sub- project investments are not appropriately designed, executed or operated, or they could lead to adverse environmental impacts. These impacts could be due to a variety of reasons,

including: (i) improper site selection of physical investments; (ii) absence of adequate sludge and waste disposal management provisions which could cause soil and water contamination issues if not disposed and treated appropriately (iii) inadequate maintenance of assets such as roads and drains, leading to deterioration of urban environment quality; (v) impacts to cultural properties and local water bodies, (vi) inappropriate disposal of silt material from existing drains.

9. The ESMF prepared for the JMDP Program acknowledges these issues and integrates the measures for addressing them in the project implementation process. The project would also need to manage labour health and safety and quality of camp sites to avoid any impacts such as (i) increased risk of spread of communicable diseases (ii) illegal waste disposal sites, poor hygiene standards in camps, wastewater discharges, (iii) camp related construction noise and (iv) illegal access roads and land use issues and (v) other impacts due to increased pressure on public infrastructure such as local social and health services, utilities such as water and electricity, housing and social dynamics and thus impact on local communities.

Environmental and Social Management Framework (ESMF)

10. The ESMF lays out the framework to identify and address environment and social impacts across screening, ESIA preparation, ESMP implementation, and site decommissioning. The specific detailed guidance on content and completeness for an ESIA and ESMP have been provided in annex III, IV, V, and VIII).
11. In addition, specific guidelines have been provided in Annex XII- XIV and XVII for all sub projects for preparation for the ESIA consultant firms to prepare (i) labour camp site and management plan (ii) Occupational Health and Safety management plan and (iii) archaeological chance find procedure; which forms an integral part of all sub projects ESIA's falling in E1, E2 category.
12. The document also provides the guidance's for JUIDCo and the civil works contractors to develop site- specific plans for waste and debris management, and borrow area management as required. (these have been provided in Annex XVIII & XIX.)
13. As per the ESMF, the first step will be to conduct screening exercise, where the environmental and social issues will be identified through filling of Environmental & Social (E&S) Screening Checklist for the potential sub-projects. The objective of filling this checklist will be to collect basic information on environmental and social baseline parameters, issues, and potential impacts. Based on this, the sub-projects will be categorised.
14. JUIDCO has categorised the sub-projects into three categories on the environment and social aspects considering the severity of impacts, impact magnitude and significance of the impacts and regulatory requirements. In the environment aspect, the sub-projects have been categorised into E1, E2 and E3 and in the social aspect, the sub-projects have been classified into S-1, S-2 and S-3. Projects categorised as E1, will follow the requirements of Bank OP 4.01 Category A projects requirements, and E2, E3 projects will follow he requirements of Bank OP 4.01 Category B project requirements.

Table 1: Environmental and Social Categorisation of Projects

Category	Description	Criteria	Actions
Environmental			
E-1	Significant adverse environmental impacts over the lifetime of the project; likely need for significant mitigation.	<ul style="list-style-type: none"> ▶ Significant adverse impacts that are sensitive, diverse, or unprecedented, or that affect an area broader than the sites or facilities subject to physical works. ▶ Projects impacting sensitive environmental components². ▶ Projects involving STPs and dam safety due diligence measures. ▶ Projects requiring environmental clearance as per EIA notification of MoEFCC. 	<p>For E1 category sub projects full, comprehensive ESIA is required following all the requirements specified in OP 4.01 for Category A.</p> <p>JUIDCO will engage an independent agency different from DPR consultant to carry out an ESIA and ESMP.</p> <p>The ESMF will be shared with the independent ESIA consultants for following the procedures and using the relevant information in their assessment</p>
E-2	Moderate impacts; straight forward issues; likely need for some easily implemented mitigation.	<ul style="list-style-type: none"> ▶ Project is categorised as E-2 if its potential adverse environmental impacts are less severe than those of E-1 projects. ▶ E2 projects are expected have less adverse and more limited, fewer, site-specific, likely reversible environmental impacts. ▶ Mitigation measures can be more easily designed/ implemented. 	<p>Preparation of environmental impact assessment and management plan, corresponding the type of environmental impacts of the project and the anticipated relatively straightforward mitigation</p> <p>ESIA, ESMP will follow all the requirements specified in OP 4.01 for Category B project.</p>
E-3	Few direct or indirect minor environmental impacts.	<ul style="list-style-type: none"> ▶ Projects with minor, transient environmental impacts which are easily and fully mitigated through routine measures. 	<p>A standalone ESMP may be sufficient for Category E3 projects. This will also follow the requirements specified in OP 4.01 for</p>

²Projects impacting sensitive environmental components include protected areas, forest areas.

Category	Description	Criteria	Actions
		▶	Category B project, including consultations and disclosure. The ESMP needs to be included in the bid document.
Social			
S-1	Significant with adverse irreversible social impacts	<ul style="list-style-type: none"> ▶ If it involves acquisition of private land and affects more than 200 persons or 50 households ▶ If it involves physical displacement. 	Comprehensive environmental and social assessment and prepare a resettlement action plan (RAP), through an agency independent of design consultants. RAP to be part of Bid document in case of Design Review Built contract.
S-2	Moderate with minimised social impacts	▶ If impacts are of a minor in nature or fewer than 200 persons or about 50 households are affected	Prepare abbreviated Resettlement action plan (ARAP) based on environmental and social assessment. ARAP to be part of Bid document in case of Design Review Build contract.
S-3	Minor with temporary impacts or indirect social impacts.	▶ Temporary disruption to income activities that can be resumed after construction and other construction-linked social impacts	A standalone ESMP will be prepared for the construction and operation phase and will be a part of the bid documents.

A resettlement policy framework and scheduled tribe (ST) participation framework have been prepared as part of the ESMF to guide the preparation of resettlement plans and scheduled tribes' participation plan. The resettlement policy framework (RPF) provides the principles, definition and entitlements of the project affected persons (PAPs). Similarly, the scheduled tribe participation framework provides the process of identification of ST with unique characteristics and ensure their participation and access to benefits in the urban infrastructure development and service delivery sub-projects.

Safeguards Preparation for subprojects

15. Environment and Social Impact assessment for sub projects will be carried out as an integrated activity using the ToR attached in ESMF as Annex VII, using the guidance for content in Annex III, IV, V and Annex VIII for ESMP preparation.

16. The applicable ESMPs will be made part of the bid documents and would be updated during the sub-project implementation phase, as required. This ESMF applies to all the components under the project along with its linked activities irrespective of Bank financing and will be subject to Bank supervision.
17. An Environment and Social Impact Assessment (ESIA) was carried out for three known sub projects proposed for financing under JMDP. These comprise (a) Water Supply scheme for Khunti; (b) Strengthening, Development and Beautification of Road Between Kanko Chowk-Memco Gol Chowk, Dhanbad; and (c) Dhanbad City Drainage; consistent with the provisions of the ESMF and in compliance with the policies and procedures as specified by the Government of India and the World Bank Group safeguard policies. None of these three subprojects impact natural habitats, or necessitate dam safety assessments. All sub projects will have potential impacts on noise, dust, air quality and disruptions in utilities, tree cutting/vegetation clearance, and will generate debris and waste during the construction phase. The requisite mitigation measures have been detailed in the environment and social management plans to reduce the impacts to a minimum level, suitable to be incorporated in the contracts of three known projects.
18. No land acquisition is anticipated in the first three known sub project. The resettlement impacts shall be limited to Non-titleholders within the Corridor of impact which is largely within the public right of way. These shall comprise of mobile or static vendors to be temporarily affected during the excavation works for laying pipes/drains and can resume their work from the respective places in the road stretches.

Table 2: Summary of resettlement impacts

Sub project	Total PAH	Encroachers	Squatters	Physically displaced	Economically displaced	Temporary affected
Khunti Water Supply	37	0	37	2	0	35
Dhanbad Road from Kanko More to Memco Chowk	260	142	116	103	116	0
Dhanbad city drains	6568	4103	2465	913	1073	479
Total	6865	4245	2618	1018	1189	514

Source: Census survey within the Corridor of Impact

19. Separate ARAP for Khunti water supply and full RAPs for Dhanbad roads and drainage projects is prepared in line with RPF for the project and Bank's OP 4.12.
20. About 0.02 ha of land will require to be diverted for Khunti water supply project to lay the raw water mains under the Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Right) Act 2006. A separate STPP is prepared for Khunti in line with STPF and Bank's OP 4.10.

Disclosure

21. The draft ESMF, and safeguard documents for known sub-projects at appraisal stage, acceptable to the bank, have been publicly disclosed with the Hindi translations of the executive summary, and applicable ARAP, RAP, STPP. The draft ESMF, including RPF and STPF was disclosed in country on JUIDCO, and UDD (Urban Development Department) webpages on 16 November 2017, and on Infoshop on 17 November, 2017. The draft ESIA, ESMP, ARAP and STPP for Khunti Water Supply Project was disclosed in country on 4 December, 2017 on JUIDCO, and UDD webpages, and subsequently on info shop on 8 December, 2017. The draft ESIA, ESMP including PCR plan and RAP for Strengthening, Development and Beautification of Road between Kanko to Memco Gol Building Chowk, Dhanbad; and draft ESIA, ESMP and RAP for City Storm Water Drainage, Dhanbad was disclosed in country on 11 January 2018 on JUIDCO and UDD webpages, followed by info shop on 11 January 2018.

Gender Issues, Action Plan and Monitoring Indicators

22. The main gender issues in the project are inequality in accessibility to urban infrastructure and services, safety and security of the women, inequality in participation of women workforce and awareness of women about their rights.
23. The project will ensure easy accessibility to improved urban infrastructure and services through 24x7 domestic water supply for households and better roads. Proper street lighting will increase the safety and security of women. There will also be a provision for the contractor to employ local people, preferably women. The implementing consultant/NGO would increase the awareness among the women regarding their rights and opportunities available from the project.
24. The monitoring indicators are the number of connections of water supply points to the vulnerable population particularly women headed households in the sub-project area, contractor's progress report shall include number of women employed and their wages and monthly status of the grievance redressal mechanism(GRM).

Stakeholder Consultation

25. Public consultations with the stakeholders were carried out at different levels during preparation of the ESMF and ESIA of sub-projects of known investments at the social screening and feasibility study stages. Details of the consultations are given below:
- a) Public consultation was conducted at the state level with a range of stakeholders such as the officials of line departments, technical experts and leaders of Community Based Organisations (CBOs), local bodies and NGOs. During consultations, the scope of the work and the objectives were discussed with the stakeholders prior to the session.
 - b) At the City level (Dhanbad and Khunti), public consultation was carried out with ULB representatives and officials/representatives of different line departments (UD&HD, Labour Department, Welfare Department, JSPCB, Drinking Water and Sanitation Department, Water Resource Department, RRDA and Forest Department) focusing on specific infrastructure and benefits to the communities. A wide range of topics related to

the environment and social aspects of JMDP were discussed as part of project information sharing and soliciting views and concerns on environmental and social management.

- c) At the Local level, public consultations were carried out with PAPs at the sub-project sites/locations. The major findings from impact assessment and mitigations, project entitlements, eligibility of PAPs etc. were discussed as project information sharing. Subsequently, feedback from PAPs was sought and noted and relevant points discussed were considered while preparing/finalising detailed design of the project.

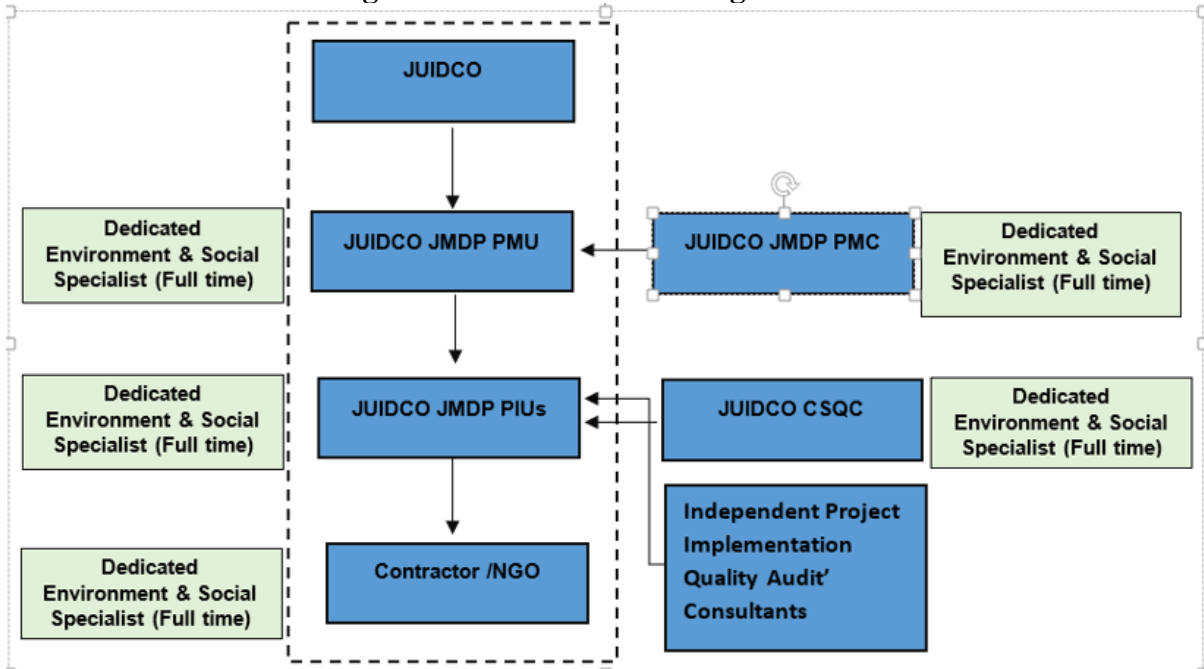
26. The major outcomes of stakeholder consultations were as follows:

- a) Stakeholders acknowledged the positive impacts that the project will have on the society like improved water supply, reduced hardship faced by people to fetch water, reduced traffic congestion due to widening of arterial and sub-arterial roads, and reduced chances of water stagnation due to improvement of drainage system.
- b) Major issues raised by stakeholders due to project activities were on land acquisition, tree felling, impacts to temporary vendors, impacts on surface water bodies on which the community depends and blockage of access road due to construction activities.
- c) The stakeholders suggested mitigation measures that are to be implemented to reduce the negative impacts of the project. Some of the key recommendations were incorporation of ESMP in the bid documents, assessment of impacts within the project area, labour permit before construction activity, alternate access road, communication/notice of minimum 2 weeks before construction activity and temporary suspension of construction activity during the time of key festivals or pilgrimages season.

Institutional Structure for Project Implementation

27. JUIDCO will set up a three-level project monitoring and implementation mechanism. At the State level, overall oversight will be ensured by JUIDCO, headed by the Chairman cum Managing Director. The second level will consist of a Project Management Unit (PMU) of JUIDCO-JMDP for the project at Ranchi. The PMU is headed by a Project Director assigned from the State Government, who will report to the Principal Secretary, Urban Development and Housing Department (UDHD). In addition, a full-time Deputy Project Director has been put in place who will lead all day-to-day decision meetings of the PMU. The PMU is already staffed with the following key positions by hiring from the open market (i) Deputy Project Director, (ii) Environmental Safeguards Specialist and (iii) Social Safeguards Specialist among others. The third level consists of a Project Implementation Unit (PIU) of JUIDCO-JMDP and will support the implementation of sub-projects at the ULB level. PIUs will hire a full-time environment and social specialist, and will be fully operational before contractors' teams are on board. To support safeguards implementation capacity, Project Management Consultants are in the process of being hired to provide the necessary technical and project management support at both the PMU level and will have environment and social specialists as part of core team. The entire implementation setup will be exclusive to the JMD project, hired on a full-time basis. Construction Supervision and Quality Control Consultants are also in the process of being hired, and will contain a dedicated Environment, Social, Health and Safety officer to look at ESMP implementation, labour management and occupational health and safety risks. The institutional arrangement of JUIDCO-JMDP has been provided in figure below.

Figure 1: Institutional Arrangement



Role of JUIDCO-JMDP PMU

28. The PMU has been fully established, and is staffed with environment and social specialist who are responsible for the following, the details of supervision requirements have been included in Annex XV.
- a) Stakeholder consultations and public engagement
 - b) Coordination with the line agencies in approval of DPR, ESIA, designs, preparing of bidding documents, tendering schedules, etc.
 - c) Preparation of sub-project DPR, ESIA's and ESMPs along with RAP/ARAP and STPP as applicable
 - d) Ensure approval of all safeguard reports from World Bank and public disclosure
 - e) Site visits and inspection of projects under implementation
 - f) Appointment of technical assistance consultants and others safeguards management support to the implementing agencies
 - g) Quality assurance through third-party audits
 - h) Maintaining MIS and quarterly reporting
 - i) Ensuring compliance with agreed implementation procedures and other World Bank requirements, etc.
 - j) Attaining all NOCs and clearances needed for sub-projects

JUIDCO-JMDP- PIU

29. The PIUs will be established in the ULB where project financed investments are being carried out, and will be fully operational before the contractor team is on board. an Environment and Social specialist will be hired within the PIU and responsible for the following and will function at the ULB level:

- a) Carry out inspection visit to sub-project sites and submit monthly sub project ESMP compliance checklist as per Annex XXIV.
- b) Submit the monthly progress report to PMU on ESMP implementation by contractor
- c) Submit progress report on /RAP/ARAP/STPP implementation by NGO/district R&R authority.
- d) Safeguards compliance during implementation and operation phase
- e) Progress and expense reporting to the PMU
- f) Coordination with district-level coordination committees, etc.

ULBs

30. The responsibilities of ULBs during the preparation and implementation phases are mentioned below:

Preparation Phase

- a) Carry out the social outreach and necessary information, education and communication (IEC) activities to ensure adequate social acceptability through citizen participation.
- b) Setting up a grievance redressal mechanism
- c) Identification of projects and making arrangement for required land
- d) Obtain relevant approvals from ULB Board
- e) Assistance in obtaining necessary approvals and orders from stakeholder departments for implementation of project

Implementation Phase

- a) Obtain feedback from citizens on the services provided and take necessary mitigation actions accordingly
- b) Ensure effective implementation of safeguards
- c) Monitor day-to-day activities
- d) Take part in the implementation of all community awareness and participation activities
- e) Maintain account for R&R activities
- f) Submission of progress report to JUIDCO on monthly basis

Project Management Consultant (PMC)

31. PMU will hire technical support and project management consultants which include a full - time environment and social specialist to support the PMU in the following areas:

- a) Technical support and Advice on project design and construction methodology
- b) Environment and social safeguards support, specifically ESIA review and appraisal, sub project ESMP compliance monitoring
- c) Result monitoring and impact evaluation, etc.
- d) Support to quarterly project reporting

Construction Supervision and Quality Control Consultant (CSQCC)

To support the PIU at the site, a CSQCC will be hired, and will contain an Environment, Social, Health and Safety Specialist for day-to-day supervision of the work performed by the

contractor on the following aspects, though detailed scope of work has been prepared in Annex XX.

- a) Checking and certifying the claims of the contractor
- b) Monitoring ESMP compliance, and compliances with waste management, OHS management, and labour management plans.
- c) Reporting monthly on ESMP progress and expenses to the PIU
- d) Controlling the quality of construction

Implementation of sup project RAP, STPP, ESMP and Contract Management

32. Under the overall supervision of JUIDCO, the sup project specific RAP/ARAP and STPP shall be implemented by PIU with the help of NGO specifically hired for the project, and ESMP shall be implemented through civil contractors under the direct supervision of CSQC and PIU. Services of the District Collector office will be utilised for Land Acquisition, verification of land ownership, valuation of structures etc. from time to time.

Roles and Responsibilities of Environment and Social Specialists - PMU

33. The key responsibilities of the environment and social specialists include:
- a) Lead and management overall environment and social management under JMDP
 - b) Orientation and training of implementing agency teams and the contractors on environmental and social management
 - c) Hiring of ESIA and Safeguards Audit consultant
 - d) Leading/ providing oversight on the EIA/SIA process and its outputs
 - e) Review of monitoring reports submitted on /ESMP/RAP/STPP implementation
 - f) Conducting regular visits to project sites to review ESMF compliance during sub-project planning, design and execution
 - g) Providing guidance and inputs to the implementing agency teams on environment and social management aspects
 - h) Reporting to JUIDCO and the World Bank as specified in the ESMF
 - i) Coordinating with the Quality Audit Consultants

Monitoring and Supervision

34. To achieve the objectives of this ESMF and to ensure the safeguards are implemented in a proper manner, the following provisions are made in this ESMF:
- a) sub project ESMP supervision by PIU
 - b) Exclusive environmental specialist and social specialist at PMU for overall ESMF implementation coordination and reporting
 - c) Concurrent environmental and social monitoring and evaluation and quarterly environmental and social monitoring reports to the World Bank
 - d) Independent safeguards audit (ISA): yearly environmental and social audit of ESMP, RAP and STPP implementation by independent consultants as per ESMF
 - e) Environment and social management capacity building of JUIDCO, PIU and implementing agencies including consultants, contractors and CBOs, community members

35. The key performance indicators to be monitored for successful implementation of ESMF will be the following:
- a) Implementation of ESMP and RAP in time-bound manner
 - b) Number of accidents during the construction phase
 - c) Status of compliances with regulatory requirements and clearances
 - d) Labour management standards as per IFC guidelines
 - e) Number of complaints handled within the scheduled time
 - f) Disclosure of project information and public consensus on the project and locations/sites involved.

GRM

36. GRM is a process that enables any stakeholder to make a complaint or a suggestion about the way a project is being planned, constructed or implemented.
37. The Deputy Project Director (JUIDCO, PMU) will be responsible for ensuring that each sub-project establishes an effective multi-level GRM to handle all grievances related to sub-project activities. The GRM will function at 2 levels: at the community/sub project level, where every effort will be made to resolve the issue; through establishment of GRC and as an appeal mechanism at state level. The sub-project level GRC shall be constituted with five persons including a female member.
- a) One from the ULB/executing agency
 - b) Any one elected representative (local project area; preferably female)
 - c) Representative of a community-based group of women such as *Mahila Samakhya/Mahila Mandal*
 - d) A person who is publicly known and accepted by the locals (in the project area) to speak on their behalf (to be identified by the elected representatives of the ULB)
 - e) Community development officer from PIU
 - f) Medical officer
 - g) Officer from concerned department such as police, transport and labour
38. ULB-level community organiser or Chief Municipal Officer's representative The PAP (or his/her representative) may submit his/her complaint in several ways; by written letter, phone, and email to the GRC or, alternatively, raise his/her voice in a public or individual meeting with the project staff. A very simple grievance form in local language will also be available at each project site to be filled in by the complainant. Also, complaint boxes shall be placed at ULB office, PIU office and Contractors campsite/office. One person in PIU and contractor office will be designated as complaint officer responsible for receiving all the grievances (oral or written) and maintaining the log of such complaints and action taken. This complaint officer shall facilitate filling the grievance form in case of illiterate complainants. NGO engaged for RAP implementation shall act as facilitator in ensuring that all the complaints/suggestions reach the attention of PIU head especially of the PAPs and local community. The effectiveness of the GRM shall be tracked through progress report of CSQC and NGO facilitating RAP implementation.
39. The contact details of the registering complaints/suggestions are given below:

Grievance Redressal Cell (GRC)
Jharkhand Urban Infrastructure Development Company Ltd. (JUIDCO)
III Floor, Pragati Sadan
Kutchery `Chowk
Ranchi 834001
Jharkhand
Ph: 0651-2243203
Email Id: grc.jmdp.juidco@gmail.com

Public Consultation during Sub-Project Implementation

40. During sub-project preparation and implementation, besides the primary stakeholders, ULBs, NGOs and the general public will also be involved. Project monitoring reports would be disseminated in the public consultation meetings where any EHS and social issues pertaining to the sub-project will also be discussed. Bi-annual consultation meetings shall be organised at the project site and at ULB levels during the sub project design phase. Further, recommendations will also be collated for improving the current and future project design. In addition, stakeholder consultation workshops with the participating departments and other stakeholders will be held regularly during implementation. The project monitoring/progress reports should also be placed on the ULB website and project website.

ESMF Budget

41. The estimated budget for environmental and social management activities under the JMDP has been worked out as 5% of the total project cost (Rs. 1,00,00,00,000) Hundred Crores only.