Social Audit Report

2nd Social Audit Report June 2022

PAKISTAN: Punjab Intermediate Cities Improvement Investment Programme (PICIIP)

Prepared by the dev~consult, Pakistan for the Program Management Unit, Local Government and Community Development Department, Government of Punjab and the Asian Development Bank.

NOTES

- (i) The fiscal year (FY) of the Government of the Islamic Republic of Pakistan and its agencies ends on 30 June.
- (ii) In this report "\$" refer to US dollars.

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Social Audit Report Punjab Intermediate Cities Improvement Investment Programme PICIIP

Program Management Unit (PMU)
Government of Punjab
Local Government & Community Development Department

Project Number: 46526-007 Loan Number: 3562-PAK



2nd Social Audit Report of Waste Water Treatment Plant PICIIP-08-A Sahiwal LARP 4

Reporting Period: May 2022

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June 2022

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ABBREVIATIONS

ADB Asian Development Bank

AH Affected Household

CIU City Implementation Unit

DPs Displaced Persons
EA Executing Agency

EMC External Monitoring Consultant

GoP Government of Pakistan

GRM Grievance Redress Mechanism

IA Implementing Agency

IMR Internal Monitoring Report

LAA Land Acquisition Act 1894

LAR Land Acquisition and Resettlement

LARP Land Acquisition and Resettlement Plan

M&E Monitoring & Evaluation
MC Municipal Corporation

PMU Project Management Unit

RoW Right of Way

SPS Safeguard Policy Statement, 2009

SSC Social Safeguard Consultant

ToR Term of Reference

GLOSSARY

Displaced Household

All members of a subproject affected household residing under one roof and operating as a single economic unit, who are adversely affected by the Project or any of its components; may consist of a single nuclear family or an extended family group.

Displaced Persons

In the context of involuntary resettlement, displaced persons are those who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.

Compensation

Payment in cash or in kind of the replacement cost of the acquired assets.

Cut-of-Date

The completion date of the census of project-displaced persons is usually considered the cut-off date. A cut-off date is normally established by the borrower government procedure that establishes the eligibility for receiving compensation and resettlement assistance by the project displaced persons. In the absence of such procedures, the borrower/client will establish a cut-off date for eligibility.

Encroachers

People who have trespassed onto private/community/public land to which they are not authorized. If such people arrived before the entitlements cut-off date, they are eligible for compensation for any structures, crops or land improvements that they will lose.

Entitlement

Range of measures comprising compensation, income restoration, transfer assistance, income substitution, and relocation, which are due to displaced persons, depending on the nature of their losses, to restore their economic and social base.

Economic Displacement

Loss of land, assets, access to assets, income sources, or means of livelihood because of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.

Involuntary Resettlement

Land and/or asset loss, which results in a reduction of livelihood level. These losses have to be compensated for so that no person is worse off than they were before the loss of land and/or assets.

Meaningful Consultation

Is a process that (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people; (iii) is undertaken in an atmosphere free of intimidation or coercion: (iv) gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable

groups; and (v) enables the incorporation of all relevant views of affected people and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.

Physical displacement

Meaning relocation, loss of residential land, or loss of shelter as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions or land use or on access to legally designated parks and protected areas.

Rehabilitation

Compensatory measures provided under the ADB Policy Framework on Involuntary Resettlement other than payment of the replacement cost of acquired assets.

Replacement Cost

The rate of compensation for acquired housing, land and other assets will be calculated at full replacement costs. The calculation of full replacement cost will be based on the following elements: (i) fair market value; (ii) transaction costs; (iii) interest accrued, (iv) transitional and restoration costs; and (v) other applicable payments, if any. In applying this method of valuation, depreciation of structures and assets should not be considered.

Squatters

Meaning those people who do not own the land but are possessing and using it for residential, commercial, agricultural or other economic purposes, and as such they usually not entitled to land compensation but sometimes provided with assistance if they are found vulnerable; they are, however, entitled to compensation for the loss of built-up structures, trees, crops and other assets.

Vulnerable Groups

Distinct group of people who may suffer disproportionately from resettlement effects. The ADB SPS 2009 defines vulnerable groups as households below the poverty line, the elderly, those without legal title to assets, landless, women, children and inhabitants.

1 INTRODUCTION

- 1. The PICIIP is comprised of two phases, phase-1 includes two cities, Sialkot and Sahiwal, and phase-II extended to seven cities, namely Multan, Sargodha, Muzaffargarh, Rahimyar Khan, Bahawalpur, Rawalpindi and DG Khan. The PICIIP aim is to improve the quality of life of the residents living in the selected cities of Punjab. It will transform the intermediate cities into urban centers which are more efficient, accountable and can serve as an engine of economic growth and sustainable development as per concept note. This aim will be achieved by addressing urban development challenges at the city level including city integrated planning, improved institutional framework for urban services, and improved urban infrastructure. Additionally, two cities, Lahore and Lala Musa are also included for institutional support and capacity development.
- 2. The Punjab Intermediate Cities Improvement Investment Program PICIIP will build on the policy reforms already undertaken by the Government of Punjab (GoPb) in the urban sector. It will support GoPb's phased approach to urban development, focusing on broad urban reforms, followed by improvements in urban institutions and finally investments in infrastructure. It will address four core causes of low economic contribution and below optimum service delivery of urban centers, i) absence of strategic vision and integrated urban planning at the city level ii) ineffective and inefficient use of financial and natural resources iii) limited and unreliable financing of infrastructure and operation & maintenance iv) Capacity constraints.

1.1 About the Report

- 3. This 2nd Social Audit Report of the social safeguards has been prepared for
 - i. Waste Water treatment plant (WWTP) PICIIP 08 Sahiwal; and
 - ii. Good faith efforts made by IA for addressing the complaint of Chak 66 GD DPs
 - iii. Further, the report includes of recommendations to address the issues.

1.2 Detailed Design

4. The design of waste water treatment plant (WWTP) Sahiwal comprises land and resettlement (LAR) impacts under PICIIP is completed in May 2020 and the sub project has already gone under bidding - though the commencement of civil works is subject to disbursement of compensation to DPs verified by external monitor and the compensation of 16 unpaid DPs deposited by Land Acquisition Collector in Escrow account for later disbursement.

2 MONITORING METHODOLOGY

2.1 The Monitoring Methodology LARP 4 WWTP Sahiwal

5. The Sub-projects under the scope of PICIIP have been divided into 27 packages. Among the total packages, the LARP is prepared for Waste Water Treatment Plant PICIIP-08 A, located at Mouza / Village Muhammad Pur and Chak No. 66 GD Tehsil & District Sahiwal. The Waste Water Treatment Plant will be established on a private agricultural land measuring 196.35 acres

2.2 Monitoring and Evaluation

6. The objective of external monitoring is to review and assess the implementation of LARPs and validate the i) implementation of approved LARP WWTP Sahiwal, ii) payments to DPs and livelihood restoration of DPs and any change in their living standards, achievement of resettlement objectives, iii) effectiveness and adequacy of compensation entitlements of the project, iv) the remedial measures to avoid or minimize the project impacts and need for further mitigation measures (if any), v) institutional arrangements and capacity to implement the LARPs and recommends action to address any issues to improve the implementation of approved Implementable LARP 4.

2.3 Need for Monitoring

7. The ADB's Safeguard Policy Statement (2009) requires preparation and implementation of "Land Acquisition and Resettlement Plans (LARPs)" which are to be monitored internally as well as externally. Internal monitoring is being undertaken by Program Management Unit (PMU) (through Project Analyst Deputy Director Safeguards) on a quarterly basis but external monitoring has stated on the quarterly basis by external monitoring consultant (EMC) who has been hired by PMU to provide external monitoring services to PICIIP. This report has been prepared in accordance with PMU and ADB's requirement and further confirms that complaint which has been active since January 2021 on waste water treatment plant Sahiwal has been closed effectively with consultation to DPs.

2.4 EMA Scope of Work/TORs

- Provide guidance to the LG&CDD, PMU, CIUs and MCs in improving the LAR management system of PMU and internal monitoring of LARPs;
- Review internal monitoring reports of LARPs, and assess/verify the information/progress provided in these reports by conducting independent field monitoring.
- Carry out the DPs satisfaction survey (through interview or focus group discussions) for obtaining their views about the LARPs, its preparation and implementation, the timing and adequacy of compensation and consultations with DPs.
- Assess the participation of DPs in LARP implementation through the adequacy of information disclosure and consultation activities in meeting the disclosure and meaningful consultation requirements as per ADB.
- Monitor and assess whether resettlement objectives of enhancing, or at least restoring the livelihoods of all DPs in real terms relative to pre-project levels and improving the standards of living of the displaced poor and other vulnerable groups have been met;

- Assess if the required Grievance Redress Mechanism (GRM) for the project is existing and functional. Assess the adequacy of actions taken on grievances received and recommend measures for improvements, if required;
- Identify additional involuntary resettlement impacts caused during construction activities that were not considered in the approved LARPs and prepare corrective action plans (CAPs) as and where necessary.
- Prepare independent/ external monitoring reports based on the field monitoring, consultations
- with project stakeholders and DPs, identify any gaps or deviations in implementation and recommend timed corrective or remedial actions to address the gaps; Review and verify the effective implementation of LARPs according to requirements of the loan covenants and ADB involuntary resettlement safeguards;
- Identify lessons learned and maintain a database of independent surveys.
- Suggest remedial actions with time-based outputs.
- Consultant's deliverables include, but are not limited to, (i) Inception Report (submitted within 10 Days after NTP), (ii) 8 Quarterly Monitoring Reports (one submitted after each quarter), (iii) Mid Term
- Report (submitted upon completion of the 1st year), Project Completion Report, (iv)
 Social Audit
- Reports (submitted as and when required by the project based on compensation payments).

2.5 Deliverables of EMC

8. As per the contract agreement, four types of the reports are required to be produced EMC. These reports are categorized as, i) Inception Report ii) Quarterly Monitoring Report, iii) Social Audit Reports if required and iv) Final Report. These reports will also be shared among the ADB for approval.

2.6 Resettlement Monitoring Framework

9. The following Monitoring and Evaluation (M&E) Framework has been and will be applied during the LARPs monitoring & evaluation process (Table 1).

Table 1: Resettlement Monitoring Framework

Sequence	Resettlement Dimensions	Indicators	Means of verification	
	Establishment	Qualified staff in place	Internal monitoring reports Staff presence/ payroll	
Inputs		Equipment available	Internal monitoring reports physical verification	
		Finances available deposit / Accounts	Internal monitoring reports bank challan	
	Information to APs	Information Disseminated	Internal and external Monitoring reports Verification from DPs	
Process	Capacity building	Training of staff	Internal and external monitoring training reports	
	Consultation and Participation	Meetings held and committees formed	Internal and external monitoring minutes of the meetings	

Sequence Resettlement Dimensions		Indicators	Means of verification	
	Compensation	Compensation paid for assets acquired assets	Internal and external monitoring	
Outputs	Relocation	Community assets Replaced / Relocation site prepared	Internal and external monitoring reports	
	Rehabilitation	Jobs / businesses / income support provided	Internal and external monitoring reports	
		Incomes restored	External monitoring reports	
Impact	Results	Living standards Restored	External monitoring reports	

2.7 Monitoring Indicators

10. Following are the key Monitoring & Evaluation Indicators that guide the monitoring process (Table 2).

Table 2: Monitoring Indicators

Monitoring Aspects	Monitoring Indicators
	No of DPs received entitlements according to numbers and categories of loss set out in the entitlement matrix.
Delivery of	No of DPs received payments on time.
entitlements	No DPs Received livelihood support.
	No of DPs received the agreed allowances according to schedule.
	Restoration of social infrastructure and services.
	No of consultations taken place as scheduled including meetings, groups, and community activities.
	No of DPs participated in consultations.
Consultation and Grievance Redress	No of DPs know their entitlements? How many know if they have been received?
System	Have any DPs used the grievance redress procedures?
	No of complaints addressed /resolved.
	No of meetings held of GRCs.
	No of GRCs functional.
	No. of General meetings (for both men and women).
	% of women out of total participants.
Participation of DPs	No. of meetings exclusively with women.
r artiolpation of Br o	No. of meetings exclusively with vulnerable groups.
	Level of participation in meetings (of women, men & vulnerable groups).
Budget and Time Frame	Have all land acquisition and resettlement staff been appointed and mobilized for the field and office work on schedule.

Monitoring Aspects	Monitoring Indicators
	Are implementation activities being achieved against agreed implementation plan?
	Have resettlement offices received the scheduled funds.
	Have funds been disbursed according to LARP schedule.
	Has all land been acquired and occupied in time for Implementation.
	No. of DPs covered under income restoration program (women, men & vulnerable groups).
	% of successful enterprise breaking even (Women, men & vulnerable groups).
	% of DP who have restored their income. (Women, men & vulnerable groups).
	% of DP improved their income (Women, men & vulnerable groups)
Income Restoration	% of DP improved their standard of living (Women, men &vulnerable groups)
	No. of DPs buying agricultural land (Women, men &vulnerable groups).
	Quantity of land owned by DPs (Women, men &vulnerable groups).
	No. of households with agricultural equipment.
	No. of households with livestock.

2.8 Monitoring Methodology and Strategy Adopted by EMA

11. The EMA used the following monitoring methodology and strategy after a thorough review of the monitoring Terms of References (TOR) and the scope of work/expected outputs assigned by PMU in the monitoring contract. The monitoring work assigned to EMC by PMU requires undertaking of external monitor of the implementation of LARP 4 confirmation of payments made to the DPs as specified in the each approved LARP in the reporting period, any deviation observed in the field regarding implementation of LARP and construction work, and actions taken or needed to be taken to address any gaps or deviations from the agreed LAR requirements. LARP 4 waste water treatment plant Sahiwal has been prepared and approved by ADB by the end of September 2021 and disclosed n ADB and EA websites.

2.9 Review of Project Information/Data

12. Monitoring methodology used included the use of qualitative and quantitative data collection tools consistent with monitoring of LARP and monitoring indicators. Review of project information/data, including project documents such as LARP, project design, baseline surveys and internal monitoring report, field site visits, sample surveys also formed part of the overall monitoring methodology and strategy. Immediately after mobilization in November 2020, the EMC made efforts to collect data relevant to implementation of LARP in the city of Sahiwal.

2.10 Field Visit

13. The field site visits were conducted in May 2022 on the waste water treatment plant Sahiwal to develop an understanding of the sub project and to firm-up guidelines for the external monitoring. The field visit helped to prepare key milestones and validation number of paid and unpaid DPs, 16 DPs resident of Chak 66 GD compensation has been deposited by Land Acquisition Collector in Escrow account for later disbursement, and the complaint closing report has been prepared endorsed by OSPF Department of ADB annexed as A.

2.11 Sampling Technique

14. PMU CIU and EMA had held consultation with unpaid DPs on village 66 GD in the month of May 2022, further EMA verified the good faith efforts of CIU, also verified that 16 unpaid DPs compensation has been deposited by LAC in Escrow account.

2.12 Rapid Appraisal Methods

- 15. Rapid appraisal method was also used to quickly gather the views and feedback of DPs and other relevant stakeholders. Rapid appraisal methods those were applied included:
 - i. key informant interview
 - ii. focus group discussion
 - iii. community group interview
 - iv. direct observation of DPs.

2.13 Participative Approach

- 16. The participatory approach adopted is as under;
 - i. A two-ways approach was adopted and respondents were given the opportunity to express their concerns and views freely about the project;
 - ii. Community groups including marginalized sections (such as women headed households, handicapped persons, minorities and other vulnerable groups etc.) were the target of the filed monitoring;
 - iii. The participatory tool like group meeting was applied to identify and listing of the current status of payment and any issue of non-compliance;

2.14 Data Processing and Analysis

- 17. The following steps were undertaken to ensure proper data processing and analysis:
 - i. The collected data was processed according to separate category of the indicators for analysis purposes.
 - ii. All analyzed data was tabulated for interpretation and deriving conclusions and recommendations.

2.15 Social Audit Report

18. The monitoring report social audit has been prepared for waste water treatment plant PICIIP 08 Sahiwal. The report offers review and analysis of the implementation of approved of LARP 4, payments to DPs by category of impacts including the allowances and makes recommendations to address the issues, further the report includes good faith efforts made by IA/EA for 16 unpaid DPs resident of Chak 66 GD Sahiwal.

3 LARPS IMPLEMENTATION/FINDINGS

3.1 LARP 4 WWTP Sahiwal Resettlement Budget and Financing

19. Total resettlement budget has been calculated to Rs. 820.68 million (US\$ 5.35 million). The compensation payment for land acquisition is Rs. 565.935 million, crop compensation is Rs. 26.11 million, tree compensation is Rs. 0.43 million, building structure is Rs.12.22 million, and cost of tube well is Rs 5.53 million. Livelihood restoration measures amounting to Rs. 1.15 million, other cost categories include administrative costs Rs. 62.17 million, monitoring and evaluation Rs 124.35 million and contingencies Rs. 62.17 million.

Table 3: Types of LAR Impacts LARP 4

S/No	Description	Qty/No.	No of DPs	Remarks
1	Cultivated agriculture Land (Acres)	196.35	113	Total area to be acquired for Waste Water Treatment Plant is 196.35 acres in which 132.35 acres falls in Muhammad Pur and 64 acres agricultural land falls in Chak No.66 GD. There are actual 142 DPs for Waste Water Treatment Plant. From the total, 113 are the land owners and 29 are the servant to land owners (working on the agriculture farms and taking care of livestock)
2	Wood trees	252	29	Multiple counts, DPs being affected due to impact on land and trees.
3	Fruit Trees	33	9	Multiple counts, DPs being affected due to impact on land and fruit trees.
4	Tube well	10	12	The subproject has an impact on 10 irrigation pumps. (Six Tube wells are from Muhammad and 4 irrigation pumps fall in village 66 GD. Multicount, DPs being affected due to impact on land and irrigation pumps.
5	Building Structure	21	21	There are total 21 building structures, 12 are the residential and 9 are pump house. Multicount, DPs are being affected due to impact on land, residential structure and pump house
6	Impact Severity	-	85	85 DPs are severely impacted owing to losing 10% and more of their productive assets.
7	Vulnerability	-	25	From the total 25 DPs, 17 DPs recognized as the vulnerable on account of having income lower than the national minimum wage rate fixed by the government for the year 2020- 21 i.e., Rs. 17500 per month. While 8 DPs are

S/No	Description	Qty/No.	No of DPs	Remarks
				the women those were heading the households.
8	Employees	-	29	
	Total	-	321	The actual DPs are 142 for this subproject. From the total, 113 are the land owners and 29 are the servant to land owners (working on the agriculture farms and taking care of livestock).

3.2 Differential Cost LARP 4 WWTP Sahiwal

20. The Independent Valuation Study (IVS) worked out the differential of 22.03 % for the land affected in M. Pur comprising of 132.35 Acre and 63.69 % for the land affected in Chak No.66GD comprising of 64 Acres as compared to the cost determined by DPAC based on the average market rate i.e., Rs. 2,434,255 /acre for the M. Pur and Rs. 1,649,462/acre for the Chak No.66GD. The IVS cost is as per the replacement cost, i.e., Rs. 2,970,400/acre for the M. Pur and Rs.2, 700,000/acre for the land of Chak No.66GD. Similarly, the differential cost of crops is Rs. -37,848,871 (-59.17%), trees Rs. -415,241 (-49.05%), Building structures is Rs. 3,689,450 (43%), and Tube well Rs. 188,000 (3.52%). The total differential in the form of land and non-land assets of this subproject is Rs 103,811,164/- (20.50%) worked out as per replacement cost of the IVS. This includes all transaction costs, interests, labour, restoration costs and all applicable payments. The differential cost in the valuation of the BOR assessed compensation rates and those determined by the third party will be bridged by PMU from the project loan proceeds

3.3 Role and Responsibility of LARPs Implementation

21. The role and responsibilities of PICIIP LARPs including WWTP Sahiwal implementation responsibilities are mentioned below in Table 4.

Table 4: Role and Responsibilities in LARP 4 Implementation

Sr. No.	Institution	Roles and Responsibilities
1	PMU	PMU is the owner of the project therefore it is responsible to manage and ensure safeguard due—diligence and disclosure requirements including LARP and monitoring in accordance with ADB's Safeguard Policy Statement (2009) and government requirements especially LA 1894.
2	Contractor	Contractor is responsible for the construction works under the social and environment conditions.
3	CSS	CSC is responsible for the overall supervision of the projects and ensures that LARP is implemented in a smooth and timely manner in accordance with the provisions of the LARP.
4	District Administration	Role of district administration is to provide full support and coordination to all stakeholders and keep law and order related to security measures.
5	Community	Local Community is the affectees as well as beneficiary of the sub-

Sr. No.	Institution	Roles and Responsibilities		
		project. Community is responsible to resolve social conflicts and to safeguard their rights.		
6	Independent Valuation Agency	Determine how the value of land and other assets can be assessed to meet ADB's policy requirement for replacement cost and also satisfy the legal requirements of Pakistan.		
7	ADB	ADB is the donor of the north zone pumping station and has supervisory role.		
8	Revenue Department	District Collector/Deputy Commissioner is responsible for the evaluation of the lost assets and disbursement of the compensations to DPs for their lost assets.		

3.4 Need of independent Valuation Study (IVS)

- 22. LARF Para 78: The detailed measurement survey (DMS) and valuation of lost assets (VLA) provide an exact quantification and valuation of the assets lost due to the LAR impacts of a project. They will be carried out in collaboration with qualified appraisers of the BOR, SBP accredited valuators, certified companies, individuals and non-governmental organizations (NGOs) certified in valuation. A third-party with expertise in valuation will be engaged as an independent third party to observe and verify or undertake the DMS and VLA process. The census of DPs, ILA and LAR impact maps guide the preparation of the DMS and VLA.
- 23. LARF Para 79: The DMS determines the exact size, type, and quality of each asset identified in the ILA Existing records in land and property registries are referred to, but field measurements will be carried out by the project to verify exact quantities. The DMS covers all types of land and structures and identifies their property status. It is carried out in the presence of the DPs owning and/or using the assets concerned, who confirm the results of the DMS with their signature. In case of a dispute, the project's LAR specialist and the agency tasked with the DMS seek to resolve disagreements in situ or the issue is referred to the Grievance Redress Mechanism. The DMS will also identify income losses of displaced businesses and their employees, based on official records, including contracts, tax records, and accounts. Income losses from agricultural activity will assess lost harvests, measuring the quantities of all applicable types of lost crops and trees.
- 24. LARF Para 80: The VLA will assess (for e.g. assessment by District Assessment Committee in Punjab) the value of all lost assets according to the principle of replacement cost and other provisions in the chapter on eligibility and entitlements of this LARF. Thus, the lost assets of DPs will be replaced either in cash or in kind. This requires that the exact quantity, type and quality of lost land, structures, businesses, jobs or crops are identified by the DM Sand an accurate value constituting full replacement cost be assessed. LARF indicates the agreed definition of replacement cost as involving fair market value, transactions costs, interest accrued, transitional and restoration costs and other applicable payments, if any, without depreciation. Each LARP will specify the procedures and explain the assessment methodologies used in the VLA for a project under this project/facility.

4 INSTITUTIONAL ARRANGEMENTS

25. The LG&CDD is the Project Executing Agency (EA). The Program Management Unit (PMU) is responsible for the day-to-day management of the subproject (through respective CIUs). The social safeguard staffs of the PMU is responsible to manage the LAR-tasks and activities including handling/resolving of any complaints or grievances of those displaced by the subproject (DPs) and fulfilling safeguard requirements. An External Monitoring Consultant (EMC) has been on board since 9th November 2020 for the validation of LARPs implementation process. Figure A indicates the organogram of institutional set-up for the Implementation of Land Acquisition and Resettlement Plan.

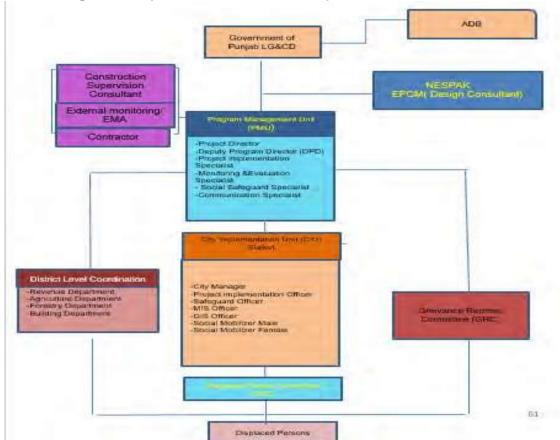


Figure A: Implementation of Land Acquisition and Resettlement Plan

5 IMPLEMENTATION SCHEDULE

- 26. The month of June 2022 is the implementation of subproject stated by the Project Management Unit (PMU) after compensation made to paid DPs validated by external monitor Land Acquisition and Resettlement Plan is implemented in a participatory manner with the representations of all key stakeholders namely, the government and the displaced persons. This social audit report for WWTP Sahiwal reflects and commencements of civil works can be proceeding after disbursement of all payable DPs in the subproject areas of Muhammad Pur and village 66GD District Sahiwal
- 27. LARP Implementation Status: The WWTP Sahiwal LARP 4 has been approved by ADB and disclosed on ADB and EAs websites. The LARP was prepared as per the provision of project LARF, according to which independent valuation studies were carried out to meet ADB's SPS 2009 requirement of "Replacement Cost". The differential cost amount was calculated for LARP (as compared to the BOR assessments), accordingly PC-I of Land Acquisition was revised to include this amount and was approved by the competent authority in September 2021.
- Exhaustive Efforts done by IA/EA in LARP implementation: In order to expedite LARP implementation process, Project Management Unit (PMU) has disseminated LARP relegated information for WWTP Sahiwal which includes but not limited brochure, installation of banners at public offices such as DC office, Tehsildar's offices, and other public places like Masjid's and notable's place in the project area. During the exhaustive efforts, the PMU produced information related to LARP implementation through print media i.e. local newspapers. Various posters and flip charts have been displayed showing salient features of PICIIP Project. Moreover, PMU has made announcements through loud speakers on regular basis for the information of DPs regarding their compensations and that again on their door steps. PMU along with the revenue department staff is frequently visiting all of the mouza's in both the cities for the purpose of disbursements. To facilitate the DPs and revenue staff, PMU intimate/ provide serial number of DPs in the respective acquaintance roll in advance to help expeditious disbursement. PMU has mobilized various teams to accompany the revenue staff during preparation of required documents and disbursement process to achieve the targeted goal. However, 16 DPs resident of Chak 66 GD are reluctant to be compensated while 14 DPs of the same area happily received compensation. Remaining 16 DPs compensation is deposited by Government in Escrow account for later disbursement and same has been conveyed to DPs in a separate consultation held in the sub project area.

Annexure B – Notices to 16 Unpaid DPs

Annexure C - Minutes of Meeting held with unpaid DPs of Chak 66 DPs

29. In LARP 4 WWTP Sahiwal 86% (97) DPs have received BOR, differential and allowance out of total 113. While 16 unpaid DPs compensation has been deposited in Escrow account for later disbursement, evidences of the payment is Annexed as D.

6 GRIEVANCE REDRESSED MECHANISM (GRM)

- 30. An integrated GRM for environment and social was established at the subproject level to facilitate amicable and timely resolution of complaints and grievances of the DPs, including local communities regarding the social, environmental, and resettlement aspects of the subproject.
- 31. A grievance redress mechanism is already in place since 4th of May 2020. It is three tiers structures, i) Grievance Redress Committee at Field Level, ii) Grievance Redress Committee at Commissioner Office Level and iii) Grievance Redress Committee at PMU, Local Government & Community Development Level. The GRM is a gender responsive, culturally appropriate, and readily accessible to the stakeholders at no cost and without retribution. The step-wise process of the proposed GRM is summarized below.
- 32. **Stage 1:** The affected person(s) may submit an oral or written complaint to the GRC at Field Level. The GRC will log the complaint along with relevant details in the community complaint register. The displaced person(s) can directly approach GRC. For each complaint, the GRC must investigate the complaint, assess its appropriateness/eligibility, and identify an appropriate solution. It will provide a clear response within seven working days to the complainant, PMU/CIU and Contractor (where relevant). The GRC will, as appropriate, instruct the responsible entity to take corrective actions. The GRC will review the responsible entity's response and undertake additional monitoring as needed. During the complaint investigation, the GRC will work in close consultations with the Contractors, the CSC Consultants, PMU/CIU and other relevant agencies. The responsible entity should implement the redress solution and convey the outcome to GRC within seven working days.
- 33. **Stage 2:** If no solution can be identified by the GRC or if the complainant is not satisfied with the suggested solution under Stage 1, the complainant can approach to stage 2 at City Level (Commissioner Office). The committee will review the case and give the solution within seven days of its submission.
- 34. **Stage 3:** In case of dissatisfaction of the complainant at stage 2, he/she can approach to stage 3 at PMU level. Here, the GRC is headed by the Additional Secretary Development. The GRC at PMU level will resolve the complaint/grievance and the agreed action thus determined should be implemented within twenty-one days (if additional time is needed to implement the corrective action, it should be discussed and decided during the meeting).
- 35. City Implementation Unit (CIU) received total 19 complaints on PICIIP-Package 08, WWTP-Sahiwal including of Imran Sardar complaint Case No. SPF-2021-01-01-104)— Eligibility of Complaint including. By the end of May 2022 all complaints stands resolved, the status of the resolved complaints have been updated in the complaint register placed at CIU Sahiwal. GRC data is Annexed as E.

7 INCOME RESTORATION AND REHABILITATION

- 36. "Income restoration and rehabilitation of all approved LARPs of PICIIP. Training Opportunities: "PMU has to launch a skill development and livelihood restoration program for the DPs keeping in view the need of market and willingness of the DPs. The PMU with the coordination of an Agriculture department and vocational training institute will provide training to the DPs. The training will include the agriculture extension services for the efficient use of irrigation water, enhancing the agriculture productivity, human skill development on electronic work, embroidery, stitching cloth, and cooking. The training will be organized in coordination with the DPCs in the local district council that is easily accessible for the DPs. Transportation costs will be reimbursed, Lunch and tea breaks will be provided and the course will be given at no charge to the participants. An attendance certificate will be provided following the successful completion of the course. PMU will implement the training during the subproject execution.
- 37. The training/skills development program budget is allocated in each approved LARP. It is important to note that IA/EA will provide training and skills development during sub project implementation through service provider and the activity will be verified by the external monitor through quarterly external monitoring reports. IA needs to inform the DPs of WWTP regarding training mentioned in the approved LARP 4 chapter 7. Through these activities the capacity of DPs will be enhanced, a budget of 2 Million PKR is allocated in LARP 4 for conducting the activity.

8 CONSULTATION AND INFORMATION DISCLOSURE

- 38. PMU/CIU and EMA is in a continuous process of conducting consultations with DPs since the LARPs planning and implementation. The consultations focused on the compensation assessment, eligibility criterion and entitlements, and compensation disbursement process. These meetings are organized at the village level and mostly the disconnection of water supply, lack of access to routes and environment related issues are discussed. The consultations focused on the compensation assessment, eligibility criterion and entitlements, and compensation disbursement process.
- 39. In the reporting period a special meeting was organized by IA on WWTP Sahiwal verified by EMA. 11 DPs of Chak 66 DD participated in this meeting.
- 40. The information disclosure and compensation of each entitled DPs of WWTP Sahiwal re-disclosed to DPs of Chak 66 GD, project information brochures have been disclosed to all DPs, in fact translated in Urdu language for better understanding. The DPs seem quite aware about their entitled compensation and livelihood restoration allowances and procedures of payment. Evidence of consultation and the minutes of the meeting held with DPs is Annexed as F.

9 CONCLUSION

- 41. The EMA has verified additional efforts made by IA and meeting was held with DPs of Chak 66 GD WWTP Sahiwal, the evidences of consultation and the minutes of the meeting held was verified by external monitor.
- 42. The institutional arrangements and consultation and grievance redress mechanisms as mentioned in the approved LARP is fully in place and generally functioning well. The GRC register is paced at City Implementation Unit Sahiwal
- 43. All reported grievances on WWTP Sahiwal have been closed at GRC level verified by EMA.
- 44. Out of total 113 DPs on WWTP Sahiwal 97 (86%) DPs received compensation while 16 (14%) compensation is placed at Escrow account verified by EMA.
- 45. Notices were served by IA to remaining 16 DPs to collect their compensation, further meeting the ADB guidance notes all efforts made by IA reflected in the complaint closing report endorsed by ADB OSPF Department.

10 RECOMMENDATIONS

- 46. There is a need of continued support of PMU in addressing the compensation matter and safeguards monitoring reports and compliance requirements. The CIU team also needs more guidance and training in handling the safeguard matters.
- 47. Keeping in view the LAR conditions of WWTP Sahiwal especially Chak 66 GD area of the sub project and the corresponding loan agreement, it is concluded that IA/EA has made good faith efforts to meet the compliance requirements of ADB safeguard guidance notes.
- 48. 86% DPs of WWTP Sahiwal have received compensation while the 14% DPs compensation has been deposited Escrow accounts (Mad-e-Amanat for later disbursement.
- 49. Keeping in view the Land and resettlement and corresponding loan agreement it is concluded that IA/EA has made good faith efforts compliance with ADB's safeguard policy and guidance notes. Moreover, it was noticed that there is no open complaint on WWTP Sialkot GRC level. Furthermore the remaining 16 DPs (unpaid) compensation has been deposited in Escrow account authenticated by District Government of Sahiwal in a meeting held which "minutes of meeting" has been approved herein the EMA recommends allowing WWTP.

11 ANNEXURES

Annexure A – Complaint Closing Report

	Description: Complaint on Loan 3562-PAK: Punjab Intermediate Cities Improvement Investment Project (Case No. SPF-2021-01-01-104)—
	i) Mr. Imran Sardar resident of Chak (Village) no 66 GD Sahiwal logged a complaint on behalf of his family and other 15 DPs (in total 16 DPs representing 63 family members) for land rate enhancement as he did not agree with the board of revenue offered compensation rates for land acquired under PICIIP for wastewater treatment plant PICIIP-08-A, Sahiwal. The complainant demanded current market value for the land that has been acquired by the Government for WWTP Sahiwal.
n to	 i) The project had already established a robust grievance redress mechanism and efficient means of dissemination of information in the project area. Information brochures of land acquisition and resettlement plan (LARP) were prepared and the translated in local language and disclosed to the DPs. ii) The complaint of Imran Sardar on behalf of their family members was effectively and timely logged in the project grievance redress mechanism (GRM), the register of complaints is placed at City Implementation Unit (CIU). iii) An Independent Valuation Study (IVS) was conducted through a third-party valuation expert accredited by the State Bank of Pakistan. The study covered the land and nonland assets and examined the full replacement costs including the fair market values, , transaction costs and other applicable payments that may be required meeting the requirements of the project Land Acquisition and Resettlement Framework (LARF). iv) Continuous communication was maintained with the complainant and his nominated representatives since the issuance of section 5 and 5A on 24-04-2020 till the last meeting which was held on 16-05-2022. All information related to the IVS and the steps taken by the EA to ensure payment of replacement costs was provided to the complainants through consultation sessions, emails, and project information brochure. v) The BOR determined rate was PKR 1,649,462 per Acre whereas the IVS assessed PKR 2,484,000 per Acre as the current market value which is PKR 834,538 or 50.59% higher than the BOR rate. Board of Revenue (BOR) land rate together with the differential cost determined by the independent valuation has been received by willing 14 DPs (representing 82 family members) through the Land Acquisition Collector (LAC) office, 16 DPs (representing 63 family members) associated with the complainant have refused to receive any type of compensation. This compensation of paid DPs has been verified by the external monitor social safeguard and evidence of p

- vi) Entitlements are as per ADB approved and disclosed Land Acquisition and Resettlement Plans (LARP), which entails compensation at replacement cost, including the differential costs of the land and non-land assets assessed by the independent valuator. In addition, the entitled DPs have also received (a) severity allowances (b) vulnerability allowance and (c) shifting allowance to the entitled DPs. This compensation has been directly paid by the Land Acquisition Collector and evidence of payment verified by the external monitor social safeguards and reported to ADB through quarterly monitoring reports.
- vii) The EA has found that the BOR offered rate enhanced by 50% as a result of the IVS and further provided allowances for severity of losses, vulnerability and shifting as part of resettlement package, the complainant Imran Sardar still does not agree and has been reluctant to receive any compensation, mainly because he is of the opinion that the compensation amount is insufficient to purchase land of similar quality and size in the same locality, even though the EA has met all the requirements of ADB SPS 2009 and the Project LARF.
- viii) In the month of February, the complaint asked for alternative land and, following the request of ADB, the EA identified land that was available at 4 km distance from the project area that was as fertile as the acquired land and even more accessible than the acquired land. However, the complainant still did not agree. The complainant requested instead that replacement land in the same vicinity be purchased from a specified landowner by the project. However, the authorized representative of the landowner in question confirmed to the Project Management Unit and a group of DPs interested in acquiring the land in a joint meeting held on 10 May 2022, that the landowner was not willing to sell the land. Minutes of all the meetings have been prepared and maintained at PMU.

III. Decisions or agreement s by parties concerned

- i) The EA has exhausted best efforts to resolve the complaint by providing compensation and allowances as set out in the LARP, arranging for an Independent Valuation Study and increasing the compensation, accordingly, maintaining ongoing dialogues and consultations, and identifying suitable alternative land.
- Furthermore, the EA has undertaken the following additional actions: (a) the unpaid DPs were formally informed in a meeting held on 10 May 2022 that the IA has met all the requirement of ADB's SPS 2009 and LARF and that the grievance has been closed (b) requested the complainant to take receipt of entitlements for compensation and allowances as per the LARP, including the IVS-based differential compensation (c) informed unpaid DPs that their compensation has been deposited in Escrow account for later receiving as per their convenience, this account is opened at the District treasury of Sahiwal and is operated by the Land Acquisition Collector (d) initiated procedures to acquire the land through the normal procedure of LAA required for the project (e) arranged for the external monitor to verify all actions mentioned above to be set out in a separate external monitoring report, the EMR is due on 30th May 2022 and once approved by ADB the report will be disclosed on EA and ADB websites.

IV. Results and

The complainants have been provided with enhanced compensation at replacement cost in line with the results of an

lessons learned

Independent Valuation Study along with other entitlements for transitional assistance as per the project LARP. However, the complainant and the 16 DPs related to him are still reluctant to be paid and have requested replacement land at village (Chak) 66 GD from a landowner who does not agree to sell his land.

Lessons Learnt:

- i) Consultation should start early in the project cycle to carefully inform the affected persons about the project's potential adverse impacts and proposed mitigation measures being undertaken by the project to address early any anticipated grievances rather than addressing them later during project implementation.
- ii) An assessment should have been undertaken early during project preparation on the need for IVS.

Annexure B - Notices to 16 Unpaid DPs



IGNODIFICER COLLE nd 10⁴ March 7007 به المدار المعطور عالى والإلما المالى الإيماني Jel dis jed po 18 66 2 6 .. عنوان والمراد المفاكان الماش الواز شدوقيد وطع تديار أويك ليرد الاي قال المعلى الماران المعلى الماران ال الله في ب كرو الى الان كرو التي و التي و التي المناسبة في المناسبة في المناسبة في المناسبة في المناسبة في المناسبة والرافات بال عالم الموال ما على عبدال طع عي وفراست كالوراق ل الرف ع 12-10-202000 PH 12-10-202000 1-68 1006 Euge & 86 = 11.68 7-6 11.00 3.26-10-202018 出土上しいからなりならかいからしていているいのはいる」ことがりからいころのいろ السلاكة والال عدالل أن والداك والمواجدة الما المواجدة O(PICHP) John 1 2 513,200 3

Annexure C - Minutes of the Meeting



PUNJAB INTERMEDIATE CITIES IMPROVEMENT INVESTMENT PROGRAM (PICIIP)



Subject: - Minutes of Meeting with DPs of Chak No. 66 GD to redress their Grievances under PICIIP in Sahiwal dated 10th May 2022 at the Committee room of City Implementation Unit, Sahiwal

- Following participants attended the meeting.
- 1. Ms. Sehrish Ashraf, Research Analyst (Social Safeguard), PICIIP
- 2. Mr.Qamar-ul-Zaman Bodla, Assistant Director, PICIIP
- 3. M. Ilyas, Patwari Chak No. 66 GD, Sahiwal
- 4. Mr. Nasir Iqbal, Deputy Patwari Chak No. 66 GD, Sahiwal
- 5. M. Sahrif, Numberdar of Chak No. 66 GD, Sahiwal
- 6. Ch. Sardar Displaced Person, Chak No. 66 GD, Sahiwal
- 7. M. Anwar, Displaced Person, Chak No. 66 GD, Sahiwal
- 8. Mr. Rafaquat, Displaced Person, Chak No. 66 GD, Sahiwal
- 9. M. Noor-ul-Mustufa, Displaced Person, Chak No. 66 GD, Sahiwal
- Meeting was chaired by Research Analyst (Social Safeguard), PICIIP.
- The list of participants along photographic view is attached as Annex-A.
- · The proceeding of meeting is given below:

Points of Discussion & Deliberations:

- The following points were discussed in the meeting.
- All the participants were informed that PICIIP is playing a role of mediator between aggrieved DPs (16 DPs) of Chak No. 66 GD and retired Major Mr. Bashir (a land owner from Chak No.66 GD). As the DPs are interested to get the land (as an alternate of their acquired land) of retired Major Mr. Bashir.
- Mr. Sharif (numberdar of Chak No. 66 GD and executive administrator of the land of Rt. Major Mr. bashir) said that Mr. Bashir is not willing to give their land to the interested DPs due to some personal reasons.
- Aggrieved DPs were again requested to consider the alternate land offered them in Muhammad Pur. They were of the view that the offered alternate piece of land is not suitable to them.
- Aggrieved DPs again demanded the exclusion of their land from the project and they were informed that they have reviewed the design multiple times at very minute and serious levels but design is not allowing them to exclude even a single marla of land. Thus their said demand cannot be entertained.
- · Decision / Way forward: -
- All of them were informed that Project is making its sincere efforts to redress their grievances and also requested both parties to reconsider the matter discussed above. Project team is available and ready for cooperation to resolve their issues.

Annexure D – Evidence of Compensation Deposited in Escrow Account

E-mail: aust.commissionersahiwal/agmail.com.



OFFICE OF THE ASSISTANT COMMISSIONER SAHIWAL

> No. 559/RA/AC/Swl Dated: 21-05-2022

To

Infrastructure Engineer CIU PICIIP Sahiwal

COMPENSATION PAYMENT FOR THE ACQUIRED LAND FOR THE Subject:

CONSTRUCTION OF WASTE WATER TREATMENT PLANT (WWTP), PICIIP -

08, SAHIWAL

Reference to the letter No. LG&CDD/PICIIP/CIU-SWL/946 dated 11-05-2022, Government of the Punjab, City Implementation Unit, Sahiwal LG&CD on the subject cited above. Please find attached the comprehensive report comprising details of all the land owners who has to be paid against compensation against three heads (Amount determined by DPAC, Differential, Resettlement). Attached as Annexure-A.

You are reminded that as per land acquisition act 1894, the payment process as under:

- 1. Payment is received from acquiring agency under three heads (amount determined by DPAC, Differential assessed by IVS and Resettlement assistance) and deposited Government treasury as (Mad-e- amanat) which is owed to land owners duly and is kept for them as entrusted.
- 2. Ninety-five (95) land owners have received payment at the time of their convenience out of one hundred thirteen (113) landowners. All the legal and administrative impediments related matters i.e: - Inheritance mutation / succession, power of attorney, guardianship and name correction have been successfully resolved. Furthermore, formal and informal meetings have been done and 16 DPs from Chak No.66 GD have complained regarding compensation payment and their payment is entrusted in the escrow/ Mad-e- amanat (مدامانت)) account of Land Acquisition Collector, Sahiwal. It is submitted for your kind information.

Assistant Commissioner Sahiwal

C.c:-

A copy is forwarded for information and further necessary actions to:

- 1. Deputy Commissioner, Sahiwal
- 2. Additional Deputy Commissioner Revenue, Sahiwal
- 3. Director M&E PICIIP, Lahore
- 4. Deputy Director Safeguards, PMU, PICIIP, Lahore
- 5. Chief Corporation Officer, Sahiwal
- 6. Officer Concerned

Annexure E – GRC Data WWTP Sahiwal

Sr#	Project/Sub Project	•		Status
1	PICIIP-Package 08, WWTP- Sahiwal	M. Ali Sardar, Sardar M. Amanat Ali, Abdul Ghafar, Khair Din, Naseer Ahmed, Shabbir Ahmed, Din M., Ahmed Yar, Noor ul Mustufa, M. Aslam, Ijaz Ahmed	Request for Shifting of Plant	Resolved
2	PICIIP-Package 08, WWTP- Sahiwal	M. Anwar	Request for Shifting of Plant	Resolved
3	PICIIP-Package 08, WWTP- Sahiwal	Anonymous	Information related to the Possession of acquired land	Resolved
4	PICIIP-Package 08, WWTP- Sahiwal	Nasir Ahmed, M. Nawaz, Bashir Ahmed	Request for Shifting of Plant	Resolved
5	PICIIP-Package 08, WWTP- Sahiwal	Mehar Bashir	Request for Shifting of Plant	Resolved
6	PICIIP-Package 08, WWTP- Sahiwal	Ahmed Yar	Request for Shifting of Plant	Resolved
7	PICIIP-Package 08, WWTP- Sahiwal	M. Afzal	Request for Fair Compensation	Resolved
8	PICIIP-Package 08, WWTP- Sahiwal	M. Ali Khan	ADB's policy	Resolved
9	PICIIP-Package 08, WWTP- Sahiwal	Waqar Ahmed Khan	Request for Shifting of Plant	Resolved
10	PICIIP-Package 08, WWTP- Sahiwal	Ch. Sardar M., Naseer Ahmed, Ch Naeem Ashraf, Bashir Ahmed, M, Anwar, M. Noor ul Mustufa, M. Aslam	Request for Shifting of Plant	Resolved
11	PICIIP-Package 08, WWTP- Sahiwal	Noor ul Mustufa	Induction of his remaining land into plant or deduction of his whole parcel of land	Resolved
12	PICIIP-Package 08, WWTP- Sahiwal	M. Ali Khan, M. Sajjad Khan, Waqar Ahmed Khan, Ali Murad Khan,	Request for Shifting of Plant	Resolved
13	PICIIP-Package 08, WWTP- Sahiwal	Ali Murad Khan	Payment of loan markup by the project	Resolved
14	PICIIP-Package	Naeem Ashraf	Payment	Resolved

Sr#	Project/Sub Project	Name of the Complainant	Nature of Complaint	Status
	08, WWTP- Sahiwal		Schedule	
15	PICIIP-Package 08, WWTP- Sahiwal	Noor ul Mustufa, Mian Saeed Ahmed, Bashir Ahmed, Naseer Ahmed, M. Shareef, Sardar M. Abdul Ghafar, Haji Amanat Ali, M. Aslam, Naeem Ashraf	Request for Fair Compensation	Resolved
16	PICIIP-Package 08, WWTP- Sahiwal	M. Sajid Khan, Waqar Ahmed Khan, M. Ali Khan, Ali Murad Khan,	Request for Fair Compensation	Resolved
17	PICIIP-Package 08, WWTP- Sahiwal	M. Ali Khan, Ahmed Yar Khan	Request for Fair Compensation	Resolved
18	PICIIP-Package 08, WWTP- Sahiwal	Sardar M.	Request for Fair Compensation	Resolved
19	PICIIP-Package 08, WWTP- Sahiwal	Ali Khan	Request for Fair Compensation	Resolved
20	PICIIP-Package 08, WWTP- Sahiwal	ljaz Ur Rehman S/O Fazal Muhammad, M. Aslam S/O M. Ali, Sardar M., Amanat Ali, Abdul Ghafar, Pisran Khair Din	Request for Shifting of Plant	Resolved
21	PICIIP-Package 08, WWTP- Sahiwal	Imran Sardar	Request for Fair Compensation	Resolved

Annexure F - Data of Consultation and Pictorial Evidence



PUNJAB INTERMEDIATE CITIES IMPROVEMENT INVESTMENT PROGRAM (PICIIP)



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- · Decision / Way forward: -
- All of them were informed that Project is making its sincere efforts to redress their grievances and also requested both parties to reconsider the matter discussed above. Project team is available and ready for cooperation to resolve their issues.

Photographic view of the meeting









Attendance Sheet

