



GOVERNMENT OF ANDHRA PRADESH

Andhra Pradesh Urban Finance Infra Structure Development
Corporation Limited

**Andhra Pradesh Urban Water Supply and Septage Management
Improvement Project**

The Asian Infrastructure Investment Bank assisted

Environmental & Social Assessment and Preparation of Environmental &
Social Management Planning Framework

Executive Summary

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AP Urban Water Supply and Sanitation

1 Social Assessment

Andhra Pradesh is urbanizing rapidly however, development of basic infrastructure has not been able to match with the urban growth. Water supply, waste water collection and treatment, drainage, solid waste and other basic infrastructure are largely inadequate in urban areas of the state and are not capable to respond to the population and economic growth. In particular, water supply and sanitation is characterized by low coverage, intermittent services, poor standards and quality. In the state of Andhra Pradesh, around 71 percent of urban households have access to improved water supply. The goal of the GoAP is to achieve universal coverage in water supply, septage management and sewerage, in line with the national priorities by rolling out infrastructure in urban areas. The Government of Andhra Pradesh has also planned to provide continuous water supply of 135 lpcd corresponding to the national service level benchmarks, as compared to the current intermittent water supply of up to 87 lpcd. As per the Vision 2029 of the Government of AP:

“The state of Andhra Pradesh is committed provide access to quality drinking water by conservation and sustainable management of its water resources. Efficiency enhancement, conserving groundwater resources, and increasing irrigation potential are the chief goals for this sector. In consonance with the Sustainable Development Goals (SDGs) the state also aims to drought proof and provide full coverage with safe drinking water for all the people by 2019. By 2029, the state aims to attain optimum treatment, reuse, and recycling of wastewater according to national standards, in order to balance competing water demands across sectors to meet its development priorities”

The nation-wide program, named as Atal Mission for Rejuvenation and Urban Transformation (AMRUT) was launched by the Government of India in 2015 aiming to provide basic services in cities with a population of more than 100,000 inhabitants. Since the AMRUT program does not provide coverage of Urban Local Bodies (ULBs) with a population of less than 100,000 inhabitants, thus leaving a significant share of the population uncovered, the GoAP has decided to launch the **Andhra Pradesh Urban Water Supply & Septage Management Improvement project (APUWSSMIP)** to cover the remaining inhabitants in all the 50 ULBs. This project will be funded by the Asian Infrastructure Investment Bank (AIIB). The project will supplement with other programs of the Government of India and programs of the Government of Andhra Pradesh such as the Critical Infrastructure Investment Plan (CIIP) to meet the urban infrastructure gap in Andhra Pradesh.

1.1 Project Components

The proposed project will include investments in water supply infrastructure which comprises of

- (i) construction of intakes at raw water source & pumping station,
- (ii) raw water transmission mains,

- (iii) water treatment plants,
- (iv) clear water transmission mains,
- (v) treated water storages, and
- (vi) distribution networks and household service connections in 50 ULBs in Andhra Pradesh.

The project may also include investments in septage management including improvement of the drainage network to improve the sanitation services in the project ULBs. In few project ULBs, the existing infrastructure will be rehabilitated and augmented to be used with the newly created infrastructure. To maximize economic benefits, enhance public health security, and ensure a safe environment, it is essential that the investments in water supply and sanitation services be carried out as “one” integrated solution and should be implemented simultaneously. It was decided that appropriate technologies will be piloted and thereafter implemented in all project ULBs to address wastewater & sewerage treatments. CIIP funds will be used for scaled implementation of the septage management component.

1.2 Project Categorization

The Project has been assigned Category “A” in accordance with the AIIB’s Environmental and Social Policy (ESP) and Environmental and Social Standards (ESS). The anticipated environmental and social impacts and risks of the Project are limited, temporary in nature and reversible.

2 Social Assessment

A detailed assessment was undertaken to understand the existing and potential social risks and issues that the project is likely to face during implementation. Based on a detailed secondary literature review, and primary data collection, states performance on key socio-economic indicators, its policy-legal environment related to environmental and social aspects of the project investments, impacts and risks were assessed along with the extent to which state’s systems and processes are geared to avoid, address or mitigate these likely impacts and risks. This assessment has been used to develop an Environmental and Social Management Planning Framework (ESMPF)

2.1 Profile of the State

Andhra Pradesh is 8th largest state in the country covering an area of 1,62,975 Sq. km which is 4.96% of area of the country. For administrative purpose Andhra Pradesh is divided into 13 districts with 670 Mandals and 49 Revenue divisions. There are total 12,918 Gram Panchayats, 17,363 villages and 195 towns. The capital of Andhra Pradesh is Amaravati. Situated in a tropical region, the state has the 2nd longest coastline with a length of 974 km. AP is the tenth largest state in the Country, in terms of population. As per 2011 Census, the State accounts for 4.10% of the total population of the country. The density of population for Andhra Pradesh is 304 persons per square kilometer, as against 382 persons per square kilometer at all India level in 2011. The sex ratio in the state is 997 in 2011 and is higher than all India figure of 943 as in 2011. Literacy rate of the State is 67.35 percent in 2011 which is

lower than all India literacy rate which stands at 72.98% percent. Female literacy rate is 59.96 percent as in 2011. Ratio of urban population to total population in the State is 29.47 percent as in 2011.

Of the total geographic area of 162.97 lakh hectares, 38.09% is under net area sown (62.08 lakh hectares), 22.63 % under forest (36.88 lakh hectares), 8.65% under current fallow lands (14.10 lakh hectares), 12.47% under land put non-agricultural uses (20.32 lakh hectares), 8.27% under barren and uncultivable land (13.47 lakh hectares), 7.63% (12.43 lakh hectares) is under other fallow, cultivable waste lands like permanent pastures. Andhra Pradesh is mainly based on agricultural economy where 60% of population is engaged in agriculture and related activities. Rice is the major food crop and staple food of the state. It is an exporter of many agricultural products and is also known as "Rice Bowl of India". Total area under food grains is estimated at 41.34 lakh hectares in 2016-17. The state has three Agricultural Economic Zones in Chittoor, Guntur and Krishna districts. Fisheries contribute to 10% of total fish and over 70% of the shrimp production of India.

State has 13 wildlife Sanctuaries and 3 National Parks covering an area on 8139.89 Sq. Km which is 22.53% of the State's Forest area and 4.448% of the State's Geographical area. Important rivers are Godavari, Krishna, Pennar, Palar, Vamsadhara, and Nagavalli. Godavari and Krishna rivers and their tributaries drain the northern and central part and Pennar River drains the southern part of the state before confluence Bay of Bengal.

2.1.1 Water Supply and Sanitation

The source of water supply in the state of Andhra Pradesh is primarily from surface water and groundwater. Surface water sources are primarily reservoirs / dams, rivers and canals and groundwater through bore wells. According to PHMED the normal capacity of water supply at the state level is 1688.36 MLD (million liters per day) but however the present supply of all the ULBs put together is 1017.279 MLD with a deficit of 671.081 MLD (39.75%). The present water supplies in majority of urban local bodies in AP are far below the prescribed norms. Adequacy and equitable distribution are the major problems. In 43 ULBs, the supply is between 70 to 135 LPCD while 62 ULBS are supplying less than 70 LPCD and 5 ULBs supply more than 135 LPCD. The state of Andhra Pradesh has 70.60 percent of households in urban areas having access to tap water from a treated source for drinking purpose¹. This is significantly higher in comparison to the total state average of 48.73 percent for both rural and urban areas combined together. Urban Water Supply falls under the purview of Public Health and Municipal Engineering Department, which is responsible for the comprehensive design and execution of Water Supply and Sewerage Schemes.

2.1.2 Waste Water Treatment and Disposal

Wastewater disposal and treatment is a major problem in cities in Andhra Pradesh. Most of towns and cities in the state do not have underground sewerage systems and sewage treatment services for disposal of the waste water. Only 18.07 percent of urban households in state are connected to underground drainage system and in most of the ULBs in the state the waste water from toilets is been disposed through septic tanks and soak pits and grey

¹ Andhra Pradesh State Sanitation Strategy, Sept 2016.

form of wastewater from kitchen and bathrooms is directly discharged into the storm water drains without any treatment. Out of the 1688 MLD of water supplied to the ULBs in the state about 1,086 MLD is released as waste water. The waste water treatment facilities are available in 8 cities (Visakhapatnam, Vijayawada, Tirupathi, Rajahmundry, Kadapa, Pulivendula, Puttaparthi and Tadipathri).

2.1.3 Water Borne Diseases

Water related diseases are a serious health problem in AP through the year and particularly, during the rainy season. Diarrhoea cases are high and reported from all districts, both urban and rural. Gastroenteritis epidemics are common during the monsoon months in Srikakulam, Vizianagaram and Anantpur. Fluorosis is a major health issue in large parts of the state, with Prakasam, Anantpur and Guntur the worst affected.

2.2 Legal and Policy Framework

Under the Constitution of India, water is a State subject, with the legislative jurisdiction of Central Government largely limited to inter-state river waters. With regard to water pollution, Parliament adopted the Water Act in 1974, which seeks to prevent and control water pollution and maintain/ restore the wholesomeness of water. The Draft National Water Policy 2012 recently articulated the need for a National Framework Water Law. While recognizing that States indeed have the right to frame suitable policies, laws and regulations on water under the Constitution, it nevertheless argues that an over-arching national legal framework of general principles will pave the way for essential legislation on water governance in every State and effective devolution of authority to lower tiers of government. Some important legal and policy provisions of Government of India and Government of Andhra Pradesh related to Water Supply and Sanitation include the National Water Policy 2002, AP State Water Policy 2008, National Urban Sanitation Policy, Service Level Benchmarks of the MoUD, Advisory Note on Improving Water Supply and Sanitation Services, 2012 of the Ministry of Urban Development, Andhra Pradesh State Sanitation Strategy, Solid Waste Management Rules, 2016; National Policy on Faecal Sludge and Septage Management (FSSM), 2017.

Other relevant and applicable Policies and Acts of the state and Central governments related to environmental protection, land acquisition, safeguards of rights of weaker sections, protection of natural resources are - Notification on Environment Impact Assessment of Development projects (and amendments) (referred to as the Notification on Environmental Clearance) 2006, 2009, 2011, Wildlife Protection Act 1972, The Wildlife (Protection) Act Amendment 1991, Coastal Regulation Zone (CRZ) notification 2011, National Forest Policy 1988, Forest (Conservation) Act 1980, The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act 2006, Biological Diversity Act 2000, Water (Prevention and Control of Pollution) Act (and subsequent amendments) 1974, Air (Prevention and Control of Pollution) Act (and subsequent amendments) 1981, Noise Pollution (Regulation and Control) rules 2000 and 2001, Central Motor Vehicle Act 1988, Central Motor Vehicle Rules 1989, The Ancient Monuments and Archaeological Sites and Remains (Amendment and Validation) Act 2010, Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013, The Street

Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014, etc. In addition to the national and state policies, acts and rules, the AIIB policy on environmental and social safeguards recognizes environmental and social sustainability as a fundamental aspect of achieving development outcomes consistent with its mandate to support infrastructure development and interconnectivity. Environmental and Social Framework of AIIB (2016), includes an Environmental and Social Policy and Environmental and Social Standards. These policies and Acts provide safeguards to implementing agencies and acts as a guide to mitigate, avoid or minimize the negative socio-economic and environmental impacts of the project interventions on the social fabric of the region as well as affected families.

2.2.1 Environmental Clearance for Water Supply Projects

As per the MoEF gazette Notification SO 1533 under sub-rule (3) of Rule 5 of the Environment (Protection) Rules, 1986 dated 14th September 2006 does not include water supply projects under the purview of Environmental Clearances. However subsequent amendments to the notification through gazette notification S.O. 1598 (E) dated 25th June 2014 states:

“Non-irrigation projects such as large drinking water supply projects with submergence area > 5000 ha will be considered as category ‘A’ projects while projects with submergence area < 5000 ha will be considered as Category ‘B’ projects.”

Draft Environmental Clearance Framework of the MoEF states that

“Water supply projects with more than 4500 m³/day are classified as Category ‘B1’ and require REIA for Environmental clearance at state level”

The notification SO 1598 and Framework for Environmental Clearance of the MoEF are currently in draft stage and this clearly indicates the intention of the MoEF and GoI to include water supply projects under the purview of EIA and at a later date in case the MoEF brings the water supply projects under purview of Environmental Clearance under that condition the environmental clearances the project activities may have to be stalled in order to comply with the proposed guidelines of the MoEF and environmental clearances may be required as per the suggested guidelines of the MoEF. At this stage it would be difficult to establish whether the Environmental clearance would be required for all sub-projects under APUWSSMIP however clearances that are mandatorily are a) Consent to Establish from SPCB, b) Forest Clearance – in case the water supply network passes through designated protected or reserve forest areas and c Approval / Clearance for road cutting.

2.3 Impact Assessment – Primary Surveys

A detailed socio-economic assessment was conducted in the project area covering a total of 512 households in 5 ULBs. Distribution of households (HH) on the basis of caste reveals that the Backward Class people are 46% of the surveyed Household, General category formed 29% followed by Scheduled Castes (21.3%) and Scheduled Tribes (2%), respectively. Average HH size is 3.94 among surveyed households and overall average is 3.57. 61% of the sample population surveyed was literate. Out of total sampled households, 22% have education up to Secondary Education, 18.2% with SSC and 11.3% with some kind of a

college degree and higher education. Primary occupation of sampled household heads indicates that 30% are labourers engaged in both agriculture and non-agriculture activities and 9.2% are farmers. While 19.9% are involved in business activities, 16.6% are skilled workers and 7.2% are self-employed.

More than 74% of the households are self-owned. And about 26% are rented house. 61% of the total sampled households had pucca structure, 14% are in semi-pucca structure and about 10% are in kutcha houses. In ULBs which were upgraded from Nagar Panchayat to Municipality, culture of multi-storied apartments is creeping in. About 15% households are residing in apartments. 35.5% of households owning bicycles, 95.5% owning television sets and 40.2% owning refrigerators. 55.7% have two wheelers, 13.9% have three wheeler and 9.4% have four wheelers. About 14.6% have water purifiers at home. Income and asset ownership are indicators which would, to some extent, indicate the households' capacity to pay. There are 19% households having average monthly incomes of less than Rs. 5000 per month. There are about 45.2% households having monthly incomes of Rs 5,000 - 10000. About 35.7% have monthly incomes above Rs. 10,000. Among the sampled households, 97.5% have mobiles, when asked about the number of family member having a mobile. 52.3% of household have one mobile, 38.5% have two mobiles and about 4.3% have three mobiles. The average amount spend by sample household on mobiles is Rs 236 per month. From the table below about 30% household spend more than Rs 200, 38.7% spend Rs 100 - 200 and 23.4% spend Rs 50 - 100 on mobiles per month.

Women are the most important stakeholder groups for water supply across ULBs. 52% households have SHG membership. Out of the SHG members 96.6% household have one SHG member from the household, and 3% have two SHG members from the sampled household. In the SHG group, 85.7% are women members played a role of ordinary members. 10.9% are the group leaders and 1.5% are second level leaders. During the FGDs women who were SHG members were very passionate about the project and wanted to play an active role in the water supply project implementation and O&M. Few SHG members had leadership skills and can influence amongst community members to ensure that the project is implemented and operated with considerable public participation.

Many households depend on multiple sources because of unreliable pipe water supply. 34.4% of the households surveyed have a municipality water supply connection. Out of 176 total house service connections, among the sample, about 60% reported that they receive water once in day from the municipality water supply connections and 12.5% receives twice in a day. 18.2% household receives once in two days. 38% respondents with connection of piped water supply received water for one hour, 40% received water for two hours and 15% received water for more than 3 hours. During discussions it was reported that the timing of supply is not fixed or rather irregular. The supply timings start from anywhere in the early morning to till evening.

About 49% of the households having Municipal Household Connections resort to pit-tapping, to get water most of them (34.7%) use booster motor pumps (portable pumps which are connected to taps to draw water; these are used to supplement pit tapping) as well. 94.3% households affirmed paying the water bills. The households having municipal water connection are charged a flat rate of water tariff ranging between Rs. 50-100 per month.

Municipal stand post users, who do not have house service connection, spend an average of about half an hour to one hour to fetch water from public stand post. Water is generally fetched from the stand post by female members of the household. 93.3% of the respondents stated that they physically carry the buckets / pots from the stand post while about 3.1% use cycles to fetch water to the house. 47.2% of the respondents who fetch water from the stand post reported health related problems, 25.2% said that distance of travel and 14.7% reported as extra burden of work as the main difficulties in fetching water on daily basis. About 17.8% have faced altercations during fetching water from Public Stand Post, in some cases, these altercations have landed them in police station. 33.2% respondents who do not have piped water supply connections stated that they have applied and waiting for the connections. 6% respondents did not opt for the connection due to low/no pressure in the water pipeline and about 31% stated non-availability of distribution network in their area was the reason for not having the connection. 68% of households in slums in these ULBs use drums and vessels for storing the water. 24% uses overhead tanks and underground sumps as well for storage of water. 16.2% depend on packaged/caned water for drinking. 14.5% household uses drinking water from tanker supply. Only 10.5% uses municipality water for drinking purpose.

Though water quality is perceived as a problem by users, more than 71% households do not take up any further treatment. Filtering by cloth is a common practice by more than 10% of the households. About 14.5 % households uses electric/ non-electric purifiers for improving water quality. About 43.5% have reported objectionable colour as water quality problem. The next quality problem reported by 31.8% household is unpleasant taste reportedly salty. About 10.6% had reported turbidity (murky) as a problem. More than 22% household reported unpleasant taste and smell. Family members of 5% households have fallen ill due to typhoid, 15.4% due to diarrhea/ gastroenteritis and 3% due cholera. 93% of the residents wish to receive water supply every day and they will be content with the supply, if it is set between one to three hours daily. About 38% have expectations of more than 3 hours of supply per day. 43.1% are willing to pay up to Rs 150 per month, for good quality services and another 40% are willing to pay between Rs 150 to Rs 300.

2.4 Project Impacts

Following benefits to the society and state as a large are predicted based on the preliminary assessment. The impacts could occur during the construction phase and/or operation phase. These possible positive impacts are listed below:

- Improved Drinking Water Supply
- Improved Public Health
- Productive use of time, specially, for women and children
- Health and Environmental improvements
- Improvements in quality of life and human dignity
- Improved community participation and sense of ownership

The negative environmental and social impacts are

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- i) increase in waste water levels in the ULBs, thereby increasing health risks
 - ii) land acquisition and resettlement
 - iii) loss of vegetation cover and trees due to site clearance, particularly at the wastewater treatment plant
 - iv) safety risks associated with site clearance activities
 - v) excavated materials may be left at the site form the interruptions to existing services such as power supply, drainage, sewerage, etc. and access to commercial establishments and residences

The potential construction-related impacts and risks include the following:

- i) increased level of dust, noise and vibration, emission of pollutants from vehicular exhausts;
- ii) generation of solid waste and wastewater including some hazardous wastes from construction sites and workers accommodation, these may cause environmental (air, water and soil) pollution and affect human health;
- iii) increased traffic safety risks and traffic disturbance;
- iv) Damages to the existing infrastructure that may interrupt existing public services such as power or water supply;
- v) Health, safety and environmental issues related to the workers and the public with regards to construction activities;
- vi) social disturbance to the local people related to the mobilization of workers to the project area;

2.5 Environmental and Social Management Planning Framework

The ESMPF is prepared based on the assessment of impacts and risks to guide the screening and preparation of plans and strategies as appropriate for the project interventions to be taken up under the project. This ESMPF comprises

2.5.1 Screening and EIA and SIA for all the project interventions

- Screening and review process for identification of sensitive sub-projects with respect to environmental and social issues will be carried out during the planning phase of the sub-project. An Environmental and Social Data (ESD) format is used for screening. This exercise is aimed at finding, if the sub-project requires environmental clearance and obtain the same, if required.
- Conducting EIA and SIA for each of the sub-projects
- Development of specific EMP and SMP (with the generic EMP and SMP as a guidance) for each of the sub-projects and preparation of RAP/ ARAP if required
- Preparation of Tribal Population Plan (TPP) when the sub-project is located in the Scheduled Tribes area or when the ULB has substantial ST population.
- Monitoring Protocol for regular monitoring
- Half-yearly independent third party environmental and social audit.

2.5.2 Generic Environmental and Social Management Plan:

This is being referred to as Generic ESMP. This ESMP provides general guidelines of mitigation and enhancement measures for the most significant “general impacts”. The Sub-project specific impacts need to be identified during the EIA of the sub-project and a Sub-Project Specific EMP is prepared in line with the Generic ESMP and annexed to the Sub-Project DPR. This is done by the Design Consultants who prepares the DPR.

2.5.3 Resettlement Policy Framework

All the land requirements for all the sub-projects under APWSSMIP will follow the RPF of the project. The principles laid out in the RPF are given below:

- Compensation and Rehabilitation and Resettlement assistance will be paid before displacement.
- All compensation will be at replacement cost.
- No sub-project civil works will be initiated unless compensation for land and assets and rehabilitation and resettlement assistance is provided in full to all eligible AFs and APs.
- Livelihood Assistance will be given in form of Income Generation Assets (IGA) to be chosen by the AFs/ APs. The Project will provide information to the AFs/ APs on alternative income generation activities suitable for the area and help them in making choices.
- The Project will monitor the provision and performance of the IGA through appointed Consultants.
- Progress related to payment of land acquisition compensation and Rehabilitation and Resettlement entitlements will be thoroughly documented and quarterly reports will be sent to the AIIB.
- Under Negotiated Settlement the compensation and other entitlements cannot be below the compensation and other entitlements under LA Act 2013.
- If a structure/ asset is affected 50% or more, then consider the whole structure as affected. When a portion of the structure is affected, and if it becomes unviable for use as per the AF/ AP, then consider the whole structure as affected.
- Do not depreciate the cost of the structure/ asset for its age.
- Add 30% extra over and above the estimated cost to arrive at replacement value.
- Allow the AFs/ APs to salvage and carry, for free, any materials for their use. Do include the cost of salvaged material in the replacement cost.
- Due and sufficient notice, till the crops are ready to harvest, need to be given for harvesting crops or value of the crops maybe paid in advance.

2.5.4 A Tribal Population Planning Framework

While doing social assessment, and when the ULB has presence of tribals or located in a Scheduled area, the following actions would be required for preparation of TPP:

- Hold separate consultations with tribal households, including tribal women and traditional leaders, to elicit their views during sub-project planning
- Evaluate the project's potential positive and adverse impacts on indigenous people
- Explore various measures to avoid adverse impacts.
- If such measures are not feasible, identify management and/or mitigation measures
- Hold regular, periodic consultations with affected forest dependent tribal communities during planning and implementation stage to seek broad community support and participation.
- Based on the social assessment and consultations, determine whether a TPP is required to be prepared or not based on the presence of STs in the ULB.

The outcome of the social assessment on tribals will be presented in the form of a Tribal Peoples Plan (TPP), which will include the following:

- (i) a framework for continued consultation with the tribal community during Project implementation;
- (ii) measures to ensure that these Tribal Peoples receive culturally appropriate benefits;
- (iii) measures to avoid, minimize, and mitigate any adverse Project impacts, and
- (iv) culturally appropriate grievance procedures, monitoring and evaluation arrangements, and a budget and time-bound actions for implementing the planned measures.

2.5.5 Monitoring and Evaluation

The ESMPF requires detailed supervision, monitoring and evaluation of the impact of the project on the environment and social aspects. In order to carry out this, PMU will have specific arrangements made at state and district level. This includes appointment of an Environmental and Social Specialists for the project period. Further the PMU will instruct CMUs on how to implement the provisions of this ESMPF.

At the field level, the staff of the implementing agencies has experience of implementing projects concerning their departments and does land acquisition for their project. Implementation of the provisions of ESMPF will be new to these staff and hence several orientations and trainings are proposed as a part of this ESMPF to build their capacity.

The PMU will ensure that regular independent Environmental and Social Audit is undertaken to assess the level of compliance of the provisions laid under ESMPF and effectiveness of ESMPF compliance in sub-projects by all the partners in development.

2.5.6 Stakeholder Consultations

Consultation is a mechanism to ensure the upfront public/ stakeholder inputs in the preparation of the sub-projects. For all sub-projects, PMU would have to direct the consultants to preparing the DPRs/ SA/ EA / RAP/ ARAP / EMP to involve all the stakeholders and conduct consultations. Consultations will be required for preparation of all safeguards mitigation documents and these consultations should be an on-going activity

over the life of the project. These would be documented in the DPRs/ SA/ EA / RAP/ ARAP / EMP for each sub-project.

2.5.7 Disclosure

At **State Level** PMU and the implementing agencies shall disclose this entire ESMPF and all Safeguards related documents and mitigation plans. The Executive summary need to be translated into local language (Telugu) and placed on the website. The Resettlement Policy Framework will be disclosed along with the entitlement framework, though this is a part of the ESMPF, these documents shall be separately identified and disclosed in the PMU website.

At **District Level** CMU will arrange to disclose the final versions of the ESMPF, SA/ EA / RAP/ ARAP / EMP, Resettlement Policy Framework and Entitlement Matrix, in Telugu and English, in all the Municipal Offices, CMUs and the local offices of the implementing agencies.

2.5.8 Institutional and Implementation Arrangements

The Government of AP will setup a three level project monitoring and implementation mechanism. At state level over all oversight will be ensured by a setup of a Project Management Unit, headed by full time Project Director supported by coordinators for each of the components and supported by functional and technical experts.

Third level consists of CMUs at ULB level, the CMUs will support the Environmental and Social Development Expert in carrying out the responsibilities listed above. Each CMU will have one AE/AEE designated as Environmental Expert. These Environmental Experts will be trained in implementing EMPs.

To support the Environment and Social Specialists, the Project Management Consultants will also engage environmental and social specialists that will implement and review the implementation of various EMP/ SMP/ RAP/ TPP activities for all the sub-projects.

The NGO at the community level is responsible for community participation on various issues such as enhancing community awareness on water use and payment of tariff, Solid Waste Management, mobilizing women for effective programme implementation & service delivery.

2.5.9 Grievance Redressal

The project proposes to establish a Grievance Redress Committee (GRC) to register and redress the grievances and complaints of project stakeholders and project affected persons and resolve the same. The process will promote settlement of disputes and reduce litigation. GRC will be set up at the ULB level with Municipal Commissioner as head.

The GRC at the ULB level will address community level complaints. If the GRC is not able to address the complaints, it will be escalated to the PMU, to a Panel headed by the Project Director.

Normally complaints lodged with the GRC will be resolved by the Committee within 15 days or 2 weeks. In case the complaints are escalated upwards to the PMU, the resolution will be made within 30 days.

2.5.10 Gender and Vulnerable Action Plan

As part of ESMPF, gender and vulnerable guidelines are developed to mitigate any potentially adverse gender specific impacts of the Project and to enhance the design of the Project to promote equal opportunities and women's socioeconomic empowerment, particularly with respect to provision of services and employment. It particularly speaks of building local economies; improve access to services like transports; strengthen citizen participation and create citizen centric governance and service provisions; ensuring safety of citizens especially children, women, elderly and the other vulnerable.

2.5.11 Citizen's Engagement Strategy

The system developed for citizen's engagement will provide project beneficiaries, as well as concerned citizens and civil society space to provide feedback on the project. As an accountability measure, offline and online mechanisms will be created for receiving citizen's feedback. This feedback will be systematically analyzed and used to inform the overall project implementation strategy. The awareness generation effort of the project will also include informing people about ways of providing feedback- like web portals and toll free helplines.

2.5.12 ESMPF Budget

The total administrative budget for environmental and social management activities under the APUWSSMIP has been worked out as Rs. 1.81 Crores.