

# STAKEHOLDER ENGAGEMENT PLAN

## STAKEHOLDER ENGAGEMENT PLAN

### GUJARAT RESILIENT CITIES PARTNERSHIP: AHMEDABAD CITY RESILIENCE PROJECT (G-ACRP)

2022

Prepared by

**AHMEDABAD MUNICIPAL CORPORATION**





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#### **Annexure I: Details of Consultations**

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**Note:**

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Municipal commissioner, Ahmedabad Municipal Corporation

## Abbreviations

AMC	Ahmedabad Municipal Corporation
CPCB/ SPCB	Central Pollution Control Board/ State
CCRS	Consolidated Complaint Registration System
EMP	Environment Management Plan
ESCP	Environment and Social Commitment Plan
ESIA	Environment and Social Impact Assessment
ESF	Environment and Social Framework
ESS	Environment and Social Standards
ETP	Effluent Treatment Plant
FGD	Focused Group Discussion
GBV	Gender Based Violence
GoI	Government of India
GoG	Government of Gujarat
GRC	Grievance Redress Committee
GRCDP	Gujarat Resilient City Development Project
GRM	Grievance Redress Mechanism
OIP	Other Interested Parties
MHT	Mahila Housing Trust
NHSRCL	National High Speed Rail Corporation
PAP	Project Affected People
PIU	Project Implementation Unit
RAP	Resettlement Action Plan
RoW	Right of Way
SEP	Stakeholder Engagement Plan
SEWA	Self Employed Women's Association
SHG	Self Help Group
STP	Sewer Treatment Plant
WB	World Bank
RWA	Resident welfare association
SCADA	Supervisory control and data acquisition

## Executive Summary

### Background:

The Gujarat Resilient City Development Project (G-ACRP) aims to develop resilient and sustainable urban service delivery and financial systems in Ahmedabad. The key results areas targeted under this project include (i) resilient urban infrastructure and improved service levels for select urban services<sup>1</sup>, (ii) improved financial systems and performance, and (iii) strengthened institutional capacity to better plan, deliver and manager urban services.

### Stakeholder Engagement Plan (SEP):

As per the World Bank's Environment and Social Framework, Stakeholder Engagement needs to be carried out throughout the project cycle. Environment and Social Standard (ESS-10) lays a systematic approach and framework to identify the stakeholders and engage with them in a continuous process.

The "Stakeholder Engagement Plan" (SEP), is prepared in accordance with the safeguard compliance requirements (ESS-10) of Environmental and Social Framework (ESF), 2016 of the World Bank. It takes into account the existing institutional and regulatory framework within the context of GoI and States legal instruments as well as the safeguard compliance requirements of Environmental and Social Framework (ESF), 2016 of the World Bank. The SEP are dynamic documents and shall be updated at various stages of project life cycle. Updating and inclusion of new stakeholder will be done as a continued process.

SEP outlines the general principles and collaborative strategy to identify stakeholders for all components under the Project, identify appropriate modes of engagement and prepare plans for engagement and meaningful consultation throughout the project cycle while ensuring transparency. The goal of this SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves project-affected people and other stakeholders in a timely manner and that these groups are provided sufficient opportunity to voice their opinions and concerns. This SEP outlines the process of identification of stakeholders duly considering all stakeholders relevant to the overall Project including its subprojects and components. The stakeholders include those currently associated with the Project and those who will be associated with the Project at a later stage during implementation. As per the SEP, stakeholders are categorized into: i) project affected parties, ii) other interested parties and iii) disadvantaged and vulnerable groups. The framework provides for systematic consultation with all the groups at different stages.

The SEP identified different project stakeholders under the following categories:

Project Affected People	Other Interested Parties	Vulnerable Groups
Residents/ Consumers of WSS services	Resident Welfare Associations	Urban Poor, Squatters
Communities near proposed lines/STP	Elected Representatives of AMC	Urban Migrants
Small businesses/ hawkers along main line or near sites	Civil Society Organizations	Women Headed Household
Commercial establishments along alignment	Zonal Heads/ Taluka Dev. Officers	Person with disabilities
Hawkers/ Vendors along main line and near STP sites	Ahmedabad Urban Dev. Authority	Orphans

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<sup>1</sup> Select urban services include wastewater management and storm water drainage.

<b>Project Affected People</b>	<b>Other Interested Parties</b>	<b>Vulnerable Groups</b>
Squatters & Slums	Media	Minorities
Contractors	Water Resources dept	
Labourers and Workers	Gujarat State Pollution Control Board	
Communities downstream of STPs	Gujarat Industrial Development Corp'n	
Revenue /Estate/ Tax Department -AMC	Heritage Department of AMC	
STP Department	Gardens and open spaces dept.	
Staff within WSS departments of AMC & staff involved with G-ACRP Project	Solid Waste/ Transportation dept	

The SEP then goes on to identify the nature of engagement needs of these stakeholders based on the nature, scale, risks and impacts of the project and appropriate to the stakeholders' interests and ability to influence achievement of the project outcomes.

Further, SEP also differentiates the levels of impact and influence that each group might have on the Project. Based on that engagement strategies are designed. Further, each group might require different communication channels and engagement styles. For example the information required and the communication strategies for vulnerable groups in the Project area who might be negatively impacted and have low level of influence, would be different from local councillors or Resident Welfare Association (RWA)s who would be categorised as Other Interested Parties with high influence on the Project. The SEP also discusses the process, method and timing of disclosures of different project related documents in entire project life cycle.

These consultations, undertaken during the preparation phase, were mainly to inform stakeholders about the Project and also to get their opinion and feedback on the proposed works relating to the different components of the Project. Discussions were mainly around project components; legacy social issues, role of the community, grievance redress etc.

### **Consultations & Outcome:**

The main issue raised by the Project Affected Parties and vulnerable groups was that the sewerage system in Ahmedabad city, especially old Ahmedabad is very old and there is an urgent need to upgrade it. This leads to blockage of drains and frequent mixing of sewer water with drinking water. Overall, all the stakeholders were appreciative of the interventions and expressed their concurrence, as any strengthening work of AMC. Stakeholders wanted to have continued consultation meetings during Project preparation and implementation. The PIU/ AMC shall prepare and disclose early in the project period stakeholder engagement plans, which shall be updated on a periodic basis, as needed.

The SEP will be widely disseminated through the website of AMC and be made available to the different Zonal Offices in local language.

The Environmental and Social (E&S) officer in AMC/ PIU shall be responsible for implementation, revising the document from time to time and documenting the issues raised by stakeholders at different stages of the Project Cycle as per the timeline and process mentioned in SEP. Monitoring is an essential component for the success and timely implementation of the ongoing stakeholder engagement process to ensure that consultation and disclosure efforts are effective, and that stakeholders have been meaningfully consulted throughout the process. The PIU team with assistance from NGOs/ CBOs will ensure that messages are being conveyed clearly during consultations and

debriefing sessions are conducted with the engagement team while in the field and help to assess outcomes and provide the opportunity to amend the process where necessary.

A periodic training on SEP to concerned officials, stakeholders is proposed. The present SEP outlines for provisioning of budgets as part of conducting Stakeholder engagements and associated tasks.

**Grievance Redress Mechanism (GRM) and Citizens' Engagement (CE):**

Grievance Redress Mechanism (GRM) and Citizens' Engagement (CE) are two important aspects of SEP. AMC already has a system where people can lodge complaints through a toll free number. The Project will attempt to strengthen the system by making it more transparent and participatory. A annual Citizens' Report Card is proposed as a tool to engage citizens to get their feedback on the quality of services.

The cost of implementing the SEP will be approximately Rs 30 lakhs per annum and will include activities like physical and virtual consultations with different categories of stakeholders, development of IEC/ publicity material and cost of using social media for awareness generation, information dissemination and trainings. It will also cover the cost of documentation, videography as well as conduct of physical and virtual trainings of direct project stakeholders including key staff members of the AMC and the PMU.



# 1. Introduction and Project Description

Ahmedabad is the seventh largest metropolitan city in India with a population of approximately 5.6 million as per 2011 census, the Ahmedabad Municipal Corporation (AMC) grew to an area of 488<sup>2</sup>.00 sq.km in 2006 . AMC has a comprehensive institutional mandate that includes core urban planning, management and service delivery functions (water supply, wastewater and drainage; urban roads, transport and mobility; SWM; and social services e.g. public health, education). AMC operates with a high degree of autonomy in fiscal planning & budgeting, resource mobilization and decision-making, wherein the key powers are vested with the Commissioner and/or the locally elected Municipal Council. This Urban Local Body (ULB)-centric institutional framework for urban management and service delivery is further strengthened by two key innovations, which are unique to Gujarat: (i) Ahmedabad has adopted an integrated framework for urban utilities/Special Purpose Vehicles (SPVs), wherein all city-level SPVs/utilities (except metro-rail SPV) involved in urban service delivery are owned fully<sup>3</sup> or partially<sup>4</sup>, managed, and coordinated by AMC.

## **Gujarat Resilient Cities Partnership: Ahmedabad City Resilience Project (G-ACRP)**

AMC's overall financial performance has been better than most large Indian cities in the past. It received an AA credit rating in 2019, Ahmedabad has been leading on accessing commercial sources of financing for urban infrastructure development using all the three key instruments – municipal bonds & loans, PPPs and land value capture on 99-year lease.

Ahmedabad has relatively good urban infrastructure and network coverage for most of the core urban services. However, pollution and resource depletion, posing severe sustainability and resilience risks to water resource availability for the city in the long-term.

AMC faces significant gaps and challenges related to capacity utilization, operational efficiency, service performance monitoring and financial sustainability in wastewater management and storm water drainage .

a. Wastewater management, recycling and reuse: Key challenges faced by AMC include:

(i) low operational efficiency, obsolete technologies and low capacity utilization of existing sewerage treatment capacity;

(ii) aging sewerage network systems in poor condition due to deferred maintenance and rehabilitation, leading to frequent leakages and contamination issues;

(iii) fragmented infrastructure planning, not in line with the geographical expansion and population increase; (iv) urgent need to establish a sustainable model for reuse of treated waste-water to mitigate

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<https://worldbankgroup.webex.com/webappng/sites/worldbankgroup/meeting/download/256bcaec229944ca8371726c53418220?siteurl=worldbankgroup&MTID=mbb8d3091e1e7865e6b24f750f66e9066>

<sup>3</sup>This model has been adopted for urban service delivery and area-based development such as (i) Ahmedabad Janmarg Ltd as 100s AMC-owned SPV for operating Bus-Rapid Transit System (BRTS), (ii) Sabarmati Riverfront Development Corporation Ltd for redevelopment of the riverfront and associated central business district area, (iii) Heritage City Management Trust that is responsible for the management of the historic old city as a UNESCO world heritage site; and (iv) Medical Education Trust that is responsible for the management of three medical facilities and associated colleges.

<sup>4</sup> Ahmedabad Municipal Transport Services (AMTS) and Jalvihar SPV (Smart Cities SPV).

fresh water demand and achieve the 70 percent recycling and reuse target by 2025 as per state government's policy for reuse of treated waste-water;

(v) lack of household consumer database and weak monitoring & asset management systems;

(vi) weak contract structures with limited controls to monitor and penalize operators for non-performance or non-compliance; and

(vii) lack of a coherent, volumetric user-charge framework for cost recovery and financial sustainability of wastewater management services.

AMC is doing efforts to fill the gap in capacity utilization, operational efficiency, service performance monitoring and financial sustainability in wastewater management and storm water drainage. Ahmedabad's urban infrastructure and service delivery systems are facing greater risks of vulnerability and exposure to climate change impacts and natural disasters. Rapid urbanization in Ahmedabad offers promising potential to enhance social inclusion and improve gender outcomes relating to enhanced female labor force participation and improved access to urban services, including public health. To tap the economic growth potential of rapid urbanization and enhance the overall liveability and productivity of the city, AMC needs to significantly improve the sustainability, resilience and efficiency of its infrastructure and service delivery systems.

The PDO of Gujarat Resilient Cities Partnership: Ahmedabad City Resilience Project (G-ACRP) is to develop resilient and sustainable urban service delivery and financial systems in Ahmedabad. The key results areas targeted under this project include (i) resilient urban infrastructure and improved service levels for select urban services<sup>5</sup>, (ii) improved financial systems and performance, and (iii) strengthened institutional capacity to better plan, deliver and manager urban services.

The proposed Project will consist of three main components:

**Component 1: Strengthening AMC's financial systems and performance:** This activity will provide technical support to AMC to address key constraints affecting its financial performance and capacity to deliver and sustain good quality services to a rapidly expanding urban population. The focus of this activity will be on strengthening AMC's systems for long-term capital investment planning, financing and budgeting, generating municipal revenues and leveraging land-based financing.

**Component 2 – Improving urban services in Ahmedabad:** This activity will provide comprehensive support to AMC in improving the quality, efficiency, sustainability and resilience of select urban services – waste-water management services, storm water drainage and urban health services (prioritized in terms of significant infrastructure gaps, poor service levels and negative environmental & social externalities). This activity will be implemented by adopting a comprehensive service delivery approach in selected service sectors.

**Component 3 – Developing institutional systems and capacities:** This activity will focus on strengthening the overall institutional and governance frameworks for urban management, service delivery and financing in Ahmedabad, and develop a platform to leverage AMC's good practices to provide capacity building support to other emerging cities of Gujarat.

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<sup>5</sup> Select urban services include wastewater management, storm water drainage and urban health services

## 2. Legal Framework and Requirement for Stakeholder Engagement

### 2.3 World Bank's Requirements

World Bank Environment and Social Framework (ESF) recognizes that effective engagement with the stakeholders can significantly improve the project outcomes and their sustainability through better community acceptance and ownership, enhance the environmental and social sustainability of projects, and hence make a significant contribution to successful project implementation. Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. Under ESS10, it is required to develop and implement a Stakeholder Engagement Plan SEP proportionate to the nature and scale of the project and its potential risks and impacts.

The SEP is prepared in accordance with World Bank's Environment and Social Framework (ESF) for G-ACRP. In compliance with its requirements under ESS10, 'Stakeholder Engagement and Information Disclosure', this plan has been developed to guide the engagement of various project stakeholders, including affected persons with the project during its life cycle, spell the strategies and approaches that would be in place to ensure that all stakeholders are informed *a priori* about all proposed project activities and their impacts in a culturally appropriate manner and mechanisms that would be developed by the project to systematically seek their feedback.

This SEP shall serve the following purpose:

- identify different categories of stakeholders in the context of this project and the likely risks and impacts posed to them;
- understand the requirements for engagement for each category of stakeholder under the project, including their information and engagement needs;
- create opportunities for stakeholders to effectively participate in project activities and derive direct and indirect benefits from the project investments;
- provide a roadmap for stakeholder engagement, including the strategies and approaches to be adopted and their timing through the project cycle;
- provide guidance on the likely information disclosure and consultation strategies that the project could use based on a) their importance, b) the profile and needs of the targeted stakeholders- giving the stakeholders an opportunity to proactively participate and influence project planning/ design;
- establish formal grievance/resolution mechanisms for the stakeholders;
- define roles and responsibilities for implementation of the SEP, including the resource requirements; and
- Recommend the reporting and monitoring measures to ensure effective implementation of the SEP.

Due to restrictions on travel and meeting all the stakeholders could not be contacted in the preparation stage and attempt will be made to consult them in the coming months during preparation. Moreover, if some new stakeholder is identified in the implementation phase they will also be consulted in the course of the project.

## 2.4 National Requirements

Apart from the requirements under ESS10, this SEP also fulfills the requirements for information disclosure and stakeholder consultation prescribed under 3 major legislations of the government of India. These are:

- Right to Information Act of 2005
- Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act of 2013
- National Environmental Policy 2006 of GoI says stakeholders shall be informed, “Access to information is also necessary to ensure effective, informed participation by potentially impacted publics in various consultation processes, such as for preparation of environmental impact assessments, and environment management plans of development projects.” Environmental Impact Assessment Notification (EIA) of 2006 (including all subsequent amendments) as notified by Ministry of Environment, Forests and Climate Change, GoI.
- As of now EIA notification is not applicable to any of the sub projects. CTE and CTO will be required for new projects and amendments made in CCA for the upgradation of STPs.

The **Right to Information Act, 2005** is a progressive rights-based accountability and transparency enforcement mechanism available to citizens which allows them to seek information related to government programs in personal or larger public interest and mandates the provision of this information within a stipulated timeframe. The Act is implemented in states through the office of the State Information Commissioners and Information officers designated for each public office. It makes the public offices and duty-bearers liable to providing correct and detailed information demanded by the citizen within designated timeframes, with mechanisms for appeals and sanctions if information provided is inadequate or incorrect.

Similarly, the **Land Acquisition Act of 2013 (LARR 2013)** also makes it imperative that in case of involuntary resettlement all project affected persons and families be duly consulted and engaged in the process of social impact assessment and the process mandatorily include community consultations to assess the nature and magnitude of impact. The Act also provides for seeking inputs and concurrence from the affected families, communities and Gram Sabha (village assembly) on the draft resettlement package prepared for them and incorporation of their suggestions and concerns in the final package.

**The Environmental Protection Act** also recognizes the right of citizens to live in a healthy environment -protected from any adverse environmental impacts and provides detailed protocols and guidance on environment management. It also provides citizens the right to environmental information as well as to participate in developing, adopting, and implementing decisions for managing environmental impacts. It also has provisions for public hearing during the process of project planning to ensure public discussion during project implementation and makes it obligatory for project authorities to incorporate suggestions received from the citizens.

### 3. Stakeholder Analysis

Stakeholder mapping is the process used during project management to identify the stakeholders and the level of engagement of different stakeholders during the course of the project lifecycle.

Identification of Stakeholders is the first step of preparing a Stakeholder Engagement Plan. At the outset, the stakeholders are identified by following categories:

- *Project Affected Parties*: those likely to be affected by the project because of actual impacts as a result of the services envisaged in the Project. These include citizens, tax payers who are directly affected by poor drainage i.e. sewage/ sewer drain in the city as well as officials in certain Departments of AMC like finance, drainage etc.
- *Other Interested Parties*: The term “other interested parties” refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These would include Resident Welfare Associations, other Departments in AMC, elected representatives, NGOs and others who work with citizens.
- *Disadvantaged or vulnerable and identified individuals or groups*: refers to disadvantaged or vulnerable refers to those who may be more likely to be adversely affected (may be temporarily). Such an individual/group that may be excluded from/ unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so like urban poor who live in squatters without formal title of their land.

The Stakeholder identification process helps to achieve a good understanding of the stakeholders and their concerns; understand the impacts, the Project could have on stakeholders and the influence stakeholders could have on Project preparation and implementation (including improving design, also including delaying implementation or undermining success).

Stakeholders are mapped based on the level of influence or power and level of interest.

Based on this scheme a mapping an exercise was undertaken to determine the key stakeholders of the Project based on the information available at the stage of project formulation. Attempt was made to define stakeholders based on interest and influence by categorizing the stakeholders based high, medium, low based on the level of interest and influence.

The World Banks ESS10 identifies two levels of stakeholders:

- One with high impact and low influence mostly vulnerable groups and certain Project Affected People fall under this category;
- The other with low impact and high influence government officials and elected representatives fall under this. World Bank terms them as Other Interested Parties.

**Table 1: Identification of Stakeholders- Impact and Influence**

S No	Specific Stakeholders	Likely Impact from Project Investments	Type of impact	Impact	Influence
	<b>Project Affected People</b>				
1	Residents/ Consumers of drainage which includes sewer network and services	Positive impacts in terms of better sewage network management and less water logging.	Direct	High	High
2	Communities located near proposed STPs	Temporary impacts during construction such as noise, dust, traffic diversion, movement of heavy vehicles, etc Issues related to odour during operation, due to O&M issues Loss of access to vacant areas which is accessed by communities for various purposes. This would be a minor issue as similar grounds are located near the village which are generally used by the families owning herds of goats/sheep.	Direct	High	Low to Medium
3	Small businesses and hawkers along main line or in proximity to sites.	Temporary economic impacts or short-term inconvenience during construction phase	Direct	High	Low
4	Large commercial establishments along alignments main line	Short term access related inconvenience for owners/ employees	Direct	Medium	Low
5	Hawkers/ Vendors urban poor along main line and in proximity to STP sites along existing drains/ networks	Temporary physical and/ or economic displacement related impacts along with short term inconvenience during construction phase	Direct	High	Low
6	Squatters, Slums adjoining roads	Disruption during rehabilitation of existing sewer drains and network improvements, choking of storm water drains and dust	Direct	High	Low to High

S No	Specific Stakeholders	Likely Impact from Project Investments	Type of impact	Impact	Influence
		and noise concerns during implementation			
7	Contractors	All contractors involved in any of the project related activities for planning or executing work as per contracts.	Direct	High	Medium
8	Labourers and Workers at the STP and main line.	Impacts during the construction and O&M phase	Direct	High	Low
9	Villages/ Communities/ settlement located downstream of the STPs within or outside municipal limits	Impacts due to use of water released from STP for irrigation and other uses. Impacts due to release of untreated water, pollution and contamination from Industrial areas or release of untreated water from STPs	Direct	High	Low
10	Revenue Dept/ Estate Department of AMC/ Tax department	In case of land requirement for proposed new projects, role in land acquisition for private land or alienation of government land or land belonging to government bodies. Will have a role in strengthening AMCs financial system and performance through long term capital investment and planning, municipal revenue mobilization and land-based financing.	Direct	High	High
11	STP Department	The Project would include upgradation of a few STPs and construction of new STPs.	Direct	High	High
12	Staff of related line departments of AMC (Drainage includes sewers only, Roads, UCD, Planning, Estates, etc.)	Will have a role in ensuring compliance with various regulations and inter department coordination at the state and city level for the sub projects under G-ACRP.	Direct	Medium	High
13	Staff of Municipal Corporation within water resources,	Will have a role in ensuring compliance with various regulations, implementing the	Direct	Medium	Medium

S No	Specific Stakeholders	Likely Impact from Project Investments	Type of impact	Impact	Influence
	sanitation and water supply departments besides specialized staff involved with the G-ACRP Project.	E&S instruments, seeking engagement with stakeholders managing the GRM and ensuring redress/ resolution			
	<b>Other Interested Parties</b>				
14	Resident Welfare Associations (RWAs)	Members of the association will be impacted, and they will have a role in understanding project objectives, generating consensus on sites selected and support for implementation in their respective areas	Indirect	High	High (during construction)
15	Elected Representatives of Municipal Corporations	Will help generate consensus among people. If community is adversely affected, they will have to deal with their constituency and constituents.	Indirect	Low	High
16	Civil Society Organisations	Mobilisation of community, oversight of E&S aspects, participating in social assessment during preparation of ESMP for specific sites, creating project related awareness, including its GRM and supporting information disclosure due to better understanding of the context and communities	Indirect	Low	High to Medium
17	Zonal Heads	The Zonal Heads of AMC are responsible for maintenance of the functions of AMC in their respective zones. The sewer upgradation work under the Project will be under their direct supervision.	Direct	High	High
18	Taluka Development Officers	Some Talukas on the downstream of river Sabarmati may be directly affected by the	Indirect	Low	Medium



S No	Specific Stakeholders	Likely Impact from Project Investments	Type of impact	Impact	Influence
		project in case of release of treated water from the STPs			
19	Media	Creating project related awareness, including its GRM and supporting information disclosure	Indirect	Low	High
20	Ahmedabad Urban Development Authority (AUDA)	Will help in solving any legacy issues that might remain in the earlier AUDA area which is now under AMC.	Indirect	Low	High
21	Gujarat State Pollution Control Board	Has mandatory role in ensuring compliance with various regulations and coordinating at the state and city level. Clearances may be required for sub projects. Statutory role in monitoring effluents released by industries and compliance to GoI/ GoG, environmental laws and its implementation.	Direct	High	High
22	Gujarat Industrial Development Corporation (GIDC)	Monitoring of rules and regulations for industries, including effluent release and environmental safety and necessary clearances and approvals for setting industries	Direct	High	High
23	Heritage Department of AMC	Will have a role in ensuring compliance with various regulations and coordinating with AMC for managing risks related to cultural heritage	Direct	Medium	Medium
24	Gardens and open spaces dept.	Sludge from existing STPs is being used for gardening purposes	Direct	Medium	Medium
25	Water Resources dept	Supplies drinking water from Narmada canal and provided irrigation water through Sabarmati and Fathewadi canal.	Direct	High	Medium
26	Solid Waste dept	BARC Facility sludge treatment	Direct	High	High

S No	Specific Stakeholders	Likely Impact from Project Investments	Type of impact	Impact	Influence
27	Transport Department	Work on underground sewer may disrupt traffic and require diversion.	Indirect	Medium	Medium
	<b>Vulnerable Groups</b>				
28	Urban Poor, People with Disabilities, Minorities and others, living in squatters along the alignment line and areas near the STP and or CEPT	City have several slums and chawls inhabited by the urban poor and may be adversely impacted if not informed/ consulted, since many settlements are unorganized and under-served by existing public services. They may face damage of property and/ or temporary loss of livelihoods during construction phase.	Direct	High	Low
29	Urban Migrants including women headed households, Minorities, PwD where their main wage earners have lost their lives due to recent COVID-19 Pandemic.	May get adversely impacted if not made part of the formal consultation and engagement process (as culturally predominantly male members participate in formal meetings/ consultations). They may face damage of property and/or temporary loss of livelihoods.	Direct	High	Low

Note: The impact and influence may change during various project phase and activities and table shall be updated accordingly.

## Stakeholders' Needs

**Table 2: Stakeholders Information Need and Mode of Communication**

Specific Stakeholders	Stakeholder Characteristics and Specific Engagement	Information Needs	Mode of Communication
Residents/ Consumers of drainage (Sewer network and Services)	Characteristics- Urban, mostly educated residents, medium to high literacy and high awareness levels	Notices, mandatory/ official letters, in local language, culturally appropriate.	local print and electronic media preferred for effective city-wide outreach around better sewage management
Communities located near proposed STPs	Mixed settlements, urban poor, semi-literate or illiterate, villages,	Oral/ written in local language, national language or English	verbal and local, print media preferred for effective outreach

<b>Specific Stakeholders</b>	<b>Stakeholder Characteristics and Specific Engagement</b>	<b>Information Needs</b>	<b>Mode of Communication</b>
	industries/ businesses, etc	based on the settlements	
Small businesses and hawkers along main line or in proximity to STP sites.	Characteristics- Urban residents, literacy and awareness levels vary with type of establishment	Written, notices, Official letters, in local language	verbal and local print media preferred for effective outreach
Large commercial establishments along alignments main line	Characteristics- Urban, educated with medium to high literacy and awareness levels	Official, in local language	local print media preferred for effective outreach
Hawkers/ Vendors, squatters and urban poor and other vulnerable groups along main line and in proximity to STP sites	Characteristics- Urban residents but mostly poor migrants; literacy and awareness levels are generally poor	National or local language may be preferred depending on profile.	verbal or pictorial/ graphical communication may be preferred
Contractors involved in of the project activities	Skilled personnel, technically expertise, organization	Written and official communication and Multilingual (national or local) may be preferred depending on profile.	Written communication with clearly stated directives. Legal document may be required for the scope and terms of work and role.
Labourers and Workers at the STP and main line.	Characteristics- largely, rural, non-local, with low to medium levels of literacy and awareness	use of culturally appropriate channels, Multilingual (national or local) may be preferred depending on profile	Verbal or pictorial/ graphical communication may be preferred related to workers grievance mechanisms, labour laws, code of conduct.
Villages/ Communities/ settlement of vulnerable groups located downstream of the	Rural agrarian, literate, informed, with medium to high levels of awareness	Use of culturally appropriate channels, local language or national may be preferred depending on profile	verbal or pictorial/ graphical communication may be preferred

<b>Specific Stakeholders</b>	<b>Stakeholder Characteristics and Specific Engagement</b>	<b>Information Needs</b>	<b>Mode of Communication</b>
STPs within or outside municipal limits			
Revenue Dept/ Estate Department of AMC/ Tax department	Urban, educated with technical expertise, high literacy and awareness levels	As per legal and procedural requirements in language of the state or English.	Regular trainings and information on project objectives and proposed activities
Resident Welfare Associations (RWAs)	Urban, educated with medium to high literacy and awareness levels	Written and Official letter. Maybe in local language.	Group consultations and local print media may be preferred medium of engagement
Elected Representatives of Municipal Corporations	Urban, educated with medium to high literacy and awareness levels	Official/ local language.	Larger group consultations, individual discussions and local print media may be preferred medium of engagement
Civil Society Organizations	Urban, educated with medium to high literacy and awareness levels	official/ local/ national language.	Group consultations and local print media may be preferred medium of engagement
Media	Urban, educated with medium to high literacy and awareness levels	Regular discussions and briefings in the official/ local/ national language.	Officials write-ups from the concerned officials may be effective mediums of engagement
Staff of related line departments of AMC like Drainage, Revenue, Sewerage etc.	Urban, educated with technical expertise, high literacy and awareness levels	As per legal and procedural requirements in language of the state or English.	Regular trainings and information on project objectives and proposed activities
Staff of AMC apart from those directly involved with the Project. Like Swachh Bharat Mission (SBM), UCD, Heritage etc.	Characteristics- Urban, educated with high literacy and awareness levels	Official letters and procedural requirements in language of the state or English.	Regular trainings and information on project objectives and proposed activities. Official letters to be submitted following procedural requirements.
Gardens and open spaces dept.	Urban, educated with high literacy and awareness levels	Official letters and procedural requirements in	Regular trainings and information on project objectives and proposed activities. Official letters to

<b>Specific Stakeholders</b>	<b>Stakeholder Characteristics and Specific Engagement</b>	<b>Information Needs</b>	<b>Mode of Communication</b>
		language of the state or English.	be submitted following procedural requirements.
Water Resources dept	Urban, educated with high literacy and awareness levels	Official letters and procedural requirements in language of the state or English.	Regular trainings and information on project objectives and proposed activities. Official letters to be submitted following procedural requirements.
Solid Waste dept	Urban, educated with high literacy and awareness levels	Official letters and procedural requirements in language of the state or English.	Regular trainings and information on project objectives and proposed activities. Official letters to be submitted following procedural requirements.
Taluka Development Officers	Characteristics- Urban, educated with high literacy and awareness levels	Official letters and procedural requirements in language of the state or English.	Regular trainings and information on project objectives and proposed activities. Official letters to be submitted following procedural requirements.
AUDA and other Technical Organizations	Urban, educated with high literacy and awareness levels	Official letters and procedural requirements in language of the state or English.	Official letters to be submitted following procedural requirements.
State Pollution Control Board	Characteristics- Statutory body with legal mandate for enforcing compliance to pollution related legal requirements. Urban, highly educated with high literacy and awareness levels	Official letters and procedural requirements in language of the state or English.	Official letters and requirements to be submitted as mandated.
Vulnerable Groups	Characteristics – Poor, mostly migrants, live in slums and squatters near the STP or sewerage line. Very low literacy levels	Use of culturally appropriate channels, local language or national may be preferred depending on profile	Verbal or pictorial/ graphical communication may be preferred

## Stakeholder Engagement Methods During the Project Cycle

Due to COVID 19 Pandemic and lockdown in states travel to different wards was not possible during the preparation of SEP. However, the AMC Engineers and members of the PIU knows the city and are aware of the issues faced by different stakeholders. Much of the consultations with Affected People and Vulnerable Groups during the preparation phase took place through virtual platforms. In the subsequent Implementation Phase of the Project, more face-to-face meetings are proposed. It was important to start the consultations during preparation to get a buy-in from all the stakeholders and to give AMC an idea of some of the tasks to be undertaken during the project implementation could which would be required to be carried out by some of the other agencies like GUDC, AUDA or local NGOs like Self Employed Women's Association SEWA, Mahila Housing SEWA Trust (MHT) and others.

**Table 3: Methods of Engagement and Description**

Purpose of Engagement	Type of Engagement	Description of Engagement Method
Information dissemination	Wall paintings and Slogans	In area of impact
	Notice boards and Signages	Area specific precautionary notices and signage
	Street plays, puppet show, songs, etc	For Vulnerable population, AMC will consider use of other communication channels for effective awareness and information dissemination.
	TV insertions	On project information, benefits, activities proposed, alignment descriptions and routes, duration and timing of activities, grievance mechanisms
	Radio jingles/ information capsules	On project information, traffic advisories, duration and timing of activities, grievance mechanisms
	Print-Newspaper, Newsletter/ leaflets/ Pamphlets	On project information, site specific interventions proposed, duration and timing of activities, grievance mechanisms.
	Digital information repository/ Website/ Portals / social media	Detailed project information, site specific interventions proposed, safeguard measures proposed, and disclosure of instruments developed, detailed schedule of duration and timing of activities in various localities, grievance mechanisms.
Consultation and Participation	Virtual Consultations	Communication on proposed project activities with larger groups in the presence of representatives of implementing agencies, on measures in place to minimize adverse impacts/ inconvenience, provide forum for people to provide feedback and suggestions and air their opinions- views

Purpose of Engagement	Type of Engagement	Description of Engagement Method
	Focus Group Discussions	Communication on proposed project activities with small homogenous groups in the presence of representatives of implementing agencies, on measures in place to minimize adverse impacts/ inconvenience, provide forum for people to provide feedback and suggestions and air their opinions- views
	Information Camps/ Site Offices	Availability of all site-specific information apart from larger project details, details of works proposed/ undertaken, designated site/ camp specific focal point for providing information, receiving feedback/ grievances, grievance mechanisms in place for the project
	One-on-One and formal discussions	With experts, stakeholders crucial for getting community support like elected representatives, community leaders, RWA presidents, media personnel for briefing about the project, seeking support for wider engagement, addressing conflicts and on-boarding of communities
Feedback Mechanism	Telephone Helpline/ e-mails	Centralized helplines/ toll-free numbers and e-mails for providing information and receiving feedback/ registering grievances
	Mobile Applications/ Other Digital Interface	Mobile applications linked to city specific apps like m-SEWA and other digital platforms for receiving project specific information
	Client survey/ Citizens report Cards	Periodic client perception surveys and community monitoring using different tools/ methods on a sample basis across the project areas with impacted communities

## 4. Summary: Outcomes of Stakeholders Consultations

Due to restrictions on travel and community meetings, most of the consultations that were carried out in the preparatory phase were through the virtual platform. Wide range of consultations were held with various stakeholders including Affected Parties, Other Interested Parties and Vulnerable Groups.

Details of the Consultations and the points raised by different stakeholders are given in **Annex 1**. A brief summary of the key points raised during the stakeholders' consultations is given below.

### Project Affected Parties

- **Citizens and Tax Payers:** Some of the issues raised by them include clogging of drains, citizens living in the old part of the city, raised the issue of rats from the sewer lines.
- **STP Department:** Drainage Problems in the slums; Mixing of drinking water and waste water; South Zone faces water logging problems more than other zones, mixing of water released from industries in the municipal sewer drains.
- **Drainage Department:** Treatment plants do not meet NGT norms; rehabilitation work started in old lines as often major breakdowns happen there. All rehabilitation works take place with no dig technology to minimize the disruption; No dig technology is a specialised work and requires specialised labour to come in. For this labour camps may be required.
- **Zonal Heads:** In the eastern side, dense population especially near Kharicut canal creates a problem; in the Southern side main issue is that the main trunk is silted leading to breakdowns; No systematic drainage line is there as there is a lot of encroachment; in central zone lines are very old and are often choked due to silting; encroachment on government land on the main trunk line is a major issue; encroachment is a problem in narrow zones.

### Other Interested Parties

Departments under AMC: These Departments under the Municipality are not directly implementing the Project, but will be involved indirectly in the project components.

- **UCD:** Drainage Problems in the slums; Mixing of drinking water and waste water; Some unauthorized dwellings on the proposed project sites which may be interrupted; South Zone faces water logging problems more than other zones.
- **Heritage Department:** There are not standard vibration limits set for works near heritage structure; if a project requires detailed impact assessment or not is decided on project to project basis.
- **Roads Department:** Any encroachment on the roads is looked into by the Estate Department; All utility lines are laid before roads construction work starts; Any private company doing excavation have to give security deposit for excavation; Community Health and Safety during construction lies with the contractor.
- **City Planning Department:** More than 85% of the city is covered under the TP Scheme; there



are any unauthorised structures on the road; there is no provision for compensation for unauthorised structures.

- **CCRS:** Three methods of registering complaint – toll free number, CCRS on internet and physical registration in ward office; they receive about 50,000 complaint every month; CCRS data and state level Grievance System data is exchanged widely; regular feedback is sought on GRM through citizens' feedback.
- **Solid Waste Management Department:** Ahmedabad is one of the well performing cities under SBM and the Department has taken a lot of initiative to collect, sort and dispose solid waste in the city. It is also planning to launch a project of "waste to energy". The Kharicut canal and the lakes are cleared regularly, and CCTV camera is installed to monitor. The Department has a Scheme for Rag Pickers. Nearly 1000 of them are rag pickers who are registered. The Department has set up composting plant through PPP mode.

#### *Others:*

- **AUDA:** During peripheral development, enhancement of infrastructure was not envisaged; untreated water in the downstream of Sabarmati which is used for agriculture is a major source of concern; sensor-based systems are provided in STPs to measure the pH level of water released; the contracts for execution of drainage or water supply works do not have specific clause for air pollution prevention.
- **Contractors:** All contractors involved in any of the project related activities under G-ACRP including implementation and O&M. this also applies to all contractors of AMC who would be involved in the project for short term or long term. Mandatory compliances to labour, health and safety, disposal of wastes, etc managed through contractor management plan of AMC/ GOG.
- **Elected Members:** Ahmedabad is a growing city and in the next 30 years its population will double itself; rehabilitation of old drainage system; reuse and recycling of water is one of the priorities. Recycled water from STPs to be used by farmers in downstream of Sabarmati and fulfilment of NGT norms.

#### *Civil Society Organizations:*

- **Mahila Housing Trust:** Sewage line overflow issues happen; issue of vectors like rats in chawls of central Ahmedabad where the sewer lines are very old; in periphery slums individual connection of sewer lines is not there; solid waste is collected but not recycled; vulnerable groups do not have access to the GRM AMC. Kharicut Canal is dry and has become solid waste dumping ditch
- **SEWA:** There could be several settlements which are on encroached land or houses are on the drain. Some of the slums have issue of drainage and mixing of drinking water with drain water; some unauthorized dwellings (encroachments) on the proposed project sites which may be interrupted; the conditions in the dumping sites are extremely hard with no provision of water, toilets, sheds etc.

#### **Vulnerable Groups:**

- Issue of mixing sewage water with drinking water.
- Street vendors and vegetable vendors plying their businesses in locations in which project activities are proposed. They do not like to relocate to any place where they may experience

loss of livelihoods.

- Air pollution is experienced by the residents due to proximity to the Industrial centre.
- Downstream villages get polluted water from the Khari river which is contaminated due to industrial effluents which has also affected ground water upto 450 feet.
- Health issues were reported by certain people living near CEPT and STP.

Stakeholders consulted include

- Urban Poor/migrants/slum dwellers/squatters – 68 Persons.
- Community member including shop keepers, residents, hawkers, etc – 56 Persons
- Contractors – 32 Persons
- Government Officials – 74 Persons
- NGOs – 25 Persons
- Police, Traffic and women's police station – 5 Persons
- AMC Officials Various Depts – 89 Persons
- Transporters – 3 Persons
- PRIs/Ward Members – 17 Persons
- Industry/company official – 3 Persons
- Downstream villagers – 27 Persons
- Tax payers (Associations of Professionals such as CA, GCCI, AMC, WMF) – 10 Persons
- Disclosure and draft ESMF and ESIA (3 consultations) - 281 persons (60+60+160)

**Table 4: Summary Of Consultation: Stakeholder Wise**

Group	Key points raised
Urban Poor/slum dwellers/ migrants/squatters	<ul style="list-style-type: none"> <li>• Loss of income and earnings due to pandemic. Income is gradually picking up.</li> <li>• Squatter households do not access to municipal services. Mostly practice open defecation near highway or forest areas and other areas which are accessible to them.</li> <li>• Some squatters have approached concerned Government depts for addressing their concerns.</li> <li>• Migrants are mainly working in industries and labour work, construction etc.</li> <li>• Urban poor are working as domestic workers, selling fruits and vegetables and as hawkers and vendors.</li> <li>• Women hawkers and vendors support male members and do not get any income from business although they are involved in the work. Very few women were earning independent incomes.</li> <li>• Some of the pucca slums such as Jawahar nagar had toilets which were constructed by AMC for individual families.</li> <li>• Water logging and gutter blockage during rainy season. In some areas, people pay to remove solid waste from gutter which is affecting their houses.</li> <li>• Mixing of waste water with drinking water and contamination was reported in a few areas. They also reported water borne disease as prevalent. Other reported viral fever and asthma case</li> <li>• In some areas in Narol Naroda, overflow from sewage drain was reported.</li> <li>• Some communities or occupations were more severely affected such as musicians, street vendors, hawkers, etc.</li> <li>• Housing is a major issue especially for migrants' squatters.</li> </ul>
Squatter settlement	<ul style="list-style-type: none"> <li>• Dust will be reduced and condition would be better for pedestrian. It would benefit for the settlement inhabitants.</li> <li>• Provisions of drinking water, electricity and sanitation for the settlement from AMC.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• Reduction in crime if there is street lighting in the area.</li> <li>• Availability of labour opportunities for people in settlement during construction or operation in the STP.</li> <li>• Mechanism if there are any problems during construction, how can they complain and to whom.</li> <li>• Safety and security of the inhabitants (especially women and children) if labour camp is set up in the community.</li> </ul>
<p>Villages/ settlement koteswar</p> <p>Gyaspur, Ropda and Chosar</p>	<ul style="list-style-type: none"> <li>• People facing health issues due to water pollution. Respiratory ailments due to GIDC/industries dumping effluents in the sewer lines or releasing in air. Humans and livestock have had major health issues.</li> <li>• Farm land is affected due to wastewater from STPs and water pollution. Farming and dairy has decreased due to water pollution and effluents</li> <li>• Cases of malaria and dengue reported.</li> <li>• New borewells have to be constructed every two years by panchayat due to water contamination issues.</li> <li>• In one village alcoholism and domestic violence was common.</li> <li>• People want treated water to be released for STPs so that it could be used for irrigation.</li> <li>• Kharkuas are in the village which are cleaned as required. Community toilets were not available for the poor or were in dilapidated conditions.</li> <li>• Adequate water supply was not available for some villages or some households in villages.</li> <li>• Post pandemic, there are livelihood issues for women with little or no earnings.</li> </ul>
<p>Adjoining residential area/Urban Poor/slum dwellers/ migrants/squatters Villagers in Juhapura</p>	<ul style="list-style-type: none"> <li>• Migrants have faced loss of income and earnings due to pandemic. Income is gradually picking up.</li> <li>• Daily wage labour, mostly skilled and unskilled workers.</li> <li>• Family size is between 5 to 10 people with 3 to 10 children.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• For Health and Education, they use AMC, municipal services.</li> <li>• Squatter households do not have access to some municipal services such as drainage and sanitation as it is a squatter settlement. People mostly practice open defecation near highway or forest areas and other areas which are accessible to them.</li> <li>• Some squatters have approached concerned Government depts such as electricity dept for providing meters and power supply, water supply dept for providing tap water.</li> <li>• Migrants are mainly working in industries and labour work, construction etc.</li> <li>• In Juhapura, formal/informal settlement adjoining the 126 STP, there are issues with respect to lack of sanitation, infrastructure and other amenities. Odor traffic related issues were not of concern.</li> <li>• For resolving grievances related to municipal services such as provision of water supply and electricity, people approach local municipal staff at field level or NGOs working in the squatter settlement.</li> <li>• They draw water from the borewell and groundwater is of very poor quality.</li> <li>• People were not aware of the online GRM of the AMC and were comfortable with face-to-face interactions at local level or near habitation.</li> <li>• Squatter settlement did not have any specific issues related to upgradation and have experienced odor issues rarely in the past. They have informed the security personnel at the STP gate about the issue and asked them to inform the senior officials at STP for resolving the same.</li> <li>• Some of them have goats which fall ill when take to the Sabarmati river for drinking and bathing.</li> </ul>
Shop keepers, vendors/hawkers	<ul style="list-style-type: none"> <li>• Do not have access to sanitation facilities in business areas.</li> <li>• In some areas have benefitted from AMC works of road repairs, tiling of market area and work on drains.</li> <li>• In some areas such as Bhadra they are willing to cooperate to provide between 5 to 7 metres of space during implementation. In other areas hawkers have asked for space during implementation to carry normal business.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• During pandemic AMC has not carried out repair work or any checks.</li> <li>• In some areas, women said there was a public toilet they could use but mostly there were no such facilities.</li> <li>• Livelihood should be safeguarded during construction by making arrangements to avoid disruption work/business.</li> <li>• Solid waste management services should be improved.</li> <li>• In some areas people reported of vehicular pollution and air pollution from industries.</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>• Based on the past experience with similar projects, the key constraints leading to time and cost delays are:</li> <li>• Bare minimum space requirements necessary for undertaking works are difficult to arrange and management especially if there are no alternatives.</li> <li>• There is non-cooperation from localities and workspace is constantly challenged.</li> <li>• Congested and busy road which are old, and maps are not available.</li> <li>• New features and factors should be added, and contract documents needs to be on an equal platform and have equal bearing on both parties.</li> <li>• Time and cost increase if there are constraints in implementing</li> <li>• Health issues in workers working in STP. Issues related to odour.</li> <li>• All policies and compliances are included in RPF and tender document</li> <li>• Lesser women work due to travel, remoteness of site etc.</li> <li>• Issues to old equipment, weathering of machinery and equipment. Need to assess if modification can result in better performance of the machinery and equipment.</li> <li>• Collection of garbage manually can lead to greater life of machinery.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• Largely less women working in MT and STPs due to various reasons.</li> <li>• Provisioning of tripartite agreement between contractors, sub contractors and AMC to expedite payments.</li> <li>• There are instances of influx of heavy chemical water into the sewage which may impact the durability of the structure and equipment.</li> <li>• There are instances of influx of heavy chemical water into the sewage which may impact the durability of the structure and equipment.</li> <li>• Participation of few woman workers owing to bad site condition i.e. remote location and availability of inadequate skilled women workers due to perceived Environment safety issues.</li> <li>• However, almost about 50% participation of woman in unskilled jobs as both husband and wife are usually engaged.</li> <li>• Usually women candidates are engaged as Lab. Technician and Engineer.</li> <li>• Solar power is not used in any of the STPs</li> <li>• Time and cost increase if there are constraints in implementing</li> <li>• Health issues in some workers working in STP. Issues related to odor.</li> <li>• All policies and compliances are included in RFP and tender document</li> <li>• Lesser women work in STP in Vasna due to time duration on travel, remoteness of site etc.</li> <li>• Issues related to STP include, old equipment, weathering of machinery and equipment. Need to assess if modification to existing features and equipment can result in better performance of the machinery and equipment.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• There are instances of influx of heavy chemical water into the sewage which may impact the durability of the structure and equipment.</li> <li>• For addressing any issue or concern, contractors have a day-to-day contact with AMC for taking up any issues related to their work. They occasionally speak to Exe engineers or CE if required. Since they have a specific mandate and most aspects are covered in RFP, grievances are reduced.</li> <li>• Rainwater harvesting is not implemented in any of the STPs</li> </ul>
Transporter, Auto and Truck	<ul style="list-style-type: none"> <li>• Issues related to parking and drainage. More of an issue for smaller vehicle such as autos and cars then trucks</li> <li>• Diversion during work on roads or drains is problematic as diversion routes are not good leading to traffic congestion.</li> <li>• although there are more than 2.5 lakh auto rickshaw drivers are there on AMD city but AMC or any other implementation authority of city never involved them for any suggestions or any issue related to road development.</li> <li>• Many time stakeholders are not well informed or re-informed and these led to many problems for the traffic as well as drivers .</li> <li>• Time loss and money loss due to diversion and reconstruction.</li> <li>• Many times, traffic diversion happens because of water logging, new construction or repairing, however they are not well informed about water logging or traffic diversion.</li> <li>• Another issue which was brought into the notice about flyovers and absences of service roads. During rains and water logging, areas under bridge are affected and poorly designed roads and service roads create a panic situation among commuters and among residents also.</li> <li>• Many circles have been created and many diversions has in the roads and when people raised some concern and reported to authority to look at the matter and urge to solve the problem, they did not get any positive or promising responses from the authorities.</li> </ul>



Group	Key points raised
NGOs	<ul style="list-style-type: none"> <li>• High rate of suicide due to Pandemic</li> <li>• Some areas are unsafe for women</li> <li>• Housing had been provided by Government for LIG which LIG household refused and preferred staying in shanties and encroachment on roads.</li> <li>• Community awareness on malaria/dengue/Covid-19, particularly because in 2020, there was a high rate of infant mortality among middle-class groups. As was reported, Drishti testified that it was due to dengue.</li> <li>• Issues related safety and security of workers are neglected by contractors at field level due to absence of monitoring mechanism.</li> <li>• Construction workers need to be provided with better civic amenities at construction sites</li> <li>• During pandemic time health and hygiene issues were neglected</li> <li>• Training to vulnerable and marginal people for their livelihood,</li> <li>• Provision of the common facilities for women in the area where SHG are working</li> <li>• Support of AMC provided for livelihood and housing</li> <li>• Challenges after Covid and loss of job because of no mobility.</li> <li>• Issue of transportation</li> <li>• Other issues are like unavailability of raw material like yarn and increased cost of transport, time of travel because of heavy traffic and road blocks , road diversion etc which reduces the productivity and earning too.</li> <li>• There could be several settlements which are on encroached land or houses are on the drain. Some of the slums have issue of drainage and mixing of drinking water with drain water.</li> <li>• In periphery slums individual connection of sewer lines is a problem. They have mostly soak pits.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• Solid waste is collected but not recycled.</li> <li>• Vulnerable groups do not have access to the GRM of AMC.</li> <li>• NGOs that are working on issue of housing for the urban poor in Ahmedabad reported that in Ahmedabad city, housing was provided to LIG/urban poor due to infrastructure development and other projects and removal of encroachments which LIG households refused and preferred staying in shanties and encroachment on roads.</li> <li>• Construction workers need to be provided with better civic amenities at construction sites</li> <li>• During pandemic time health and hygiene issues were neglected</li> <li>• There could be several settlements which are on encroached land or houses are on the drain. Some of the slums have issue of drainage and mixing of drinking water with drain water.</li> <li>• In periphery slums individual connection of sewer lines is a problem. They have mostly soak pits.</li> <li>• Solid waste is collected but not recycled.</li> <li>• Vulnerable groups do not have access to the GRM of AMC.</li> </ul>
Government bodies, Traffic police and other depts	<ul style="list-style-type: none"> <li>• Rehabilitation work started in old lines as often major breakdowns happen there. All rehabilitation works take place with no dig technology to minimize the disruption.</li> <li>• No dig technology is a specialised work and requires specialised labour to come in. For this labour camps may be required.</li> <li>• Storm water getting mixed up with sewage is a major problem</li> <li>• The machinery purchase tenders do not have a clause for energy efficiency.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• There are not standard vibration limits set for works near heritage structure</li> <li>• If a project requires detailed impact assessment or not is decided on project to project basis.</li> <li>• In the eastern side, dense population especially near Kharicut canal creates a problem.</li> <li>• In the Southern side main issue is that the main trunk is silted leading to breakdowns.</li> <li>• No systematic drainage line is there as there is a lot of encroachment.</li> <li>• In central zone lines are very old and are often choked due to silting.</li> <li>• Encroachment on government land on the main trunk line is a major issue.</li> <li>• Encroachment is a problem in narrow zones.</li> <li>• They have a very good GRM method. With each complaint the respective assistant engineer is notified. Each complaint is monitored at the zonal head.</li> <li>• Most complaints come from residents who register their complaint at the zonal level. Some also go to the local councilors.</li> <li>• Majority of the complaints are on drainage issue.</li> <li>• In some places complaints also come because industrial waste.</li> <li>• There is no provision for compensation for unauthorised structures.</li> <li>• The villages in the Taluka on the river bank face the problem of dirty untreated water in the river, which cannot be used for drinking.</li> <li>• This dirty untreated water is released from the industry which are close to the Talukas and are after the ETP.</li> <li>• The plants which are there in circle for beautification, block the vision for drivers and that should be taken care by AMC.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• Another point which he has discussed that private building and other residential areas and shops they keep on extending the premises for which they do not have permission, and that extension also create spillover effect in other work. It reduces the space for roads, walk, driving etc.</li> <li>• Parking is the major issue for road traffic management, since no systematic and planned parking space is not allotted for better traffic management and security, which need to be addressed by the AMC.</li> <li>• Involvement of various bodies like traffic association, transport association, residential welfare society and other NGO as important stakeholder.</li> <li>• Signages and diversions signages are largely missing.</li> <li>• Traffic dept. is informed at the later stage by contractors and concerned parties making it impossible to prepare adequate traffic diversion or road closures.</li> <li>• Diversion is usually on service roads, the conditions of which is not good, and which affects traffic movement during implementation.</li> <li>• If long term work is planned on roads, adequate arrangements are needed to improve service roads for better traffic flow</li> <li>• The details of contractors are not displayed on the signages, preventing traffic dept from contacting them for traffic related issues.</li> <li>• For all work undertaken on roads, the traffic department should be informed at least 15 days in advance to plan for the traffic flow.</li> <li>• At present there is no communication procedure with the AMC.</li> </ul>
Downstream users' villages and Fatehwadi canal – sarpanch/ex-sarpanch	<ul style="list-style-type: none"> <li>• The government has stopped the water usage from the Sabarmati river. Irrigation and water supply are through the borewell due to release of polluted water in the river from industries. The villagers have no issue from the river water and they are not using it due to government directions. Sewage water from the village is released into the village talav.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>For drinking water, downstream villages use borewell/tube-well and also get water from Narmada canal for drinking. Water from CEPT/ STP is released in the river due to which there is some problem.</li> <li>Problem due to release of effluent into river and Pollution Control Board. STP is functioning but issue is related to industries pollution. The concerned villages have taken up the case with PCB. The matter is with PCB for resolution and River Action plan has been prepared for Sabarmati river.</li> <li>Cultivation near river is affected due to pollution related issues in the river. Land, cultivation and crop are affected due to river pollution and land has become hard. Sometimes water in dug wells and borewells is also affected due to river pollution and over extraction of groundwater.</li> <li>Factories use borewell to extract water which affects ground water quality.</li> <li>Solution for downstream villages for accessing good water quality is through water harvesting within the villages.</li> </ul>
Villagers from downstream villages	<ul style="list-style-type: none"> <li>Water should be treated and good quality should be released so that farmers in the downstream villagers can benefit.</li> <li>Government should initiate water/sewage treatment plants for river water in the downstream villages.</li> <li>There should be more control over factory releases as sewage water is not the issue, industrial effluents is a problem.</li> <li>People want to be informed about the details of the GRM for the river pollution so that they can approach concerned authorities not necessarily AMC as issue is directly related to GPCB, not AMC.</li> <li>Want to be informed about measures taken to prevent release of sewage water in river during construction or if volume is greater than plant treatment capacity.</li> </ul>
Residents of Juhapura	<ul style="list-style-type: none"> <li>Water should be treated and good quality should be released so that farmers in the downstream villagers can benefit.</li> <li>Government should initiate water/sewage treatment plants for river water in the downstream villages.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>• There should be more control over factory releases as sewage water is not the issue, industrial effluents is a problem.</li> <li>• People want to be informed about the details of the GRM for the river pollution so that they can approach concerned authorities not necessarily AMC as issue is directly related to GPCB, not AMC.</li> <li>• Want to be informed about measures taken to prevent release of sewage water in river during construction or if volume is greater than plant treatment capacity.</li> </ul>
Elected representatives and Mayors	<ul style="list-style-type: none"> <li>• The concept of the Project was shared.</li> <li>• Citizens should not be adversely affected by pollution or disruption of normal traffic.</li> <li>• Happy that it will solve the problem of backflow and water logging in the streets.</li> </ul>
Budget Dept AMC	<ul style="list-style-type: none"> <li>• AMC was the first to adopt alter/ the taxation system by including taxation on carpet area of property (per sq.m) from 2001 onwards. A unit based rate of Rs.16/sqm for residential area and Rs.28/sqm for non-residential area was fixed (new rates were revised in 2014 financial year onwards).</li> <li>• Revenue from (Property Tax and Professional tax) and Non-tax revenue are collected by AMC. Property tax consists of General tax, Water tax 30%, Conservancy tax 30%, Other items included are Education Cess etc.</li> <li>• Briefed on the minima and maxima rates as per state govt. like for Residential building (Rs.10 to Rs.40 per sq.mt. per year) and Non-Residential building (Rs.20 to Rs.80 per sq.mt. per year) on eastern and western sides of Ahmedabad.</li> <li>• In 2001 a new formula was applied and issued through gazette for entire city. For residences the rates decided ranged from Rs. 10 sq. mtrs to Rs. 60 based on area, user, factors (area, age, depreciations cost, type of structure, etc) etc. for non-residences the rates were between Rs. 20 to Rs. 80.</li> </ul>

Group	Key points raised
	<ul style="list-style-type: none"> <li>Recently, a service charge of Rs. 1/day for residential and Rs. 2/day for non-residential areas for door to door garbage collection was included within the property tax.</li> <li>STP are constructed, operated and maintained through Government grants based on their performance.</li> <li>After every 4 years, Valuation dept. verifies property carpet area in each zone.</li> <li>GIS system is not available. The GIS based application taxation systems should be made available for effective valuation and verifying carpet area and integrating other details regarding property such as tenant number, property details and tax assessment.</li> <li>For Professional tax there is a demand register which includes tax against commercial property (EC) and employees (RC).</li> <li>Non-tax Revenue is from administrative charges on existing property including rentals and leases and sale of land.</li> <li>Tax is collected from majority of households and non-tax revenue collected will give higher income.</li> </ul>
Tax Assessor and Tax Collector, Central Office, AMC	<ul style="list-style-type: none"> <li>Scope of increase in rate is through the standing committee and General board</li> <li>There are political considerations also in increasing taxes.</li> <li>Taxes should be simplified. At present it is a little more complicated with water tax, conservancy and other charges.</li> <li>There should be a policy for increasing rates and this should be linked to WPI/CPI or automatic increase (between 2 to 5% based on policy) per annum. A significant increase after a long period of time also elicits protest from elected representatives and people.</li> <li>Currently there is no metered water supply system in place. Therefore, charges as per usage cannot be applied.</li> <li>Area based collection of taxes has limited and less scope. Under non-tax revenue there is more scope for increased revenue.</li> </ul>
Chartered Accountants Association, Ahmedabad	<ul style="list-style-type: none"> <li>Not aware about AMC and their management of the taxes collected.</li> </ul>

	<ul style="list-style-type: none"> <li>• Property taxes are paid online and also at the concerned center. Online payment is not thorough. Sometimes receipts are not generated although amount is deducted, sometimes multiple receipts are generated.</li> <li>• Professional tax payment online is not satisfactory for companies with offices from location outside Ahmedabad due to which companies have a problem in making payments.</li> <li>• They have faced problems in property tax payments for commercial property due to issue of increase of 10 % in area as per AMC. Measurement had not been done and payment were made as per the property tax issued by AMC. There was a discrepancy between the builders' data and owners' details. There was no basis given for the increase in 10 % area.</li> <li>• There is a lack of system for filing applications online. Current GRM, is not working. If commercial area related grievances are to be filed, aggrieved party is asked to produce Shop and Establishment certificates (Form A), which has to be procured.</li> <li>• Complaints receive no response or acknowledgment and they are not aware of the status of grievances. They have not filed any application related to tax also due to the time and procedure involved.</li> <li>• If taxes are raised there have to be good services. Services are not good or satisfactory people will be reluctant to pay increased taxes. During summers, there was cuts in water supply. If taxes are increased people need to be informed on what would be the benefits given the citizens against the increased taxes.</li> <li>• There are also issues with respect to cleaning of gutters (internal and external for which people have to pay Rs. 2000 to Rs. 3000. This should be standardized or fixed and be disclosed or transparent so that people know how much they have to pay for the services.</li> <li>• There has to be a system or scheme for people who have not paid taxes in the past. AMC may charge penalty or offer indemnity against payment of pending taxes.</li> <li>• There should be liberalized scheme for payment of Professional tax.</li> <li>• The tax collection process needs to be improved substantially and AMC should have a 100% tax collection drive.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Online system should be more effective for tax payment. There should be an option of having a e-wallet to retain an amount which can be deducted automatically for taxes and statement should be issued once in a year.</li> </ul>
Advocate	<ul style="list-style-type: none"> <li>• Hard copy of bill is provided by AMC. Not aware about how many rupees are charged/ billed against all services included in property taxes.</li> <li>• Professional tax should be removed. Overall, there are many other taxes paid by the common man and Govt. should not charge more tax.</li> <li>• He mentioned that door to door solid waste collection of tax (Rs 1/day) is the new additional burden.</li> <li>• On other side AMC charges for water supply distribution within the property tax and AMC again charges for water supply by installation of water meters. This means they are charging double for single service.</li> <li>• Road maintenance tax is charged although the road conditions is unsatisfactory.</li> <li>• Taxation should be simplified and there should be a single head.</li> <li>• GST taxes on food items are upto 18%, it should be 5 % only.</li> <li>• For senior citizens the taxes should be simplified and above 80 years there should be no taxes.</li> <li>• Government should reduce allowances of the corporators. Stipend should be stopped as they are giving their free time.</li> <li>• In AMT, the same Contractors are related to the elected representatives. Therefore, bus services are not running as per time schedule and based on contractors.</li> <li>• Blacklisted contractors are given government contracts. Departments should charge penalties from contractors for shoddy work and delays in implementation.</li> <li>• There is no planning in Ahmedabad and there should be proper planning for development. Problems are related to no planning.</li> </ul>

	<ul style="list-style-type: none"> <li>• Preferred face to face meeting to resolve conflict for better understanding of the problem. For online GRM, the size capacity for uploading documents is limited to 1 MB which becomes a problem while uploading documents.</li> <li>• Online payment is preferred for getting discount.</li> <li>• There should be zone wise distribution to avoid unnecessary work.</li> <li>• Construction Projects are started late in Apr-May and therefore work is not completed/stopped in June before rains and drains get clogged. Construction Work should be started in Oct -Nov to completed work before June.</li> </ul>
Gujarat Chamber of Commerce & Industry	<ul style="list-style-type: none"> <li>• Improper Sewage management in Ahmedabad is constantly damaging the city's drainage system.</li> <li>• CETP- pollution treatment is not present. The existing municipal lines get damage due to industrial effluents being released in municipal sewer lines, from industries. The lines are separated in Naroda, Narol, Vatva and Odhav area. While, the city also requires to separate the drainage lines for residential sewage and industrial effluents in areas like Behrampura or near Industrial clusters, Industrial estate areas.</li> <li>• There should be two separate lines for residential sewage and industrial effluents. Mixing of industrial effluents with residential sewage must be avoided. The quantum of industrial effluents is much lesser than the municipal sewage. Treated municipal sewage can be recycled/reused to industries and nearby agricultural lands to meet their water demand. Treated water is required by industries in manufacturing process. The treated sewage water can be reused for diluting/equalizing the effluents before sending them to CETP. After final treatment it can be safely discharged in existing drainage line or existing nala as per applicable environmental norms.</li> <li>• Unauthorized waste water disposal from industries have corroded the sewer lines and action has to be taken by AMC to stop such unauthorized practices Also, illegal disposal of industrial effluents on barren / farm lands / river must be terminated.</li> <li>• There would be betterment of all members of society, when water used is treated and recycled.</li> <li>• Textile industries in Ahmedabad have higher water demand while, treated and recycled sewage water will benefit all. Recovery will be from industries. In the future there may be scarcity of water and recycled water will be one of the ways to address the issue.</li> </ul>

	<ul style="list-style-type: none"> <li>• Regarding AMC charges related to services. At present the charges are less as per the facilities provided. If the facilities/services are increased, then charges can be increased. Today all people need the facility. Therefore information should be given first before development activities are initiated.</li> <li>• The existing STPs are not being operated properly or functioning properly. The STP operator are not working properly there is no supervision and STP failure. There is untreated flow of sewage from the STP. Vinzol 35 MLD plant is not functioning properly and industries have stopped taking recycled water due to high acid, etc. if treated water is given, industries would be interested in taking the treated water for their use.</li> <li>• There should be a criteria for effluent disposal, the sewage and industrial effluents should not be mixed and GPCB and AMC should be taken action on polluting bodies.</li> <li>• Contractor management for STP has to be strengthened.</li> <li>• Strong action has to be taken against the offenders.</li> <li>• Environment Committee of GCCI/industries is willing to support/operate STP properly. if any such arrangement can be made.</li> <li>• The online system for tax payment is appreciated.</li> <li>• GRM-The system is not 100 % effective. Sometime the complainant gets message for successful resolving of complaint even though issue is not addressed. AMC Sewa Online app has been used and has been found to be effective a few times in a specific area.</li> <li>• People are not satisfied with sewage related issues. While population has increased exponentially the capacity of the drainage load has not increased correspondingly.</li> <li>• If AMC services are improved, then the taxes can be increased.</li> <li>• There are concerns about the area (commercial &amp; non-commercial property) estimated for property tax. In properties space has been increased internally and modifications made within the property which are reflected in property tax (area). The issue has not yet been resolved. Clear guidelines in this regard should be released by AMC.</li> </ul>
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	<ul style="list-style-type: none"> <li>• The valuation or verification of area should be done through third party.</li> <li>• Water logging is more in new areas of Ahmedabad city rather than old city areas due to unplanned storm and sewer water management.</li> <li>• In new development areas there is no coordination or synchronization between various government depts. which is reflected in the post development. There is repeated tarring of roads as each department digs/excavate the roads for their own purpose and installation/ maintenance works, the height of new roads is more than the nearby existing older structures, During heavy rain, Its easily gets flooded/water logged in lesser time, drainage network is not properly planned and in newer areas which have wider roads, there is still an issue with floods after rains.</li> <li>• There were also issue of solid waste choking the drains in some areas due to disposal of wastes especially animals (chicken &amp; meat) waste in storm water drains or gutter.</li> <li>• Professional tax is raised to the tune of Rs 200 crores. This is a barrier to trade development and should be removed. The same amount and more can be raised through a percentile increase in corporation taxes. This is a policy decision at the GoG level and has been discussed in the past which has not yet been addressed.</li> <li>• AMC taxes should be simplified, and heads should be renamed for specific charges.</li> <li>• In the developed /new developing areas water metering service can be provided. Post- water metering, the water tax included in property tax to be removed or retained? A clarification from AMC should be given on same.</li> <li>• There should be control of water wastage and that going into the drains. Effluents being released into drains should be stopped and AMC should monitor the network to prevent disposal of wastes. High court order (ref HC order No 707) Pond at the end of Sabarmati river should be used for treatment of all streams before final disposal in the river. A 20 years planning for development is proposed.</li> <li>• Double taxation is charged for rented/leased-out property. The tax amount on leased out property should be the same (currently it is double). People are using inappropriate measures to reduce this tax. Tax collection would be better if this is addressed.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Fire Safety new rules- There is an ambiguity in fire system as to what work should be done. The range of fire safety measures is between Rs. 3 lakhs to Rs. 8 lakhs as quoted by contractors. There needs to be standardized safety norms. Some subsidy should be given as incentive for people to implement on a 70:30 ratio.</li> </ul>
Ahmedabad Medical Association	<ul style="list-style-type: none"> <li>• Ahmedabad was the first city to get both underground sewer lines and electricity. System was started in 1950. Sadar Vallabhbhai Patel was the Mayor of the walled city.</li> <li>• Waterlogging is not there in the walled city despite heavy rains. But in new city areas, waterlogging is a significant problem. Storm water drainage is very poor.</li> <li>• Problem of sewage pipes choking is mainly due to open dumping of plastic related wastes like Gutkha/ tobacco packets, Potato chips packets etc. which are not collected and disposed properly. Biodegradable waste is also wrapped in plastic bags, Food packaging, plastic bottles &amp; paper plates, cloths are also discarded which chokes drains and cannot be cleared with the jetting machines by AMC.</li> <li>• In some of the old areas, communities also dispose animal wastes into the gutters and drains which get choked and can't be cleaned using the jetting machines. To address this issue IEC activities and programmes are required on a large scale to bring about behavior change in the people and users.</li> <li>• Manual scavengers are still being used for manual cleaning on gutters which have resulted in approx.20 deaths in last year. This should be stopped completely. Manual scavenging is not permitted by law.</li> <li>• All engineers do not have a vision or scope to design the city network. After construction of roads, there is digging of the roads for various purposes. There is no coordination of the activities involving roads.</li> <li>• Tunnels are required for connections on sides of roads.</li> <li>• The taxes are on par with other cities. Looking at inflation and cost of living in city, naturally taxes should be increased. There should be good facilities. Therefore, a rise of 10 % after every three years is acceptable.</li> <li>• Online payment is good and has ease of access.</li> <li>• Main issue is regarding fire safety. Hospitals have been sealed due to Building Use fire safety. They have been paying commercial tax (non-residence) on record the use was not changed. If they don't have Building Use Fire safety, they</li> </ul>

	<p>cannot function. There are shopping centers or non-resident building where hospitals are located, only hospitals have been sealed, other shops and business units are allowed to function.</p> <ul style="list-style-type: none"> <li>• Houses have also been used as hospitals, but commercial taxes have been paid. The main concern for Medical association is why BU permission and Fire NOC are required individually for hospitals which are located in commercial complexes. 42 hospitals are sealed for not having BU permission.</li> <li>• Bio medical wastes are separately disposed privately by the hospitals.</li> <li>• In Vatva/Naroda people don't get proper water. Water in these areas get green and red colored water. In some areas water turns blue during floods due to chemicals and pollution.</li> <li>• Opinion from experts of IIM and NID should be taken during design of system for clearing floods and preventing floods and conduct consultations.</li> </ul>
Water Management Forum (Institute of Engineers)	<ul style="list-style-type: none"> <li>• The WMF is a peripheral body of Institute of Engineers.</li> <li>• Organizing various programmes, workshops, seminars, etc. for Saving water for various stakeholders.</li> <li>• Forum was constituted in 1986 after 3 consecutive drought years.</li> <li>• People are not aware or informed about saving water as there is no fixed price and the current price is nominal and not the actual. Therefore, people waste it or see no gains in saving water. Once water meters are installed, people will be careful and vigilant towards their use of water.</li> <li>• If there are water meters for water, then control of water wastage can be done. Charges are negligible. Societies have set water meters due to which water wastage has reduced. Electricity bill has reduced for societies indicating less water being pumped. 10 % of large societies have installed water meters from funds.</li> <li>• Poor people want clean treated water for free. Water should not be given free.</li> <li>• Hospitality Industry, for example: five-star hotels do not agree on putting up saving water posters as they want to give the facility of bath tubs, swimming pool etc. and unlimited use of water to their customers.</li> <li>• In Gujarat due to water availability now, farmers apply more water to crops.</li> </ul>

	<ul style="list-style-type: none"> <li>• GWRDC have to give permission for bore wells. Bore wells are common in Ahmedabad. A monitoring network is required for observing ground water tables and also strict compliance to ensuring that unauthorized bore wells are not allowed to come up.</li> <li>• Taxes for sanitation are required on pay and use basis. Nothing should be free, there should be some charge on every services. People are used to getting free services. This should be as per political leaders will.</li> <li>• Irrigation charges were not taken for 40 years. Government applied water charges and there is an increase of 10 % every year. Similar charges should be considered.</li> <li>• In India, taxes are confusing and should be simplified.</li> <li>• AUDA implemented development without considering drainage and related works.</li> <li>• WFM has also arranged seminar/webinars/exhibitions 2021 like: a) reuse and conservation of wastewater in textile industry, b) Water Resources management in Gujarat, c) Internet of Things (IoT) for monitoring water quality in piped network, d) Exhibition on Save Water.</li> <li>• GRM of AMC is effective, compliant as made and issues was identified after three days and resolved. They were provided with tanker water. There may be delays.</li> <li>• There should be IEC components for the project and they are willing to be partners with AMC for the project for saving water campaign.</li> </ul>
Disclosure- Vasna Urban poor, migrants, minorities, differentially abled, women, elderly etc	<ul style="list-style-type: none"> <li>• Daily wage labourers, skilled and unskilled workers</li> <li>• Family size is between 3 to 10 children</li> <li>• People use AMC's health and education facilities. There is poor or no hygiene</li> <li>• Lack of livelihood opportunities.</li> <li>• Water, drainage connections are not available as it is an informal settlement.</li> <li>• Houses are kaccha and mostly hutments</li> </ul>

	<ul style="list-style-type: none"> <li>• They get water from borewell and ground water quality is very poor.</li> <li>• Some families have goats which fall sick due to drinking river water or washing.</li> </ul>
Disclosure- various stakeholders	<ul style="list-style-type: none"> <li>• Brief description of the existing and proposed projects for 375 MLD and 240 MLD STPs in Vasna and 180 MLD in Pirana.</li> <li>• Identification of risks and institutional responsibilities. Plan for monitoring impacts and implementation measures and strategy of public consultations.</li> <li>• The points considered for planning.</li> <li>• Waste water treatment and reducing pollution. NGT guidelines.</li> <li>• Storm water management will be dealt with separately.</li> <li>• Institutional framework and technical support</li> <li>• Monitoring and implementation</li> <li>• Strengthen Organization for undertaking such projects in the future.</li> <li>• There is no land acquisition in these projects.</li> <li>• Samples are collected: noise quality, sludge, air water etc. and analysed.</li> <li>• Findings of the project. Not ecological sensitive areas in Ahmedabad. Air pollution concerns</li> <li>• Baseline data described here.</li> <li>• Samples of 126 plants. 54 acres of land within compound wall. No structures within compound</li> <li>• CND wastes, improvement of water quality and sludge post implementation.</li> <li>• In Pirana 27 acres within plant boundary wall. No R&amp;R issues. ESMP plans are prepared</li> <li>• Residential areas are more than 1 kms away.</li> </ul>



	<ul style="list-style-type: none"> <li>• In vasna there are some settlements nearby.</li> <li>• water quality in Sabarmati river will improved due to technology and NGT standards</li> <li>• The reports can be accessed on the AMC website. AMC invites participants comments and suggestion.</li> <li>• PMC will be appointed for the project. Participants to give their comments, views and suggestion for the ESIA and ESMP uploaded.</li> </ul> <p>The Draft ESMF was disclosed both in English and Gujarati on the AMC and GUDM website for feedback from stakeholders on Feb 10, 2021, before the appraisal. This was further updated following the consultations held during Feb – March and June 2022. Sub-project-specific ESIA, ESMPs (for substantial risk subproject to be implemented under the project initially), were disclosed in English &amp; summaries in Gujarati for consultations – hard copies in PIUs and the Zonal Offices of AMC, and soft copy on PIU websites.</p> <p>ESMF and ESIA for initial investment (substantial risk) were disclosed in the country and in-World Bank external website on Feb 10, 2022 .</p> <p>Public consultation was conducted on 07/06/2022 by AMC in Pandit Dindayal Upadhyaya Auditorium, Bodakdev, Ahmedabad. Invitations (in English and Gujarati) was circulated to various stakeholders such as elected representatives (Councillors), Mayor, Deputy Mayor, CSO, NGOs, Municipal Commissioner, Deputy Municipal Commissioner, heads of Committees and others. Notices were also published in the newspapers in both languages. The key concerns raised by stakeholders in all consultations post disclosure have been incorporated in the ESMF and ESIA for 375 MLD STP. The suggestions of the stakeholders include monitoring of noise, sludge, air and water and its analysis for defining the baseline and mitigation measures. The project suggests improved management of all wastes and treated water quality to confirm with latest NGT suggested standards. Labour health and safety will be given high priority and appropriate measures to follow and monitor labour regulations have been suggested in the ESMF and ESMP.</p>
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## 5. Stakeholder Engagement Strategy

SEP will remain a live document and additional measures, engagement strategies will be incorporated into the place through the project cycle based on the experience gathered on the effectiveness of the existing methods of engagement during the implementation phase. The engagement strategy proposed in this SEP is informed by extensive field consultations.

The following table presents the proposed strategy for stakeholder engagement and information disclosure. It also spells out the timing of the intervention, target audience of the engagement and the parties responsible for it at various stages of the project cycle.

*Table 5: Stakeholders Engagement Strategy in Project Life Cycle*

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
<b>Component 1: Strengthening AMC's financial systems and performance</b>				
<b>Project Affected People</b>				
Accounts and Revenue Department of AMC	<ul style="list-style-type: none"> <li>• Project Information</li> <li>• Reforms proposed under the component</li> <li>• Capacity building needs</li> </ul>	<ul style="list-style-type: none"> <li>• Consultations</li> <li>• Formal one-on one with senior staff.</li> <li>• Written communication</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple times during preparation phase.</li> <li>• During implementation phase (Quarterly, half yearly or annual, as per project requirements)</li> </ul>	AMC and PIU Staff
Tax payers and citizens	<ul style="list-style-type: none"> <li>• Project Information</li> <li>• Reforms proposed under the component, ESCP and mitigation measures</li> <li>• Steps proposed by the MC for improving revenue realization</li> <li>• Issues faced in paying of Property tax etc.</li> <li>• Tariff structures proposed as part of reform</li> <li>• Willingness to pay.</li> <li>• Awareness of citizens satisfaction survey.</li> <li>• Grievance redress mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation and meetings</li> <li>• Website notifications</li> <li>• Social Media</li> <li>• Advertisements through mass media like newspapers, television etc.</li> <li>• Newsletter/ leaflets/ Pamphlet</li> <li>• Public hearings and Open forums</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous regular monthly meetings during implementation phase</li> <li>• Regular meetings during implementation (weekly or monthly as per requirements)</li> </ul>	<ul style="list-style-type: none"> <li>• AMC and PIU Staff</li> <li>• Outsourced media agency.</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Vulnerable Populations including street vendors and migrants.	<ul style="list-style-type: none"> <li>• Project Information</li> <li>• Reforms proposed under the component, ESCP and mitigation measures.</li> <li>• Willingness to pay</li> </ul>	<ul style="list-style-type: none"> <li>• Consultations and Meetings</li> <li>• Street plays</li> <li>• Newsletter/ leaflets/ Pamphlet</li> <li>• Social media</li> <li>• Mass media and advertisement</li> <li>• Individual engagements</li> <li>• Public hearings and Open forums</li> </ul>	<ul style="list-style-type: none"> <li>• During preparation phase weekly meetings</li> <li>• Continuous regular meeting during implementation phase</li> </ul>	<ul style="list-style-type: none"> <li>• AMC and PIU Staff</li> <li>• Media agency</li> </ul>
<b>Other Interested Parties</b>				
RWAs	<ul style="list-style-type: none"> <li>• Project Information</li> <li>• Reforms proposed under the component, ESCP and mitigation measures</li> <li>• Steps proposed by the MC for improving revenue realization</li> <li>• Tariff structures proposed as part of reform</li> <li>• Willingness to pay</li> <li>• Issues faced in paying of Property tax etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation and meetings</li> <li>• FGDs</li> <li>• Social Media</li> <li>• Newsletter/ leaflets/ Pamphlet</li> <li>• Public hearings and Open forums</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly meetings during preparation phase</li> <li>• Quarterly meetings during implementation</li> </ul>	<ul style="list-style-type: none"> <li>• AMC and PIU Staff</li> <li>• Outsourced media agency</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
	<ul style="list-style-type: none"> <li>Assessment of the capacity and willingness to pay.</li> <li>Awareness of citizens satisfaction survey.</li> <li>Grievance redress mechanisms</li> </ul>			
Elected Representatives	<ul style="list-style-type: none"> <li>Project Information</li> <li>Reforms proposed under the component, ESCP and mitigation measures</li> <li>Existing concerns included high volume of water during monsoon, causing choking of storm water drains or contribution to floods in locality.</li> <li>Motivating people to pay Property tax, through various schemes and incentives of AMC.</li> <li>Willingness to pay.</li> </ul>	<ul style="list-style-type: none"> <li>Consultation and meetings</li> <li>FGDs</li> <li>Individual engagements</li> </ul>	<ul style="list-style-type: none"> <li>Continuous regular meeting during preparation and implementation phase</li> </ul>	<ul style="list-style-type: none"> <li>AMC and PIU Staff</li> </ul>
Civil Society Organizations	<ul style="list-style-type: none"> <li>Project Information</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Individual engagements</li> </ul>	<ul style="list-style-type: none"> <li>Consultations will be undertaken during preparation phase.</li> </ul>	<ul style="list-style-type: none"> <li>AMC Staff and PIU</li> <li>Media agency</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
	<ul style="list-style-type: none"> <li>Reforms proposed under the component, ESCP and mitigation measures</li> <li>Willingness to pay</li> </ul>	<ul style="list-style-type: none"> <li>Newsletter/ leaflets/ Pamphlet</li> <li>Social media</li> <li>Mass media and advertisement</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings during implementation phase</li> </ul>	
<b>Component 2: Improving urban services in Ahmedabad</b>				
<b>Project Affected People</b>				
Citizens and Tax payers	<ul style="list-style-type: none"> <li>Existing concerns included high volume of water during monsoon, causing choking of drains or contribution to floods in locality.</li> <li>Design details</li> <li>Planned alignment and impact</li> <li>Damage to property</li> <li>Noise pollution</li> <li>Disruption of traffic</li> <li>Awareness of citizens satisfaction survey.</li> <li>Grievance redress mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Consultation and meetings</li> <li>FGDs</li> <li>Social Media</li> <li>Newsletter/ leaflets/ Pamphlet</li> <li>Notice Boards at sites and site offices/ Website</li> <li>Radio and newspaper insertions</li> <li>Mass media and advertisements</li> <li>Public hearings and Open forums</li> </ul>	<ul style="list-style-type: none"> <li>Weekly meetings in different localities</li> <li>Continuous in pre-construction phase</li> <li>Monthly during implementation phase.</li> </ul>	<ul style="list-style-type: none"> <li>AMC and PIU Staff</li> <li>Media agency</li> </ul>
Vulnerable Groups including street vendors and migrants	<ul style="list-style-type: none"> <li>Existing concerns included high volume of water</li> </ul>	<ul style="list-style-type: none"> <li>Consultations and Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Weekly meetings in different localities</li> </ul>	<ul style="list-style-type: none"> <li>AMC and PIU Staff</li> <li>Media agency</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
	<p>during monsoon, causing choking of drains or contribution to floods in locality.</p> <ul style="list-style-type: none"> <li>• ESCP and mitigation measures</li> <li>• Temporary loss of livelihoods, if applicable, shifting to other location for those with CoV</li> <li>• Pollution due to construction work.</li> <li>• Damage to dwellings or business establishments</li> <li>• LMP implementation procedures</li> <li>• Specific design interventions for vulnerable and disadvantaged groups</li> <li>• GRM</li> </ul>	<ul style="list-style-type: none"> <li>• Street plays</li> <li>• Newsletter/ leaflets/ Pamphlet</li> <li>• Individual engagements</li> <li>• Social media</li> <li>• Mass media and advertisement</li> <li>• Notice Boards at sites and site offices/</li> <li>• Radio advertisements</li> <li>• Public hearings and Open forums</li> <li>• Telephone helpline</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous in pre-construction phase</li> <li>• Monthly during implementation phase.</li> </ul>	
<b>Other Interested Parties</b>				
Urban Community Development Department	<ul style="list-style-type: none"> <li>• Project information and proposed components, ESCP and mitigation measures.</li> </ul>	<ul style="list-style-type: none"> <li>• Consultations</li> <li>• Formal one-on one with senior staff.</li> <li>• Written communication</li> </ul>	<ul style="list-style-type: none"> <li>• At least two consultations in the planning stage and</li> </ul>	<ul style="list-style-type: none"> <li>• AMC staff and PIU</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
	<ul style="list-style-type: none"> <li>Capacity Building Needs</li> <li>Communication and outreach functions.</li> <li>GRM Process</li> </ul>		<ul style="list-style-type: none"> <li>Monthly during implementation phase.</li> </ul>	
Ahmedabad (AUDA)	<ul style="list-style-type: none"> <li>Project information and proposed components.</li> <li>Issues faced on waste water,-water and industrial zones.</li> <li>Challenges of development in peripheral areas.</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> </ul>	<ul style="list-style-type: none"> <li>At least one consultation in the planning stage and</li> <li>As and when required during implementation phase</li> </ul>	<ul style="list-style-type: none"> <li>AMC staff and PIU</li> </ul>
Heritage Department under AMC	<ul style="list-style-type: none"> <li>Project components and design</li> <li>Issues faced in maintenance work of places which are in close proximity to heritage sites.</li> <li>GRM</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> </ul>	<ul style="list-style-type: none"> <li>At least one consultation in the planning stage and</li> <li>Monthly during implementation phase and as and when required when cultural heritage issues are identified.</li> </ul>	<ul style="list-style-type: none"> <li>AMC Staff and PIU</li> </ul>
State Pollution Control Board	<ul style="list-style-type: none"> <li>Project components</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> </ul>	<ul style="list-style-type: none"> <li>At least two consultations in the planning stage and</li> <li>Monthly during implementation phase.</li> </ul>	<ul style="list-style-type: none"> <li>AMC Staff and PIU</li> </ul>



Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Roads Department	<ul style="list-style-type: none"> <li>Project components</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> </ul>	<ul style="list-style-type: none"> <li>At least two consultations in the planning stage and</li> <li>Monthly during implementation phase for micro tunneling and rehabilitation of existing drains.</li> </ul>	<ul style="list-style-type: none"> <li>AMC Staff and PIU</li> </ul>
Transport Department /Traffic department	<ul style="list-style-type: none"> <li>Project components and design on alignment</li> <li>Accidents and road safety.</li> <li>Traffic management plan</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> </ul>	<ul style="list-style-type: none"> <li>At least two consultations in the planning stage and</li> <li>Monthly during implementation phase.</li> </ul>	<ul style="list-style-type: none"> <li>AMC Staff and PIU</li> </ul>
Other depts/Bodies such as Metro/PWD/etc	<ul style="list-style-type: none"> <li>Roads on which existing drains are proposed to be rehabilitated</li> <li>Project implementation corridor required, schedule for implementation.</li> <li>Traffic management plan,</li> <li>Contractor details</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> <li>Joint stakeholder consultations under Commissioner/ additional Commissioner/CE, WRM with all depts under AMC and other government bodies for each sub project before project implementation.</li> </ul>	<ul style="list-style-type: none"> <li>At least two consultations in the planning stage and</li> <li>Monthly during implementation phase.</li> </ul>	<ul style="list-style-type: none"> <li>AMC Staff and PIU</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
Taluka Development Officers/Downstream villages	<ul style="list-style-type: none"> <li>• Project components</li> <li>• Current issues with respect to discharge or water quality</li> <li>• Concerns with respect to discharge of treated water</li> </ul>	<ul style="list-style-type: none"> <li>• Consultations</li> <li>• Inputs to the Project design for downstream population</li> </ul>	<ul style="list-style-type: none"> <li>• At least two consultations in the Planning stage</li> <li>• Regular inputs and feedback during implementation</li> </ul>	<ul style="list-style-type: none"> <li>• AMC staff and PIU</li> </ul>
RWAs	<ul style="list-style-type: none"> <li>• Design details</li> <li>• Planned alignment and impact</li> <li>• Issues faced in terms of drainage and waste water.</li> <li>• Odour</li> <li>• Damage to property</li> <li>• Noise pollution</li> <li>• Awareness of citizens satisfaction survey.</li> <li>• Disruption of traffic</li> <li>• Grievance redress mechanisms</li> <li>• Provide inputs to ESMP preparation and implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation and meetings</li> <li>• FGDs</li> <li>• Social Media</li> <li>• Newsletter/ leaflets/ Pamphlet</li> <li>• Notice Boards at sites and site offices/ Website</li> <li>• Mass media</li> <li>• Radio and newspaper insertions</li> <li>• Public hearings and Open forums</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly meetings in different localities</li> <li>• Continuous in pre-construction phase</li> <li>• Monthly during implementation phase.</li> </ul>	<ul style="list-style-type: none"> <li>• AMC and PIU Staff</li> <li>• Media agency</li> </ul>
Elected Representatives	<ul style="list-style-type: none"> <li>• Project components and design</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation and meetings</li> <li>• FGDs</li> </ul>	<ul style="list-style-type: none"> <li>• Weekly meetings in different localities</li> </ul>	<ul style="list-style-type: none"> <li>• AMC and PIU Staff</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
	<ul style="list-style-type: none"> <li>Grievance redress mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Newsletter/ leaflets/ Pamphlet</li> <li>Notice Boards at sites and site offices/ Website</li> <li>Radio and newspaper insertions</li> <li>Formal one-on one with senior staff.</li> <li>Written communication</li> </ul>	<ul style="list-style-type: none"> <li>Continuous in pre-construction phase</li> <li>Monthly during implementation phase.</li> </ul>	
CSOs	<ul style="list-style-type: none"> <li>Issues faced in terms of drainage and waste water.</li> <li>Issues faced by the vulnerable groups especially people living in slums and street hawkers.</li> <li>Helping in raising awareness among the vulnerable groups about the project</li> <li>Organizing consultations with vulnerable groups.</li> <li>Willingness to facilitate in preparation of ESMP on identified locations.</li> </ul>	<ul style="list-style-type: none"> <li>Consultations</li> <li>Individual engagements</li> <li>Newsletter/ leaflets/ Pamphlet</li> <li>Social Media</li> <li>Radio advertisements</li> <li>Public hearings and Open forums</li> <li>Participation in social survey</li> <li>Telephone helpline</li> </ul>	<ul style="list-style-type: none"> <li>Weekly meetings in different localities as and when required.</li> <li>Continuous in pre-construction phase</li> <li>Monthly during implementation phase.</li> </ul>	<ul style="list-style-type: none"> <li>AMC and PIU Staff</li> <li>Media agency</li> </ul>

Target stakeholders	Information to be disclosed	Proposed engagement & disclosure method	Timing of Engagement	Responsible Parties
	<ul style="list-style-type: none"> <li>• Awareness of citizens satisfaction survey.</li> <li>• Specific design interventions for vulnerable and disadvantaged groups</li> <li>• GRM.</li> </ul>			

## 6. Information Disclosure

The AMC website (<https://ahmedabadcity.gov.in>) operated by the Ahmedabad municipal corporation will be used to disclose Project documents, including those on environmental and social aspects. Besides the draft disclosure documents (and the final documents in future), project brochures and updates will be posted. In addition, the site shall provide details about the Grievance Redress Mechanism and contact details for registering any complaints with any aspect of the project activities. These documents will be regularly updated. A brief summary of the ESMF and SEP translated in local language will be disclosed through various Zonal Offices of AMC in notice boards, through brochures etc. The PIU shall use appropriate communication materials and strategies with different stakeholders to disseminate information about the Project as and when necessary. Soft and hard copies shall be made available in English at AMC and GUDM, PIU. The PIU shall also ensure that the consultations that take place during the implementation phase are meaningful<sup>6</sup>, involving participation of all groups.

Drafts of ESCP, ESMF, SEP, shall be disclosed as early as possible in the project cycle for seeking feedback and consultations. Other plans (as relevant) like ESMP, LMP, GBV action plan, etc. will be disclosed both on the website and through other information dissemination as discussed in the table on methods of engagement and description and stakeholder engagement strategy. Other channels such as puppetry, street plays, audio visual clips etc will be used for addressing specific groups of stakeholders as discussed in the table. Various technical documents like DPRs, monitoring and evaluation reports, etc. will also be available on the website. The PIUs shall make arrangements to make available these executive summaries of some relevant documents in local language as well. The monitoring reports in form of citizens' report cards will also be disclosed annually on the website.

Other opportunities for information disclosure and dissemination shall be utilized as well, which may include – consultation platforms, working groups, workshops, seminars, conferences, focus groups etc.

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<sup>6</sup> Meaningful consultation is a two-way process, that:

- (a) Begins early in the project planning process to gather initial views on the project proposal and inform project design;
- (b) Encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- (c) Continues on an ongoing basis, as risks and impacts arise;
- (d) Is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful, and easily accessible information in a time frame that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s), and is understandable to stakeholders;
- (e) Considers and responds to feedback;
- (f) Supports active and inclusive engagement with project-affected parties;
- (g) Is free of external manipulation, interference, coercion, discrimination, and intimidation; and
- (h) Is documented and disclosed by the Borrower.

## 7. Grievance Redress Mechanism and Citizens' Engagement

A grievance redressal mechanism (GRM) together with a Citizens Engagement (CE) plan shall be developed for potential use by external stakeholders. The aim of the grievance redressal mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. The grievance redressal mechanism described here under is distinct from the grievance redressal mechanism, to be used by the Project Affected People and Vulnerable Groups.

An individual or a group can register a complaint or an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interest of an individual or group and the individual or group wants a proponent or operator (or contractor) to address and resolve it (e.g. problems related to dust deposition, noise or vibration). These grievances could either be less serious or more serious which if not addressed effectively may pose a risk to the operations of the Project. These could include complaints on forceful eviction, loss of livelihoods without compensation etc.

A GRM is designed to address concerns and complaints related to environmental and social aspects as a result of project activities promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs).

The key objectives of the GRM are:

- Record, categorize and prioritize the grievances;
- Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
- Forward any unresolved cases to the relevant authority.

The types of grievances stakeholders may raise include, but are not limited to:

- Non-payment of compensation and forceful eviction of encroachers and people living without titles.
- Construction related impacts – cracks, damages to structures; dust damaging crops/trees
- Health and safety risks;
- Negative impacts on the environment;
- Negative impacts on communities, which may include, but not be limited to financial loss, physical harm and nuisance from construction or operational activities;

AMC has a functional complaint system (CCRS) which includes a web portal and a toll-free number. It records almost 40-50 thousand complaints every month. Any complaint registered in the system is forwarded to respective zones/departments for action. Each complaint has a unique number by which it can be traced and escalated/reopened if one is not satisfied with the action. If some complaints come directly to the zonal office (mostly from urban poor) they are recorded in the main system.

As an effort to further strengthen the existing system and to give it a more broader base a Grievance Redress Committee (GRC) is proposed to be formed at zonal level comprising of competent members, who can effectively contribute in grievance redressal. Cases not resolved at GRC level

would be brought for arbitration in civil courts . In case at this level the dispute is also not resolved, the aggrieved person may take recourse to the civil court. An indicative list includes:

- Zonal Officer
- AMC representative
- A local NGO representative
- PAP representative (one male and one female), and

Any Project related grievances, raised by the beneficiaries will be addressed by the GRM system of AMC and attempts will be made to resolve all the grievances within the stipulated time (maximum one month), if any grievance is not settled to the satisfaction of the aggrieved party, it will be escalated to the commissioner. If the commissioner also fails to address the issue to the satisfaction of the aggrieved party, it can be further escalated to the state government. In case the aggrieved party is still not satisfied, he or she may take legal action and the decision of the court will be bound to all the parties. However, it should be noted that legal action is the last resort and only if all other levels of resolution grievances are explored.

In order to strengthen a two-way communication, a Citizens Engagement (CE) strategy is planned which will seek to get feedback from the citizens on a regular basis. The feedback could be in form of Citizens Report Card to be filled every two years. Electronic platforms could be used to further strengthen the two-way communication between citizens and AMC. Apart from this the Project will try and raise awareness of the community through IEC on issues of solid waste and other relevant areas.

## **SEA/SH**

As per World Bank's guidance three key guiding principles are applied to in response to the specific nature of SEA/SH cases: confidentiality, survivor-centricity, and survivor safety. Reporting mechanisms should enable complainants to report SEA/SH cases without being publicly identified because of the risk of stigma, reprisals, and rejection associated with sexual exploitation and abuse and sexual harassment. Survivor centricity implies "short-term and long-term best interest of the survivor" and that "the survivor should be at the center" of the reporting and referral mechanism. Survivor safety is important as some survivors may be at risk of further harm, it is essential to take measures to help ensure their and their family's physical and psychosocial safety. This should entail carefully assessing potential risks throughout all stages of support provision, and possibly creating a safety plan with the survivor's consent.

Since Ahmedabad has a number of women's organisation already working with the AMC, any grievances or issues on SEA/ SH would be reported where survivors feel safe and encouraged to come forward. Organisations like SEWA, Mahila Housing Trust would be roped in as service providers. A Standard Operating Procedure will be developed which will establish a clear and transparent SEA/SH reporting and referral system that is aligned with project grievance mechanism procedures so that survivors know to whom they should report; what the grievance management process entails; and what services they can expect to receive from the health, legal, psychosocial, security, and other sectors when accepting the referral made by the GM operator. The AMC will issue and publicize their

SEA/SH grievance policies and procedures, clearly framing expectations of conduct for project-related staff as it relates to sexual exploitation and abuse and sexual harassment, and how breaches of conduct should be reported. AMC will organise a training program is implemented to teach people that may come into contact with SEA/SH allegations—such as local authorities, NGOs and community members if and where applicable—how to handle such allegations; the differences between sexual exploitation and abuse, sexual harassment, and gender-based violence; how to deal with minors versus adults; relevant national and local legal frameworks; and remedies available to survivors.

The protocol will include specific procedures and protocols the grievance mechanism has in place to capture project-related SEA/SH allegations, as well as the referral services for survivors. In particular, the following key messages should be publicized to project-affected communities:

- Where to go for help
- What to expect—information about the grievance mechanism’s processes and potential outcomes
- What to anticipate in terms of confidentiality

It is proposed to adapt the overall project grievance mechanism to allow for the uptake of SEA/SH allegations. SEA/SH allegations can be reported, just like any other project-related grievance, using a regular project-level GM channel, such as mail, text message, email, website, telephone, suggestion/grievance box, or grievance form. Survivors can also use the GMs set-up by contractors or consultants.

Once a complaint is made the GM operator refers the survivor to relevant GBV service providers, identified in advance and according to preestablished and confidential referral procedures. The GBV service providers will accompany survivors throughout the process and play a critical role by updating them on the grievance management progress and on safety planning. The second action for the GM operator is to communicate the allegation to project staff responsible for grievance matters. The allegation will be reviewed and if found that it is linked to a project, the project implementation unit would ask the contractor to take appropriate action. Given the highly stigmatized nature of the topic, caution should be taken when communicating with the community about reported SEA/SH incidents.



## 8. Implementing Arrangement and Monitoring Mechanism

### 8.1 Responsibilities for Implementing Stakeholder Engagement Activities

The Nodal Officer PIU-G-ACRP at the AMC shall be responsible for the overall Project implementation and coordination, including that of the Stakeholder Engagement Plan and will be assisted by Social and Environment Specialists located at the PIU. The Project Implementation Unit (PIU) at the city level will be responsible for day to day project implementation, supervision and adherence to all E&S requirements.

The management, coordination and implementation of the SEP and its integral tasks will be the overall responsibility of these 2 specialists within the PIU and its agencies (ESIA consultants, DPR Consultants, Contractors and Supervision consultants). The roles and responsibilities of the organizations are presented below.

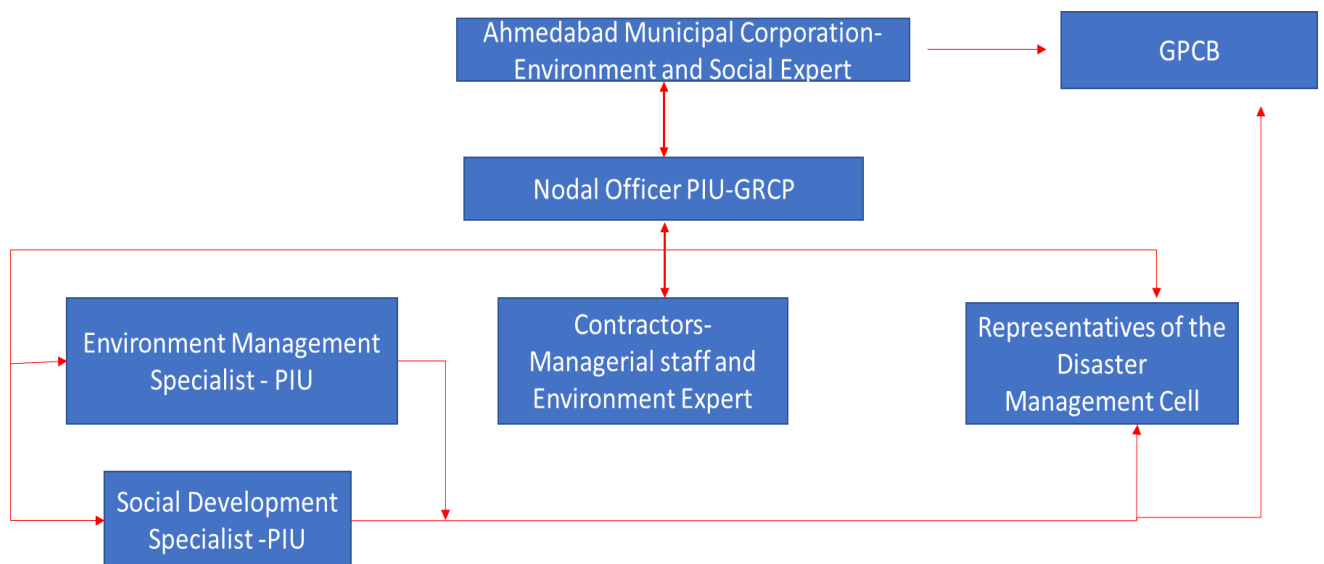
*Table 6: Roles and Responsibilities*

Agency/ Individual	Roles and Responsibilities
Nodal Officer PIU-G-ACRP	<ul style="list-style-type: none"><li>• Approve the content of the draft SEP (any revisions)</li><li>• Approve prior to release, all IEC materials used to provide information associated with the AMC (communication material, PowerPoint, posters, leaflets and brochures, TV and radio insertions)</li><li>• Approve and authorize all stakeholder engagement events and disclosure of material to support stakeholder engagement events</li></ul>

Agency/ Individual	Roles and Responsibilities
PIU-G-ACRP	<ul style="list-style-type: none"> <li>• Provide overall guidance and monitoring supervision to the SEP process</li> <li>• Prepare and provide appropriate IEC and communication material, information required to be disclosed to different stakeholder categories</li> <li>• Finalise the timing and duration of SEP related information disclosure and stakeholder engagement</li> <li>• Orient the city level staff on SEP and requirements for its operationalization</li> <li>• Prepare and customize to city requirements the IEC and communication material provided by the PMU and the information required to be disclosed to different stakeholder categories</li> <li>• Ensure that all material/ strategies developed are culturally appropriate and available in an easily comprehensible form to stakeholders (based on their profile and their information needs). Finalise the timing and duration of SEP related information disclosure and stakeholder engagement</li> <li>• Participate either themselves, or identify suitable representative, during all face-to face stakeholder meetings</li> <li>• Review and sign-off minutes of all engagement events; Maintain the stakeholder database.</li> <li>• Communicating with Government entities and the media throughout the Project's lifecycle</li> <li>• Assure participation/ inclusion of stakeholders from vulnerable groups.</li> </ul>
Environment Management Specialist at PIU	<ul style="list-style-type: none"> <li>• Provide support to preparation of additional material on environmental aspects for disclosure to stakeholders based on requirement</li> <li>• Support to guide contractors, consultants, city staff on engagement process and SEP and in coordinating related activities</li> </ul>

Agency/ Individual	Roles and Responsibilities
Social Development Specialist at PIU	<ul style="list-style-type: none"> <li>Identifying and ensuring that information needs of all vulnerable and disadvantaged groups are addressed.</li> <li>Provide guidance to contractors, consultants, city staff on engagement process and provisions of the SEP</li> <li>Supervising and coordinating all activities associated with stakeholder engagement and management</li> <li>Ensure access to and effectiveness of the grievance redress mechanism developed for the project</li> <li>Liaise with project manager to ensure that stakeholder engagement requirements/protocols are understood</li> <li>Escalate unmanaged stakeholder related risks for higher level decision making</li> <li>Ensure that various managers/ subject specialists and other project staff are included and kept informed on the stakeholder engagement process</li> </ul>

**Figure 1: Flowchart - SEP**



## 8.2 Monitoring and Reporting

It is important to monitor and evaluate the ongoing stakeholder engagement process and GRM to ensure that consultations, disclosure efforts and GRM functions are effective, and that stakeholders have been meaningfully consulted throughout the process and are responded to through GRM process. This will facilitate to respond to identified issues and alter the schedule and nature of

engagement activities to make them more effective. Adherence to the following characteristics/ commitments/ activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement;
- Inclusivity (inclusion of key groups) during interactions with stakeholders;
- Promotion of stakeholder involvement;
- Sense of trust in the implementing agency by all stakeholders;
- Clearly defined approaches; and
- Transparency in all activities.

The stakeholder engagement process shall make use of the various engagement tools such as:

- Stakeholder database
- Issues and Response table
- Reporting and documentation templates is attached in Annexure1.
- Meeting records of all consultations, workshops and trainings held
- Grievances and resolutions database
- Third party assessment of feedback on issues and resolutions to check efficacy of the system

Quarterly reports on stakeholder engagement events, and grievance handling shall be collated by PIU staff and the outcomes shall be referred to the senior management of the Project(s). A number of Key Performance Indicators (KPIs) shall also be monitored by the project on a regular basis, including the following parameters by Component/sub-component:

- Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
- Number and types of IEC materials used
- Number of project events published/broadcasted in the local, regional media;
- Type and frequency of public engagement activities;
- Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process;
- Number and type of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- % of sample, selected randomly from GRM database and surveyed for GRM performance satisfied with the process.

Information on public engagement activities undertaken by the Project during the year shall be conveyed to the stakeholders including World Bank through: online publication of a SEP Implementation report. Specifically, for disadvantaged and vulnerable groups, efforts shall be made to report back to them through focus group discussions and other means.

### 8.3 Training

AMC together with World Bank shall arrange necessary training on stakeholder engagement. The training shall be organized by trainers of PIU. The PIU in turn will organize training to concerned

officials of the different Zones. The SEP training shall include identification of stakeholders as well as the implementation of respective SEPs. The training shall be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training shall also be provided to the staff appointed to deal with stakeholder grievances as per the existing Public Grievance Procedure and the project specific Grievance Redressal Mechanism. Project contractors and selected representatives shall also receive necessary instructions for the Grievance Procedure. An annual report on implementation of SEPs shall contain details of the periodical trainings held and future programmes.

A periodic training on SEP to concerned officials, stakeholders is proposed. Outlines for provisioning of activities proposed in the SEP for ongoing engagement proposed in the SEP and other associated tasks.

## 9. Resources

Costs for activities are considered for one year.

*Table 7: Cost estimate for one year for SEP Activities*

Activities	Cost (INR) (lumpsum) per annum	Cost (USD <sup>7</sup> ) (lumpsum) per annum
Consultations with Project affected Parties	200,000	2716.59
Consultation with vulnerable groups	200,000	2716.59
Meetings with other interested parties	100,000	1358.29
Preparation of IEC materials	400,000	5433.17
Printing and disseminating	500,000	6791.47
Videography, Social Media and electronic media	10,00,000	13582.93
Meeting of GRC and grievance redressal	300,000	4285.71
Administration and dissemination of Citizens' Report Cards	300,000	4285.71
Training and Capacity Building	600,000	8149.76
<b>TOTAL</b>	<b>36,00,000</b>	<b>49,320.21</b>

**Note: Consultations are attached as Annexure I, including the SEP and details of consultation summary.**

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<sup>7</sup> 14th September 2021.

## Annexure 1: Consolidated Details of Consultations


### Objective of the stakeholders Consultation

The project development objective is to strengthen urban sewage management infrastructure. The project would improve sewage management for urban community and to increase the capacity and performance of Local Governments in providing better sewage management.



- To obtain the views & opinions of the direct & indirect stakeholders for sustainable and effective sewage management
- To find out what will be the impact positive and negative if the implementation of project is done; before construction, during construction and after construction.
- To find out environmental & social risks involved during the process
- To find out the possible solutions from the stakeholders
- To provide critical inputs and concern areas for all documents such as SEP, ESMF, ESIA, etc
- To provide inputs based on outcome for the design consultants.


### Points Raised

Place	Date	Participants	Key points raised
Site	23/08/21	(vendor and shopkeeper) <b>4 Persons 4 M</b>	<ul style="list-style-type: none"><li>• Around 4000 shops that cater predominantly to low-income groups and a segment of middle-income families</li><li>• Earnings here vary from 1.5 lakhs-50,000/ per month on usual days and before pandemic. Currently, post pandemic lockdown, income is gradually picking up.</li><li>• Hawkers and vendors have right of access to their hawking zones and shops and any possible drainage/sewage work, even in case of 5-7 mtrs of space that AMC may require, will not pose any constraint for them.</li><li>• The flooring of this market area is tiled and concrete, thereby not open to flooding water from drains, nor does it become muddy due to its smooth surface.</li></ul>


Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>The road work was reportedly done by AMC a few years ago and has not needed repairs since, and currently, there is no sewage issue.</li> <li>About 3000 vendors also known as <i>ladipathares</i> have been provided IDs by AMCs market zone is that it is a sensitive area with cultural diversity as there is a long-standing Hindu temple and a mosque within the same vicinity.</li> <li>The area is commercially significant with banks located close to the market areas.</li> <li>Most vendors/hawkers are men. One women vendor mentioned that there is a ladies' toilet in the vicinity.</li> </ul>
 <p style="text-align: right;">IDs by AMC</p>			
Site	23/08/21	Behrampura – (small business shopkeeper) (GP in clinic) (govt lease holder) 5 persons 5 M	<ul style="list-style-type: none"> <li>Every house has toilet and as such there is no drainage issue in the area.</li> <li>Since the pandemic, AMC has not maintained any repair work or done any checks.</li> <li>While there is no known issue of viral fever, there is a trend of asthma cases and viral fever in the locality.</li> </ul>










Place	Date	Participants	Key points raised
			
site	23/08/21	10 Persons 9W, 1 M	<ul style="list-style-type: none"> <li>• The area has stretches of squatter settlements, although almost every house is concrete.</li> <li>• Largely a low-income group area with people engaged in works like street vending vegetables/fruits, rickshaw driving, wage labour and providing fodder for cattle.</li> <li>• Waged workers earn from INR 100-200 per day when work is available.</li> <li>• Houses have toilets – some were constructed by AMC and some were constructed by house owners or landlords, as several houses live in rented settlements</li> <li>• Toilet and drainage system are connected. The property earlier belonged to the railways (though this is not a railway colony). 15 years ago, AMC had come to dig roads and had made one common sewage drain. In rains, houses get flooded.</li> <li>• Most women do not have any livelihood opportunities and young children and girls do not have any access to education</li> <li>• Little or no access to healthcare centres, mostly because they are unaffordable.</li> <li>• Some women sell paper cartons or <i>Bhangar/Raddi</i> as they called it for INR 15/currently due to pandemic, and for INR 60/ in pre-pandemic times.</li> <li>• Very few women are looking forward to earning opportunities such as sewing or work that can be done from home.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>No women's organization or SHGs/NGOs/CSOs have approached them or visited these areas so far.</li> <li>Government bodies have come for polio visits.</li> <li>Gutter overflows and smells during rain. Households have got private cleaners to clean the drains and have borne the expenses of INR 500-600/, as AMC has not attended to their requests earlier.</li> <li>They incur a bill of INR 3000/ for electricity when almost all houses do not have AC, but only basic light and fan.</li> <li>There is a perpetual issue of garbage being abandoned on the side of the roads. They allege that the garbage comes from the larger housing society – Anand Nagar Housing Society. No cleaner usually attends to clearing the garbage. This has thus led to a breeding place for mosquitoes.</li> </ul>
			
Site Shahibaug Police Station (Narol East)	22/08/21	3 Persons 3W	<ul style="list-style-type: none"> <li>They receive an average 500 cases of violence and harassment against women on their helpline number 181.</li> <li>Most cases of crime include harassment and violence within family and they handle cases from low-income, middle-income, and high-income groups.</li> <li>The police station staff also act as family counsellors to attempt at resolving cases without FIR. This is particularly for family cases where women have children.</li> <li>The police staff attempt at preventing court cases that lead to divorces.</li> <li>80 percent of the cases are resolved through counselling.</li> <li>No reported cases of caste- or religion-based crimes.</li> </ul>



Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Asarva is the nearest civil hospital where the police staff send victims of violence.</li> <li>Sakhi is the shelter home where minor girls and women without livelihoods are sent by police staff for 5 days where food and accommodation are for free.</li> </ul>
Site Areas 1-4 Location near CTM and narol flyover BRT Thakkar Bapanagar Santoshinagar ni Chawl near Naroda Ambewadi and Om Varti Nagar Society	24/08/21	Naresh Narol Flyover (BRT) Circle  7 Persons 4 men, 3 women	<ul style="list-style-type: none"> <li>Ambewadi and Om Vati Nagar Society and Santoshinagar ni Chawl and Thakkar Bapanagar - low-to middle-income housing settlements which face air pollution, and also water-logging in rains and house gutter clogs frequently.</li> <li>No AMC officials have come for cleaning as was reported by residents. Most cleaners have been from private sources</li> <li>Santoshinagar ni Chawl and Thakkar Bapanagar - water-logging in rains, sewage network not bad.</li> <li>Area near CTM – Mostly hardware shops and auto parts.</li> <li>Om Vati Nagar Society is a colony with around 15 families (residing for the last 25 years)</li> <li>Some people are from lower range of middle-income groups who have been left unemployed since the pandemic.</li> <li>Some male members engaged in diamond-cutting business.</li> <li>The councilor of the area Meeraben Rajput has earlier passed a budget for development works through AMC. However, no further information was available at the time.</li> <li>Some of the surrounding industries through the <b>Narol Flyover BRT</b> include: Textile, Chemical, Plastic, fabrication, Carbon fiber, spare-part manufacturing, Scrap metal, Timber and packers, Marble and Granite, Logistics.</li> <li>Sewage water overflow from drains, and water-logging in monsoon.</li> <li>As most industries are near Pirana and Vasna, it is an acutely polluted area, and also due to vehicular pollution.</li> <li>Nearby industrial units have sewerage connection with the main line. Metal cutting/machine processing are the main industries. There are very</li> </ul>







Place	Date	Participants	Key points raised
			few chemical industries and here are no known health issues due to pollution.
			
Site Thakkar Bapanagar	24/08/21	10 persons, 8 women, 2 men	<ul style="list-style-type: none"> <li>• This congested area experiences water-logging during heavy rains, although no known problems of sewage issue was found.</li> <li>• No water shortage or sanitation issues.</li> <li>• Most people predominantly engage in domestic work and sewing work at home.</li> <li>• Businesses have gone down to 40 percent during pandemic. Most women work as domestic workers and men work in factories, or as wage labourers.</li> <li>• There are several migrant women workers.</li> <li>• There are female-headed households of around 200.</li> <li>• In other areas of Thakkar Bapanagar, drinking water is a constraint as water is not fit for consumption/not portable, and drainage issue is frequent.</li> </ul>
Site Pirana	24/08/21	3 persons	<ul style="list-style-type: none"> <li>• Pirana's dumpsite spans a stretch of 12 kms</li> <li>• Incoming sewage approximately 170 MLD and gets discharged into Sabarmati river.</li> </ul>

Place	Date	Participants	Key points raised
(180 MLD STP and 155 MLD STP)			<ul style="list-style-type: none"> <li>• STP staff not aware of any toxic releases into Sabarmati which affects agriculture.</li> <li>• Respiratory and other diseases.</li> <li>• Distance between new STP 155 MLD and Sabarmati – 1.5 kms. This was inaugurated very recently and has 15 chambers.</li> <li>• There is no cultivable land or farms nearby or on the stretch that were covered.</li> </ul>
			
STP 180 MLD, Pirana		STP 155 MLD, Pirana	

Place	Date	Participants	Key points raised
<u>Site</u> <u>Vasna</u> 126 MLD STP 240 MLD STP	24/08/21		<ul style="list-style-type: none"> <li>The 126 MLD STP has been renovated recently (fund from the World Bank).</li> <li>STP has a green cover – approx. 1 lakh trees that have been planted over the years keeping the STP green cover environment policy</li> <li>Premises outside the STP gate has a long stretch of squatter settlement shelters. (Belong to migrant workers from Jhabua in Madhya Pradesh, and Dahod and Godhra, and sustained by an NGO since the pandemic lockdown in 2020, and the last visit from the NGO was in July 2021)</li> <li>Wage labourers and tribal groups inhabit these settlements for the last 10-12 years that run along the Fatehwadi Canal.</li> <li>The labourers earn INR 400 and some craftsmen or <i>karigars</i>, who work with wood, earn INR 700/.</li> </ul>
<div>     </div> <div> STP 126 MLD, Vasna STP 240 MLD, Vasna The squatter settlements outside the premises of STP 126 MLD on either side of the Fatehwadi Canal, Vasna </div>			
site <u>Gyaspur</u>	24/08/21	5 person	<ul style="list-style-type: none"> <li>Acute water scarcity.</li> <li>People have been consistently facing health issues such as respiratory issues, as the dumping station near Pirana and GIDC releases toxins in the air, as well as into the river.</li> <li>There are factory set-ups by IL&amp;FS Group on the highway</li> </ul>





Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>A number of cattle and livestock have been affected by the toxins in water bodies which have caused skin burn.</li> <li>Although no sewage issue has been reported so far, there is a high incidence of malaria and dengue.</li> <li>Farming land is adversely impacted by wastewater from STPs. Increasingly, land is no longer suitable for cultivation which has led to more people turning to wage labour.</li> </ul>
Site Ganesh Nagar	26/8/2021	8 persons	 
			<ul style="list-style-type: none"> <li>Squatter settlement of approximately 200 houses.</li> <li>Although most houses are concrete shelters, there is a common toilet within the settlement. Very few houses have made toilets over the years.</li> <li>Most people go for sanitation activities in the small patch of forest behind the settlement near the Ganeshnagar Bholenath temple.</li> <li>This area is heavily congested with vehicular, industrial and air pollution.</li> <li>Most people are construction workers engaged in odd jobs.</li> <li>Women here need employment opportunities to support their families.</li> <li>There were many male members facing livelihood issues as they were the drummer's dependent on festivals and celebrations which have stopped during the pandemic period.</li> <li>It was noticed that collection and recycling of waste is an activity taken up by some people. This can be developed into proper livelihood opportunity.</li> </ul>







Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Govt. had promised housing in 2002 which did not materialise.</li> <li>The government had eventually allotted land in Vatva nearby, which residents of Ganesh Nagar settlement declined as they alleged that Vatva is a criminally notorious area.</li> <li>People currently use borewell water.</li> <li>Most people since the lockdown are engaged in intermittent jobs which are not available daily. As a result, there is a high rate of unemployment.</li> </ul>
			 <p>The Housing Board Document for allotted land that was reportedly given to Ganesh Nagar Settlement residents by AMC in 2002, which according to them, has not materialised.</p>
			
Site Sejpur-Gopalpur-Piplej-Pirana	26/08/21	4 persons	<ul style="list-style-type: none"> <li>Industrialised area, congested and is prone to air, vehicular and industrial pollution.</li> </ul>









Place	Date	Participants	Key points raised
Mandir near Sikortar Mandir			<ul style="list-style-type: none"> <li>Approximately 1000 houses, and AMC comes to clean the roads on a regular basis.</li> <li>A semi-rural settlement within city limits with no cultivable land or farms.</li> <li>Local men work in textile mills/garment factories and nearby NISAW EXIM factory setup.</li> <li>Women are homemakers with no income opportunities.</li> <li>Most residents are migrants from Uttar Pradesh.</li> </ul>
Site Koteswar (under Gandhinagar Municipal Corporation [GMC])	26/08/21	5 Persons	<ul style="list-style-type: none"> <li>In June 2020, with 1 municipality, 18 village panchayats, and some parts of 7 more village panchayats From GUDA and AUDA which merged with GMC.</li> <li>Pethapur municipality was also merged with GMC during this expansion under which areas including Zundal, Bhat and Koteswar were merged with GMC from AUDA.</li> <li>The settlements near Koteswar Temple is in an organised gated community of small (concrete) houses in the pattern of a village-set up with a Sarpanch.</li> <li>The approximate population is 3500 and 600 houses.</li> <li>A low-income to middle-income area, with people like the Sarpanch in moderately better economic condition (with private grocery and miscellaneous shop attached to his residence).</li> <li>There are a few female-headed households who engage in domestic labour and vegetable vending, earning INR 200 or even less.</li> <li>Poor and BPL families live near the Koteswar lake, in shanties where there is no sewerage line and even some <i>pucca</i> houses use two-pit system and a borewell system. Slum dwellers visit the lake for sanitation activities and bathing, even though there is common toilet in the settlements which appeared to be in a dilapidated condition with no water. Most people do not have a ration card and work as domestic labourers and vegetable vendors, and cannot afford education and healthcare facilities such as Motera Hospital nearby.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Before the pandemic, government-run schools were free, but they are currently closed.</li> <li>• The residents of Koteshwar had preferred to come under GMC, instead of AMC as the latter has bigger jurisdiction, and has not attended to the needs of Koteshwar village earlier.</li> <li>• Toilets were earlier provided by ONGC and government.</li> <li>• The upcoming STP was demanded by the Sarpanch, along with the condition that they be provided with water from Narmada, and not Sabarmati.</li> <li>• While fishing was an option for some people earlier, this too has declined rapidly, as the lake is dry most of the year.</li> <li>• At present all the IHHL excreta disposal system is connected to soak pits.</li> <li>• There is a need for adequate water supply to the community.</li> <li>• Post Corona, livelihood issues of women need to be addressed.</li> </ul>
Site Amul FED Dairy, Gandhinagar	25/8/21	3 Persons	<ul style="list-style-type: none"> <li>• Officers participating in the discussion were not aware about proposed STP and they are eager to avail the benefits of the STP .</li> <li>• Dairy effluents contain high Chemical Oxygen Demand (COD) and Biochemical Oxygen and therefore suitable for anaerobic methane capture.</li> <li>• Capturing methane from effluents provides an alternative source of energy and protects the environment by reducing the emission of greenhouse gas.</li> <li>• Amulfed Dairy utilizes methane gas for boilers, canteen and for staff quarters of the plant.</li> <li>• Looking for better drainage connection</li> <li>• They recommend sharing this treated wastewater even with neighbouring hospitals and Torrent (electricity plant).</li> <li>• Affluent water is although fit for agriculture, yet there is no agricultural land around the FED Dairy.</li> <li>• They allege that state govt/municipal corporation (both Gandhinagar MC and AMC) have not taken any responsibility of solid waste and food waste.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Entire sewage water from Koteshwar, Motherao, and Bhaat., etc are disposed in Sabarmati which is approx. 3 kms from Amul FED.</li> <li>Govt of Gujarat does not allow more than 1 megawatt of rooftop solar despite that Amul is paying for its own rooftop solar systems.</li> <li>Most men and women workers come from Bhat and Koteshwar. A higher number of women are usually employed in ice-cream packing.</li> <li>Approximately, 70-80 women are employed in the Amul FED dairy.</li> <li>In women's cooperative, were reportedly, no known gender-based discrimination at work, following Vishakha guidelines.</li> </ul>
Site Banjara Vaas Bhaatgam Gandhinagar.	25/8/2021	7 persons	<ul style="list-style-type: none"> <li>This is a slum settlement near Bhatnagar, Gandhinagar close to Amul FED</li> <li>The Govt Housing board had granted rights in 2009, but there is no legal housing (A small settlement that is purportedly shared by two large tribal families from Rajasthan).</li> <li>There is no water connection in the common toilet and women carry water for their own use and for men.</li> <li>At present all the IHHL excreta disposal system is connected to soak pits. However in the nearby area sewage chambers were noticed.</li> <li>Women were found cooking on the wood fuel in the open space outside their homes.</li> <li>They had gas connections however due to high prices of refill and lack of livelihood options the LPG gas was not being used for cooking.</li> </ul>
<div>   </div> <p>Women of Banjara Vaas</p>			



Place	Date	Participants	Key points raised
			 
Site Chandrabhaga Nalla (Usmanpura Municipality)	25/8/2021	4 Persons	<ul style="list-style-type: none"> <li>• The locality is situated on both sides of the Chandrbhaga Nalla. During monsoon waste water overflowing from the nalla enters the communities on both sides.</li> <li>• People in the community were reluctant to share information and also, they did not allow us to click their photographs when we were interviewing. They were cynical about the outcome of such surveys.</li> <li>• The community came across as visibly poor with bad housing conditions</li> </ul>
			 

Place	Date	Participants	Key points raised
 			   
Site From Memco, Lalbahadur Shastri Road to Bhaipura-Hatkeshwar Road	25/8/2021	Hawkers 4 Persons	<ul style="list-style-type: none"> <li>The stretch has hawkers, vendors, and a few of them are elderly 2<sup>nd</sup> generation residents from Jalgaon in Maharashtra.</li> <li>The stretch is generally accommodating towards road repairs, digging, excavation, etc.</li> <li>There are a few old women with hawking ID card.</li> </ul>
Site GPCB, Gandhinagar	25/8/21	Mr. Parmar, Ms. Shah 3 Persons	<ul style="list-style-type: none"> <li>For STPS EC is not required. CTE and CTO is required.</li> <li>For upgradation of STPs, amendment to the Existing consent will be required and necessary submission will have to be made.</li> <li>There is an ambient station in GIDC.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>GWRDC has data for each village.</li> </ul>
Village Ropda	22/8/2021 and	1 person	<ul style="list-style-type: none"> <li>The total geographical area of village - 104.98 hectares.</li> <li>Total population - 1200-1500 (2011 census).</li> <li>Most households are thakurs, one from Rajput and one from Prajapati.</li> <li>Most men go to work as wage labourers in industries or engaged in odd jobs in GIDC in Vatva.</li> <li>10% of women work from home and engage in sewing. 70 % of men go to factories and telecom companies for labour, as there is scarce land for agriculture.</li> <li>In the last few years, domestic abuse was attributed to local country liquor which has seen an increase in certain parts of Ahmedabad.</li> <li>Some men in the village own a liquor (illicit) business. This particular social pattern may need further verification and investigation from authorized sources.</li> <li>Water pollution in the village and backwater observed in the kharicut river/nalla flowing in the village due to effluents disposal to municipal drains from GIDC/Naroda</li> <li>A foul smell and solid waste present.</li> <li>Skin disease, 8 to 9 cases of TB and three cases of cancer among villagers who have died. No known cases of other chronic health issues, or women's health issues.</li> <li>Farmers got Rs. 6000 from the government under some scheme, farmers are unable to repay bank loans which is creating some issues.</li> <li>Snakes are found in the villages and include dhaman (ratsnake) and chitra (russel viper).</li> <li>Gaurs and wild boars are found in the village which destroy the crops.</li> </ul>


Place	Date	Participants	Key points raised
Ropda Village	27/8/21 with Anganwadi worker	8 Persons, 8 women	<ul style="list-style-type: none"> <li>Some households can no longer afford LPG, and have stacked fuel for cooking. Some households have received cylinder, whereas, others have not, even though villagers have filled in forms but have not yet received any response from the government.</li> <li>Ageing widows (around 40 of them in Chosar and Jetalpur currently) do not receive any pension or facilities from the government.</li> <li>There are no SHGs or organisations that have visited for women's empowerment and income opportunities.</li> <li>The government has distributed essentials in the pandemic under the "<b>Sarkari Mandari</b>" scheme.</li> <li>Most women revealed that there is no incidence of domestic violence against women in the village. However, a (male) villager testified that there has been a high occurrence of domestic violence against women, perpetuated by spouses and young adult sons.</li> <li><b>Sanjeevani</b>, an organisation is reportedly one of the only ones to have made frequent visits to Ropda for women's pre- and post-maternal care, child care, and nutrition, twice a month, and has distributed medicines in camps. There are no known cases of TB yet.</li> <li>The nearest Primary Healthcare Centre (PHC) is in Nandhej. For small health ailments, people go to Ropar and Nandhej.</li> <li>The village has received significant help in development of roads and primary education from private companies like <b>Sophos</b> that develops products for cybersecurity, as part of their CSR activity.</li> <li>In 2019, Sophos created an Aanganwadi for Ropda village where 60 children are between 3-5 years, and 17 children who are between 7 months- 3 years. They have supplied the Aanganwadi school with children's play items, tiled the structure, and have provided chairs/tables, and stationary items.</li> <li>In addition to meals, the Aanganwadi also distributes <i>Sukhdi</i> (a mixture of wheat and jaggery).</li> <li>Since the pandemic lockdown, <b>SETCO</b> Foundation (engaged with children's education, childhood malnutrition, and pre- and post-maternal care for</li> </ul>






Place	Date	Participants	Key points raised
			<p>women) developed the Aanganwadi infrastructure through their early childhood programme, under the Nandghar program.</p> <ul style="list-style-type: none"> <li>• They have also created the SETCO app for Aanganwadi teachers, which the village teachers have been using in the current pandemic conditions.</li> <li>• At present, the Aanganwadi school teachers gather at one house with the children every Monday for children below 15 years, and every Tuesday for girls in the age of 15 years and above.</li> <li>• The teachers receive the reading and course material from SETCO on Whatsapp and further shares it with those families who have phones.</li> <li>• This process of teaching has been majorly intermittent as families do not have access to household education.</li> <li>• The Aanganwadi does not have computers at present, and the previously used computers need repair.</li> </ul>
<div style="display: flex; justify-content: space-around;">   </div>			
<b>Aanganwadi at Ropda</b>			
Labour Dept	26/8/2021	2 persons. 2 men	<ul style="list-style-type: none"> <li>• Notification of minimum wages shared by Dept.</li> <li>• All works are done through zones and the Additional City Engineers.</li> </ul>



Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Labour is largely local, but it depends on the contractor. There are labour unions in the city and 50 unions are present in AMC.</li> <li>• Assistant Labour Commissioner is located in the city.</li> <li>• AMC provide employment in case of death of working employee.</li> <li>• City Engineers Office permission is required for labour camp.</li> <li>• 50% women are in AMC Safai Kamgar.</li> <li>• Among engineering and clerical staff, women strength are higher.</li> </ul>
Gram Panchayat Office, Ropda Village	27/8/2021	9 persons 9 men	<ul style="list-style-type: none"> <li>• PHC in Nandej has done vaccination for the villagers.</li> <li>• People go to Vatva for minor health issues and go to Ahmedabad for major issues.</li> <li>• The water bodies in the area is highly polluted affecting adversely the agricultural and animal husbandry activities followed traditionally by the community.</li> <li>• The living organisms like fish do not survive in the waterbodies due to heavy pollution.</li> <li>• Water is released in Kaircut nala in Jashoda nagar, Odav and Varva village.</li> <li>• Bhumar talav in ring road has been blocked and people wanted access to the water after it is treated.</li> <li>• For sanitation there are individual kharkuas.</li> <li>• 80% of the people have gas and 20 % don't have and use other sources including wood.</li> <li>• Health issues reported due to the water are rotting teeth and TB cases.</li> <li>• People here face air pollution causing respiratory ailments</li> <li>• There is a tank for supplying drinking water which is supplied by the Narmada canal.</li> <li>• There is a borewell for domestic purposes; within a few months of installation sand is coming out along with water.</li> <li>• Villagers mentioned that they should get treated water from Vasna and bhuban talav for irrigation.</li> <li>• Some flats located near the bridge release water from Kharkua into the fields.</li> </ul>

Place	Date	Participants	Key points raised
			
Chosar Village	27/8/2021	7 persons	<ul style="list-style-type: none"> <li>• The total geographical area - approximately 577.1 hectares</li> <li>• A total population of approximately 4067.</li> <li>• There are 3000 houses (50 % Patel community, 25 % SC and 25 % OBC)</li> <li>• 25% households don't have land. Patel community generally have more land.</li> <li>• Almost 1000 people go to Aslali for working in godowns and to Vatva for working in the industries.</li> <li>• 25 % women work as agriculture labour in the village. And some go for packing work in some industries.</li> <li>• Crops include Paddy cultivation (90%), wheat, Bajri and jowar.</li> <li>• 20 % of the people have livestock. People who have access to panchayat pond or borewell keeps livestock.</li> <li>• Panchayat needs to construct borewell every two years as the water gets contaminated.</li> <li>• High TDS level (1800mg/l).</li> <li>• People from other villages don't want to marry girls to Chosar village due to water problems.</li> <li>• Health problems due to polluted water from Khari rive include breathing/respiratory problems, skin problems and excessive itching.</li> <li>• The main reason of pollution is the release of the effluents in Vatva (since the last 15 to 20 years). The issue has been taken up to various levels in the government with no resolution.</li> <li>• The crop yields are less due to water pollution from effluents. Farmers reported finding plastic wastes in their fields.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>In Naroda, solid waste is dumped into the river. Pipelines also get blocked due to the wastes.</li> </ul>
			
Jetalpur	27/8/21	2 persons	<ul style="list-style-type: none"> <li>The total geographical area- 1290.03 hectares</li> <li>Population - approximately 6516.</li> <li>There are about 1,326 houses in Jetalpur village.</li> <li>The nearest PHC is at jetalpur chosar road, proximate to NSIT College.</li> <li>Widows receive a pension of INR 1250/ p.m, upon filing paperwork and submission of duly filled-in forms.</li> <li>Jetalpur has 7 Aanganwadis</li> <li>The Aanganwadi takes care of children from 0-6 yrs, and lactating women and adolescent girls between 15-18 yrs are taken care of, and given food and medical check-ups under the <b>Aarogya Poshan Yojana</b>.</li> <li>Pre-primary children between 3-6 years are also taken care of by the Aaganwadi.</li> <li>Girls between 15-18 yrs are given life-skill education.</li> <li>There is usually a problem of gutter water, particularly during monsoon. Although no known health issues have been reported by locals.</li> <li>Some practice smallholder agriculture who apparently receive INR 6000/ from the govt annually.</li> <li><b>Umbre Aaganwadi</b> is another programme run by SETCO.</li> <li>Under <b>Kishori Vardhan Tali</b> scheme at Baricha Khodiya Nagar, girls are sent for further education, computer training, skills, and even salon service training for income opportunities.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Under the <b>Vali Dikri Yojana</b> scheme, it was revealed that girls born on or before 02/08/2019, will receive INR 1 lakh when they turn 18 yrs of age.</li> <li>Under the <b>Valmiki Vyaas</b> initiative, they also use a helpline for domestic violence -101 (different from 181 in Ahmedabad), which has apparently received good response in the last 5 yrs</li> <li>Men and women from Chosar commute in a van to work in Vatva, Aslali and Narol, and earn wages between INR 250/ (women) and INR 300/ (men).</li> <li>There are 3 borewells in Chosar where Narmada water supply for drinking is twice a week.</li> <li>In Gamri Gaon, Chosar, it was stated that water contains chemical impurities. During the rains, dirty water mixes at agricultural land.</li> <li>Media has apparently visited Chosar for the water contamination issue (Ramilaben could not recall the time of media visit), but to date no action has been taken.</li> <li>The PHC is at Gurukul at Jetalpur. People from Jetalpur and Chosar go to Jetalpur for healthcare and emergencies.</li> </ul>
Site Vinzol, Vinobha Bhaye Nagar	27/8/21	1 Person	<ul style="list-style-type: none"> <li>The area with concrete houses is populated with 12,000 people approximately.</li> <li>There is lack of proper government health service in the area.</li> <li>This area is basically industrial area and most of the people works as industrial workers.</li> <li>It was dusty, dry and polluted, and not much is known by locals about the STP.</li> <li>There are gutter issues and AMC does not send cleaners.</li> <li>Earlier days this area was not safe for women and had criminal activities but due to setting up of police station, criminal activities are under control. Women were not safe as rape cases were reported few years back but now things are normal. Women works as domestic help and</li> </ul>



Place	Date	Participants	Key points raised
			<p>around 10% of the people are engaged in small business or function as hawkers.</p> <ul style="list-style-type: none"> <li>• It is mix economic group as some women engage in sewing for livelihoods and some women have started teaching English as tuition teachers, whereas most men work as labourers in factories along the highway.</li> <li>• There is a general recurrence of fungal infections.</li> <li>• Good work done by AMC field level officers.</li> <li>• certain issues related to health services such as there are no professional Doctors in the areas.</li> <li>• Educational services are provided by government and people are taking benefits of it.</li> <li>• During lockdown, reportedly, government distributed ration but most of this was usurped by higher officials in government bodies.</li> </ul>
At site	17/9/2021	Traffic Police Mithakali Cross road 1 Person	<ul style="list-style-type: none"> <li>• Signages and diversions signages are largely missing.</li> <li>• Traffic dept. is informed at the later stage by contractors and concerned parties making it impossible to prepare adequate traffic diversion or road closures.</li> <li>• The roads and bridges are closed for traffic without advance notice.</li> <li>• Barricades are not properly made by the Contractors or implementing agency.</li> <li>• Construction debris and wastes are not cleared timely and adequately.</li> <li>• Solid waste is left on roads after clearing or repairs of storm water drains/ sewer lines.</li> <li>• If diversion details are not displayed properly or the route is too long the motorist usually avoids diversion route leading to traffic congestion and blocks.</li> <li>• Diversion is usually on service roads, the conditions of which is not good, and which affects traffic movement during implementation.</li> <li>• If long term work is planned on roads, adequate arrangements are needed to improve service roads for better traffic flow</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Marshall should be provided. Mostly contractors provide one marshall when the requirement is for at least 15 people.</li> <li>• The details of contractors is not displayed on the signages, preventing traffic dept from contacting them for traffic related issues.</li> <li>• For all work undertaken on roads, the traffic department should be informed at least 15 days in advance to plan for the traffic flow.</li> <li>• At present there is no communication procedure with the AMC.</li> </ul>
<b>Contractor Microtunneling ITD</b>  Virtual	22/9/2021	5 Persons	<ul style="list-style-type: none"> <li>• ITD had done the first microtunneling project of the Ahmedabad Municipal Corporation. They set up the practice for sewer line works through the first project.</li> <li>• AMC has set requirements for safety standards.</li> <li>• AMC requirements are a part of the RFP.</li> <li>• Manpower requirements: A lot of activities to be undertaken in the project requires highly skilled manpower for core tunnelling works, shaft construction, pipes construction etc. some activities are done by labour under civil contractors. The proportion is 75: 25 skilled to unskilled. 50 to 55 % manpower in highly skilled .</li> <li>• ITD has a team and can roll out in month or two in state and interstate. They have an institutional framework and is a ISO 45000 company with a clearly defined corporate policy and onsite presence of safety, corporate Health &amp; safety, Environment etc.</li> <li>• Regular trainings, tool box talks etc is conducted for all works/activities. Training programs are schedule throughout the financial year for different categories of staff and workers. Which includes safety and technical trainings. While women staff and workers work on site, their participation is limited.</li> <li>• Women were in the team earlier and in other sites. Female workers are usually found in ancillary work, their involvement is based on the nature of work. Women workers are found more in civil works and for shorter periods of time.</li> <li>• Compliances for AMC and ITD are similar.</li> </ul>

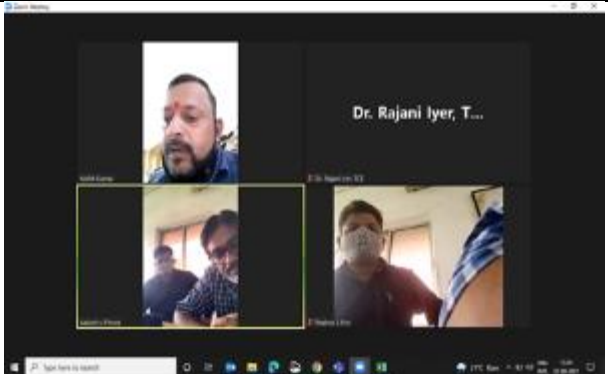
Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Labour compliances are managed by company through supervision and by Safety Team. Workmen compensation policy and other compliances are implemented.</li> <li>• There is a periodic review of documents and reports. ITD also ensures PF compliance by the Contractors.</li> <li>• Monitoring procedure is not included. EHS plan which is approved is implemented. There is a set of basic requirements, as per governing rules.</li> <li>• AMC has a procedure for informing traffic dept and other depts which is followed through the city engineers and AMC.</li> <li>• Based on the past experience with similar projects, the key constraints leading to time and cost delays are:</li> <li>• Bare minimum space requirements necessary for undertaking works are difficult to arrange and management especially if there are no alternatives.</li> <li>• There is non-cooperation from localities and workspace is constantly challenged</li> <li>• Congested and busy road which are old, and maps are not available.</li> <li>• Working in the centre of the road for a stretch of 5 kms was a major problem.</li> <li>• Space availability and hindrance due to exact requirements for undertaking work.</li> <li>• Contract documents of the AMC are standard documents and follow features which are in continuation of old documents.</li> <li>• New features and factors should be added, and contract documents needs to be on an equal platform and have equal bearing on both parties.</li> <li>• Scope and requirement are very clear but it is cost and time consuming to companies if there are constraints in executing. Removal of utilities and obtaining permissions should be handed through a single window system.</li> </ul>

Place	Date	Participants	Key points raised
Site Migrants, Poor in Squatters settlement in Vasna near STPs	23/9/2021	9 Persons	<ul style="list-style-type: none"> <li>• People are living in the area since the last 12 years.</li> <li>• Most of the houses are temporary shacks made of plastic sheet, corrugated sheets on frames, gunny bags, cartons etc.</li> <li>• The roads are kaccha and not traversable because of the rains and were waterlogged and muddy.</li> <li>• People were walking at the sides to reach their structure.</li> <li>• There are roughly 1600 to 1700 households living in the squatter settlement (Mainly belong to Jabhua, Madhya Pradesh and Dahod).</li> <li>• People within the state are also living in the settlement.</li> <li>• Most people go home and return after 15 to 20 days for work.</li> <li>• There is a constant mobility from the settlement to their native places and return within a few days for work.</li> <li>• People have moved into the area during covid due to loss of incomes and regular work.</li> <li>• Most of the people, both men and women, work as labour in the nearby industries and area.</li> <li>• About 50 % of the people are vaccinated.</li> <li>• Electricity, sanitation or water supply facilities are not provided.</li> <li>• One of the respondents said that he had dug a well on personal expenses where he is living.</li> <li>• Water is available at 40 feet and is of good quality.</li> <li>• People also approached the STP for getting drinking water which they are given free of charge.</li> <li>• People defecate near the highway. Health complaints included malaria, fever and swollen hands and legs.</li> <li>• Respondents also reported a high crime rate. Migrants did not want to get into any conflicts with the local criminals.</li> <li>• Local criminals come to the area in the night in autos (without licenses plates) and threaten them with knives. They are armed, and they snatch mobiles and money and belongings.</li> <li>• People have complained to the police 2 to 3 times.</li> </ul>



Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• People said occasionally they have experienced smell from the STP.</li> <li>• Overall they are hopeful that conditions may improve in the settlement and they are provided with electricity.</li> <li>• An NGO is working with them to resolve some issues, contact was not available with the participants.</li> </ul>
			
Migrants and poor in Squatters settlement in Vasna			
Virtual Contractors	23/9/2021	3 persons	<ul style="list-style-type: none"> <li>• Tobisha- Japanese company. internal audits 2015, 240 MLD – 10+ year and 48 MLD.</li> <li>• Manpower requirement- According to 54 persons. And sometimes relievers for the persons working. 15 to 20% - unskilled 70 % - Skilled 10 % - Semi-skilled</li> <li>• Gender: not in 240 MLD. 48 MLD 2 chemist (from their side) in other sites women labour.</li> <li>• Training one week. Monthly safety induction.</li> <li>• Permit are issued based on the requirement.</li> <li>• Maximum labour is local.</li> <li>• Labour licenses are taken and submitted. Has ISO internal requirement.</li> <li>• Covid protocol is followed. Covid Checklist is prepared. Temperature checking at gate. Tools sanitized, keeps social distancing.</li> </ul> <p>Work in confined space, SOP</p>


Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Daily maintenance: permits, training, equipment tag in tag out.</li> <li>• To prevent accidents/incidents, risk analysis is done for plant site.</li> <li>• Training for workers on the problem coming is executing work.</li> <li>• Reporting procedures: Daily reporting is done. Internal system. Information is given to client and corporate office.</li> <li>• Aeration tanks and inlets: There is a smell issue reported by the local residents. The issue is addressed within an hour.</li> <li>• There are some slums. issue has happened once in last years. Problem is resolved.</li> <li>• People also approach for taking livestock for grazing in the plant. This was not permitted due to safety reasons.</li> </ul> <p>No issue in executing.</p> <ul style="list-style-type: none"> <li>• AMC – daily basis monitoring is done</li> </ul> <p>Good practice: old plants. Equipment is old,</p> <ul style="list-style-type: none"> <li>• Equipment installation should be improved or already installed equipment's should be modified to improve the life of the equipment and for better working.</li> <li>• Ex scada room: There is an issue with the position of the AC which has reduced the life of the AC.</li> <li>• Breakdown of AC affected the SCADA function and therefore if position of AC and other aspects is not optimal, Contractor should be allowed to make changes by AMC after discussion to improve the functioning.</li> </ul>




Place	Date	Participants	Key points raised
		 <p>Zoom call with the team</p>	
Drainage Dept	24/9/2021	1 person	<ul style="list-style-type: none"> <li>• There is a dedicated PIU for WB projects. It is headed by Deputy CE and order for staff allotment has been made.</li> <li>• As required the staff will be added for the project. Existing staff will be utilised for the project. For initial work AMC may use staff from other departments.</li> <li>• There are two heads, one for drainage and one for STPs.</li> <li>• Head of the dept is the City engineer which is equal to rank of Chief engineer and Executive engineer rank is Superintendent Engineer rank.</li> <li>• There is a separate publicity department. There are three environment officials and one official for social outreach.</li> <li>• An online grievance redressal system in the AMC. Separate GRM may be required for the project. there is clerical staff which can be assigned to specific group.</li> <li>• Decision making authority rests with the Head of Dept who accepts or rejects the decision.</li> <li>• Training and capacity building of the staff is ongoing by World Bank. It is the first project and all staff are not fully conversant with all the requirements and procedure of the lenders.</li> <li>• Assessment may have to be conducted to assess the individual needs of the staff.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• In future, World Bank requirements, requirements of consulting agencies for TPI and PMU needs to be assessed.</li> <li>• Contractors work as per bid documents. There are general conditions and specific conditions.</li> <li>• For managing internal monitoring, software applications may be required for online management through mobile software/apps.</li> <li>• For utility shifting or space management the site engineer is the nodal officer for the consultant.</li> <li>• Currently network diversion for Koteswar is being prepared.</li> <li>• Government of Gujarat approval will be required for AUDA scheme and AUDA and AMC will be concerned parties for transfer and utilizing of the area under AUDA scheme.</li> </ul>
STP	24/09/2021	1 person	<ul style="list-style-type: none"> <li>• In civil works, there are more women workers/staff and less in electrical or mechanical works. Participation of woman in labour intensive works is comparatively negligible while there are some in skilled work e.g. laboratory</li> <li>• Contractors make arrangements and all norms are followed by the contractors.</li> <li>• In Ahmedabad, there is equality, for unskilled work, entire family works on project.</li> <li>• Site visit is carried out in the morning session by Technical supervisors to identify works requiring attention</li> <li>• O&amp;M work can be segmented zone/ward wise</li> <li>• Usually local labours are engaged for unskilled work and therefore no labour camp is maintained at site for them.</li> <li>• The contractor L&amp;T adheres to the health and safety requirements as prescribed by AMC.</li> <li>• The contractor has a strong training unit and imparts training as and when required.</li> </ul>


Place	Date	Participants	Key points raised
Site Mahila Housing SEWA Trust	24/9/2021	1 women	<ul style="list-style-type: none"> <li>Working on affordable housing and handholding support is given for government housing schemes up to two years.</li> <li>Women are not financially independent and therefore does not take independent decisions.</li> <li>Women may be involved in their husband's business and does all the work but it is the man who gets the money from the business.</li> <li>Organizing meeting with RWAs especially EWS women will require time, as the women often change their number and may not have money to buy mobile pack or will be willing to speak.</li> <li>MHT can attempt to organize meeting after the second week of October due to their time constraints at present</li> </ul>
Site Gita Mandir	25/9/2021	1 Person	<ul style="list-style-type: none"> <li>Gita Mandir trust has 22 branches all over India and 2 aboard. All details of the organization are registered with the Charity Commissioner.</li> <li>Gita Mandir has their temple committee.</li> <li>Post covid the situation has changed for visitors. They have online programmes/functions for the devotees. The yatra is also online.</li> <li>The temple has also stopped gatherings or procession etc much earlier.</li> <li>They have evening functions only on selected festivals or days such as Janamashtami or Shivratri.</li> <li>The gate is closed with 50 to 100 people who attend.</li> <li>For any function, they get support from the police and traffic police without informing and they are appreciative of the support they are given.</li> <li>During construction, such festivals which involves the presence of people within premises may be considered for night work.</li> </ul>
Virtual Contractors	25.09.2021	1 Person	<ul style="list-style-type: none"> <li>Have been associated with AMC since 2011.</li> <li>O&amp;M works require around 50 persons</li> <li>There is no woman worker at 240 MLD STP</li> <li>There are adequate number of skilled manpower</li> <li>Health and safety of the workers is given due care as per standard practice</li> </ul>




Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• There are various departments with focus on MIS</li> <li>• Issues are raised as and when they arise with the concerned person at AMC and also during periodic review meetings. Single point contact from AMC.</li> <li>• The company does have specific policies to ensure environment health and safety.</li> <li>• Special attention is paid to training needs of officials and workers and accordingly requisite trainings are imparted.</li> </ul>
Virtual Contractor	28/9/21	1 Person	<ul style="list-style-type: none"> <li>• Currently no STP related work being executed.</li> <li>• Usually pumping is done till zero level which leads to wear and tear in the shaft/ machine.</li> <li>• He advised if the remaining garbage from zero level and beyond are collected manually , it would lead to greater life of the equipment.</li> <li>• They do maintain labour camp and there is one at the Pirana (48 MLD) location.</li> <li>• There are around 50 employees on roll and 250 other employees.</li> <li>• Participation of few woman workers owing to bad site condition i.e. far off location and availability of inadequate skilled women workers</li> <li>• He advised if the provision of a tripartite agreement could be made between AMC, the main contractor and the subcontractor, it would lead to streamlining of the payments.</li> </ul>
Virtual Contractors	29/09/2021	1 Person	<ul style="list-style-type: none"> <li>• Have been associated with AMC for more than 15 years.</li> <li>• Looks after electro mechanical works including supply, installation, testing and commissioning with O&amp;M of 5 years.</li> <li>• Currently looking after works at around 50 sites (IPS).</li> <li>• There are around 90 employees with no woman participation.</li> </ul>
Virtual Contractors	30/09/2021	1 Person	<ul style="list-style-type: none"> <li>• Have been associated with AMC in STP related works since 2000 while the association in other works dates back to 1990.</li> <li>• Currently associated in 60 MLD (Jal Vihar, Gandhi Ashram), 35 MLD &amp; 70 MLD (Vinoba Bhawe Nagar, Vinzol), and 25 MLD(Riverfront)</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Issues are raised as and when they arise with the concerned person at AMC and also during periodic review meetings. Single point contact from AMC.</li> <li>There are instances of influx of heavy chemical water into the sewage which may impact the durability of the structure and equipment.</li> <li>Process modification is required in the use of analysers as there is provision of penalty .</li> <li>There are around 58 persons engaged out of which 3 are women.</li> <li>Participation of few woman workers owing to bad site condition i.e. remote location and availability of inadequate skilled women workers due to perceived safety issues.</li> <li>However, almost about 50% participation of woman in unskilled jobs as both husband and wife are usually engaged.</li> <li>Usually women candidates are engaged as Lab. Technician and Environment Engineer.</li> </ul>
Site A cluster of households in the vicinity of Mahadev temple	25/8/2021.	8 Persons	<ul style="list-style-type: none"> <li>There is water logging problem in the locality leading to health issues during the monsoon.</li> <li>Some People in the locality do opt for open defecation due inadequate toilet facilities.</li> <li>The toilets are inadequate in number and require repair and maintenance.</li> <li>Post-Covid, People are facing the issue of unemployment and lack of livelihood options.</li> </ul>
			

Place	Date	Participants	Key points raised
Bahadur Shastri Road after Memco Bridge	25/8/ 2021	1 person	<ul style="list-style-type: none"> <li>There is a need to properly identify through survey the vendors and hawkers as vulnerable groups so that their livelihood is safeguarded when there is construction or upgradation of sewer lines.</li> </ul>
  			







Place	Date	Participants	Key points raised
Bhatpura Hatkeshwar Road	25/8/ 2021	3 persons	<ul style="list-style-type: none"> <li>Sanitation needs of the shopkeepers and vendors need to be addressed.</li> <li>Solid waste management services need to be improved as reported by the people.</li> <li>The Government welfare schemes have not reached to the people here effectively.</li> </ul>
			
Bapunagar, Sanjay Nagar settlement	25/8/ 2021	5 Persons	<ul style="list-style-type: none"> <li>There are number of hawkers such as readymade cloth sellers, fruit venders and other hawkers generally selling items of daily requirements for the middle-class families.</li> <li>Some hawkers are originally from Maharashtra state staying in Ahmedabad city for last 30 years.</li> <li>They are staying in nearby areas and they earn their livelihood by selling clothes, pan and other things. They have been issued licenses by AMC.</li> <li>Their business was adversely affected due to pandemic. One of hawkers said that his brother had died due to the Covid 19 and to support his brother's family he has shifted from Maharashtra to Ahmedabad city.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>These hawkers do not have any specific problem only fear that construction period of STP may affect their business. They are part of hawker's union and through this union they resolve their problems.</li> <li>These Marathi families meet regularly and celebrate cultural events together even have their own Vithal temple</li> </ul>
  			
Drishti Foundation Trust (DFT).	26/8/2021	2 persons	<ul style="list-style-type: none"> <li>They have worked in slum areas for distribution of essential items in Kandla, Bapunagar, Chandhola.</li> <li>They have implemented around 56 govt schools with the aid of state actors.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• The government had earlier provided housing facilities in Vatva to low-income groups, but most people have refused the housing and prefer staying in open shanties and houses encroaching the streets.</li> <li>• It is commonly accepted that Vatva-Narol-Pirana are areas that have been generally unsafe for women.</li> <li>• Drishti has attempted to spread awareness on Covid by working on community-participation, particularly as there has been a high rate of death by suicide during the pandemic lockdown.</li> <li>• The organisation has participated in Sabarmati cleanup drive.</li> <li>• They have adopted land from AMC Behrampura to initiate an STP 160 MLD for a green belt.</li> <li>• Acquired land from the irrigation Dept as they intend to cultivate native species/aquaculture in Vasna Barrage.</li> <li>• At Behrampura, they have dug land and created artificial wetlands that they are maintaining since the last 2 years.</li> <li>• Artificial wetlands help in maintaining moisture and encourages birds, thereby improving habitat which has been supported by AMC.</li> <li>• They have created compost for plantation at all Drishti Trust sites and use STP-treated water and used sludge.</li> <li>• With the help of Vijay Nehra, Drishti launched the Swaccha Sabarmati Initiative in 2018 and their CSR partner was ONGC with the aim of removing metal particles, and create green waste.</li> <li>• They conducted workshops and camps with public and temple priests and created environmental awareness by installing dry and wet waste dustbins with AMC, and in dense areas of the city, they have placed seedballs.</li> <li>• The CM at the time, Mr Vijay Rupani had inaugurated the Fatehwadi Canal for treated water which was made accessible to farmers.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Drishti has adopted Adalaj area and converted its 4 major circles and planted 1, 20,000 trees as part of the 'Mission Million Trees' with AMC.</li> <li>• Currently, they have adopted 3 villages to implement the 'Sujalam Sufalam' initiative and water conservation in Rundrasan, Vaasan, and Loliya, and have already paved way for check-like dams, deepened wells, and an upcoming plantation drive.</li> <li>• Drishti has provided street schools with stationary items.</li> <li>• They have created awareness on public health and hygiene.</li> <li>• Community awareness on malaria/dengue/Covid-19, particularly because in 2020, there was a high rate of infant mortality among middle-class groups. As was reported, Drishti testified that it was due to dengue.</li> <li>• Mr Tejas Shah of AMC (S) zone has supported Drishti in creating health awareness and in grooming differently abled children in orphanages.</li> <li>• Pan-India, Drishti has adopted 120 government schools and have spread awareness on COVID-19 as part of their CSR with 90 minutes of counselling sessions. In addition, they are also spreading awareness on female hygiene for young adults - both girls and boys, and on mental health with the support of AMC health departments.</li> <li>• They have so far, conducted baseline survey in Maninagar, Narol with their She-Team on women's education and social and economic awareness.</li> <li>• At present, Drishti has proposed a policy to the Dept of Justice, to promote women's legal awareness on issues related to dowry, literacy, etc.</li> <li>• Drishti is planning to set up a mobile ambulance in Narol and Vatva (specifically as these are immediate nearby areas) for improving healthcare emergency service delivery.</li> <li>• They intend to promote underprivileged women's income opportunities by helping them make incense sticks at home from dried flowers.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>They also intend to develop a herbal garden with the Ahmedabad Cantonment Board.</li> </ul>
Ambawadi , Badar pura road	27/8/2021		<ul style="list-style-type: none"> <li>The community people mentioned about frequent choking of sewers in their vicinity. They expect better services from AMC for cleaning the sewer lines.</li> <li>In the case of few family's sewer chambers were identified inside their premises which affect families during monsoon. This requires further probing to avoid health and hygiene issues.</li> </ul>
<div>   </div>			
Visit to Vijay CR settlement, at Gulbhai Thekara Road	27/8/2021	4 persons	<ul style="list-style-type: none"> <li>This is one of the oldest and most vulnerable community comprising of diverse occupations such as idol making.</li> <li>The housing conditions were not good. Most of them had their huts on the pavement therefore their household chores are done in open.</li> <li>Their housing and occupation, both may get adversely affected in case of new sewer construction/ alignment/micro tunneling is proposed on the road.</li> <li>This area lacks basic amenities such as water, toilets etc.</li> </ul>

Place	Date	Participants	Key points raised
			
Site NGO	28/8/2021,	1 man and 1 woman	<ul style="list-style-type: none"> <li>• In the infrastructure development projects due practice of contract system minimum wages are denied to the construction workers</li> <li>• Issues related safety and security of workers are neglected by contractors at field level due to absence of monitoring mechanism.</li> <li>• Construction workers need to be provided with better civic amenities at construction sites</li> <li>• During pandemic time health and hygiene issues were neglected</li> <li>• Due to nature of construction industry migrant population easily gets absorbed in the workforce therefore this marginalized workforce needs special attention and intervention at grassroots level</li> </ul>
Personal Visit	15/9/21	EDII, Gandhi Nagar, Ahmedabad	<ul style="list-style-type: none"> <li>• Absence of Adequate Policy Support for livelihood</li> <li>• Training to vulnerable and marginal people for their livelihood,</li> <li>• Missing of awareness about various livelihood schemes and Government support for vulnerable people.</li> </ul>


Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• The EDII has been associated with many government schemes related to livelihood through skilling and that is free of charge but people don't register</li> <li>• Skilling and training are most important action for enhancing quality of life and any developmental activity for creating self-sustaining environment</li> </ul>
Site Ahmedabad La Darwaza	16/9/2021	1 person. 1 man	<ul style="list-style-type: none"> <li>• Major Points raised</li> <li>• Financial support for buying Auto</li> <li>• How to help autorickshaw driver for their livelihood</li> <li>• Support to get money from ADC</li> <li>• Handle any personal problem, or any complain from association</li> <li>• Involvement of auto driver in any consultation during road construction or reconstruction.</li> <li>• Issues related to diversion of road and time taken due to road diversion</li> <li>• Issue related to drainage and Parking</li> <li>• How they can contribute for better development of city</li> <li>• As reported by them that although there are more than 2.5 lakh auto rickshaw drivers are there on AMD city but AMC or any other implementation authority of city never involved them for any suggestions or any issue related to road development.</li> <li>• The auto drivers are the important stakeholders of road infrastructure and they are also adding value for providing services to common citizens.</li> </ul>

Place	Date	Participants	Key points raised
			<p>Hence their presence in policy formulation and in decision making should be considered.</p> <ul style="list-style-type: none"> <li>• Autorickshaw driver do not get any respect and no one ready to give them space for parking.</li> </ul>
Site Personal Visit	16/9/2021	1 male	<p>The focus of this discussion:</p> <ul style="list-style-type: none"> <li>• Problems during rains</li> <li>• Problem of Traffic Diversion</li> <li>• Problem of right information at right time</li> <li>• Many time stakeholders are not well informed or reformed and these led to many problems for the traffic as well as drivers .</li> <li>• Time loss and money loss due to diversion and reconstruction</li> <li>• Their understanding about AMC and developmental plans</li> <li>• Fixing the fare and also role of association in contributing some of their views in decision making .</li> <li>• The AMC should fix the rate for passengers, they face lots of problems during rains and water logging but there is no standard rates and they do not earn as per their hard work.</li> <li>• Private premises do not allow them to enter in their campus.</li> </ul>



Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Many times, traffic diversion happens because of water logging, new construction or repairing, however they are not well informed about water logging or traffic diversion.</li> <li>Some they earn more money while diversion and road blockage because customer has to be with them till, they do not reach their destination.</li> </ul>
Personal visit , NGO	16/9/21	1 person	<ul style="list-style-type: none"> <li>Issues of Livelihood, health and better living commotions</li> <li>Street vendors problems</li> <li>Rehabilitation of street vendor and street residents if there is reconstruction and redevelopment</li> <li>Setting and starting new enterprises and sustainability of small shops and local business</li> <li>Unregistered business and their survival after reconstruction and developmental projects started and management by various Government schemes.</li> <li>Availability of various schemes for supporting livelihood</li> <li>Involvement of local community for participating in local development</li> <li>Information related to AMC plans and shifting the in new places</li> <li>Health facility and education facilities and availability to local facilities for livelihood</li> <li>Issues related to drainages and water logging and disease related to poor hygiene.</li> <li>Maintenance and managing hygienic conditions in the areas nearby the development sites and impact of developmental related work in and around areas.</li> <li>Awareness about the training is funded by government of India.</li> <li>Some other schemes which are heling the department like DAY URBAN LIVILIHOD MISSION, PM Street Vendor support programs.</li> <li>Vendors are registers and getting loan from bank.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>• Is helping to women to get the loan and setting their small enterprises by capacity building.</li> <li>• Helping vulnerable group, marginal group and women who are affected by G-ACRP.</li> <li>• Helping stakeholders in both the ways; who are affected from this project and who are affecting the project.</li> <li>• Reasons of Baheramatrum which is most affected place of TB. The prominent reason of the diseases were very poor living conditions</li> </ul>
Virtual, zoom	17/9/2021	Akhil Gujarat Truck Transport Association and All India Motor Transport Congress	<p>Focus Points:</p> <ul style="list-style-type: none"> <li>• Support for Transport infrastructure</li> <li>• Problem of managing traffic</li> <li>• Problems of heavy wheeled commercial wheels trucks and light weighted vehicles.</li> <li>• Any action from authority about suggestions for segregation is applied by the transport authorities.</li> <li>• Issues of commercial vehicles and odd time entry.</li> <li>• Solution for traffic management</li> <li>• Clear rules for traffic diversion and these drivers are not informed well.</li> <li>• If they are informed well in advance, they can avoid to take wrong path for their journey</li> <li>• Create traffic jam, honking, waste of fuel and pollution.</li> <li>• Another issue which was brought into the notice about flyovers and absences of service roads. During rains and water logging, areas under bridge are affected and poorly designed roads and service roads create a panic situation among commuters and among residents also.</li> <li>• Many circles have been created and many diversions has in the roads and when people raised some concern and reported to authority to look at the matter and urge to solve the problem, they did not get any positive or promising responses from the authorities.</li> </ul>

Place	Date	Participants	Key points raised
			
Virtual	17/9/2021	Joint Traffic Police Commissioner, Ahmedabad	<p>Focus Points:</p> <ul style="list-style-type: none"> <li>• Role of AMC in development Plants</li> <li>• The focus on beautification of main roads,</li> <li>• But the focus can be more towards development of roads and water logging, smooth structure.</li> <li>• The plants which are there in circle for beautification, block the vision for drivers and that should be taken care by AMC.</li> <li>• Plant management in the roads should be addressed by AMC or concerned department.</li> <li>• Another point which he has discussed that private building and other residential areas and shops they keep on extending the premises for which they do not have permission, and that extension also create spillover effect in other work. It reduces the space for roads, walk, driving etc.</li> <li>• Parking is the major issue for road traffic management, since no systematic and planned parking space is not allotted for better traffic management and security, which need to be addressed by the AMC.</li> <li>• Involvement of various bodies like traffic association, transport association, residential welfare society and other NGO as important stakeholder.</li> </ul>
Personal Visit	17/9/2021	4 persons	<ul style="list-style-type: none"> <li>• Pirana Waste water treatment Plant is funded by AMC. Total 52 people are working there including engineers, regular employee, contractors and contract labors moving basis or shift basis.</li> <li>• The staff include 6 engineers, Supervisor 6 Manager 2, Operators,</li> </ul>

Place	Date	Participants	Key points raised
			<p>cleaners and labors working for cleaning, grass cutting, grid cleaning, housekeeping and separation of waste from plant.</p> <ul style="list-style-type: none"> <li>• The working conditions are appropriate</li> <li>• and as per the norms of industry,</li> <li>• Complain during interaction with the staff members and manager.</li> <li>• Labour welfare functions and their support like providing them food, health benefits, bonus, yearly leaves, monthly leaves</li> <li>• Diwali Bonus and other benefits to the workers and staffs.</li> <li>• Occupational health problem</li> <li>• Required safety tools and measures, like gloves, mask, first aids, etc.</li> <li>• Medical facilities in nearby hospital if someone fall sick.</li> <li>• Is the cost is bear by the management?</li> <li>• labor unrest</li> <li>• Bad smell and breathing issues.</li> <li>• Health loss and social loss observed.</li> <li>• Safety measures periodically measured</li> <li>• Provision of all financial and leave support for any mishappening or sickness in workplace.</li> </ul>
Virtual	26/9/21	Working for livelihood and cluster development and redevelopment 1 person	<ul style="list-style-type: none"> <li>• Issues related to Housing and safety :</li> <li>• Looking after heritage building and its maintenance</li> <li>• Provision of the common facilities for women in the area where SHG are working</li> <li>• Support of AMC provided for livelihood and housing</li> <li>• Support for training and capacity building for sustainable livelihood</li> <li>• Challenges after Covid and loss of job because of no mobility.</li> <li>• Issue of transportation</li> <li>• Other issues are like unavailability of raw material like yarn and increased cost of transport, time of travel because of heavy traffic and road blocks , road diversion etc which reduces the productivity and earning too.</li> </ul>

Place	Date	Participants	Key points raised
Virtual,	27/9/2021	1 person	<ul style="list-style-type: none"> <li>• Despite an increase in incomes in cities, formal housing is inaccessible to a large share of the population, and the number of people living in deteriorated housing conditions in the city of Ahmedabad. Mahila Housing Trust ( MHT) adopts a multi-pronged approach towards enabling access to decent housing for the poor and marginalized women.</li> <li>• Cerifera for getting houses</li> <li>• Level of monthly income</li> <li>• Paper required for getting house</li> <li>• Survival strategy</li> <li>• women face lots of problem while travelling because of road construction and diversion. Their productivity has declined and so their health. The time of travel has increased because of unmanaged traffic and diversion of road.</li> <li>• Request for better management of traffic and clear instruction of diversion and blockage of road for certain time period.</li> <li>• The biggest challenge in the process is establishing a trust relationship between the developer and community, especially as it involves demolition and temporary removal.</li> <li>• The focus of MHT's interventions in the redevelopment projects and to create an environment of better accountability and build a legal stake for the slum dwellers to ensure their interests , equal property rights they should be involved in decision making.</li> </ul>
Virtual,	27/9/2021	2 Person	<ul style="list-style-type: none"> <li>• Engaged in education and shelter for children and young adults.</li> <li>• Engaged in education and shelter for children and young adults.</li> <li>• They have set up a co-ed hostel and school for underprivileged and orphan children and young adults from low-income groups, and the trust funds their travel fare when and if those who visit their homes during school holiday breaks.</li> <li>• The trust has also adopted some children who were brought to the trust, when the government approached them.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>The trust also comprises students from slum settlements in Naroda, Bapunagar, and Vasna who are day scholars.</li> </ul>
Virtual Urban Community Development Department	11.05.2021	<b>Urban Community Development Department</b> 8 persons	<ul style="list-style-type: none"> <li>Drainage Problems in the slums</li> <li>Mixing of drinking water and waste water.</li> <li>Some unauthorized dwellings on the proposed project sites which may be interrupted.</li> <li>South Zone faces water logging problems more than other zones</li> </ul>
Virtual	13.05.2021	<b>SEWA</b> <b>7 persons</b>	<ul style="list-style-type: none"> <li>There could be several settlements which are on encroached land or houses are on the drain. Some of the slums have issue of drainage and mixing of drinking water with drain water.</li> <li>Some unauthorized dwellings (encroachments) on the proposed project sites which may be interrupted.</li> <li>The conditions in the dumping sites are extremely hard with no provision of water, toilets, sheds etc.</li> </ul>
Virtual	14.05.2021	<b>Mahila Housing Trust</b> 9 persons	<ul style="list-style-type: none"> <li>Mixing of sewage water with drinking water in most of the slums.</li> <li>Sewage is often clogged and pumping station does not work.</li> <li>Issue of vectors like rats in chawls of central Ahmedabad where the sewer lines are very old.</li> <li>In periphery slums individual connection of sewer lines is a problem. They have mostly soak pits.</li> <li>Solid waste is collected but not recycled.</li> <li>Vulnerable groups do not have access to the GRM of AMC</li> <li>Various construction projects viz. metro cause water logging (Odhav Bopal, Palid, Chandranagar areas)</li> <li>Fringe areas still draw drinking water from borewells</li> <li>Kharicut Canal is dry and has become solid waste dumping ditch</li> <li>AMC has made ground water recharging compulsory but implementation is problem.</li> </ul>

Place	Date	Participants	Key points raised
Virtual	17.05.2021	<b>Mumbai Ahmedabad Fast Track Train</b> 8 persons	<ul style="list-style-type: none"> <li>Some good practices of land acquisition like consultations, transparency, direct access to the project authorities for grievances are some of the good practices and could be followed.</li> </ul>
Virtual	28.05.2021	<b>STP Department</b> 12 persons	<ul style="list-style-type: none"> <li>The warning system of industrial mix in waste sometimes is slow.</li> <li>With rise in population the capacity of the STPs needs to be increased</li> </ul>
Virtual	20.05.2021 28.05.2021	<b>STP Contractors</b> 11 persons	<ul style="list-style-type: none"> <li>SCADA sensors erode and stop working because of gases in the plant and high temperature</li> <li>Due to mixing of industrial effluent with sewage the colour of the treated water become yellow once which made the recipient farmers of Juhapura Canal complain to AMC. After that incidence water is again being discharged in to Sabarmati River.</li> <li>Issue of foul smell is often brought up from the community.</li> <li>During monsoon they need efficient pumping they normally have an extra team during monsoon.</li> <li>Quality parameter is not recorded in SCADA.</li> <li>They do not use solar power in any of the STPs</li> </ul>
Virtual	21.05.2021	<b>AUDA</b> 9 Persons	<ul style="list-style-type: none"> <li>Industrial waste water and domestic waste water is sometimes mixed in treatment plants.</li> <li>During peripheral development, enhancement of infrastructure was not envisaged.</li> <li>Concerned with untreated water in the downstream of Sabarmati which is used for agriculture.</li> <li>There have been instances when high ph (2 or 1ph) level water has entered the sewage system damaging pumps and STPs. To counter that now sensor based systems are provided which direct high ph water directly into Sabarmati River bypassing the STP.</li> <li>The contracts for execution of drainage or water supply works do not have specific clause for air pollution prevention.</li> </ul>
Virtual	26.05.2021	Drainage Department, AMC	<ul style="list-style-type: none"> <li>Treatment plants do not meet NGT norms.</li> <li>Rehabilitation work started in old lines as often major breakdowns happen</li> </ul>

Place	Date	Participants	Key points raised
		11 persons	<p>there. All rehabilitation works take place with no dig technology to minimize the disruption.</p> <ul style="list-style-type: none"> <li>No dig technology is a specialised work and requires specialised labour to come in. For this labour camps may be required.</li> </ul>
Virtual	11.06.2021	<b>Drainage Contractors</b>  12 persons	<ul style="list-style-type: none"> <li>Lack of space to safely store equipment.</li> <li>Regular monitoring by PMC</li> <li>AMC also monitors.</li> <li>No standard format for reporting on environment and social issues.</li> <li>They follow strict adherence to labour standards.</li> </ul>
Virtual	1.06.2021	<b>Heritage Department</b>  7 persons	<ul style="list-style-type: none"> <li>There are not standard vibration limits set for works near heritage structure</li> <li>If a project requires detailed impact assessment or not is decided on project to project basis.</li> </ul>
Virtual	26.05.2021	<b>Zonal Heads of AMC</b>  18 persons	<ul style="list-style-type: none"> <li>In the eastern side, dense population especially near Kharicut canal creates a problem.</li> <li>In the Southern side main issue is that the main trunk is silted leading to breakdowns.</li> <li>No systematic drainage line is there as there is a lot of encroachment.</li> <li>In central zone lines are very old and are often choked due to silting.</li> <li>Encroachment on government land on the main trunk line is a major issue.</li> <li>Encroachment is a problem in narrow zones.</li> <li>They have a very good GRM method. With each complaint the respective assistant engineer is notified. Each complaint is monitored at the zonal head.</li> <li>Most complaints come from residents who register their complaint at the zonal level. Some also go to the local councillors.</li> <li>Majority of the complaints are on drainage issue.</li> <li>In some places complaints also come because industrial waste.</li> </ul>
Virtual	4.6.2021	<b>CCRS Department, AMC</b>	<ul style="list-style-type: none"> <li>Three methods of registering complaint – toll free number, CCRS on internet and physical registration in ward office.</li> </ul>



Place	Date	Participants	Key points raised
		<b>6 persons</b>	<ul style="list-style-type: none"> <li>• Receive about 50,000 complaint every month.</li> <li>• Easy process of registration</li> <li>• CCRS data and state level Grievance System data is exchanged widely.</li> <li>• The elected representatives of the corporation are not involved in GRM.</li> <li>• Regular feedback is sought on GRM through citizens' feedback.</li> </ul>
Virtual	Date?	<b>City Planning Department</b>  <b>10 persons</b>	<ul style="list-style-type: none"> <li>• More than 85% of the city is covered under the TP Scheme.</li> <li>• There are any unauthorised structures on the road.</li> <li>• There is no provision for compensation for unauthorised structures.</li> </ul>
Virtual	8.6.2021	<b>Roads Department</b>  <b>8 persons</b>	<ul style="list-style-type: none"> <li>• Any encroachment on the roads is looked into by the Estate Department.</li> <li>• All utility lines are laid before roads construction work starts.</li> <li>• Any private company doing excavation have to give security deposit for excavation.</li> <li>• Community Health and Safety during construction lies with the contractor.</li> </ul>
Virtual	9.6.2021	<b>Taluka Development Officers</b>  <b>9 persons</b>	<ul style="list-style-type: none"> <li>• These two Talukas are located in the downstream of Sabarmati.</li> <li>• The villages in the Taluka on the river bank face the problem of dirty untreated water in the river, which cannot be used for drinking.</li> <li>• This dirty untreated water is released from the industry which are close to the Talukas and are after the ETP.</li> <li>• The local population has severe health issues like cancer and other water borne diseases.</li> <li>• The villagers are also not very aware of cleanliness and dump solid waste in the river.</li> <li>• Not many complains are registered on the water quality of Sabarmati.</li> </ul>
Virtual	10.6.2021	<b>Meeting with members of vulnerable population</b>  <b>13 persons</b>	<ul style="list-style-type: none"> <li>• The community lives in areas close to STP and dumping site of AMC.</li> <li>• Issue of mixing sewage water with drinking water.</li> <li>• AMC does not provide services like water and sewage to most of the households.</li> <li>• The area is not unauthorised as they were allotted land but not under</li> </ul>

Place	Date	Participants	Key points raised
			<p>AMC authority.</p> <ul style="list-style-type: none"> <li>• The population living here are mostly street vendors and vegetable vendors.</li> <li>• They do not like to relocate to any place where they might loose their livelihoods.</li> <li>• The place is also close to the Industrial Centre and therefore has air pollution.</li> </ul>
Virtual		<p><b>State Pollution Control Board</b></p> <p><b>12 persons</b></p>	<ul style="list-style-type: none"> <li>•</li> </ul>
Virtual and Face to Face	14.06.2021	<p><b>Councilors' and Elected Representatives</b></p> <p><b>17 persons</b></p>	<ul style="list-style-type: none"> <li>• Ahmedabad is a growing city and in the next 30 years its population will double itself.</li> <li>• Rehabilitation of old drainage system</li> <li>• Reuse and recycling of water is one of the priorities. Recycled water from STPs to be used by farmers in downstream of Sabarmati.</li> <li>• Fulfilment of NGT norms very important</li> </ul>
Virtual	15.06.2021	<p><b>Solid Waste Department</b></p> <p><b>13 persons</b></p>	<ul style="list-style-type: none"> <li>• The city has a very efficient system of collection of door to door solid waste.</li> <li>• The system of treatment and disposal of solid waste is also quite organised with separate system for bio waste and domestic waste.</li> <li>• They have a Scheme for Rag pickers in which more than 1000 rag pickers are enrolled and they are provided with IDs. The Department organises health camps for them regularly.</li> <li>• 99% of the city is covered by drains.</li> <li>• The Kharicut canal and the lakes are cleaned regularly.</li> <li>• CCTV cameras are installed for surveillance.</li> <li>• AMC is proposing to set up two solid waste management plant on PPP basis.</li> <li>• Citizens are charged a SBM tax over and above the Conservancy tax.</li> </ul>

Place	Date	Participants	Key points raised
			<ul style="list-style-type: none"> <li>Any complains on solid waste collection is sorted within 24 hours.</li> </ul>

## Annexure 2: Outcome of Post Disclosure -Stakeholder/Public Consultation

Project	Gujarat Resilient Cities Project
Agency/Department	Ahmedabad Municipal Corporation
Consultant	Tata Consulting Engineers
Consultation Stage	Consultations on ESMF & Draft ESIA's
Type of Consultation	(Focus Group Discussion, Public Consultations, Virtual Consultation etc.)
Date & Time	23.3.22
Venue	Gyaspur, Bhattha.
Total no: of Participants	61
Name & Designation of Agency / Consultant Representatives	AMC PIV
Name & Designation of Other officials	Neh U. - Env. Eng. Inayat M. - ACO Akshit S. - C.O. Shreyasta S. - NCO.
Remarks	

Key Points / Concerns raised (Heads)	Details (as bullet points)	Type of Stakeholder who raised the concern
Locality	- Daily Wage Labourers, skilled & unskilled workers	
	- family size - 5 to 10 persons with 3 to 10 children	
Health & Education	- Health & Education facilities they use are of AMC	
Livelihood	- Lack of livelihood opportunities	
Issues	- Lack of water, Drainage connection (as it is informal squatters)	
	- Houses are kuccha and mostly hutments.	
	- poor or no hygiene.	
	- They draw water from borewell & ground water is of very poor quality	
	- Some of them have goats and goats fall ill because of river water (drinking & bathing)	
<b>Attendance :</b> (Please note that this list will be presented in the ESIA / ESMF Report. If the participant has any objection to disclosing their names or details, they can put designation / location / area / or type of stakeholder & contact number / details if ok)		



Project	GRCP Project	
Agency/Dept	Ahmedabad Municipal Corporation	
Consultants	Tata Consulting Engineers	
Consultant Stage	Consultations of ESMF and Draft ESIA's	
Type of Consultation	FGDs, Public consultations, Virtual Consultations, etc)	
Date and Time	28.3.2022	
Venue	AMC Community Hall	
Total Participants	60	
Name and Designation of Agency/Consultant	AMC, PIU	
Name and Designation of other Officials	Neha U - Env Eng, Akshit-Env, Darshana, Mr. Mistry	
Remarks		
<b>Key Points/Concerns raised (Heads)</b>	<b>Details (as bullet points)</b>	<b>Type of Stakeholder who</b>
salient points	GRCP project - pollution related aspects	
	Basis for project.	
	Prioritize the projects. City has to prioritize which projects it has to be taken up	
	The points considered for planning.	
	Waste water treatment and reducing pollution. NGT guidelines.	
	Storm water management will be dealt with separately.	
	Institutional framework and technical support	
	Monitoring and implementation	
	Strengthen Organization for undertaking such projects in the future.	
	ESMF provide frameworks for the GRCP project.	
Sub projects under 30 % investment-Priority	Brief description of the existing and proposed projects for 375 MLD and 240 MLD STPs in Vasna and 180 MLD in Pirana.	
	Identification of risks and institutional responsibilities. Plan for monitoring impacts and implementation measures and strategy of public consultations.	

	Samples are collected: noise quality, sludge, air water etc. and analysed.		
	Findings of the project. Not ecological sensitive areas in Ahmedabad. Air pollution concerns		
	Baseline data described here.		
	Samples of 126 plants. 54 acres of land within compound wall. No structures within compound		
	CND wastes, improvement of water quality and sludge post implementation.		
	In pirana 27 acres within plant boundary wall. No R&R issues. ESMP plans are prepared		
	Residential areas are more than 1 kms away.		
	In vasna there are some settlements nearby.		
	water quality in Sabarmati river will improved due to technology and NGT standards		
Link to access Draft reports/website	The reports can be accessed on the AMC website. AMC invites participants comments and suggestion.		
	PMC will be appointed for the project. Participants to give their comments, views and suggestion for the ESIA and ESMP uploaded.		
Summing up, disclosure and availability of Draft reports on AMC Website, Vote of Thanks	Mr. Mistry summed up and gave details of the disclosure of all documents on the AMC website and invited participants comments/views and suggestion on the same. He also invited comments from the participants who have accessed the reports.		

## Public Consultation for Understanding the Environmental & Social Impacts of the Projects Initiated under the G-ACRP


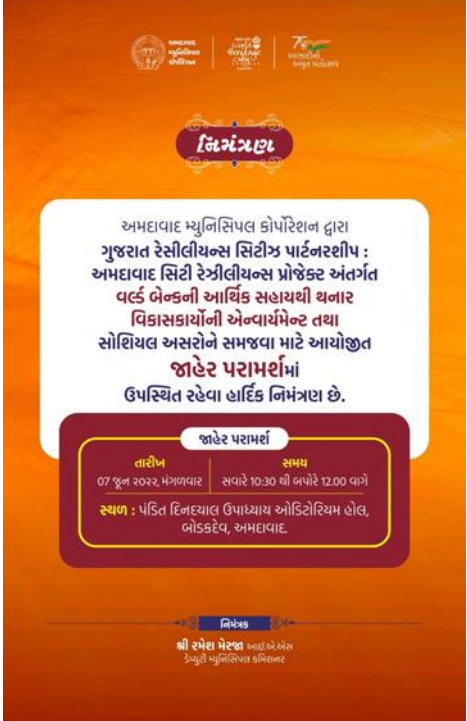


As part of the process under SEP, a public consultation was conducted on 07/06/2022 by AMC in Pandit Dindayal Upadhyaya Auditorium, Bodakdev, Ahmedabad. Invitations was circulated to various stakeholders in English and Gujarati. Notices were also published in the newspapers in both languages. The proceedings of the meeting key concerns raised by stakeholders and responses form AMC are reproduced in the table below, along with the photographs and the list of participants.

Project	G-ACRP Project	
Agency/Dept	Ahmedabad Municipal Corporation	
Consultant Stage	Consultation ESIA's and ESMF	
Type of Consultation	Stakeholder Consultations	
Date and Time	07.06.2022	
Venue	Pandit Dindayal Upadhyay Auditorium, Bokadev Ahmedabad	
Total Participants	160	
Name and Designation of Agency/Consultant Representatives	AMC, PIU, TCE, DHV	
Name and Designation of other Officials	AMC Officials and Elected Representatives: Municipal Commissioner, Dy M.C, Mayor, Dy Mayor, AMC Committees chairpersons, Councillors, Citizens,	
Remarks	Conducted in Local Language Gujarati	
<b>Key Points/Concerns raised (Heads)</b>	<b>Details (as bullet points)</b>	<b>Type of Stakeholder who raised the concern</b>
Introduction and welcome note by AMC Officials: Neha and Darshana	Welcome the participants and introduction to the G- ACRP project and Stakeholder Consultation	
Municipal Commissioner		
CE, WRM,	Introduction to the G-ACRP project, process followed till date, total funding to be released for the project by World Bank, preparation of reports such as ESIA, ESMF, etc and availability of these reports on AMC website	

	History of the Ahmedabad City and underground drainage system, compliance standards, population increase and the need for the project, and implementation mechanism for the project, sub projects under G-ACRP, disclosure of documents ESMF & ESIA on AMC website, preparation of labour Management Procedure and Cultural & Heritage Management Framework, Resettlement Policy Framework; SEP. The process of consultations undertaken to understand issues and concerns with respect to the project and sub projects, Baseline monitoring of environmental conditions undertaken for preparing the ESIA reports. Suggestions invited on email: piugrcdpamc@gmail.com in the next 15 days.	
NGO	Will other STPS be upgraded considering the total sewage received for city, Storm water and gutter connection was taken by residents after payment and the same has been removed by AMC. What is proposed to be done to rectify this issue.	
	How will the sewage generated and bypass be dealt with during construction period of 126 MLD STP.	
	Naroda, Vatva and other areas with common ETPs there are issues with respect to the releases of effluents and it has been highlighted in various reports and studies carried out by different organizations. How will the untreated industrial be treated?	
	Data pertaining to census 2011. Data should be updated for recent areas.	
Response by CE, WRM	For all sub projects design and technology will adhere to NGT standards for discharge of treated water; these are two priority investment projects and rest of the sewage treatment also will be taken care further through other projects of new STPs and upgradation of old STPs. 126 MLD STP will be functioning till the time new stream of approximately 120 MLD in the adjacent land inside the 126 MLD STP premises is built and the flow of existing 126 MLD will be diverted to the new stream and then demolition will take place hence there will be no bypass from 126 MLD campus during construction of 375 MLD STP in campus of 126 MLD STP. Storm water project will be undertaken in other funding schemes like NRCP and Amrut; CETP discharge come under the purview of the GPCB. 3500 connections from industries removed by AMC. Data from Master planning consultants has been used for the reports.	



NGO	Many workers/labour will be hired. There are violations of labour standards and non-compliance in AMC projects. Many workers have lost their lives and health and safety compliances are violated especially in storm water works.	
	AMC gives funds for labour welfare for workers. There is committee to raise the violation. Rehabilitation of the migrants' colonies who may be affected and who don't have drinking water, sanitation and other facilities.	
	Response: PIU will address the issues with help of its labour management plan. Please send suggestions on the email.	
NGO	Whether details for use of treated water in industries is available.	
Response	Discussion is ongoing with industries for reuse of treated sewage. Through Amrut, DPR is being prepared and will be shared after finalization.	
	Industries were reluctant earlier due to easy availability of groundwater. Some industries are now willing to use treated water and discussions are being undertaken with industries	
	In Fatehwadi canal, treated water was being released and studies will be undertaken for the same if we will use treated sewage from 126/375 MLD STP with help of agricultural university, subject to approvals and norms required for use of treated water for irrigation.	
, Addl. City Engineer , Drainage Project	Vote of thanks to all the attendees and participants	

	
<p>Invite (Eng) Issued by Deputy Municipal Commissioner</p>	<p>Invite (Guj) Issued by Deputy Municipal Commissioner</p>
	
<p>Public Notice published in the English Newspaper</p>	<p>Public Notice published in the Gujarati Newspaper</p>

	
<p>Welcome Address and Introduction to the Public Consultation</p>	<p>Brief Introduction to the project, ESMF, ESIA</p>
	
<p>Detailed introduction on State, city and G-ACRP</p>	<p>CE, WRM: Presentation in Gujarati on G-ACRP, WB funding , Process followed, Studies undertaken and Documents prepared</p>
	

