Shimla Water Supply and Sewerage Project  
Terms of Reference for Environmental and Social Impact Assessment

1 Project Background
The Greater Shimla Water Supply and Sewerage Project (GSWSSP) will support the augmentation, rehabilitation and extension of the WSS system to meet the growing needs of Greater Shimla Area¹, aiming at universal coverage with 24/7 metered supply, NRW reduction program for addressing physical and financial losses, including computerized customer database, billing and collection systems, grievance redressal systems, etc. The project would also support on-site and off-site sanitation, including increasing house sewerage connections and fecal sludge management, rehabilitation and extension of sewer network and the rehabilitation/optimization of the existing STPs, and new ones. The infrastructure activities will be supported by an institutional development program to build capacity of and shape the institutional structure of the recently created Greater Shimla Water Supply and Sewerage Circle (GSWSSC).

1.1 Proposed project design
The Project would follow an incremental approach to achieve a corporatized utility while simultaneously improving the water supply and sewerage infrastructure and services. For details on proposed infrastructure improvement see Annex 7.

(i) Component 1– WSS services improvement: It will focus on investments in WSS to increase capacity and efficiency. A sequential approach would be followed, with an immediate focus on the improvement of the water distribution system, followed by augmentation of the bulk water supply to meet increased demand from additional customers connected to the system. Activities under Component 1 of the project include:

(a) **Additional bulk water supply scheme:** Development of additional 65 MLD bulk water supply scheme from river Sutlej at Basantpur intake point. The scheme will include source development, and construction of a Water Treatment Plant (WTP), pumping station, transmission mains, and water storage.

(b) **Rehabilitation and upgrade of existing bulk water supply system:** Capacity expansion and technology upgrade of the existing WTPs, efficiency improvement of pumping systems, installation of SCADA systems, and NRW reduction in transmission lines from WTPs to main reservoir.

(c) **Improvement of water distribution system:** Rehabilitation and expansion of water supply distribution system, including additional storage tanks, expanding distribution network, installing SCADA system, along with NRW reduction.

(d) **Improvement of sewerage system:** Extension of existing sewerage network and construction of new and rehabilitation of existing STPs.

¹ Greater Shimla Area includes the Shimla Municipal Corporation area and the Shimla peri-urban area comprising 30-40 Panchayats
(ii) **Component 2 (USD 7 million)** – Sector development and capacity building: This component will support sector development, including establishing the WSS utility, improving operational efficiency and building capacity. It will support the development of the GSWSSC towards the selected institutional option.

(iii) **Component 3 – Project management support:** This component will strengthen the GSWSSC to manage the Project through WSS sector experts, including technical, institutional, environment, social, financial, procurement, and other experts, along with operational costs for project management.

**Project wise sub components for Infrastructure Development**

The sub components of the infrastructure component are as below

1. **Augmentation of Bulk water supply project at Sutlej river near Sunni town**
   a. Intake works at the Sutlej river at about 31°13'57.03"N 77° 7'26.02"E. The structure will be in RCC.
   b. Raw Water pumping machinery at intake works
   c. RCC ground water sedimentation tank
   d. Express feeder main for uninterrupted power supply to all pumping stations
   e. Water treatment plant at about 31°13'49.66"N 77° 7'37.47"E
   f. Pure water pumping main from WTP to Devidhar pumping station length 1800m.
   g. Water pumping station at Devidhar about 31°13’2.98"N77° 6’56.02"E
   h. Pure water gravity main from devidhar to dwada pumping station
   i. Pumping station at Dwada at about 31°10’22.59"N77° 8’46.54"E
   j. Pure water pumping main from dwada to dhummi pump house
   k. Pumping Station at Dhummi at about 31° 9’38.80"N77° 8’54.16"E
   l. Pure water pumping main from dhummi to ridge reservoir
   m. Staff quarters at the locations of pumping stations
   n. Power sub station at 4 locations

   The material for the pipelines are ERW pipes of class API 5L. All the water reservoirs to be constructed at pumping station locations are of RCC.

2. **Improvement of water supply distribution system in Shimla Planning area**
   a. Ground reservoirs and break pressure tanks at various places to be constructed in RCC.
   b. Water distribution network in Shimla planning area of material Galvanised Iron upto 150mm and Mild Steel/DI above 150mm
   c. Valve appurtenances such as sluice valves, flow control valves, pressure reducing valves, air valves at various places in the distribution system.
   d. RCC chambers for valve appurtenances
   e. Instrumentation components for water quality, quantity and pressure management.
   f. House service connection to consumers on pipeline upto 150mm

3. **Improvement of sewerage system Shimla Planning area**
   a. Ductile iron k-7 pipeline for sewerage network
   b. RCC chambers at junctions and every 30m interval
c. Scraper manholes at intersections
d. House service connections with inspection chambers
e. Sewage treatment plant based in SBR technology
f. Pumping station and pumping machinery at sewage pumping stations
g. All electrical, mechanical and instrumentation components required for Sewage treatment plant.

1.2 Objectives of Assignment
As part of the GSWSSP, the GSWSSC is commissioning studies to assess and identify potential environmental and social impacts and risks arising out of the project’s support to the proposed schemes and recommend actions by which such risks could be mitigated or managed by the project, which includes the preparation of environmental and social management plans. Further the studies shall also provide clear, comprehensive and practical guidance to the GSWSSC on capacity building activities to manage safeguards into project implementation. The consulting services (“Services”) broadly include as below the following in a sequential manner.

1.3 Outline of the Assignment

I. Executive Summary

II. Volume 1: Background to Environmental and Social Impact Assessment (ESIA) study
   i. Environment and social baseline of Greater Shimla
   ii. Analysis of current water sources and their sustainability
   iii. Institutional and stakeholder overview and assessment
   iv. Public and stakeholder consultations
   v. Identification of Valued Environment Components (VECs)
   vi. Legal and Regulatory Framework
   vii. Inputs to Engineering Feasibility Studies
   viii. Institutional and Implementation Arrangements in respect of GSWSSC institutional and capacity building recommendations

III. Volume 2: Environment Impact Assessments (EIA) and Management Plans
   i. EIA & EMP for development of additional 65 MLD bulk water supply system
   ii. EIA & EMP for rehabilitation and upgrading of existing bulk water supply system and water distribution system
   iii. EIA & EMP for extension of sewerage network and construction of new and rehabilitation of existing STPs

IV. Volume 3: Social Impact Assessment (SIA), Stakeholder Consultation Workshop Report and Household Survey Report
i. SIA and RAP/ARAP (IPDP, if applicable) for development of additional 65 MLD bulk water supply system

ii. SIA and RAP/ARAP (IPDP, if applicable) for rehabilitation and upgrading of existing bulk water supply system and water distribution system

iii. SIA and RAP/ARAP (IPDP, if applicable) for extension of sewerage network and construction of new and rehabilitation of existing STP

iv. Conducting and documentation of a Stakeholder Workshop with multiple stakeholders

v. Stand alone report on Household Survey of about 2500 representative households to assess the baseline WSS services, including coping costs;

vi. **Scope of Services**

1.4 **Executive Summary of ESIA Report**

An executive summary of the ESIA report is required, which should briefly cover the volumes of the full ESIA report: project description, and environment and social baseline, anticipated environmental and social impacts & mitigation measures, institutional capacity building, monitoring program and project benefits. A summary of the key recommendations in the environmental management plan (EMP), Indigenous Peoples Development Plan (IPDPs) and resettlement plans as applicable should be provided. Details and outcome of conducting consultations with authorities, other interested parties and the public should also be included.

1.5 **Volume 1: Background to ESIA study**

1.5.1 **Environment and Social Baseline of Greater Shimla Area**

The Consultants will compile baselines covering important environmental and social parameters as relevant to the project; this will be based on primary surveys and investigations and secondary information that may be required to be collected from various government/non-government agencies.

1. Physical environment (topography, land cover, geology, climate and meteorology air quality, hydrology, etc.)
2. Biological environment (i.e., flora and fauna types and diversity, forests, endangered species, sensitive habitats etc.)
3. Key pollutants/water quality indicators (e.g. DO, BOD, COD, pH, Nitrates, Heavy Metals, Pesticides, etc.) in current water supply systems. (The Consultants shall carry out primary sampling surveys to understand the prevailing trends of water quality at the critical locations of the water supply networks (source, treatment plant, consumer point, etc.)
4. Issues related to environmental health (analysis of data on water-borne diseases related to poor water quality and lack of adequate sewerage system)
5. Social and cultural environment, including present and projected. Where appropriate (i.e., population, land use, planned development activities, community social structure, employment and labor market, sources and distribution of income, cultural/religious/historical sites and properties, vulnerable groups and indigenous populations etc.)
6. Economic activities, agriculture, horticulture, hydropower, fisheries, small scale industries etc.

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2 For detailed requirements on the primary and secondary data requirements for baseline, please see Annex 1
7. Maps on GIS platform should be prepared to show the study area and project site, environmental settings of project site, drainage pattern, contours, land use, project alignments and identify the corridor of impact (COI). Primary & secondary baseline monitoring data should be presented in the maps.

8. The consultant will study major environmental and social issues at these locations and integrate each of the above issues in ESIA.

1.5.2 Sustainability of current water sources
The water source availability and sustainability issue is one of the most significant problems that many locations will face in India, and one which has received much attention by public and government for several years. Water authorities might face challenges in meeting the in-stream flow requirements and providing more water for growing populations, industry and agriculture. In order to evaluate the sustainability of the water sources related to the water supply schemes detailed above, the Consultant will identify the best approach -in the context of the consultancy timeline and the available information- that could be the basis of determining (a) whether the sources can yield to the capacity that has been designed (b) sustainability of the sources using business-as-usual scenario, and the water demands in the sources for 2045.

1.5.3 Institutional and Stakeholder Analysis
Identify the key institutions, departments, and stakeholders involved in the project (managing water supply and wastewater management in greater Shimla circle) and describe their roles, responsibilities and relationship with the project activities. Provide an assessment of the strengths, weaknesses and opportunities for capacity enhancement for environmental management. (e.g. for monitoring, regulation of water supply and wastewater management)

The consultant firm will need to map stakeholders on a stakeholder matrix according to the expected level of impact of the change on them and the importance of these stakeholders to the success of the project. This will require extensive consultations with all the identified stakeholders regarding the project and the ESIA and such consultation will have to be properly documented.

1.5.4 Public and Stakeholder Consultations
In the context of the ESIA process, stakeholder involvement in the form of public consultation and disclosure of information, is defined as the two-way communication between the project ESIA team and the targeted and affected groups. The consultants shall undertake consultation sessions at the state, ULB and community levels, as per the consultation plan prepared during the inception phase. Consultations should be carried out with all relevant stakeholders identified through stakeholder analysis. The goals of such stakeholder participation is primarily to promote public understanding and acceptance of a developmental activity or a project by minimizing potential perceived environmental and social impacts through open discussion. In return, public and stakeholder feedback can be used as constructive input into improving the project design.

Two rounds of consultations shall be carried out – the first to seek views from the stakeholders on the environmental issues and the ways these could be resolved, and the second to provide feedback to the stakeholders that their views have been taken considered the project (when the ESIAs and EMPs are nearly complete). Further, the residual feedbacks received shall be analyzed, and the consultants shall
determine how these can be addressed in the final EMP and in the project designs. The consultants shall co-ordinate the entire consultation program with the engineering consultants and GSWSSC.

The consultant firm will document all stakeholder views in a structured manner and indicate implications for project design, document all relevant stakeholder and public consultations (location, date and participants); their views and how they will/are addressed in the ESIA process.

1.5.5 Identification of the Valued Environment Components (VECs)

The consultants shall determine the VECs considering the biological and physical baseline information (from both secondary and primary sources), the preliminary understanding of the activities proposed in the project and the stakeholder consultations.  

1.5.6 Legal and Regulatory Environment

Provide a brief coverage of the existing environment, social legal and policy environment in relation to the project, which may be applicable to project investments indicating requirements and procedures to be followed. Also, include the World Bank safeguards policies that will be applicable to the project. Identify whether the sub projects / activity require clearances from the state and central departments/ministries.

1.5.7 Inputs into Engineering and Feasibility studies

The ESIA consultants shall consult with the engineering consultants and familiarize themselves with the project’s overall DPRs/engineering studies, so that the ESIA inputs are in conformity with the needs of the overall engineering study (for all the proposals under consideration). The consultant firm carry out site visits and investigations of all the environmentally sensitive locations (based on the inventory of valued eco-system components) and document them on the base maps to identify conflict points with preliminary designs (including verification of these from authentic sources of information, such as from the revenue and forest records);

For the negative impacts identified, alternative mitigation/management options shall be examined. For the positive measures identified, alternative and preferred enhancement measures shall be proposed. The ESIA consultants shall make location-specific design recommendations, wherever possible or required, related to infrastructure, and alignments of water supply and sewerage schemes.

In the cases of very significant environmental losses or benefits, the consultants shall estimate the economic/financial costs of environment damage and the economic/financial benefits the project is likely to cause. In the cases, the impacts or benefits are not too significant, qualitative methodscould be used.

1.5.8 Institutional and Implementation Arrangements

The consultants shall identify institutional/organizational needs to implement the recommendations of the project ESIA and to propose steps to strengthen or expand, if required. Description of implementation arrangement needed for the project, under GWSSC its operational units for each infrastructure scheme and for compliance of the environmental and social standards during construction.

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3 VEC is defined as social or biophysical component of an environment which is of value (for any reason) in a project influence area.

4 World Bank Operational Policies

and operation of the schemes. Recommendations on the overall institutional arrangements, the budget required for training and capacity building of its staff, and environmental sound innovation in technology options.

1.6 Volume 2: Environmental Impact Assessments

1.6.1 ESIA for Each of the Associated Infrastructure and Facilities

The Environmental Impact Assessment should be carried out to identify nature and type of impacts. The EIA and EMP for each of the associated facilities and infrastructure should be carried out individually for each (item of such) infrastructure scheme.

i. EIA & EMP for rehabilitation and upgrading of existing bulk water supply system and water distribution system

ii. EIA & EMP for development of additional 65 MLD bulk water supply system

iii. EIA & EMP for extension of sewerage network and construction of new and rehabilitation of existing STPs.

EIA and SIA for each individual associated facility or infrastructure should be carried out covering issues and contents as given in Annex 1, 3 and 5. Other major issues to be addressed, in addition to the content described in Annex 1, for each of the ESIA conducted for individual facilities include: (i) avoidance of any impact on flora, fauna, VECs and known ecological habitats; (ii) avoidance of any impact on sensitive receptors including hospitals, schools or the like; (iii) absolute minimization of air, water or noise pollution; and full treatment of effluents; (iii) adoption of safe and secure construction practices; minimization and comprehensive safe and impact-less disposal of construction wastes, and wastes from STPs, WTPs (iv) adoption of best practices for construction and operation; (vi) minimizing and comprehensive safe and impact-less disposal of construction wastes, and wastes from STPs, WTPs (v) adoption of best practices for construction and operation; (vi) avoiding disruption to access and movement for the communities during the construction phase; (vii) identification of all temporary and permanent disruptions/impacts on public utilities. Consultants are expected to examine the site context and the site environment in detail, and expand the analyses (even if not specifically mentioned above or in Annex 1) to prepare a high quality EIA, SI A, and EMP.

1.6.2 Environmental Management Plans (EMP)

The EMP shall specify the environmental supervision, monitoring and auditing requirements. The monitoring programme shall specify parameters, reference standards, monitoring methods, frequency, duration, location, reporting responsibilities, and what other inputs (e.g., technology, capacity building, training) are necessary.

The EMP shall list all mandatory government clearance conditions, and the status of procuring clearances. Additionally, the EMPs shall include as separate attachments, if applicable, Natural Habitat Plan and/or Cultural Properties Plan to satisfy the requirements of the World Bank safeguard policies.

The scope of the EMP has been outlined in Annex 2 and shall also include:

i. Design modifications recommended by the project EIA

ii. Recommendation of feasible and cost-effective measures to prevent or reduce significant negative impacts to acceptable levels

iii. Identification of opportunities for enhancement of environmental quality (of specific locations, water bodies, scenic areas, etc.) in the project area
iv. Formation of specific plans for reduction of the use of water and if possible for making all construction energy and material efficient (including reuse of construction wastes)

v. Plan for ensuring labour/workers occupational health and safety

vi. Plan for management for material waste and debris.

vii. Detailed specification of bill of quantities, execution drawings and contracting procedures for execution of environmental mitigation and enhancement measures suggested, separate for pre-construction, during construction and operation stages.

viii. Specifications for good practices for construction and upkeep of treatment plants and machinery,

ix. Responsibilities for execution and supervision of each of the mitigation and enhancement measures identified in the project EIA.

x. Develop general codes of practice for planning and design, construction, supervision and monitoring and operation of water supply and sewerage scheme projects. The codes of practice should be supported by necessary check lists, formats and supporting information, so as to enable the operator to adopt the codes directly for the respective projects.

xi. For each contract to be awarded, the consultants will prepare stand-alone EMPs including all the studies and analyses above. These should be in a form so that the appropriate parts can be readily incorporated in the respective contract documents.

xii. In addition, the EMP will specify what action should be taken and by whom in the event that the proposed mitigation measures fail, either partially or totally, to achieve the level of environmental protection expected.

2.3 Volume 3: Social Impact Assessment

2.3.1 Screening Stage: Undertake Screening to identify probable impacts and presents results by scheme at the Inception stage. Specifically, it should cover:

i. Identify all components of the project that result in involuntary resettlement, regardless of the source of financing that in the judgment of the Bank, which are directly and significantly related to the Bank-assisted project

   – necessary to achieve its objectives as set forth in the project documents; and

   – carried out, or planned to be carried out, contemporaneously with the project

ii. Nature and scope of positive and adverse social impacts likely from each scheme (select locations on a sample basis to ascertain) to arise during pre-construction stage and construction stage

iii. Identify sources of information (primary and secondary) relevant to the scheme and project area

iv. Identify if the project area has Indigenous Peoples that meet the four parameters as outlined in the Operation Policy 4.10 on Indigenous Peoples. **In light of the findings, clearly indicate if there is a need to prepare Indigenous Peoples Development Plan for any or all schemes.**

v. Identify relevant stakeholders and undertake preliminary consultations with them and present issues, concerns that required detailed study/further interactions.

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5 It is recommended to take into account to the World Bank Group General Environmental, Health and Safety (EHS) Guidelines in the preparation of DPRs, as it includes recommendations for the management of wastewater, water conservation, and EHS impacts common during the construction phase.
Specifically, the SIA should cover the following:

1. **Analysis of alternatives to avoid/minimize adverse impacts**: Feasible alternatives considered in selection of the proposed project site, technology, design, and operation – including the "without project" situation – in terms of their potential social impacts; the feasibility of mitigating these impacts; their capital and recurrent costs; their suitability under local conditions. For each of the alternatives, quantify the adverse social impacts. ESIA team should coordinate with DPR consultants.

2. **Baseline information on the demographic, social, cultural, and political characteristics of the affected communities**: Gather socio-economic and cultural profile of people affected (occupation/gender groups; ethnic communities including scheduled castes and tribes) from secondary sources and through stakeholder/community consultations and identify potential social impacts of the proposed sub-projects. Review available secondary information on the project area and its communities. Therefore, if the Screening exercise indicates the need, the SIA needs to assess the current socio-cultural living style of the tribal and come up with an approach in line with the World Bank’s Operational policy on Indigenous Peoples (OP 4.10). A separate Indigenous Peoples Development Plan” or “Tribal Development Plan” along the projects in the tribal areas (Refer to Annexure 5 for steps in preparation of and contents of TDP/IPDP)

3. **Study of land tenure and natural resources on which community depends**: Collect details on the land area of proposed project sites based on revenue records as to estimate the land take requirements by type of land. Study the types of land ownership, sources of livelihoods and by category of owners in the project area for each scheme. As part of SIA the consultants should document the various land acquisition/take practices; collect the relevant land prices for different type of lands and assets that are likely to be affected by this project from various sources including compensation paid for various projects in the project area, land transactions in the open markets, etc. As the department currently uses a Negotiated purchase method, the SIA should also review the rules/processes/practices followed for the methodology adopted to arrive at base value, procedure of consultation, variation between final amount and the base value and the institutional mechanism to facilitate purchase, etc. It shall form the basis to formulate suitable compensation/assistance package and processes to be followed.

4. **Review of Legal framework**: Review legislations, laws, circulars and government orders relating to land take (acquisition/purchase), use of right of way for laying/re-laying utility lines and resettlement and rehabilitation of affected communities (country, state and as applicable to Shimla area, if any) and ascertain their relevance to schemes proposed under the project. Further it should include review of labor laws as would be applicable during implementation stage.

5. **Consultations with affected persons/host communities**: Conduct detailed consultations with each stakeholder category and present a Stakeholder Analysis of local stakeholders such as local government, associations, communities who could play a role in the project implementation process (including R&R) with positive/negative influence on the outcomes. Record and analyze people's
perception of the project, its adverse impacts, and minimum acceptable mitigation measures (relocation options, if any are required assistance offered) that will enable them to cope with displacement or loss of livelihoods – temporary or permanent in nature, if any. Hold separate discussions (FGDs) with women and other vulnerable groups (as identified from the study). Additionally, if tribals (as per OP 4.10) are identified at screening stage, conduct Free Prior Informed Consultations and ascertain broad community consent for the project. Present issues/concerns and suggestions/expectations from the project by stakeholder. Summarize the concerns, suggestions for consideration by project authorities during design.

6. **Identification of Adverse and positive effects of the project through consultations and quantitative survey:** Analyze and prioritize key impacts on different groups of people (such as land owners, small, farmers; shopkeepers; small businesses, commercial establishments, SCs/STs, women), and communities (common properties, lands); analyze differential risks and opportunities for different categories of people (big, middle and poor farmers, encroachers, squatters, businesses, SC/ST). Segregate these impacts by pre-construction and construction stage (such as disruption, loss of access, loss of livelihood, impact on host community due to labour influx, etc.). Establishing impact categories is critical to the determination of potential adverse impacts is an analysis of the relative vulnerability of, and risks to, the affected communities. Segregate these impacts by pre-construction and construction stage (such as disruption, loss of access, loss of livelihood etc.).

7. Quantification of affected persons by impact categories: SIA should also include a census and socio-economic survey of Project affected households. The strategy for socio-economic survey should be drawn up based on findings of the above SIA exercises carried out through quick reconnaissance surveys, public consultations, and stakeholder analysis. Baseline survey should include a Household Survey of about 2500 representative households to assess the baseline WSS services, including coping mechanisms and costs. The Census and SIA survey should cover all categories of impacted persons - Present results of the Census and SIA survey on affected households, segregated by gender and social category. This would also include identification of Indigenous Peoples as some of the schemes, particularly the supply line in the Bulk Water Supply scheme could traverse through areas inhabited by tribals. Besides all the affected community assets such as worship place, drinking water source, impacts to schools and the community facilities need to be recorded. Also identify likelihood of labor influx in the area during construction along with broad estimation of numbers and suggest measures to address the same during implementation stage.<sup>6</sup> **Entitlements and assistance package (based on discussions with GoHP and WB):** Establish the criteria for eligibility of compensation and other resettlement assistance and present entitlements by type of impacted assets and category of impacted persons

8. **Identification of Gender issues:** As water supply and sanitation are critical aspects particularly relating to household management for women, ESIA should identify Project-relevant gaps between

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<sup>6</sup> Assessment as per World Bank guidelines on “Managing the risks of adverse impacts on communities from temporary project induced labor influx”, issued in December 1, 2016
males and females; propose specific actions to address these gaps; and finally present indicators to monitor outcomes from actions identified to address these gaps.

9. **Identify modes for citizen engagement:** As in urban areas, citizen awareness is higher particularly relating to provision of basic amenities such as water supply and sanitation, the study should identify modes of citizen engagement in respect to monitoring, satisfaction surveys feedback, grievance mechanisms and setting of Citizen monitoring committee, etc. Coordinate with other studies, if any are ongoing at the time and also incorporate findings of other citizen engagement workshops that might been carried out earlier as part of project preparation by other agencies.

10. **Relocation Sites:** Details on selection of relocation sites and plans for housing, infrastructure and services, in case shifting of affected residential, commercial, residential-cum-commercial structure and community properties is required.

11. **Feasible income generation/restoration plans, if required:** To mitigate impacts on livelihood, review existing income generation, livelihood schemes and develop feasible options.

12. **Grievance Redressal Mechanism and procedures:** Assess existing grievance redressal mechanisms including customer complaint mechanisms with different agencies (currently responsible for provision of water supply, sewerage, sanitation and septage) and propose suitable redressal mechanisms/measures in discussion with GSWSSC.

13. **Monitoring and Evaluation:** Propose mechanisms for Internal and External monitoring for monitoring of implementation of social mitigation instruments – RAP/ARAP, SMF and IPDP implementation and its periodic Evaluation (mid-term and end-term) along with suitable measuring indicators.

14. **Organizational arrangements:** Present an assessment of the implementing agency, specific to implementation of RAP/ARAP, IPP and SMF. Propose trainings as required to build capacity to address social safeguards, gender issues. Prepare an indicative action plan by type of training, audience and frequency. Also provide indicative TORs with roles and responsibilities for the implementation, monitoring and evaluation agencies.

15. **Implementation schedule:** Propose an implementation schedule that is linked to the civil works proposed in the DPR. Coordinate with DPR consultants adequately.

16. **Budget:** Provide itemized budget for all compensation, assistances, training related costs

1.7 **Public Disclosure:**

The consultants are to provide support and assistance to the Client in meeting the disclosure requirements, which at the minimum shall meet the World Bank’s policy on public disclosure. The consultants will prepare a plan for in-country disclosure, specifying the timing and locations; translate the key documents, such as the EIA, EMP and SIA & RAP summary in local language; and help the client to place all the reports in the client’s website.

The consultants shall prepare a non-technical Executive Summary of the report for public disclosure, conduct a disclosure workshop and document all proceedings for the same and furnish it into the final EIA and SIA report.
## Required Qualification and Experience of Key Experts

Following is an indicative allocation of manpower for the study.

<table>
<thead>
<tr>
<th>No.</th>
<th>Key Expert</th>
<th>Minimum Qualification And Experience</th>
<th>Considered for Technical Evaluation</th>
<th>No of experts</th>
<th>Total Man months</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Team Leader-Senior environmental management specialist/ engineer</td>
<td>The candidate should have Master’s degree or equivalent in environmental engineering/science with minimum 15 years of experience of which at least 10 years on environmental impact assessment of urban infrastructure development projects and experience of preparing environmental management plans. The candidate must have full knowledge of the World Bank’s guidelines, procedures and operational policies/directives. Experience of working as environmental expert in at least two World Bank or multilateral funded projects is required.</td>
<td>Yes</td>
<td>1</td>
<td>4.5</td>
</tr>
<tr>
<td>2</td>
<td>Senior Environment Engineer</td>
<td>The candidate should have Master’s degree in environmental/ civil engineering with minimum 10 years of experience of supervising environmental impact assessment of urban infrastructure development projects and experience of preparing environmental management plans. Experience of working as environmental expert in at least two World Bank or multilateral funded projects is required.</td>
<td>Yes</td>
<td>1</td>
<td>4.5</td>
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<td>3</td>
<td>Environmental Engineer-Water Supply</td>
<td>The candidate should have B.Tech and M.Tech (Environment) with minimum 7 years of experience of which at least 5 years on environmental impact assessment of urban water supply and experience of preparing environmental management plans for the same.</td>
<td>Yes</td>
<td>1</td>
<td>4.0</td>
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</tbody>
</table>

Additional expertise, shall be provided as demanded by the context of the project. The consultants are encouraged to visit the project area and familiarize themselves, at their own cost, before submitting the proposal; and propose an adequate number and skill-set for the senior specialists and technical support staff for this assignment. Further, the consultant will allocate adequate number of field surveyors, distinct from the technical support staff, to complete the study in time.
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<thead>
<tr>
<th></th>
<th>Role</th>
<th>Qualifications</th>
<th>Yes/No</th>
<th>1</th>
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<tbody>
<tr>
<td>4</td>
<td>Environmental Engineer- Sewerage</td>
<td>The candidate should have B.Tech and M.Tech (Environment) with minimum 7 years of experience of which at least 5 years on environmental impact assessment of sewerage, Sewage treatment plants, drainage projects and experience of preparing environmental management plans for the same.</td>
<td>Yes</td>
<td>1</td>
<td>4.0</td>
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<tr>
<td>3</td>
<td>Resettlement Expert and Deputy Team Leader</td>
<td>Masters in Social Sciences with 10 years of experience in preparation of SIA, RAP and IPPs in at least five (5) large infrastructure projects of which two should have been funded by multilateral agencies</td>
<td>Yes</td>
<td>1</td>
<td>4.5</td>
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<td>4</td>
<td>Community Consultation Expert</td>
<td>Masters in Social Sciences with at least 10 years of experience of handling communities in large infrastructure projects of which two should have been funded by multilateral agencies</td>
<td>Yes</td>
<td>1</td>
<td>4.5</td>
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<td>5</td>
<td>Gender Expert</td>
<td>Masters in Social Sciences with at least 8 years of experience of addressing of gender issues in infrastructure projects and preferably of working with multilateral agencies</td>
<td>Yes</td>
<td>1</td>
<td>3.5</td>
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<td>6</td>
<td>Sr. Heritage Architect/ Expert/Cultural property Conservation specialist</td>
<td>Should have Master’s degree in Conservation Architecture, with at least 15 years of working experience in design and supervision of similar works. The candidate must have knowledge of India’s conservation regulations as well as international standards for construction / rehabilitation of historic areas</td>
<td></td>
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<td>7</td>
<td>Sr. Urban Planner</td>
<td>Postgraduate degree in Urban Planning, Urban Design, Development or equivalent. Eight to fifteen (8-15) years of demonstrable experience in urban planning and design of large scale developments. Experience in Planning, scheduling, conducting, and/or coordinating detailed phases of planning work for a number of large and important projects. Knowledge of local planning regulations.</td>
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<td>3.5</td>
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<td>8</td>
<td>Sr. Geo Technical</td>
<td>Should have Master’s degree in Geotechnics or Foundation Engineering</td>
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<td>No.</td>
<td>Position</td>
<td>Requirements</td>
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<td>1</td>
<td>Engineer</td>
<td>or similar subject with at least 15 years of professional experience out of which at least 10 years should be on geotechnical investigation, design and construction of foundations of hydraulic structures, buildings, bridges and earthworks. Must have at least 5 years full-time on-site experience on construction of foundations and earthworks. Must have knowledge of various types of foundations and thorough understanding of the best practices, and of modern construction methods.</td>
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<td>2</td>
<td>Hydrologist</td>
<td>Master's degree/ Advanced university degree (M.Sc. or Ph.D.) in science or engineering with a concentration in hydrology or water sciences to work as a hydrologist. Experience in hydrological modelling essential.</td>
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<td>3</td>
<td>Forestry and Biodiversity Expert</td>
<td>An Advanced Degree in Forestry/Biodiversity or any other environment relevant. Bachelor degree with extensive experience can be considered as well. At least 10 years of extensive working experience of forestry and or biodiversity management; Knowledge of the GoI, MoEFCC clearance procedures relating to Forest and Wildlife Clearance.</td>
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<td>4</td>
<td>Senior Surveyor</td>
<td>Should have Diploma or Certificate in Surveying with at least 15 years’ experience, or Bachelor’s degree in Engineering with at least 10 years should have been exclusively on Surveying). Must have experience on establishing survey procedures, and on leading and training a team of surveyors.</td>
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<td>5</td>
<td>Survey Personnel (as required)</td>
<td>Bachelor’s degree in Engineering with at least 3-5 years’ work experience on Surveying.</td>
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<td>6</td>
<td>GIS Expert</td>
<td>Bachelor's degree in ICT, Management Information Systems (MIS), Geographic Information Systems (GIS), or related</td>
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### Deliverables and Timelines

The overall project duration will be 4.5 months from the date of signing of the contract. The consultant is expected to provide the following outputs, as per the schedule given. The consultants are expected to allocate resources, such as for surveys, keeping this output schedule in mind.

<table>
<thead>
<tr>
<th>#</th>
<th>TASK</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1</td>
<td>Inception report comprising of work plan, timelines, and field survey methodology.</td>
<td>2 weeks from start date</td>
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<tr>
<td>2</td>
<td>Presentation to GSWSSC and stakeholders in Government on Proposed work plan, field surveys, stakeholder consultation questionnaire and Data collection methods.</td>
<td>After submitting inception report.</td>
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<tr>
<td>3</td>
<td>Submission of Draft ESIA report Volume 1-3 including the Draft Executive summary.</td>
<td>3 months from start date</td>
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<td>4</td>
<td>Submission of Final Consolidated ESIA Volume 1-3 as follows</td>
<td>4 months from start date</td>
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<td></td>
<td>i) Standalone Executive Summary</td>
<td></td>
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<td></td>
<td>ii) Volume 1- Background to ESIA study</td>
<td></td>
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<tr>
<td></td>
<td>iii) EIA &amp; EMP for development of additional 65 MLD bulk water</td>
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During the inception period the Consultants shall (a) study the project information to appreciate the context within which the EA should be carried-out, (b) identify the sources of secondary information on the project, on similar projects and on the project area, (c) select sample locations and carry out a reconnaissance survey, and (d) undertake preliminary consultation with selected stakeholders in the government and the public. The consultants shall use the inception period to familiarize with the project details. The consultants should also recognize that due care and diligence planned during the inception stage helps in improving the timing and quality of the EIA reports.

Following the site visits and stakeholder consultations, as well as a review of the conditions of contract between the consultant shall analyze the adequacy of the allocated manpower, time and budgets and shall clearly bring out major/minor deviations, if any. The consultants shall study the various available surveys, techniques, models and software in order to determine what would be the most appropriate in the context of this project.

The consultants shall interact with the engineering consultants to determine how the EIA+ SIA work fits into the overall project preparation/ project cycle; how overlapping areas are to be jointly addressed; and to appropriately plan the timing of the deliverables of the EA process. These shall be succinctly documented in the Inception Report.
supply system
iv) EIA & EMP for rehabilitation and upgrading of existing bulk water supply system and water distribution system
v) EIA & EMP for extension of sewerage network and construction of new and rehabilitation of existing STPs
vi) SIA and RAP/ARAP (IPDP, if applicable) for development of additional 65 MLD bulk water supply system
vii) SIA and RAP/ARAP (IPDP, if applicable) for rehabilitation and upgrading of existing bulk water supply system and water distribution system
viii) SIA and RAP/ARAP (IPDP, if applicable) for extension of sewerage network and construction of new and rehabilitation of existing STPs
ix) Stand-alone Stakeholder Workshop Report and Baseline survey Report of survey of about 2500 representative households

| 5 | Disclosure Workshop on the final safeguard documents | Within 4.5 months |

4 Payment Schedule
i. 10% - on Submission of Inception Report acceptable and cleared by GSWSSC
ii. 25% - on Submission of first draft Report acceptable and cleared by GSWSSC
iii. 35% - on Submission of second draft Report acceptable and cleared by GSWSSC
iv. 30% - on Submission of Final Report, including final proceedings of the required disclosure workshops, documenting outcomes of discussions and list of participants and cleared by GSWSSC

5 Roles and Responsibilities
Co-ordination among the Engineering and ESIA Consultants
i. The consultants, with assistance from the client, shall establish a strong co-ordination mechanism with the other project-preparation consultants – engineering, and/or institutional development.
ii. The consultants shall keep in mind the specific requirements of the project in general, and the engineering/design studies in particular, and plan their outputs accordingly. The consultants shall detail out in the Inception Report, how the required inputs would be provided to the other consultants in a timely manner.
iii. The consultants shall make formal presentations, coordinated by the Client, at key milestones on the (a) proposed work plan after submitting the Inception Report; (b) recommendations from the EIA and alternatives analysis; and (c) details of EMP and design recommendations. The consultants shall co-ordinate with the engineering and/or institutional development consultants at each of these formal presentations.

The consultant firm will be responsible for the following
i. Field visits: Visit to potential project implementation sites, as identified by the client, for understanding the key environmental and social issues. The consultancy will be required to undertake field-visits as per the project requirements.

ii. Following the site visits and stakeholder consultations, GSWSSC will convey a meeting with key government stakeholders and the consultant firm to (a) review of the scope of work, and conditions of contract between the consultant and GSWSSC, the adequacy of the allocated manpower, time and budgets and shall clearly bring out major/minor deviations.

iii. The consultants shall interact with the Engineering DPR consultants and GSWSSC to determine how the EA work fits into the overall project preparation/project cycle; how overlapping areas are to be jointly addressed; and to appropriately plan the timing of the deliverables of the EA process.

iv. The Consultant Firm will assist the GSWSSC and the State in disclosure and consultation process of the ESIAs in compliance with the safeguard policies of the World Bank.

v. All information gathered, including raw and refined data as well as interviews transcripts, images, among others, belongs to the Government of Himachal Pradesh, and will be handed over during and upon the completion of the assignment, as requested.

vi. The consultancy will work under the overall supervision the GSWSSC who will facilitate the consultancy in contacting IPH officials, local administration in the areas and accessing information and data needed to carry out the assessment. The GSWSSC will submit the draft reports to the Bank to determine their acceptability. The Consultant shall be able to communicate with the Bank to request clarifications, etc. if necessary.

vii. The consultancy will report to the GSWSSC. The work and performance of the consultancy shall be reviewed by the Project Director/Senior Engineer, GSWSSC on a periodic basis.

The Client will provide the following services to the Consultant(s)

i. All relevant documents relevant to the specific projects; and relevant background documentation and studies.

ii. Making all necessary arrangements for supporting the work of the Consultant(s), by e.g. facilitating access to government authorities and other project stakeholders and infrastructure facilities.

iii. After the consultancy is on board, the GSWSSC will organize a consultation and discussion with the IPH and MC and consultants preparing DPRs.

iv. Disclosure of draft documents, sending out of invitations for workshops, organization of venues for public hearings, and being present as discussant at all public hearings.

v. On drafts produced by the consultant, GSWSSC will provide review and comments on consultant drafts within 14 days of draft submission and send to the Bank for clearance.

vi. The Client will ensure the timely flow of information and documents from one consultant to other.

vii. The Client will also help in organizing the formal presentations from all consultants engaged in project preparation.
An environmental assessment report focuses on the significant environmental issues of a project. The report's scope and level of detail should be commensurate with the project's potential impacts. The report submitted to the Bank is prepared in English and the executive summary in English.

The EA report should include the following items (not necessarily in the order shown):

i. **Executive summary.** Concisely discusses significant findings and recommended actions. The consultants shall prepare a non-technical EIA Summary Report for public disclosure.

ii. **Project description.** Concisely describe the proposed project and its geographic, ecological, social, and temporal context, including any offsite infrastructure investments that may be required (e.g., dedicated pipelines, access roads, water supply pipelines, housing, and raw material and product storage facilities).

iii. **Policy, legal, and administrative framework.** Discusses the policy, legal, and administrative framework within which the EIA is carried out. Explains the environmental requirements of any co-financiers. Identifies relevant international environmental agreements to which the country is a party. The consultants shall also collect information on the various prevailing environmental and forest laws/regulations so as to carry out the project EIA in conformity to these.

iv. **Stakeholder Consultations:** The consultants shall undertake community consultation sessions at within the greater Shimla area. Consultations should be carried out with all relevant stakeholders identified through stakeholder analysis. The objective of the consultation sessions shall be to improve the project’s interventions with regard to environmental management. Two rounds of consultations shall be carried out – the first to seek views from the stakeholders on the environmental issues and the ways these could be resolved, and the second to provide feedback to the stakeholders that their views have been taken considered the project (when the EMPs are nearly complete). Further, the residual feedbacks received shall be analyzed, and the consultants shall determine how these can be addressed in the final EMP and in the project designs. The consultants shall co-ordinate the entire consultation program with GSWSSC and the engineering consultants.

v. **Baseline Environmental Profile.** The consultants will assess the dimensions of the study area and describe relevant physical, biological, and socioeconomic conditions, including any changes anticipated before the project commences. Also takes into account current and proposed development activities within the project area but not directly connected to the project. Data

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9. All surveys shall be carried out in compliance with the GoI standards/guidelines/norms. Wherever such guidelines/norms are not available, the techniques, tools and samples employed for the surveys shall conform to international practice. Whenever directly relevant secondary data is available, these should be used, while indirectly relevant data should be verified through primary survey.
should be relevant to decisions about project location, design, operation, or mitigation measures.

(a) All regionally and nationally recognized environmental resources and features within the project influence area shall be clearly identified and studied in relation to the activities proposed. Typically, these will include tree cover stretches, environmental and common property resources such as forests, water bodies, and major physical cultural properties.

(b) Collect information from secondary sources that are relevant to understanding the baseline, as well as design and mitigation of enhancement measures, as pertaining to physical, biological and socio-cultural environments.

(c) Carry out site visits and investigations of all environmentally sensitive locations and document them on base maps to identify conflict points with preliminary designs (including verification of these from authentic sources of information, such as from revenue and forest records, etc.)

(d) Environmental quality (air, water, soil and noise) monitoring shall include an adequate number of samples, as established on a sampling network, so as to provide a representative sample of the entire project/activity.

(e) Additional specialized surveys, such as biodiversity assessment survey, and/or hydrological surveys shall be conducted.

vi. Analysis of alternatives. Systematically compares feasible alternatives to the proposed project site, technology, design, and operation including the "without project" situation, in terms of their potential environmental impacts; the feasibility of mitigating these impacts; their capital and recurrent costs; their suitability under local conditions; and their institutional, training, and monitoring requirements. For each of the alternatives, quantifies the environmental impacts to the extent possible, and attaches economic values where feasible. This analysis shall also cover comparisons in relation to siting, design, technology selection, construction technique and phasing, and operating and maintenance procedures.

viii. Environmental Impact Assessment

The Consultants shall determine the potential impacts due to the project/activities through identification, analysis and evaluation on sensitive areas (natural habitats, sites of historic, cultural and conservation importance), urban settlements and villages/agricultural areas. Identification of sensitive receptors in the project influence area and impacts on them. The consultants shall determine the potential impacts due to the project through identification, analysis and evaluation on sensitive areas (natural habitats; sites of historic, cultural and conservation importance), urban settlements and villages/agricultural/horticulture areas or any other identified VEC. 10

(a) A description of the method used for evaluating the impacts and their significance like the impact checklists or matrix or networks etc.
(b) A description of the method of impact prediction using quantitative mathematical models, case studies, professional judgement etc. for environmental components like air, water and noise
(c) Identify mitigation measures and any residual negative impacts that cannot be mitigated and opportunities for environmental enhancement.
(d) Identify and estimate the extent and quality of available data, key data gaps, and uncertainties associated with predictions, and specifies topics that do not require further attention.
(e) For each impact predicted as above, feasible and cost effective mitigation measures shall be identified to reduce potentially significant adverse environmental impacts to acceptable level
(f) Identify the capital and recurrent costs of the measures and institutional, training and monitoring requirements to effectively implement these measures shall be determined.
(g) Develop impact matrix for different phases of the project life cycle.\(^\text{11}\)

ix. **Environmental management plan (EMP).** Covers mitigation measures, monitoring, and institutional strengthening. (Refer to Annex 2 for details)

x. **Clearances and Permits:** The consultants shall support the Client to furnish any relevant information required for obtaining clearance from various state and central government agencies. This may include (a) assisting the client in the submission of application for the Clearance of Reserved or Protected Forests to the Forest Departments; (b) completion of forms and submission of the same for obtaining No-objection Certificates (NoC) under the Water and Air Acts from the State Pollution Control Boards; (c) assistance in submission for any other clearance requirements with respect to the environmental components relevant to the project. The consultants shall discuss and co-ordinate with the engineering and social consultants, the findings and recommendations of the project EA in a continuous manner. The report will be revised after consideration of the comments of the GoHP and the World Bank.

xi. **Annexures to EIA reports**
   a. References – written materials both published and unpublished, used in study preparation.
   b. Record of interagency and consultation meetings, including consultations for obtaining the informed views of the affected people and local nongovernmental organizations (NGOs). The record specifies any means other than consultations (e.g., surveys) that were used to obtain the views of affected groups and local NGOs.
   c. Minutes and attendance sheets of meetings among the relevant institutions and stakeholder consultations.
   d. Specific formats used (such as primary surveys) to obtain data.
   e. Detailed descriptions of data that appear in summary form in the body of the report.
   f. List of EA report preparers – individuals and organizations.

\(^{11}\)At this stage, it would be important to identify the need for further environmental studies for issues that cannot be dealt with during the project preparation stage, but should be undertaken during project implementation once the contractor is on board and detailed designs are prepared.
Annex 2 – EMP contents

Introduction: A project's Environmental Management Plan (EMP) consists of the set of mitigation, monitoring, and institutional measures to be taken during implementation and operation to eliminate adverse environmental and social impacts, offset them, or reduce them to acceptable levels. The plan also includes the actions needed to implement these measures.

Based on the environmental impacts predicted, EMPs, separate for each of the construction contract packages, shall be prepared in such a manner that these are amenable to incorporation in the bidding/contract documents of the WSS operator. The EMP shall be prepared to fulfil all requirements of the GoI, GoHP and the World Bank OP 4.01- Annex C. The EMP shall, among others, include a list of design modifications recommended by the project EA, along with the data points. The report will be revised after consideration of the comments of GoHP and the World Bank.

Mitigation

The EMP identifies feasible and cost-effective measures that may reduce potentially significant adverse environmental impacts to acceptable levels. Specifically, the EMP

- identify all anticipated significant adverse environmental impacts
- Describe, with technical detail each mitigation measure, including the type of impact to which it relates and the conditions under which it is required (e.g. continuously or in the event of contingencies), together with designs, equipment descriptions, and operating procedures, as appropriate
- Monitoring measures, including the parameters to be measured, methods to be used, sampling locations, frequency of measurements, detection limits (where appropriate), and definition of thresholds that will signal the need for corrective actions
- Monitoring and reporting procedures to (i) ensure early detection of conditions that necessitate particular mitigation measures, and (ii) furnish information on the progress and results of mitigation.
- Provides linkage with any other mitigation plans (e.g., for involuntary resettlement, indigenous peoples, or cultural property) required for the project.

Supervision & Monitoring: The EMP shall specify the environmental supervision, monitoring and auditing requirements. The monitoring programme shall specify parameters, reference standards, monitoring methods, frequency, duration, location, reporting responsibilities, and what other inputs (e.g., training) are necessary. In addition, the EMP will specify what action should be taken and by whom in the event that the proposed mitigation measures fail, either partially or totally, to achieve the level of environmental protection expected. Specifically, the EMP provides a specific description of institutional arrangements – who is responsible for carrying out the migratory and monitoring measures (e.g., for operation, supervision, enforcement, monitoring of implementation, remedial action, financing, reporting, and staff training).
The EMP shall list all mandatory government clearance conditions, and the status of procuring clearances. Additionally, the EMPs shall include as separate attachments, if applicable, Natural Habitat Plan and/or Cultural Properties Plan to satisfy the requirements of the World Bank safeguard policies.
Annex 3– Resettlement Action Plan (RAP)

1. Project Description
2. Approach to Study
3. Baseline data based on SIA and census survey
4. Legal framework
5. Entitlement policy and assistance package (based on discussions with GoHP and WB)
6. Details of consultations with affected persons/host communities
7. Details on selection of relocation sites and plans for housing, infrastructure and services
8. Feasible income generation/restoration plans, if required
9. Action plan for addressing issues of inclusion (vulnerability and gender)
10. Grievance procedures
11. Monitoring plan
12. Labour Influx Management Plan
13. Organizational arrangements
14. Implementation schedule (linked to civil works)
15. Budget by item
Annex 4– Steps involved in preparation of IPPF or IPP and contents

1. Screening to identify whether Indigenous Peoples are present, or have collective attachment to, the project area (as per Bank’s OP 4.10).
   a) self-identification as members of a distinct indigenous cultural group and recognition of this identity by others;
   b) collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories
   c) customary cultural, economic, social, or political institutions that are separate from those of the dominant society and culture; and
   d) an indigenous language, often different from the official language of the country or region.

2. Social assessment by the borrower

3. A process of free, prior, and informed consultation with the affected Indigenous Peoples’ communities at each stage of the project, and particularly during project preparation, to fully identify their views and ascertain their broad community support for the project

4. Preparation of an Indigenous Peoples Plan or an Indigenous Peoples Planning Framework; and

5. Disclosure of the draft Indigenous Peoples Plan or draft Indigenous Peoples Planning Framework

Contents of IPP

The IPP (or Tribal Development Plan) shall contain the following

1. Project Description - SHWSSP and proposed sub-project
2. Objectives of IPP/TDP
3. Methodology for preparation of IPP (include results from the Screening exercise)
4. Minimization of impacts
5. Free and prior informed consultations (FPIC) for broad community support
6. Social Assessment
   a. Household survey findings
   b. Impact details - positive impacts and adverse impacts on assets, community resources, livelihood etc.
7. Action Plan
   a. mitigation measures (as outlined in the IPPF)
   b. FPICs to be undertaken during implementation
   c. implementation schedule (by activities and months)
      i. FPIC
      ii. Provision of mitigation measures
      iii. monitoring of implementation
d. monitoring indicators (as necessary by sub-project)

e. implementation budget including cost of
   i. mitigation measures
   ii. conducting FPICs - material, logistics
   iii. miscellaneous contingency

f. grievance mechanisms (by level of mechanism)