

Abbreviated Resettlement Plan 10 Additional Low-Income Communities / Katchi Abadis

Final Report

April 2023



MMP

MM Pakistan (Pvt) Ltd.

**Second Karachi Water & Sewerage Services
Improvement Project [KWSSIP]**

**Abbreviated Resettlement Plan
of 10 Additional Low-Income Communities /
Katchi Abadis**

April 2023



**Project Implementation Unit (PIU)
Karachi Water & Sewerage Services Improvement Project (KWSSIP)**

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List of Acronyms & Abbreviations

AIIB	Asian Infrastructure Investment Bank
AHS	Affected Households
ARP	Abbreviated Resettlement Plan
BOR	Board of Revenue
CoI	Corridor of Impact
dia	Diameter
ESA	Environmental and Social Assessment
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
FGD	Focus Group Discussion
GIS	Geographical Information System
GoS	Government of Sindh
IR	Involuntary Resettlement
IMA	Independent Monitoring Agency
KDA	Karachi Development Authority
KW&SB	Karachi Water & Sewerage Board
KWSSIP	Karachi Water & Sewerage Services Improvement Project
LAA	Land Acquisition Act
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organization
NOC	No Objection Certificate
PAH	Project Affected Household
PAPs	Project Affected Persons
PKR	Pakistani Rupee
PSC	Project Steering Committee
RC	Replacement Cost
RIP	Resettlement Implementation Plan
RP	Resettlement Plan
SC	Supervisory Consultants
SIA	Social Impacts Assessment
SKAA	Sind Katchi Abadi Authority
SMF	Social Management Framework
SSMC	Social Safeguard Management Cell
SOPs	Series of Projects
sq	Square
WB	World Bank

Glossary of Terms and Concepts

Assistance: Support, rehabilitation and restoration measures extended in cash and/or kind over and above the compensation for lost assets.

Cut-off-Date: Refers to the starting date of the project census or a designated date declared by Executive Agency (EA) in consultation with Divisional Secretaries will be considered as the cut-off date.

Disturbance: Disturbances caused to normal living of a person arising from compulsory acquisition of private land.

Encroacher: A person who has illegally occupied state land. Any legal title holder to a piece of land becomes an encroacher if he/she establishes boundaries of the holding to include adjacent state land without prior approval.

Entitlement: A variety of measures including compensation, income restoration and interim support, transfer assistance, relocation and other benefits given to project-affected-persons (PAPs) to restore and improve their post-displacement socio-economic conditions.

Entitlement Matrix: It identifies categories of eligible persons and their specific entitlements under the project, and what agency/department is responsible to deliver them on time.

Grievance Procedure: the processes established under law, local regulations, or administrative decision to enable property owners and other displaced persons to redress issues related to acquisition, compensation, or other aspects of resettlement.

Household Survey: a complete and accurate survey of the project-affected population. The survey focuses on income earning activities and other socioeconomic indicators.

Income Restoration: Re-establishing income sources and livelihoods of project-affected persons to pre-project level in real terms.

Inventory of Losses: Complete and accurate count of houses, land, business structures, trees and crops and other assets on land that will be affected by the project.

Involuntary Resettlement: The unavoidable physical or economic displacement of persons arising from a development project. In case of physical displacement, PAPs need assistance to rebuilding their livelihood, income and asset bases and social and cultural systems. If economically displaced, PAPs still need assistance to restore their livelihood and assets.

Katchi Abadi: An informal low income settlement established on the encroached state land.

Khasra: A subdivision of land with a unique number allotted to it, falling under a specific khatuni

Mouza: A specific piece of land in an area that is part of a qanoon-go

Project Affected Household (PAH): All members of a household residing under one roof and operating as a single economic unit and are adversely affected by the Project, or any of its components. It may consist of a single nuclear family or an extended family group.

Project Affected Persons (PAPs): Any person who will be affected due to the project implementation that loses the right to ownership or otherwise benefit from a built structure, land (residential, agricultural or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.

Ramp: A sloping floor in front of house

Rehabilitation: Re-establishing and improving incomes, livelihoods and social systems of PAPs.

Relocation: Moving PAPs and their moveable assets, rebuilding their houses, developing new land, and providing public infrastructure at the relocation site.

Replacement Cost (RC): The method of valuation of assets that helps determine the amount sufficient to replace lost assets and cover transaction costs. In applying this method of valuation, depreciation of structures and assets are not to be taken into account. For losses that cannot easily be valued or compensated in monetary terms such as access to public services, customers and suppliers; to fishing, grazing or forest areas, the project will establish access to equivalent and culturally acceptable resources and earning opportunities.

Resettlement: Involuntary physical or economic displacement of persons caused by a project that covers compensation, relocation and rehabilitation measures to mitigate the effects of such displacement.

Resettlement Budget: A detailed breakdown of all costs of a Resettlement Implementation Plan (RIP). This is a part of project costs.

Resettlement Effects: Loss of physical and non-physical assets, including homes, communities, productive land, income earning assets and sources, resources, cultural sites, social structures, networks and ties, cultural identity and mutual help mechanisms.

Resettlement Plan (RP): Time bound action plan with a budget setting out resettlement strategy, objectives, entitlement, actions, responsibilities, monitoring, evaluation and reporting.

Social Preparation: A process of consultations with PAPs conducted before key involuntary resettlement decisions are decided.

Squatter: A person who occupies a piece of land without any recognizable legal rights to that land.

Value to Owner: Valuation based on actual cost to the assets owner.

Vulnerable Groups: Distinct groups of poor people who might suffer disproportionately from resettlement effects. Among them are the old, the young, the handicapped, the poor, isolated groups and female-headed of households.

Executive Summary

The Government of Sindh (GoS), in collaboration with the Karachi Water and Sewerage Board (KW&SB), must improve the water supply and sewerage system in Karachi. Currently, 10 additional low-income communities or Katchi Abadis have been identified under the Karachi Water and Sewerage Services Improvement Project (KWSSIP) for support. This project will be funded jointly by the World Bank (WB), the Asian Infrastructure Investment Bank (AIIB), and the Government of Sindh.

After conducting a socio-economic field survey of ten additional low-income communities, namely Zia Colony, Muhammadi Colony, Ali Muhammad Goth, Sharif Colony, Future Colony, Mujahid Colony, Quaid-e-Azam Colony, Sherpao Colony, Bilalabad Colony, and Muslimabad Colony, only 34 Project Affected Persons (PAPs) were identified in six of these communities: Zia Colony, Muhammadi Colony, Ali Muhammad Goth, Sharif Colony, Mujahid Colony, and Muslimabad Colony. The remaining four low-income communities did not have any PAPs.

Principles and Objectives of Resettlement Program

The Group 02 Environmental and Social Assessment (ESA) Consultants, namely MM Pakistan Pvt Limited (MMP) - hereafter referred to as "the Consultants" - are preparing this report on behalf of the Project Implementation Unit (PIU) - KWSSIP - hereafter referred to as "the Proponent."

Due to the identification of only 34 PAPs, an Abbreviated Resettlement Plan (ARP) is required to mitigate the potential resettlement impacts of the project, in compliance with the WB Environmental and Social Framework (ESF) 2018, specifically Environmental and Social Standards (ESS 5): Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement. The ARP will address the economic and physical impacts resulting from the sub-project and establish detailed compensation and administration budgets, along with an implementation schedule linking resettlement tasks to the inception of civil works.

Approach and Methodology

The following approach was adopted for resettlement planning and its implementation. The ARP was prepared utilizing both secondary and primary data sources. The main features are as follows:

- ◆ Preparation of a socio-economic baseline of the project area, which covers population characteristics, education, literacy, caste/ethnicity, housing, income and expenditures, health conditions and facilities, dispute resolution, gender analysis, project perception, and other related aspects.
- ◆ Collection of gender information during the field survey to ascertain the opinions of females about the proposed project.
- ◆ Collection of street-wise assets inventory and census of all identified Project Affected Persons (PAPs) after obtaining data on assets and details of owners, which are considered to prepare the affectees' baseline profile.

- ◆ Determination of eligibility and preparation of an entitlement matrix for all categories of Project Affected Persons (PAPs) and assets according to the legal framework and ESS5.

Potential Resettlement Impacts

Households whose structure, assets or property are likely to be affected by the project operations are defined as Affected Households (AHs). This mainly includes owners of assets located within the Corridor of Impact (Col), which varies based on the width of the street and diameter of pipes to be laid during construction. An inventory of assets lying in the Col has been prepared accordingly, which includes stairs, ramps, and boundary walls. A total of 34 PAPs have been identified who will be directly or indirectly affected by the project activities. Compensation will be paid to these PAPs as per the WB Safeguard Standards.

During the resettlement/socio-economic field survey of 10 additional low-income communities (Katchi Abadis), it was observed that the project would not require private land, as the government land is sufficient to meet the needs for constructing the proposed new water tanks in the relevant Katchi Abadis.

Socio-economic Baseline

The census survey was conducted between June 15th, 2022 and November 10th, 2022 to establish the socio-economic profile of PAPs. The survey covered households and businesses falling within the footprint of works under this sub-project.

The socio-economic baseline of the project area was established using both primary and secondary data sources. Additionally, the baseline was strengthened by a sample socio-economic survey conducted within the project area of the 10 additional low-income communities/Katchi Abadis of Karachi. During the survey, project objectives were discussed with participants, and their suggestions were noted and discussed with the project design team. Primary data was collected from 10 selected sample communities of Katchi Abadis in Karachi through formal and informal consultations with male and female community members. During the socio-economic survey of the selected Katchi Abadis, local influential persons/leaders and notable individuals (key informants) of the area were also consulted. A total of 137 male and 91 female respondent households in 10 selected areas participated in the consultation.

Collection of Primary Data

The preparation of the ARP required the collection of data and information from the sub-project area. To achieve this, questionnaires (which are provided in full in Appendix A) were filled out.

The Household Socio-Economic and Poverty Assessment Baseline Survey – This questionnaire was completed during consultative meetings with each household separately to document the PAPs, their assets, family profiles, and economic status. The survey was also intended to develop an overall baseline profile of the people in the area with regard to their socio-economic behavior, vulnerability, and attitudes towards the developmental activity to be carried out in the area.

The Household Assets Inventory Census Questionnaire was also completed for each household during consultative meetings to record details of affected assets.

To test the validity and reliability of the developed questionnaire, interview guides were pre-tested in the study area. The questionnaire was also reviewed to assess whether questions needed to be clarified or changed.

In addition to the questionnaires, consultation sessions were also held separately with each household. These consultations were used as part of the resettlement planning with PAPs who will be affected during project development works.

Comprehensive profiles of the project-affected persons were also prepared through community-level consultations to supplement the socio-economic and demographic data at the household level. During the socio-economic survey of the area, a total of 34 project-affected persons (PAP) were identified.

Socio Economic Profile of the Sub-Project Area

Detailed findings of the survey comprising of different parameters are discussed in the following sections.

During the socio-economic survey of the 10 additional low-income communities / Katchi Abadis, a total of 34 PAPs were identified. The total population of the surveyed households was 243 persons, with a male-dominated population of 52%. The overall family size was 7.14 persons per household.

The gender ratio is an essential demographic indicator defined as the 'number of males per 100 females.' According to a social survey, the sex ratio was 109 males for every 100 females

The results of a socio-economic survey revealed that the nuclear family system is prevalent among PAPs families. The primary reason for the increase in the nuclear family system appears to be that young couples prefer to have independent homes, and the younger generation prefers to avoid sharing responsibilities required in a joint family system. The younger generation prefers to lead independent lives within their available resources. The nuclear family system allows for more freedom, privacy, and independence, and it helps avoid conflicts among families

The survey results reveal that the majority, 34 percent, of the PAPs population is aged between 1 and 17 years. Regarding education levels, 38.68 percent of the population is illiterate, while 23.05 percent have completed education up to the primary level. The middle level is 15.23 percent, indicating that the trend of obtaining education is relatively low because most PAPs families are settled in less developed areas of Karachi city, where educational facilities are limited compared to developed areas. Financial and social constraints are also reasons for this. Due to the low education level, the livelihood sources of PAPs are narrowed down to small businesses such as shops and kiosks, general labor work in factories, and daily wage labor.

During the survey, PAPs were asked about their religion, and it was found that the dominant community, 91 percent, is Muslim, while 9 percent were Christian

The most commonly spoken language in the proposed project area is Urdu, although other languages are also spoken and understood. According to the results of the socio-economic survey, 29% of the population are Urdu-speaking, 26% are Punjabi-speaking, 24% are Pathan-speaking, 9% are Bengali-speaking, 6% are Balochi-speaking, 3% are Hindko-speaking, and 3% are Hazarwali-speaking, respectively, in the 10 Katchi Abadis of Karachi City.

During the socio-economic survey, the social team held meetings with different communities and ethnic groups. It was observed that the respondents had diverse cultural backgrounds and belonged to various ethnic groups. The survey findings revealed that Urdu language is spoken and understood in all parts of the city, while the rest of the respondents belonged to various castes, such as Rajput, Syed, Qureshi, Malik, Jatt, Arain, Hazarwali, Pathan, Rakshani, and Bengali.

The socio-economic survey results indicated that the monthly income earned from small businesses, shops, kiosks, and private or government jobs varied widely among individuals, with the lowest reported earning at PKR 17,000 and the highest earning above PKR 75,000. The survey results revealed that the majority of PAPs fell in the income range of PKR 17,000 to 30,000 per month.

Household expenditure depends on the income of the families; therefore, approximately 45 percent of PAPs reported their monthly household expenditure to be in the range of PKR 17,000 to PKR 30,000. Meanwhile, 3 percent reported monthly expenses exceeding PKR 75,000.

The survey results indicated that the majority (53%) of respondents were living in rented houses, while less than half of the PAPs population owned their own house, and some lived on encroached government land. The preference of most people is to live in their own homes; however, the majority are unable to do so due to financial constraints.

The survey of ten katchi Abadis located in different areas of Karachi revealed a mixed housing pattern among the PAPs. According to the survey data, the majority (53%) of PAPs reside in pucca houses, while 47% of PAPs live in semi-pucca houses.

The respondents were asked about basic amenities, and they indicated that they have access to electricity, gas, roads, mobile service, sewerage, Basic Health Unit (BHU), solid waste management, and schools. Water pipelines exist, but they are often dry, and pumping stops during power outages. When asked about the quality of services, 55% of respondents reported satisfaction with the availability of electricity, while 45% expressed dissatisfaction.

Adequate safe drinking water is not available for the population living in Katchi Abadis due to the salinity and brackishness of the groundwater. The project area has different sources of drinking water, including lined water supply, tankers, RO plants, and mineral water, and the majority of the population purchases water at some point. Those who can afford it prefer water from RO plants over water supplied by tankers for drinking purposes.

When surveyed about transportation, the Project Affected Persons (PAPs) reported that the majority of the population in the area uses public transport. Students and young people usually use motorbikes, while very few own four-wheeled vehicles.

Active community participation in project planning and implementation can improve project design by utilizing local knowledge, increase project acceptability, produce a more equitable distribution of

benefits, promote local resource mobilization, and help ensure project sustainability. The survey findings revealed that a large number of respondents had prior knowledge of the project.

Status of Women in the Project Area

Gender issues require special attention and must be properly addressed and evaluated. To gather details on the constraints faced by women in accessing various activities and participating in them, interviews were conducted with women residing in Katchi Abadis. The majority of women in Katchi Abadis are housewives, while others work as factory workers, private tutors, students, elderly women, or in domestic service. Christian women are also involved in social welfare activities in Katchi Abadis.

Legal Framework

This ARP has been prepared in accordance with the WB's ESS 5) for Involuntary Resettlement (IR). The ARP outlines measures to address gaps and reconcile any issues in a manner that aligns with the compliance requirements of ESS 5.

Constitution of the Islamic Republic of Pakistan

The Constitution of Pakistan (1973) provides clear protection for property rights, as outlined in Article 24, which states that 'no person shall be compulsorily deprived of his property save in accordance with law', and 'no property shall be compulsorily acquired or taken possession of save for a public purpose, and save by the authority of law which provides for compensation'."

However, the Constitution does not specify the amount of compensation or the principles and methods used to determine and provide compensation. Additionally, Article 4 (sub-clause/a of 1) reinforces the legislative rights of individuals by stating that: 'No action detrimental to the life, liberty, body, reputation, or property of any person shall be taken except in accordance with the law'."

Acquisition of Government Land

The following is the proposed procedure for the compensation of government-owned lands:

- ◆ The head of the acquiring agency will write a letter to the head of the department that owns the land. The letter will include a land identification record, which indicates the location of the land on the map, along with the Mouza and Khasra numbers.
- ◆ The head of the department from whom the land will be acquired will nominate a focal person to reach a consensus with the acquiring agency.
- ◆ The acquiring agency will pay compensation to the concerned department based on the prevailing government rate for land acquisition.
- ◆ The acquiring agency will obtain a transfer letter or a No Objection Certificate (NOC) from the concerned department upon providing the land for the project.

Bank Involuntary Resettlement Policy ESS-5

The World Bank's guidelines highlight that involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risks, including:

- ◆ When production systems are dismantled, people face impoverishment due to the loss of their productive assets or sources of income.
- ◆ During relocation, people may be placed in environments where their productive skills are less applicable and face increased competition for resources.
- ◆ Community institutions and social networks are weakened.
- ◆ Involuntary resettlement can disperse kin groups and diminish or even completely erode cultural identity, traditional authority, and the potential for mutual support. To mitigate these risks of impoverishment, this policy includes safeguards to address these concerns.

Institutional Arrangements

The institutional arrangements for implementing the ARP are in accordance with the provisions of ESS5 (Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement). To ensure smooth functioning, it is imperative that the staff is well-organized and that roles, functions, responsibilities, and procedures are clearly defined. The following parties are involved in the planning, implementation, and supervision of compensation, resettlement, and rehabilitation:

- ◆ KW&SB
- ◆ Project Implementation Unit (PIU), KWSSIP
- ◆ Environmental and Social Management Cell (ESMC)
- ◆ Grievance Redress Committee (GCR)
- ◆ Supervision Consultants (SC)
- ◆ The Contractor
- ◆ Independent Monitoring Agency (IMA)
- ◆ PAPs Committee

Eligibility and Entitlement

PAPs whose assets are affected, whether fully or partially, as a consequence of the project and have been recorded up until the cut-off date, will be eligible for compensation. Such eligible PAPs include the following:"

Owners of structure, ramps, stair and boundary walls including those recognized as legally titled or legalized on the basis of claims recognizable under ESS 5;

Owners of structures, ramps, stairs, and boundary walls - including those recognized as legally titled or legalized on the basis of claims recognizable under ESS 5 - are eligible for compensation.

Eligibility Criteria for Compensation

All affected persons will be eligible for compensation for their assets, regardless of the existence of legal documents for customary rights of occupancy or titles. The lack of such documents will not affect eligibility for compensation and assistance.

- ◆ Entitlements of PAPs are considered for temporary loss of physical property;
- ◆ PAPs will receive the compensation as per Entitlement Matrix.

Cut-off Date

A census survey was conducted from 15th June, 2022 for the preparation of Abbreviated Resettlement Plan of Katchi Abadi. The survey was completed on 10th November, 2022 and as such the cut-off-date for eligibility under this plan is 15th June, 2022.

Valuation of Assets

Valuation of structures lost as result of project activities is based on the replacement cost principle. Following are the basis of valuation.

- ◆ The area of structures made of concrete, cement, and sand is measured in square meters; and
- ◆ The construction rates are determined through internet searches and consultations with local contractor construction firms, and are fixed at **PKR 12,917** per square meter.

Community Participation

The KWSSIP developed a Stakeholder Engagement Plan (SEP) under SOP-1, which has been updated for all sub-projects under SOP-2, including the 10 Additional Low-Income Communities/Katchi Abadis project. In accordance with the SEP developed for SOP-2, all sub-projects resulting in involuntary resettlement are required to prepare and publicly disclose the ARP. Proper consultation with affected parties, including both institutions and local communities, can increase the effectiveness of the ARP. Environmental and Social Assessment Consultants carried out a thorough consultation process as part of the ARP from June to November 2022.

The project team conducted stakeholder consultations at various locations in the proposed project area, as well as with key stakeholders and communities in the vicinity of the project area. The consultations targeted the project area, local administration, government officials, and local communities. They also included consultations with those identified as PAPs within the project alignment.

Public consultation plays a vital role in the successful implementation and execution of proposed sub-projects. Public involvement is a compulsory feature of resettlement planning, which leads to better and more widely accepted decision-making. The main objectives of the consultation process are as follows:

- ◆ Provide essential information to the Project Affected Parties and Other Interested Parties, and gather their opinions on the resettlement planning to ensure their feedback is integrated into the ARP;
- ◆ Discuss on agreed mitigation measures;
- ◆ Information dissemination, education, and liaison;
- ◆ Identification of problems and needs;
- ◆ Collaborative problem solving;

- ◆ Establish and maintain communication channels between the project proponents, Project Affected Parties, and Other Interested Parties;
- ◆ Reaction, comment and feedback on proposed sub-project;
- ◆ Ensure that the views and concerns of the Project Affected Parties and Other Interested Parties are considered in the sub-project design and implementation to minimize or offset negative impacts and maximize the benefits of the proposed sub-project;
- ◆ Create a sense of ownership among the stakeholders regarding the sub-project;
- ◆ Increase public confidence about the proponent, reviewers and decision makers; and
- ◆ To ensure the transparency in all the sub-project activities

Implementation Schedule

The implementation schedule of the ARP is designed to be synchronized with the overall project implementation schedule.

The implementation of ARP activities is scheduled to begin in December 2022 and conclude in March 2023.

Cost Estimates and Budget

This section presents the estimated cost of compensation for the clearance of affected structures, ramps, stairs, and boundary walls located in the Col of 10 additional low-income communities or Katchi Abadis. The cost estimates aim to provide fair compensation to the affected individuals based on the replacement cost of the impacted structures, and have been determined through careful assessment. Further details on the assistance provided, cost estimation, and budget preparation are included below.

The total estimated cost for implementing the ARP is around **PKR 1,106,503**, or **PKR 1.106 million**.

Grievance Redress Mechanism

This section presents the policy and procedures for documenting, addressing, and resolving project grievances and complaints raised by the PAPs or community members related to environmental and social performance, the engagement process, resettlement, and unanticipated environmental or social impacts resulting from project activities. It outlines the scope and procedural steps involved and specifies the roles and responsibilities of the parties concerned. The Grievance Redress Mechanism (GRM) aims to receive, review, and resolve grievances from PAPs and other stakeholders, ensuring the smooth and fair implementation of sub-project activities.

To address any complaints or grievances that may arise during the project's implementation period, a GRM has been established. The people of the project area may perceive risks to themselves, their property, or their legal rights, or have concerns about the potential adverse environmental and social impacts of the project. Any concerns or grievances must be handled transparently and promptly, without retribution against the PAPs or complainants.

The primary principle of the GRM is to resolve all complaints or grievances as quickly as possible, in a fair and transparent manner.

The GRM aims to provide a predictable, transparent, and credible process for all stakeholders, resulting in outcomes that are perceived as fair, effective, and sustainable. Its specific objectives are as follows:

- ◆ To allow stakeholders the opportunities to lodge complains and raise concerns if any.
- ◆ To ensure that comments, responses, and grievances are handled in a fair and transparent manners.
- ◆ To mitigate or prevent adverse impacts on communities caused by the project works.
- ◆ To function as an early warning system for project management, identifying significant or recurring issues that may indicate a systemic problem and enabling prompt resolution.
- ◆ The goal is to enhance service delivery in the water and sewerage sector, promoting a sense of ownership and active participation among consumers, and enabling them to derive legitimate benefits from the sustainable use of these services.

Monitoring and Evaluation (M&E)

The WB stipulates that effective monitoring and evaluation of the RP/ARP implementation, including compensation disbursement and public consultation and participation activities, is crucial to ensuring its success. The objective of this monitoring is to provide timely feedback on the implementation of the RP/ARP, identify any issues or successes, and enable prompt adjustments to implementation arrangements. As a result, monitoring and evaluation activities related to the RP/ARP should be appropriately funded, carried out by qualified specialists, and integrated into the overall project management process.

The purpose of resettlement monitoring is as follows:

- ◆ Ensure that actions and commitments described in the ESS 5 and the ARP are implemented fully and on time;
- ◆ Identification of blockers (and subsequently solutions) to the implementation of the ESS 5 and ARP;
- ◆ Complaints and grievances lodged by PAPs are followed up and that, where necessary, appropriate corrective actions are taken up and implemented; and
- ◆ If necessary, changes in implementation of the ARP are made to improve delivery of entitlements to PAPs.

Internal Monitoring

Internal monitoring shall be carried out by PIU of KW&SB. Information will be collected from the sub-project site and assimilated in the form of a monthly progress report to assess the progress and results of implementation of the ARP, and adjust the work progress, where necessary, in case of any delays or problems. The report shall be submitted to the Managing Director of KW&SB.

Specific implementation activities that will be monitored include:

- ◆ Information campaign and consultation with PAPs;
- ◆ Compensation for affected structures;
- ◆ Status of compensation disbursement;
- ◆ Status of restoration of livelihood employment opportunities for PAPs;
- ◆ Grievances redress activities; and,
- ◆ Sub-project employment.

Field offices of PIU will be responsible for monitoring the day-to-day resettlement activities of the sub-project. PIU Resettlement Specialist will be responsible for the coordination of their monitoring. A performance data sheet will be developed to monitor the sub-project at the field level.

External M&E Mechanism

The Independent Monitoring Agency (IMA) will have environmental and social experts and will carry out intermittent third party monitoring of the implementation of the ARP against the proposed implementation schedule.

The IMA will be responsible for overall monitoring of the implementation of this ARP, as well as monitoring actions taken in respect to any chance find items or design changes which may alter the resettlement requirements.

IMA will also be responsible for evaluation of the resettlement activities, which include indicators related to the long-term impacts (effects/benefits) of the project on people's lives in the sub-project area, including an updated socio-economic assessment, comparison with the baseline socio-economic assessment and an assessment of the socio-economic impact. The evaluation shall also extend to the host communities.

The evaluation of the IMA shall be in the form of a single final report to be issued to the PIU one year following the completion of civil works on the sub-project. The report shall also include details of any outstanding issues and actions required to resolve such issues. The IMA shall provide feedback to PIU on the sub-project's performance and impact so that corrective actions can be taken in a timely manner.

The IMA will submit bi-annual (six monthly) reports to the PIU copied to the MD KW&SB. These reports will detail the following:

- ◆ Monitoring methodology;
- ◆ Monitoring activities;
- ◆ Results of monitoring; and,
- ◆ Recommendations/proposals.

1 Project Description

1.1 Introduction

The GoS, through KW&S, is planning to improve supply of water and sewerage system of 10 Additional Low-Income Communities / Katchi Abadis under the KWSSIP. The proposed project is jointly funded by WB, AIIB and GoS. The present ARP is being prepared to address the potential resettlement impacts of the proposed project in compliance with the WB ESF 2018, specifically ESS 5): Land Acquisition, Restrictions on land use and Involuntary Resettlement.

After undertaking the socio-economic field survey of 10 Additional Low-Income Communities / Katchi Abadis namely : i) Zia Colony, ii) Muhammadi Colony, iii) Ali Muhammad Goth, iv) Sharif Colony, v) Future Colony, vi) Mujahid Colony, vii) Quaid-e-Azam Colony, viii) Sherpao Colony, xi) Bilalabad Colony, x) Muslimabad Colony, only 34 Project Affected Persons (PAPs) were identified.

KWSSIP has developed the SMF in 2019, which provides policies and procedures for planning, screening, review, approval and implementation of sub-projects under the main project. This SMF also contain a RPF that provides specific guidance on entitlements of eligible PAPs. The legal, institutional and implementation framework for the compensation for loss of assets, livelihoods, community property and the resettlement and rehabilitation of project affected people are outlined in this document. In particular, the eligibility criteria for APs, entitlements, modes of compensation and rehabilitation, participation and consultation procedures are also defined in it. The SMF also includes guidance on preparing of grievance redress development framework, gender action plan; consultation mechanism; capacity building measures and a monitoring mechanism.

The proposed sub-project will mainly include Improvement of Water Supply and Sewerage System of 10 Additional Low-Income Communities / Katchi Abadis along with associated infrastructure such as sewerage drain connections and manholes.

Group 02 ESA Consultants namely, MMP, hereafter referred to as 'the Consultants', on behalf of the PIU) - KWSSIP, hereafter referred to as 'the Proponent'. The proponent is looking forward for; complying and fulfilling the WB ESF requirements and for the construction activities of proposed Improvement of Water and Sewerage Network.

1.2 Background

KW&SB is responsible for the water supply and improvement, collection, treatment and disposal of sewerage services of the mega city. The city is growing and expanding faster than the ability of the services provided by the KW&SB, The department is struggling continuously to deliver basic infrastructure services which are aligned with the WB's Country Partnership Strategy (FY15-20) to achieve the twin goals of extreme poverty and promoting shared prosperities. However, the department is not fully equipped and empowered to deal with the challenging of ground realities. The WB, AIIB and GoS have banded together in a twelve-year program to jointly undertake this massive strategic investment via a four-part Series of Projects (SOPs).

The project activities of Series of Project (SOP-2) include eight (08) sub-projects namely (1) Additional Bulk Water Supply Investment (2) K-IV Augmentation (Connection of K-IV Treatment Plants to the

Network) (3) Improve Water Supply and Sewerage in Additional 10 Low-Income Communities (Katchi Abadis) (4) Priority Sewer Network Rehabilitation and Extension and Rehabilitation of Wastewater Pumping Stations (5) Priority Water Network Rehabilitation and Extension including Meters and District Meter Areas (DMAs) to Reduce NRW and additional Chlorination facilities to improve the water quality (6) Reducing Energy Consumption (7) Malir Basin Wastewater Interceptors and Treatment Plant (8) Rehabilitation of Existing and Construction of New Filtration Plants to assure treatment of all water currently produce under its component 2 related to infrastructure investments have been grouped in line with the proposed project as described below. KW&SB will implement sub-projects (works) for infrastructure in their mandate, and in line with WB E&S Framework (2018).

1.3 Existing Water Supply System

The existing water supply system in the 10 Additional Low-Income Communities / Katchi Abadis is about 9 to 15 years old and in this time many changes have occurred in stages related to growth and development of the Katchi Abadis. Furthermore the effectiveness of the provided system has deteriorated with the passage of time and the following sensitive issues of water supply have been noted:

- ◆ Lack of water in pipes, low pressure and insufficient quantity;
- ◆ Perpetually unattended leakages, causing seepage of water and water ponding;
- ◆ Electricity breakdowns especially if it occurs during the scheduled water delivery time , reducing the quantity of water that would have been supplied if the breakdown had not occurred.
- ◆ Electricity breakdown also effects internal pumping of water to the house water storage systems
- ◆ Water supply lines are damaged and further deterioration during the cleaning of drainage system is a continuous reality.

1.4 Existing Sewerage System

The sewerage system of 10 Additional Low-Income Communities / Katchi Abadis has also been built around the same time as the water system . Due to improper cleaning the system is often dysfunctional. It has deteriorated over time and is also damaged . The following issues faced by the Katchi Abadis residents were highlighted:

- ◆ The sewer are open;
- ◆ Absence of proper disposal of sewerage;
- ◆ Absence of periodic cleaning;
- ◆ Blocked or chocked sewerage system;
- ◆ The damaged sewerage line get mixed with the water supply lines causing serious health issues and diseases;
- ◆ No storm water drainage system, that eventually combines with sewerage water and causes ponding thus worsening the situation; and
- ◆ Absence of sewerage treatment facility and connectivity .

1.5 Proposed Project Scope

The proposed development works in the 10 Additional Low-Income Communities / Katchi Abadis in the City of Karachi. The construction activities are related to:

- ◆ Newly construction of Water Tank (Pumping Station)
- ◆ Improvement of Water Supply.
- ◆ Improvement of Sewerage System.

Location Map of 10 Additional Low-Income Communities / Katchi Abadis, proposed Sewer Network, water Supply location map and location map of project affected persons is provided as **Figure 1-1** and **Figure 1-36** below





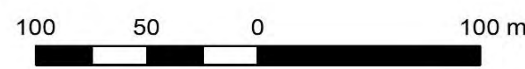
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Figure 1-1: Zia Colony Proposed Sewer Network








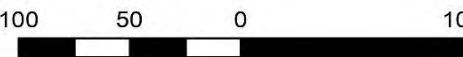
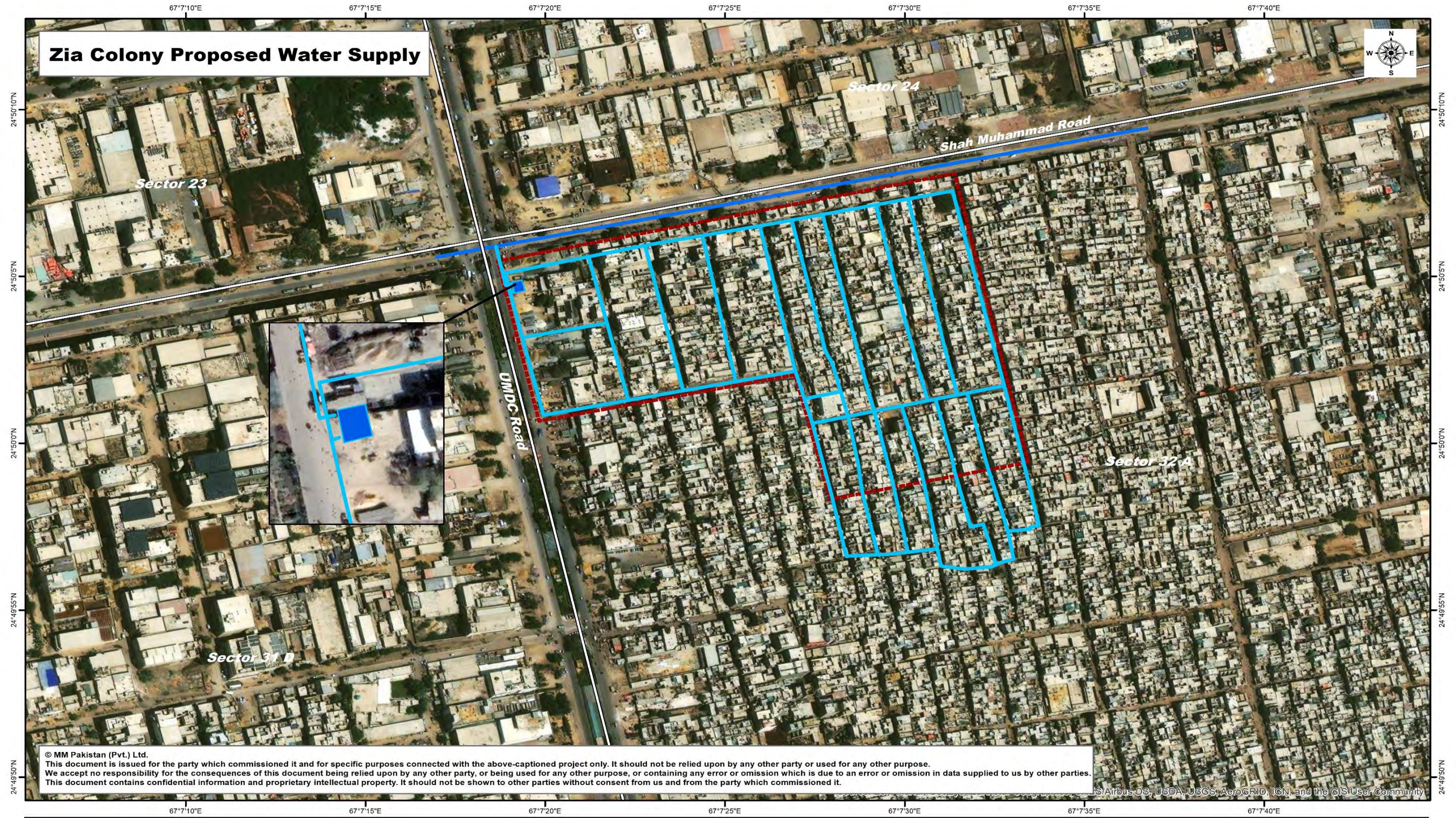
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Figure 1-2: Zia Colony Proposed Sewer Network



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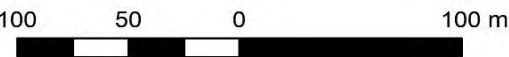
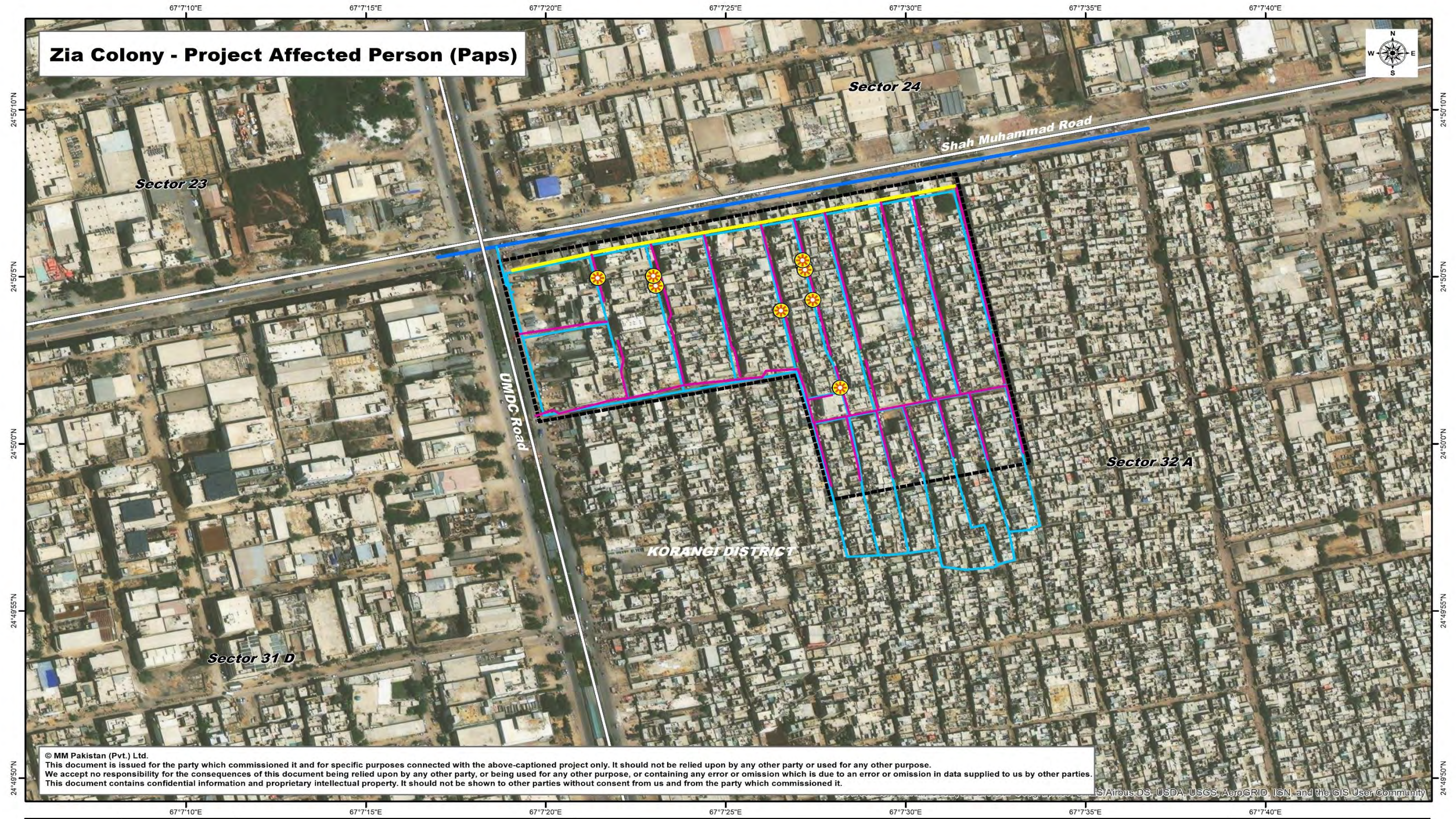
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		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 9/6/2022 Scale: 1: 3,000 Sheet Size: A 4

Figure 1-3: Zia Colony Proposed Water Supply












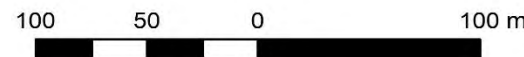
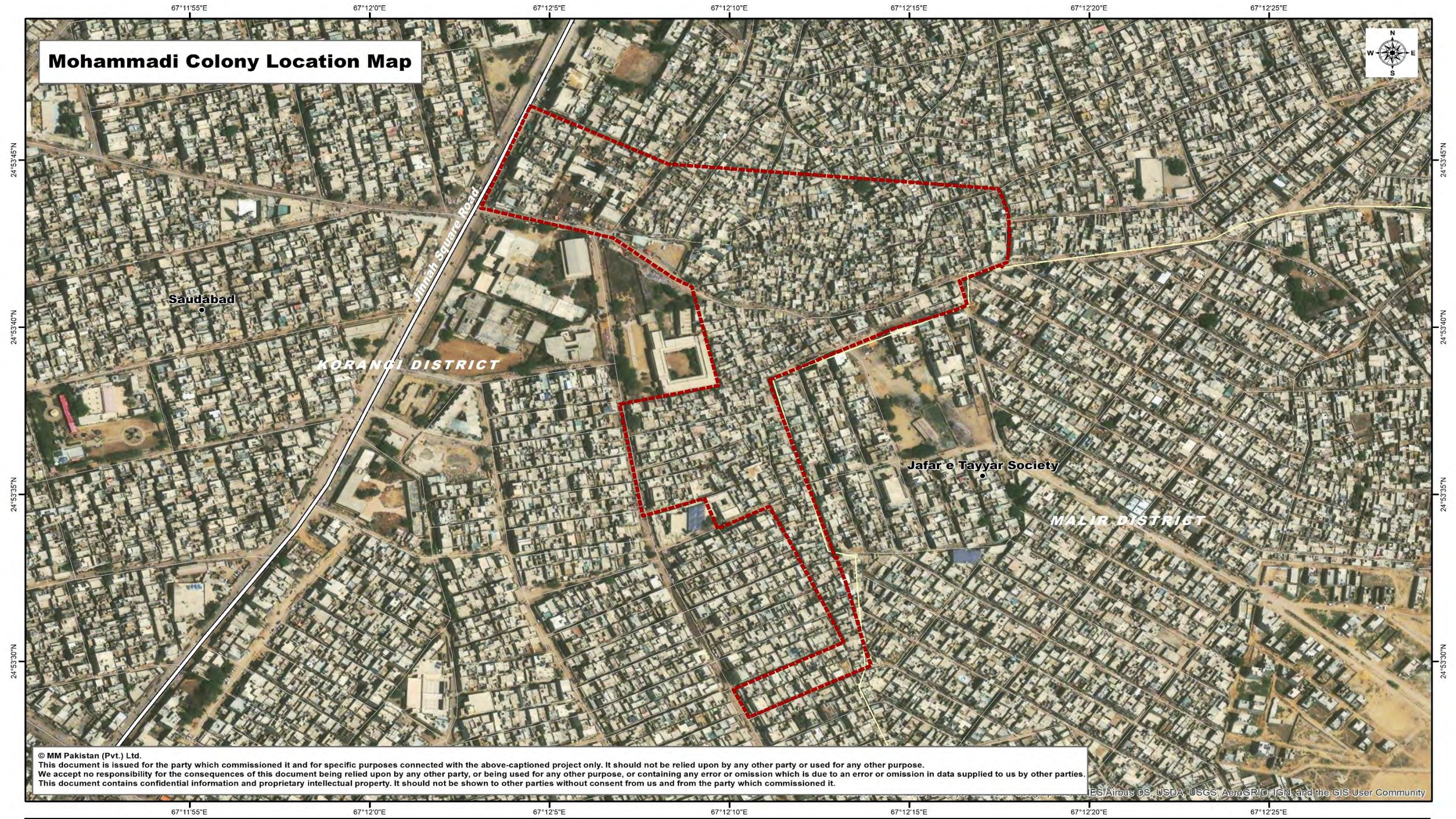
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Figure 1-4: Zia Colony Project Affected Persons





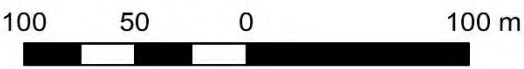
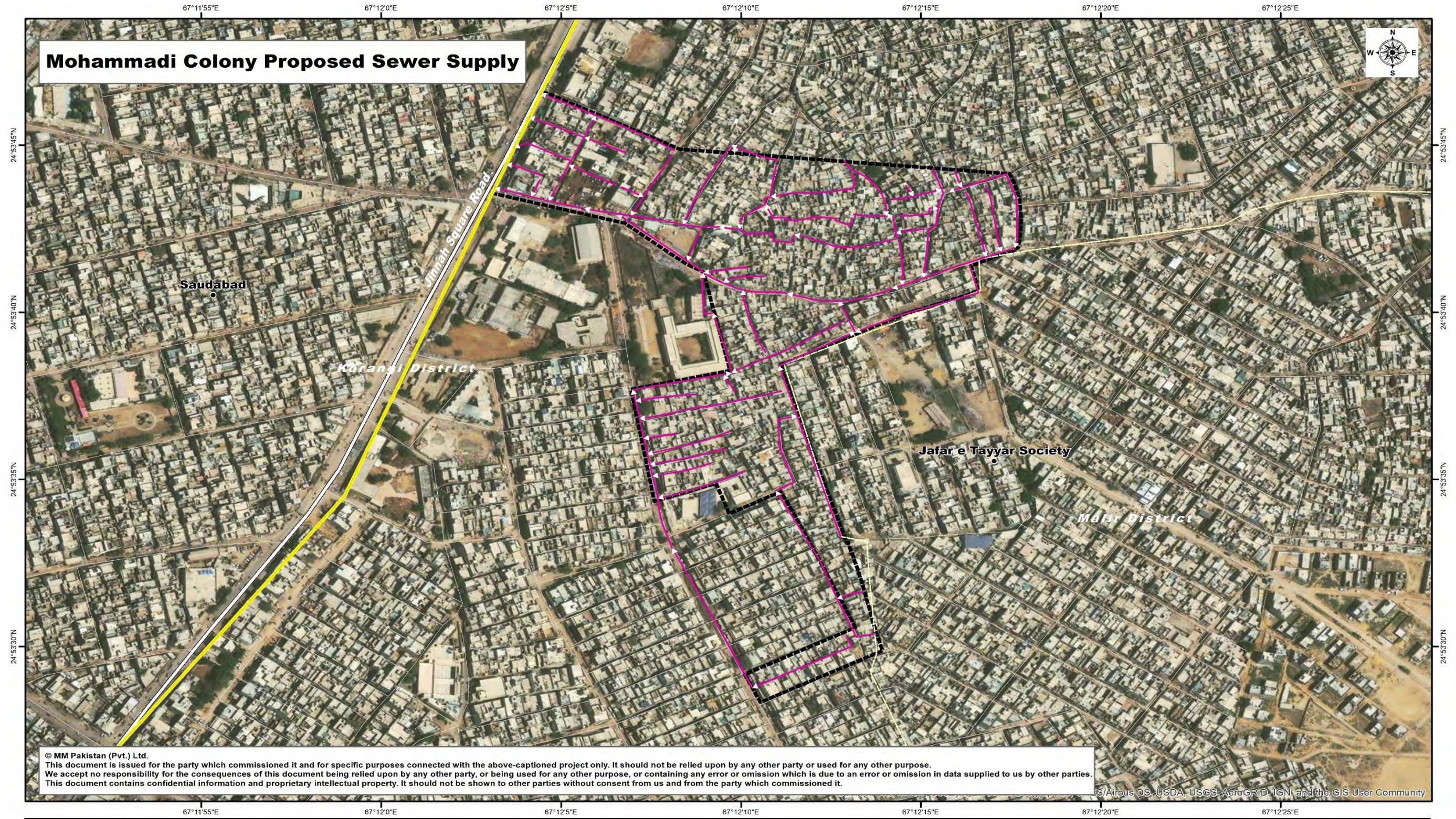
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		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 10/19/2022 Scale: 1: 3,000 Sheet Size: A 4

Figure 1-5: Mohammadi Colony Proposed Sewer Network



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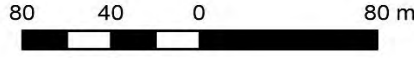
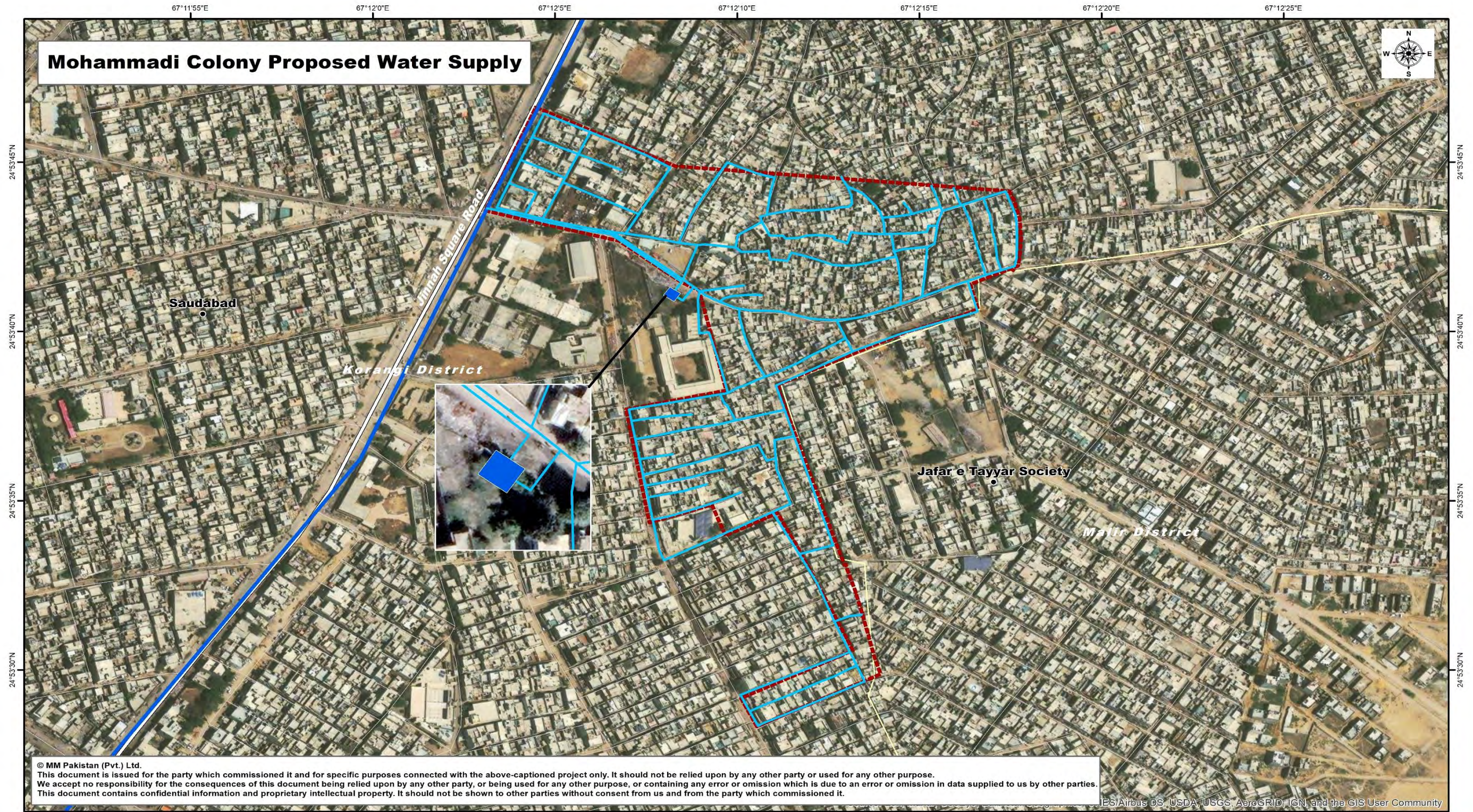
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Figure 1-6: Mohammadi Colony Proposed Sewer Network

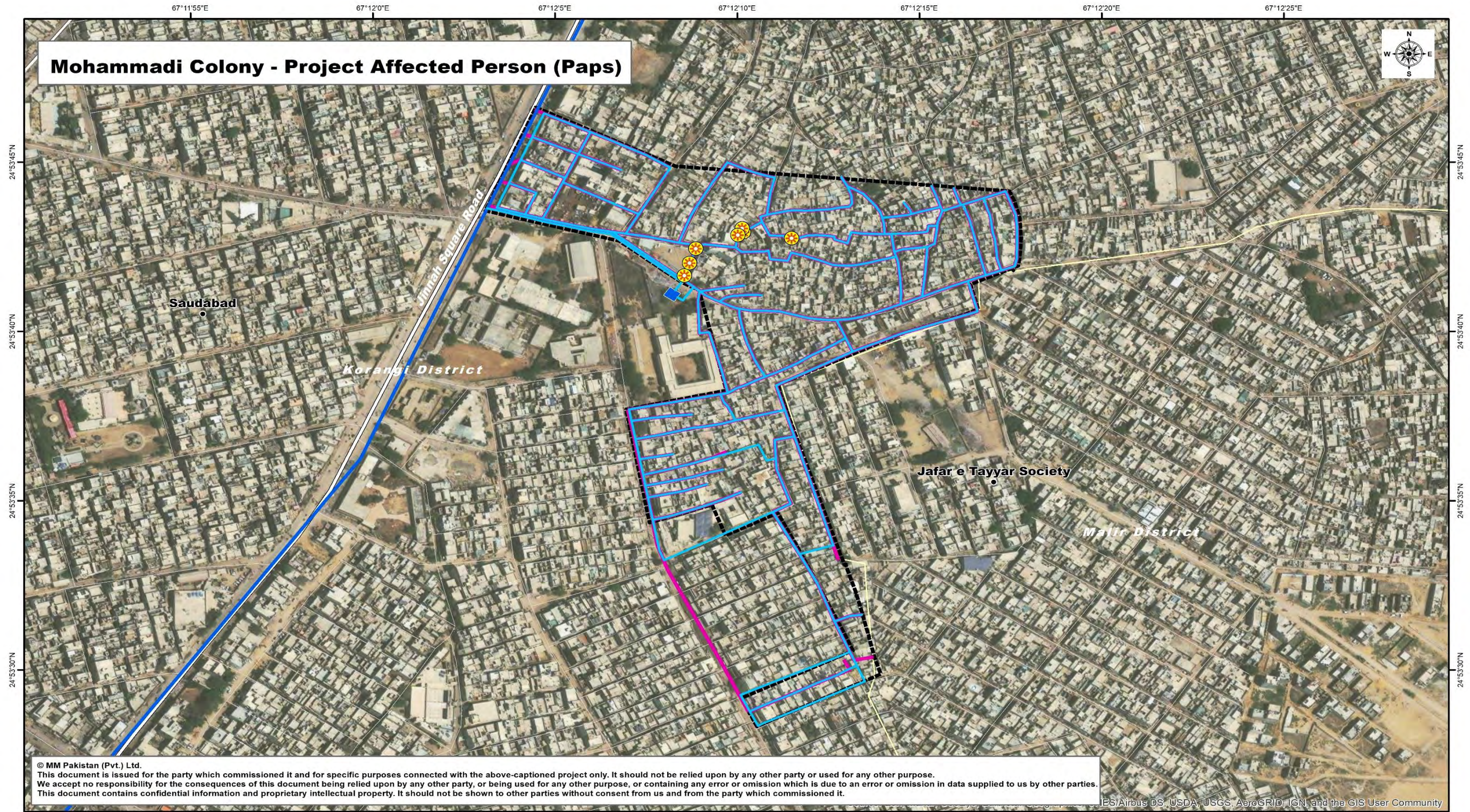


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		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 10/19/2022 Scale: 1: 3,000 Sheet Size: A 4

Figure 1-7: Mohammadi Colony Proposed Water Supply



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		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 11/21/2022 Scale: 1: 3,000 Sheet Size: A 4

Figure 1-8: Mohammadi Colony Project Affected Persons

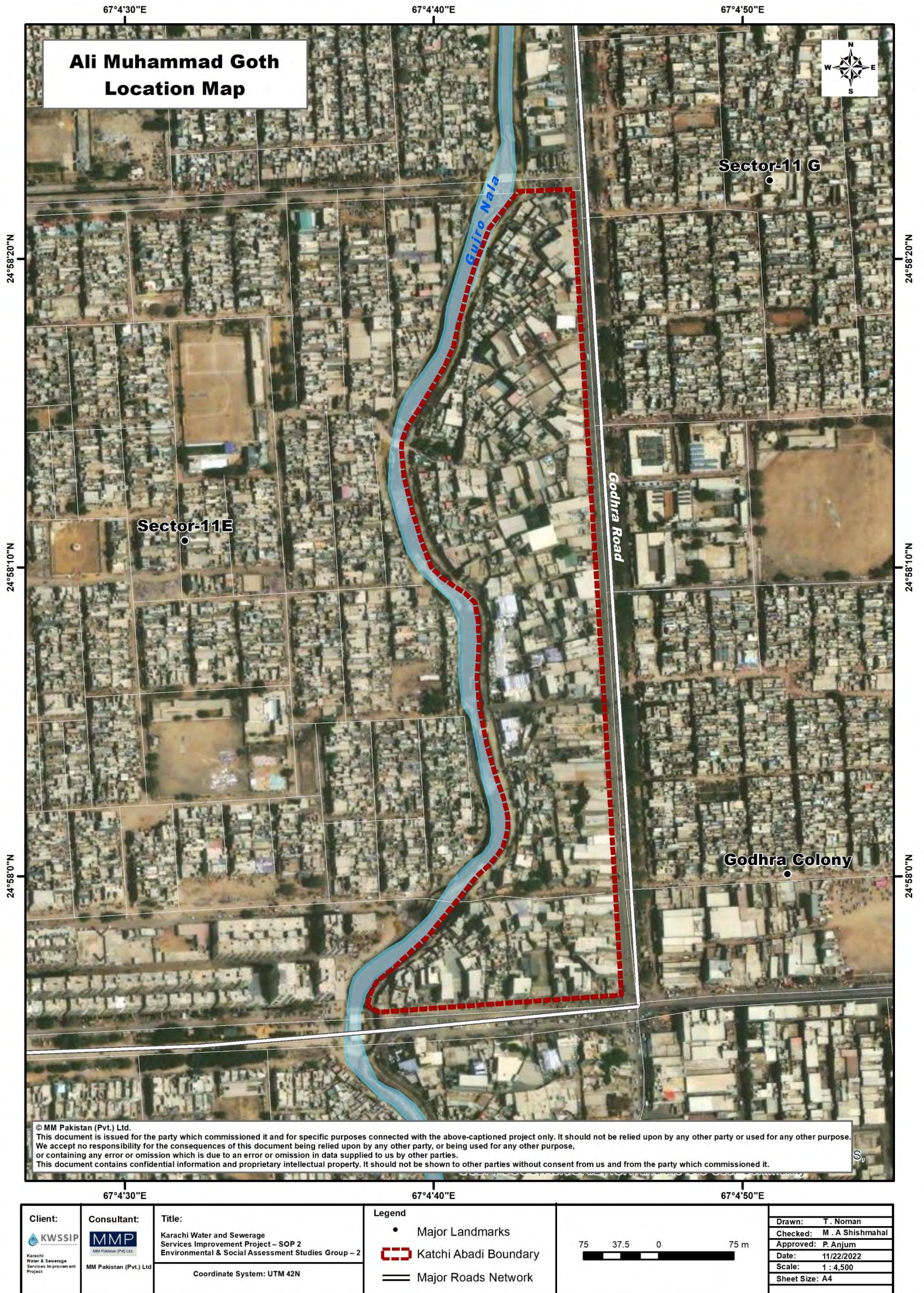


Figure 1-9: Ali Mohammad Goth Proposed Sewer Network

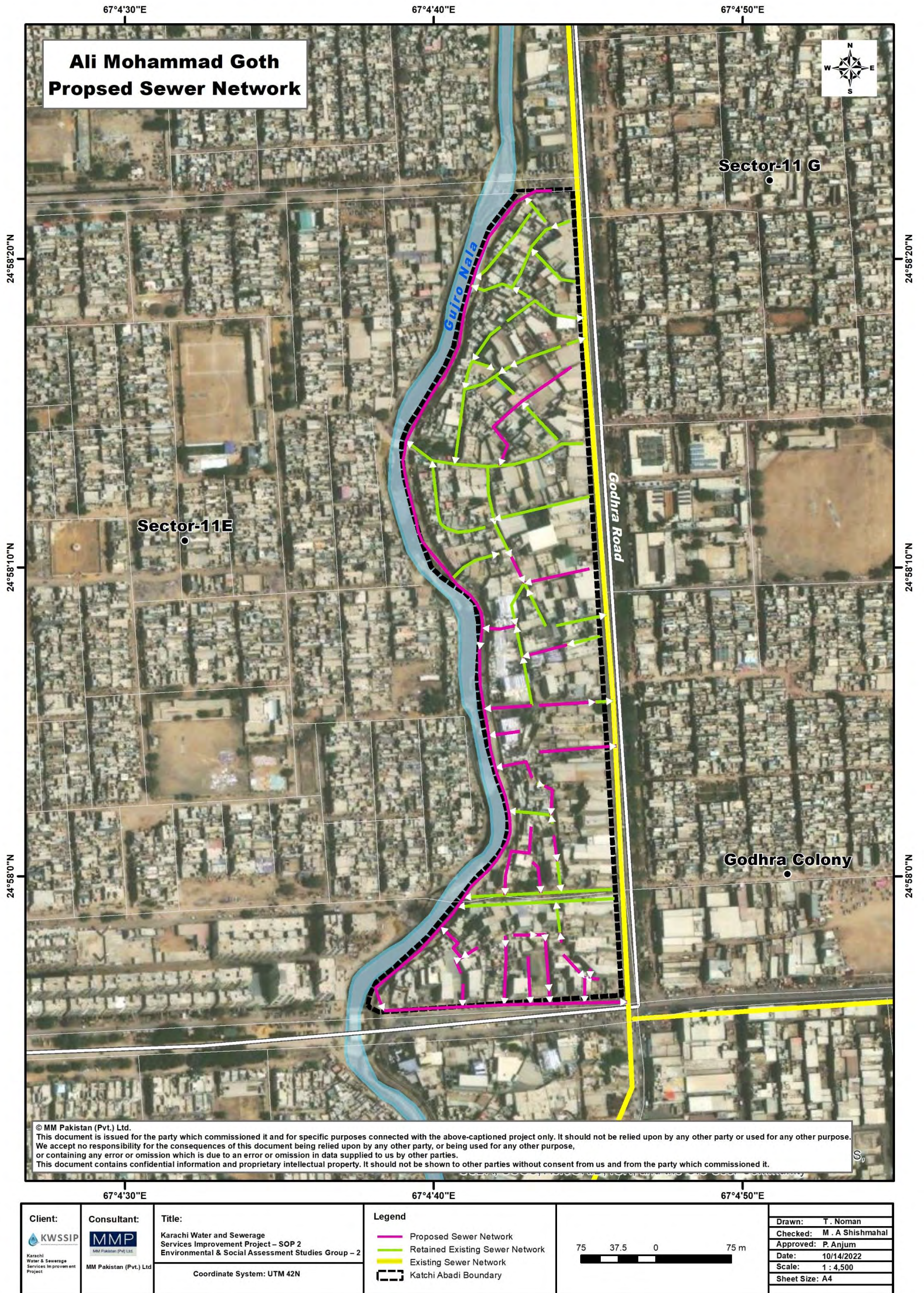


Figure 1-10: Ali Mohammad Goth Proposed Sewer Network

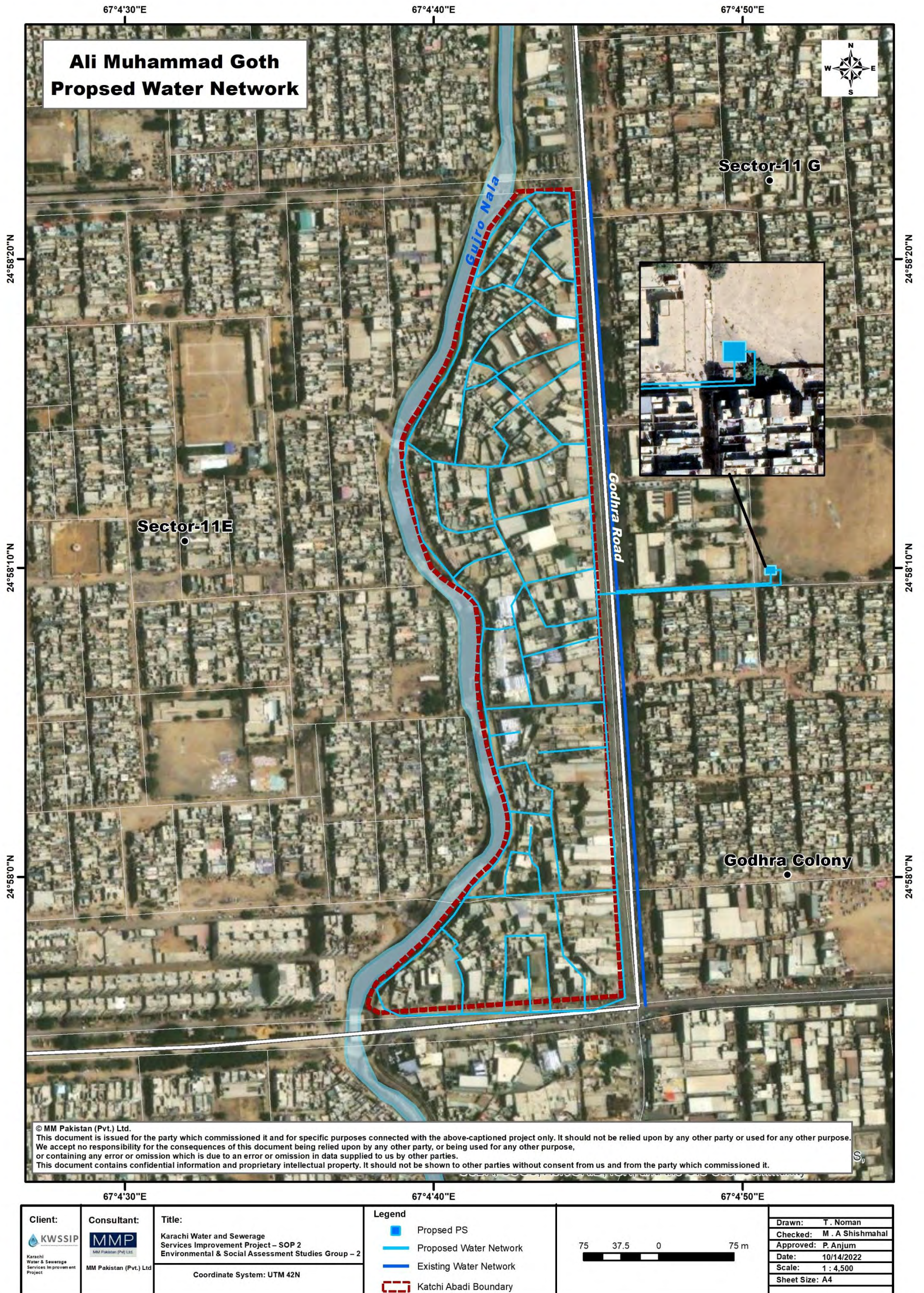


Figure 1-11: Ali Mohammad Goth Proposed Water Supply

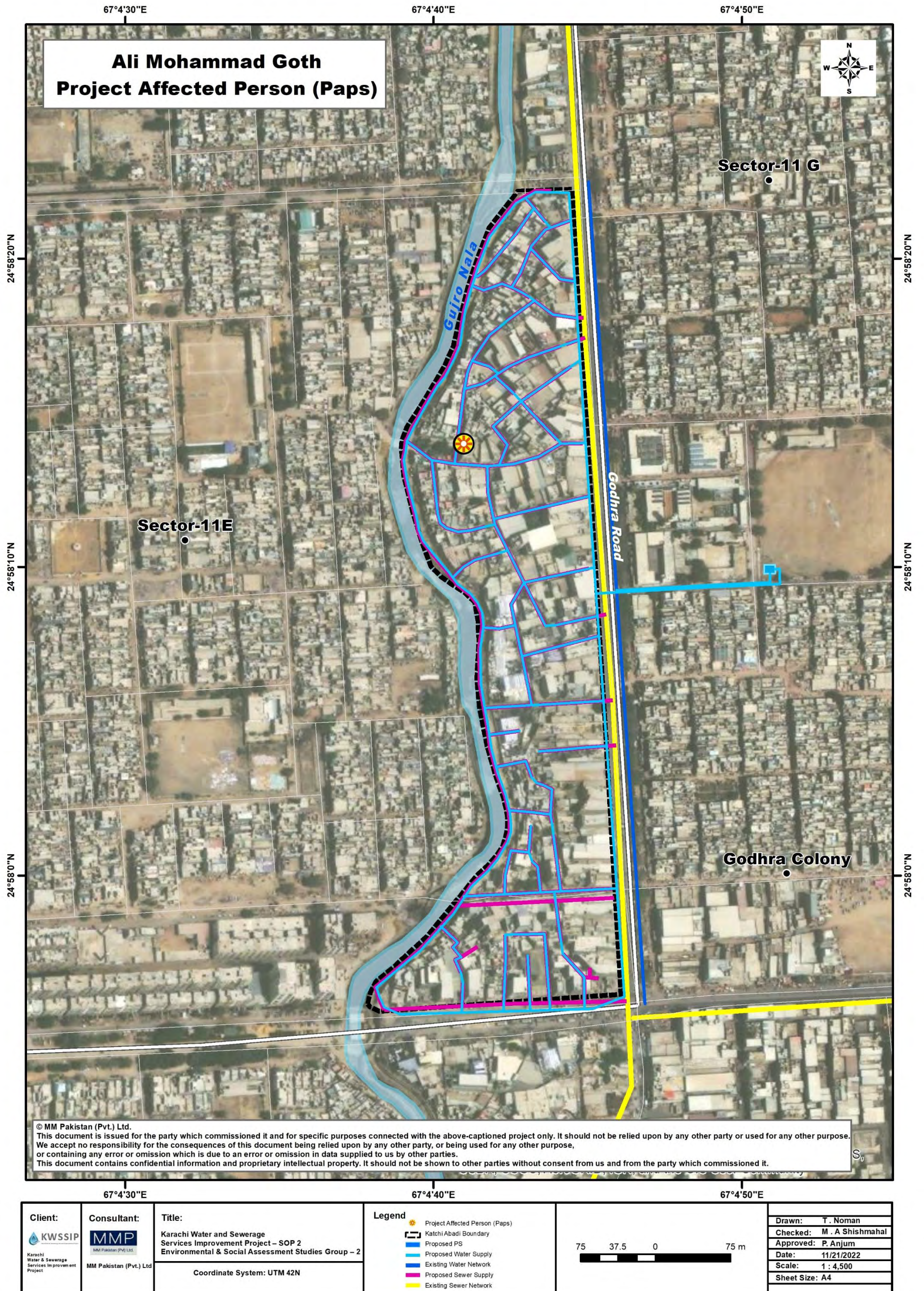
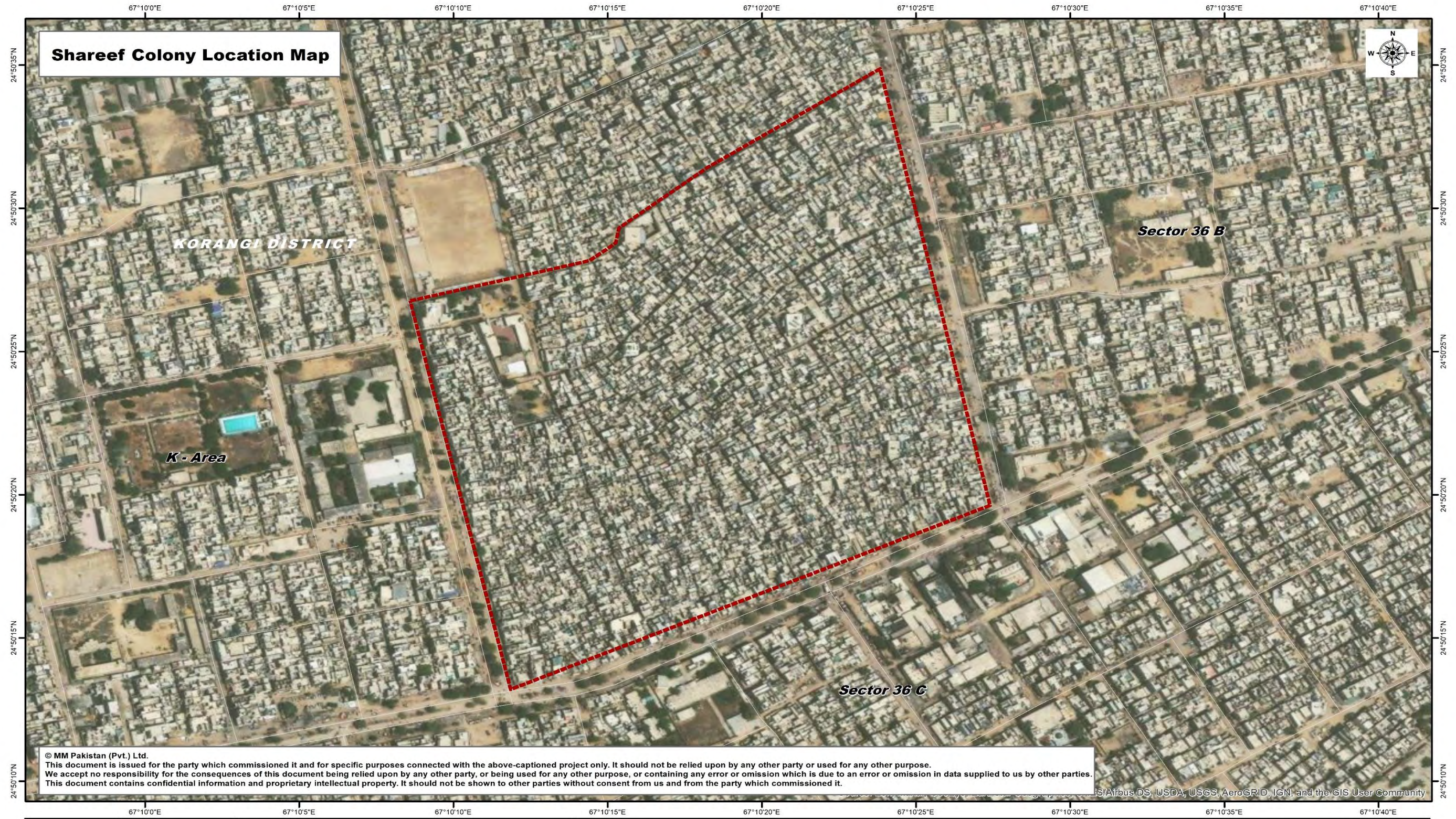


Figure 1-12: Ali Mohammad Goth Project Affected Persons






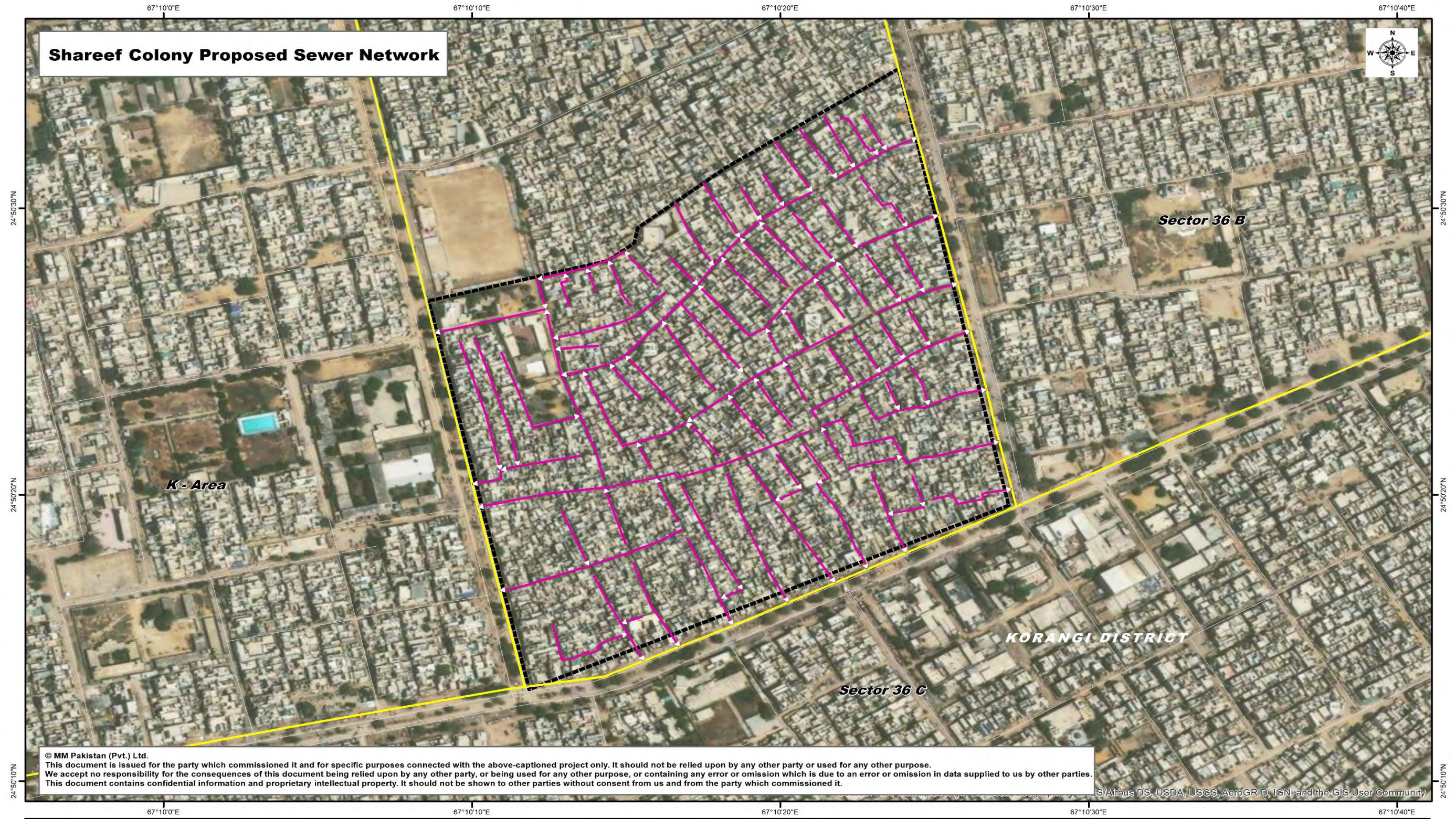
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		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 10/25/2022 Scale: 1: 3,500 Sheet Size: A 4

Figure 1-13: Sharif Colony Proposed Location Map





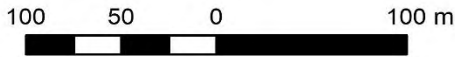
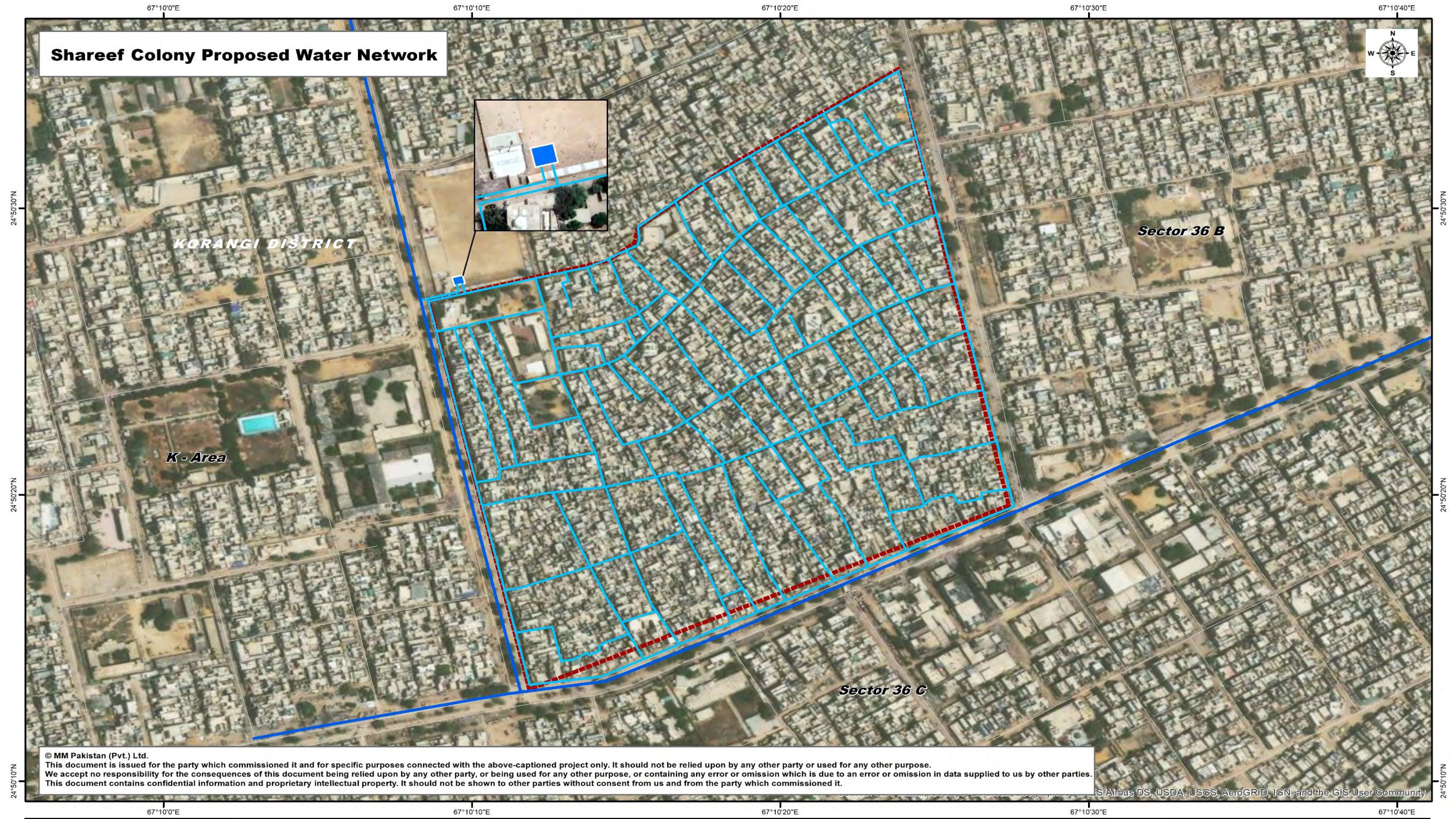
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> — Proposed Sewer Network — Existing Sewer Network Katchi Abadi Boundary 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/25/2022</td></tr> <tr><td>Scale:</td><td>1: 3,500</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/25/2022	Scale:	1: 3,500	Sheet Size:	A 4
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Approved:	P. Anjum																
Date:	10/25/2022																
Scale:	1: 3,500																
Sheet Size:	A 4																

Figure 1-14: Sharif Colony Proposed Sewer Network



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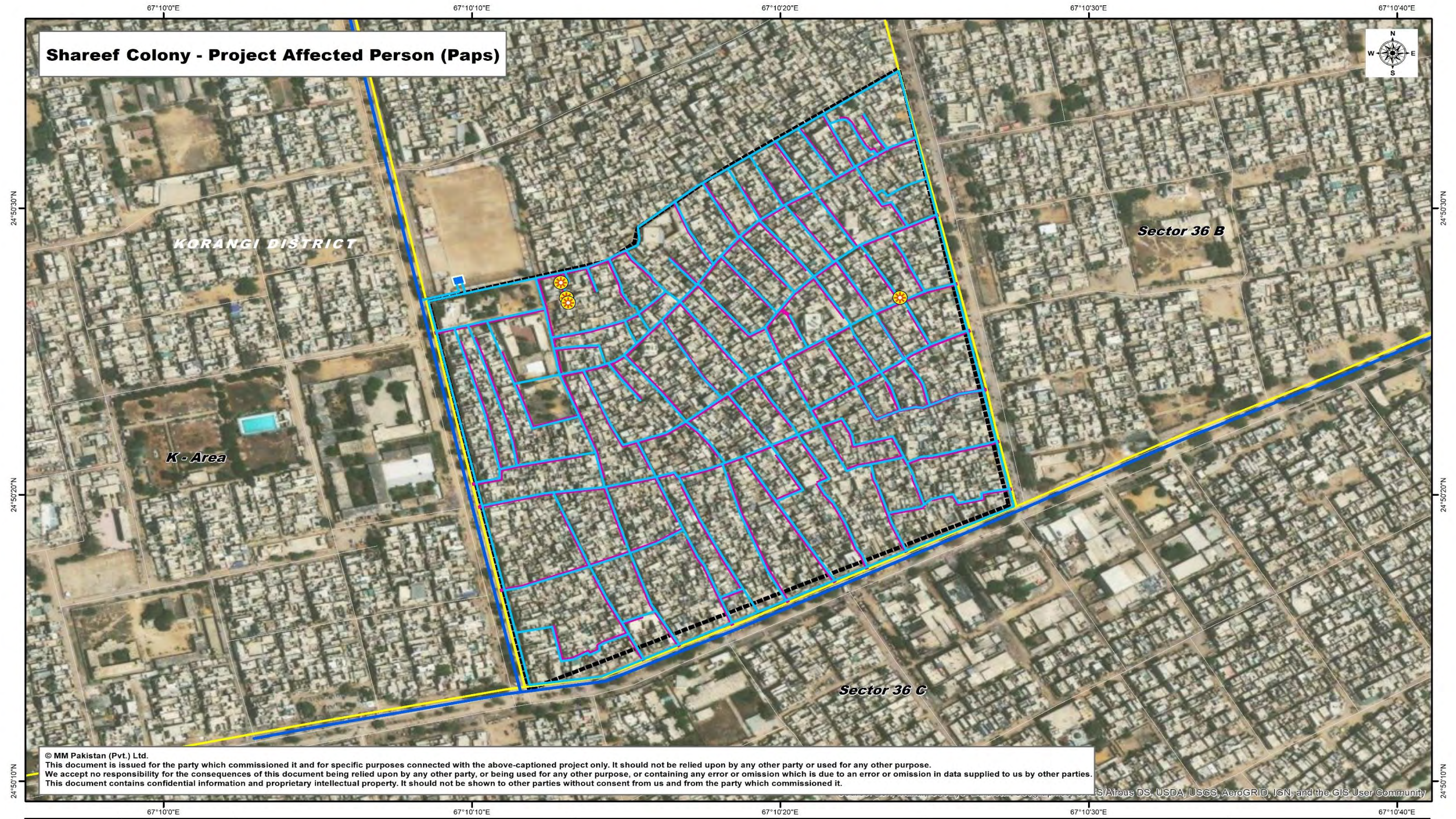
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> ■ Propose PS Katchi Abadi Boundary — Existing Water Network — Proposed Water Network 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/25/2022</td></tr> <tr><td>Scale:</td><td>1: 3,500</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/25/2022	Scale:	1: 3,500	Sheet Size:	A 4
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Checked:	M.A Shishmahal																
Approved:	P. Anjum																
Date:	10/25/2022																
Scale:	1: 3,500																
Sheet Size:	A 4																

Figure 1-15: Sharif Colony Proposed Water Supply













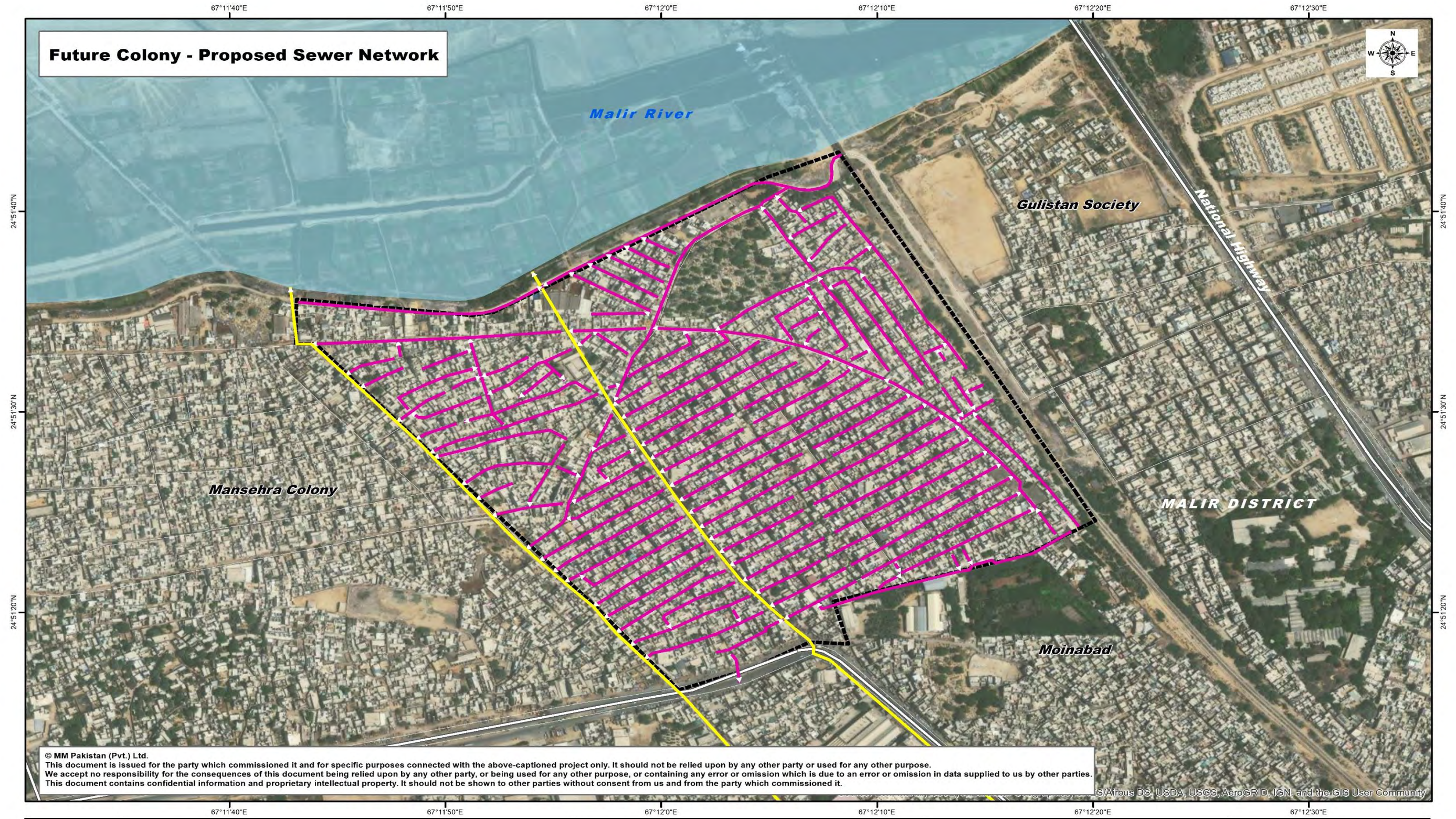
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Figure 1-16: Sharif Colony Project Affected Persons



Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> • Major Landmarks ▭ Katchi Abadi Boundary ══ Major Roads Network 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/27/2022</td></tr> <tr><td>Scale:</td><td>1: 3,500</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/27/2022	Scale:	1: 3,500	Sheet Size:	A 4
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Figure 1-17: Future Colony Proposed Location Map



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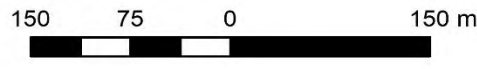
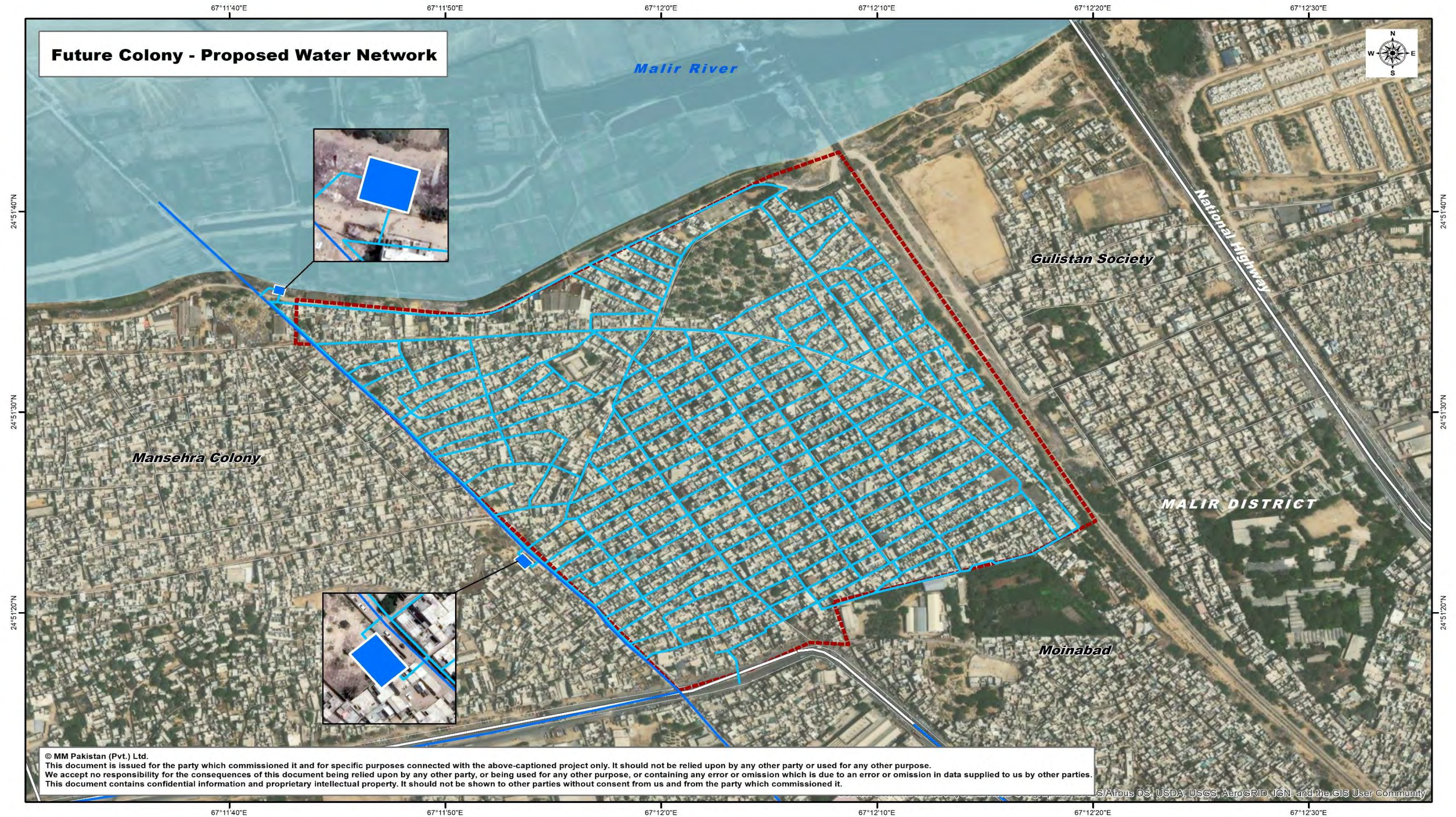
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> — Proposed Sewer Network — Existing Sewer Network Katchi Abadi Boundary 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/26/2022</td></tr> <tr><td>Scale:</td><td>1: 3,500</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/26/2022	Scale:	1: 3,500	Sheet Size:	A 4
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Checked:	M.A Shishmahal																
Approved:	P. Anjum																
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Figure 1-18: Future Colony Proposed Sewer Network





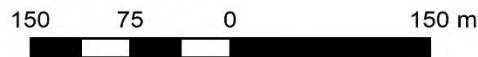
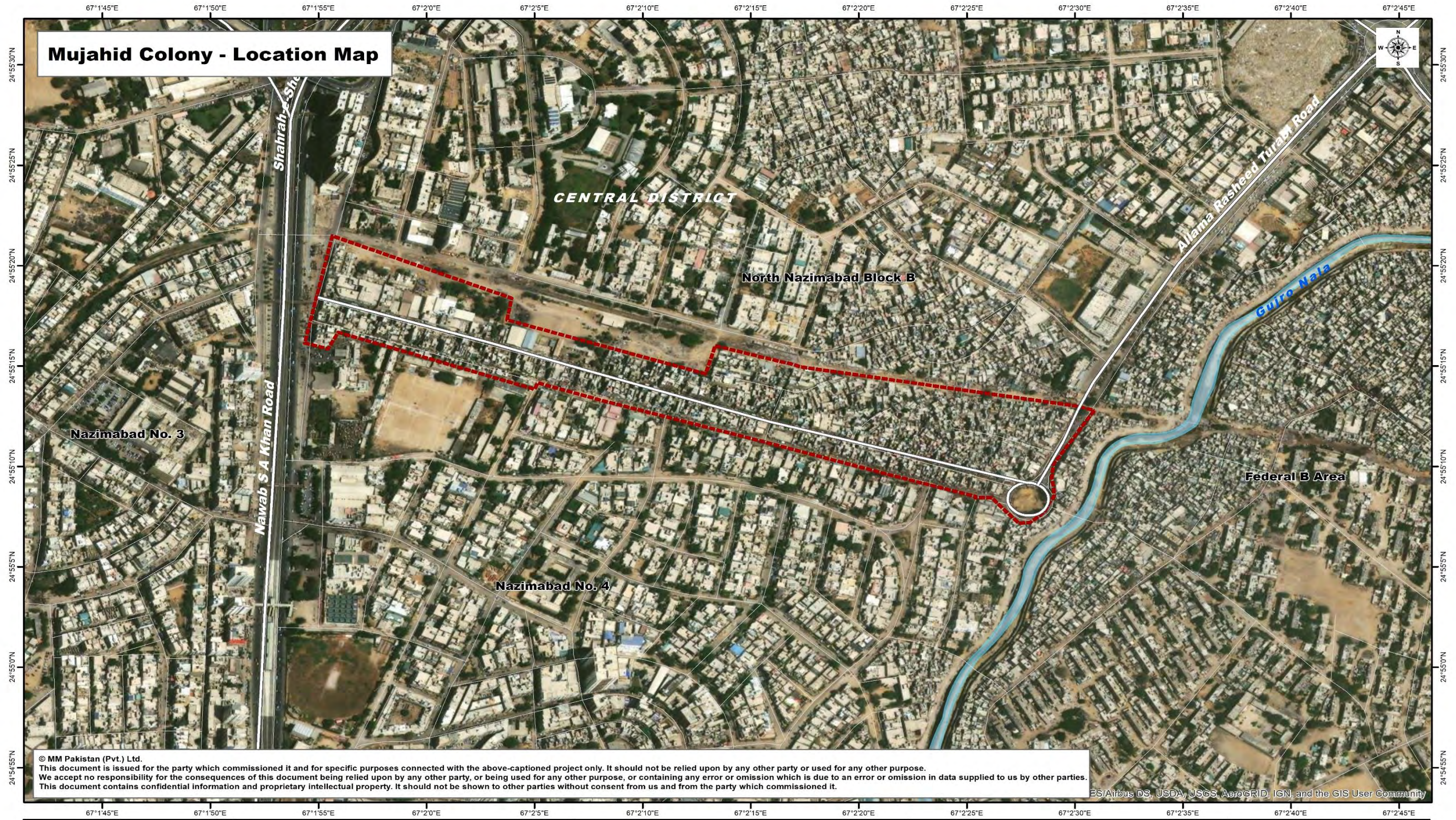
<p>Client:</p>  <p>Karachi Water & Sewerage Services Improvement Project</p>	<p>Consultant:</p>  <p>MM Pakistan (Pvt.) Ltd</p>	<p>Title:</p> <p>Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2</p> <p>Coordinate System: UTM 42N</p>	<p>Legend</p> <ul style="list-style-type: none"> ■ Propose PS Katchi Abadi Boundary — Existing Water Network — Proposed Water Network 	<p>Scale: 1: 3,500</p> 	<p>Drawn: T. Noman</p> <p>Checked: M.A Shishmahal</p> <p>Approved: P. Anjum</p> <p>Date: 10/27/2022</p> <p>Scale: 1: 3,500</p> <p>Sheet Size: A 4</p>
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Figure 1-19: Future Colony Proposed Water Supply

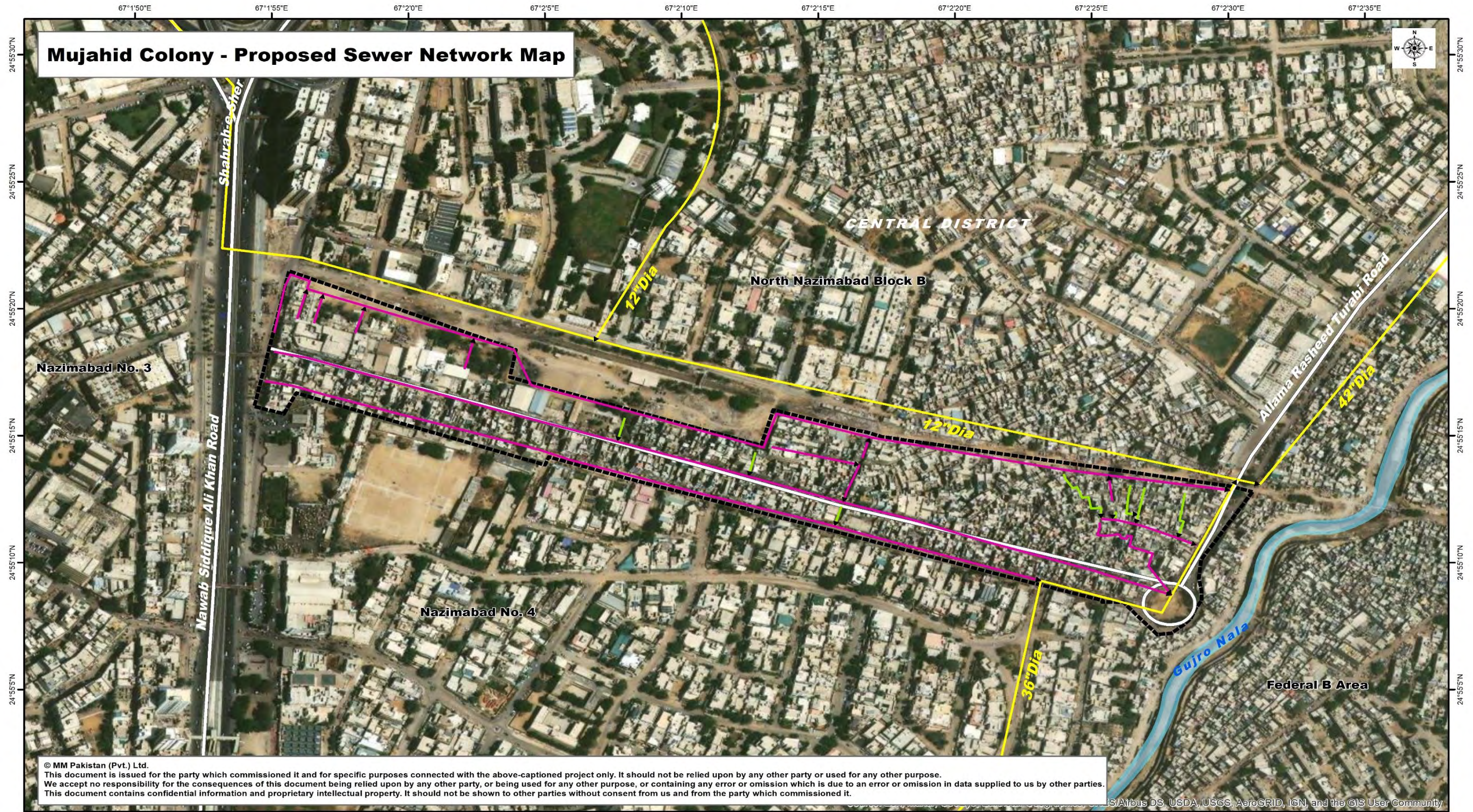


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Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> • Major Landmarks --- Katchi Abadi Boundary == Major Roads Network 	Scale: 150 75 0 150 m	Drawn: T. Noman Checked: M.A Shishmahal Approved: P. Anjum Date: 10/25/2022 Scale: 1: 5,000 Sheet Size: A 4
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Figure 1-20: Mujahid Colony Proposed Location Map



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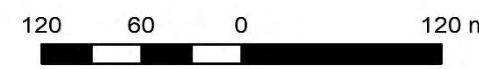
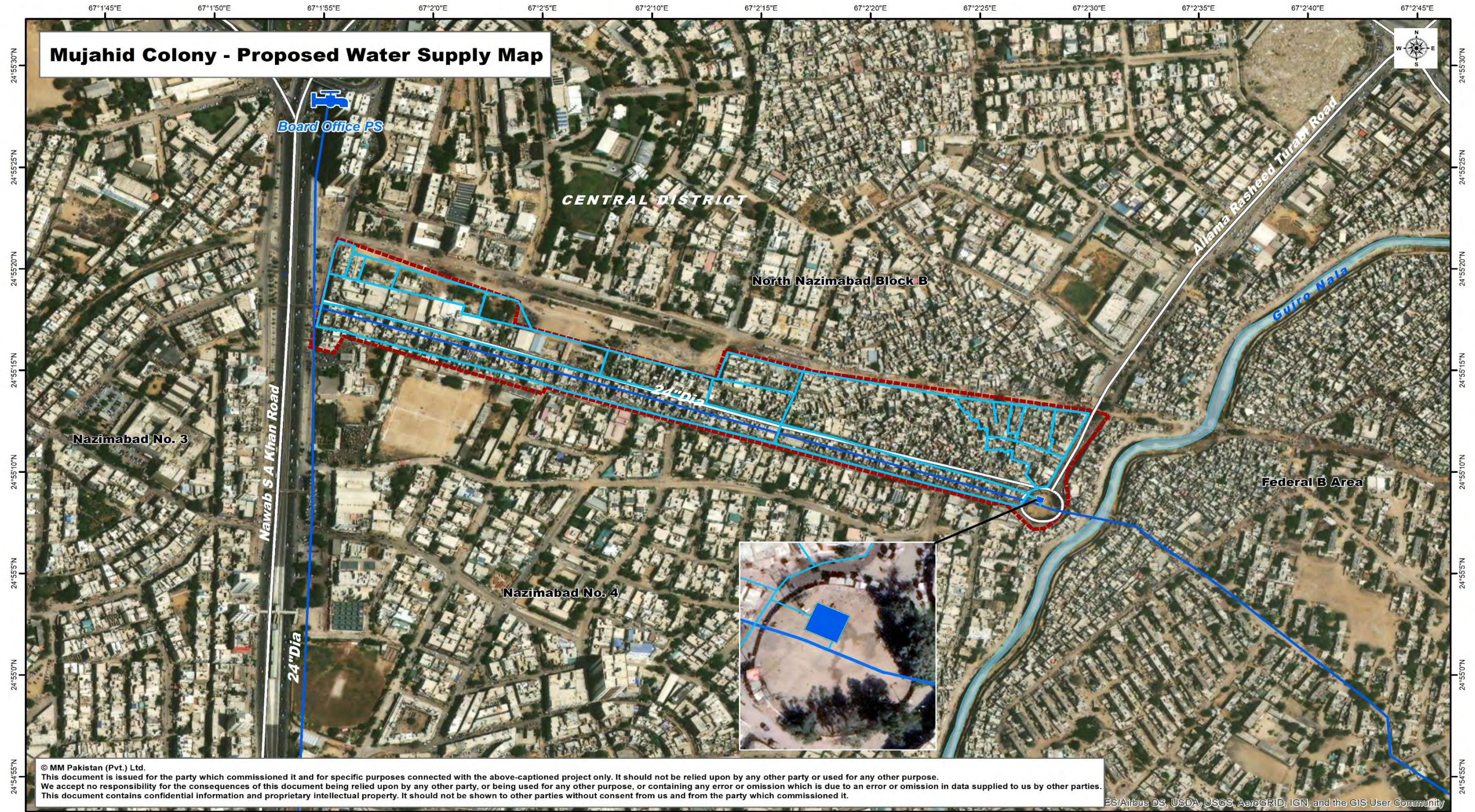
<p>Client:</p>  <p>Karachi Water & Sewerage Services Improvement Project</p>	<p>Consultant:</p>  <p>MM Pakistan (Pvt.) Ltd</p>	<p>Title:</p> <p>Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2</p> <p>Coordinate System: UTM 42N</p>	<p>Legend</p> <ul style="list-style-type: none"> — Proposed Sewer Network — Retained Existing Sewer Network — Existing Sewer Network Katchi Abadi Boundary 	<p>Scale: 1: 5,000</p> 	<p>Drawn: T. Noman</p> <p>Checked: M.A Shishmahal</p> <p>Approved: P. Anjum</p> <p>Date: 10/20/2022</p> <p>Scale: 1: 5,000</p> <p>Sheet Size: A 4</p>
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Figure 1-21: Mujahid Colony Proposed Sewer Network



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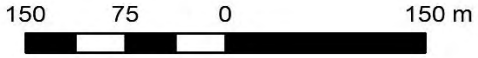
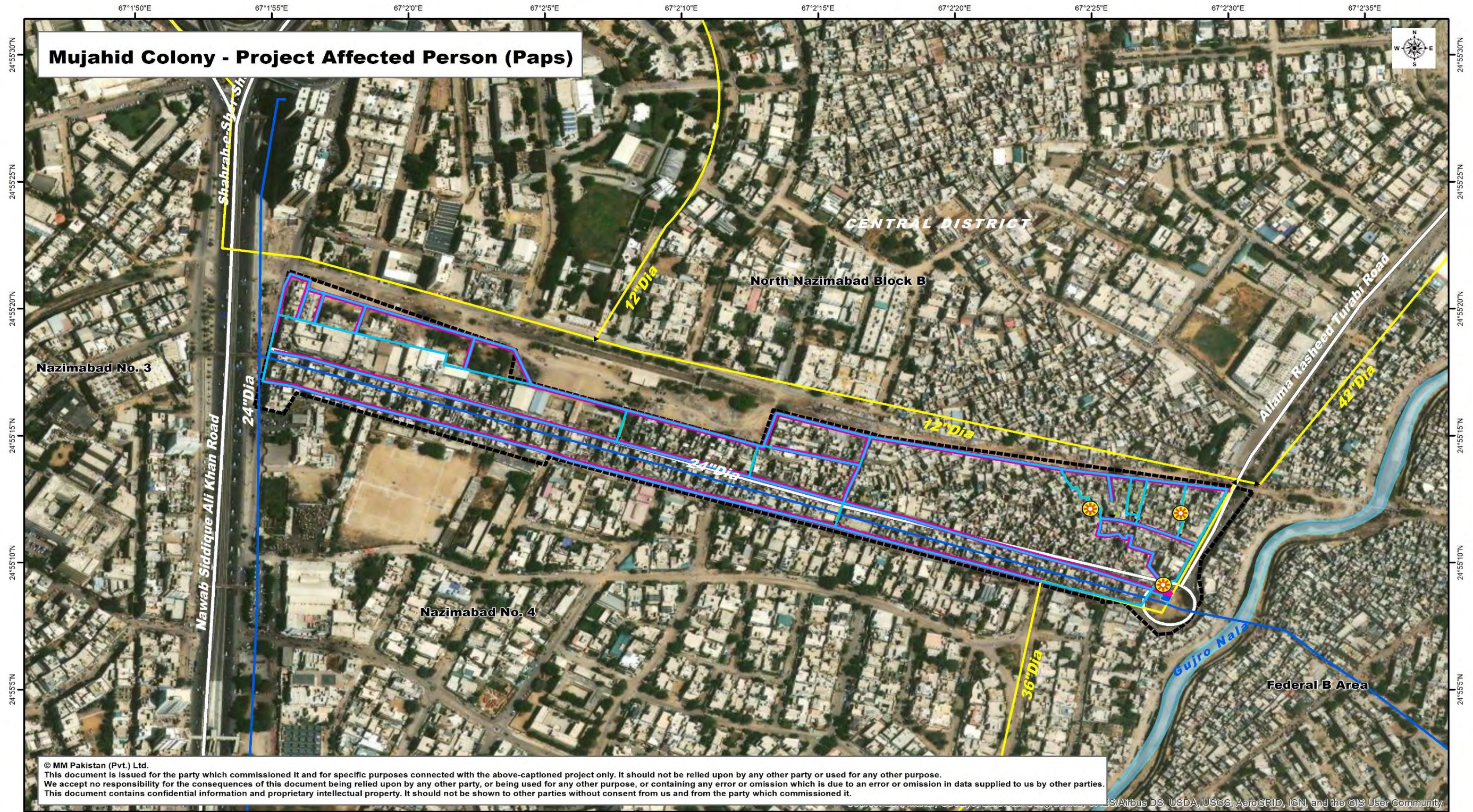
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none">  Existing Water PS  Katchi Abadi Boundary  Proposed Structures  Existing Water Network  Proposed Water Supply 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/20/2022</td></tr> <tr><td>Scale:</td><td>1: 5,000</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/20/2022	Scale:	1: 5,000	Sheet Size:	A 4
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Approved:	P. Anjum																
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Figure 1-22: Mujahid Colony Proposed Water Supply

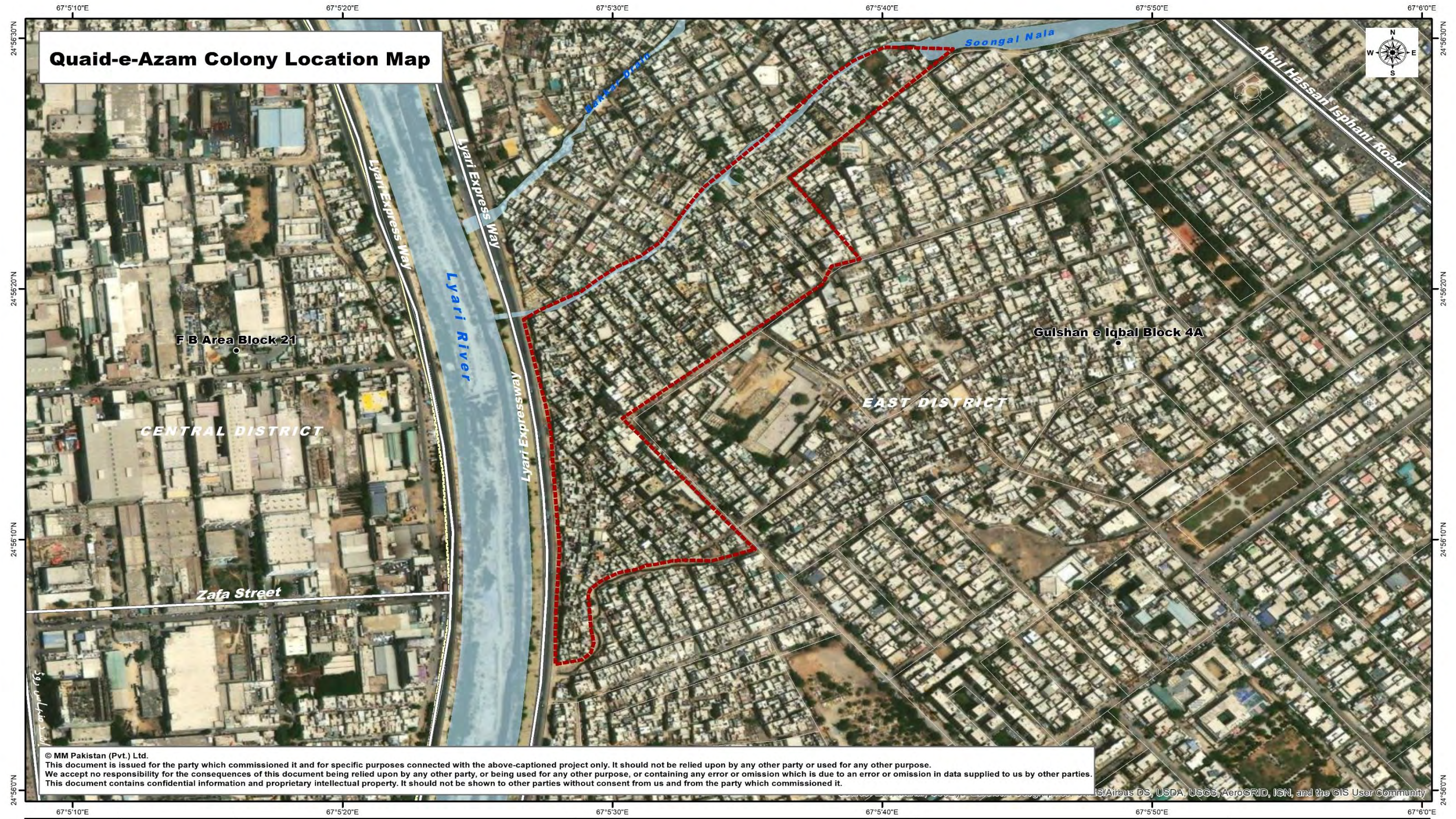


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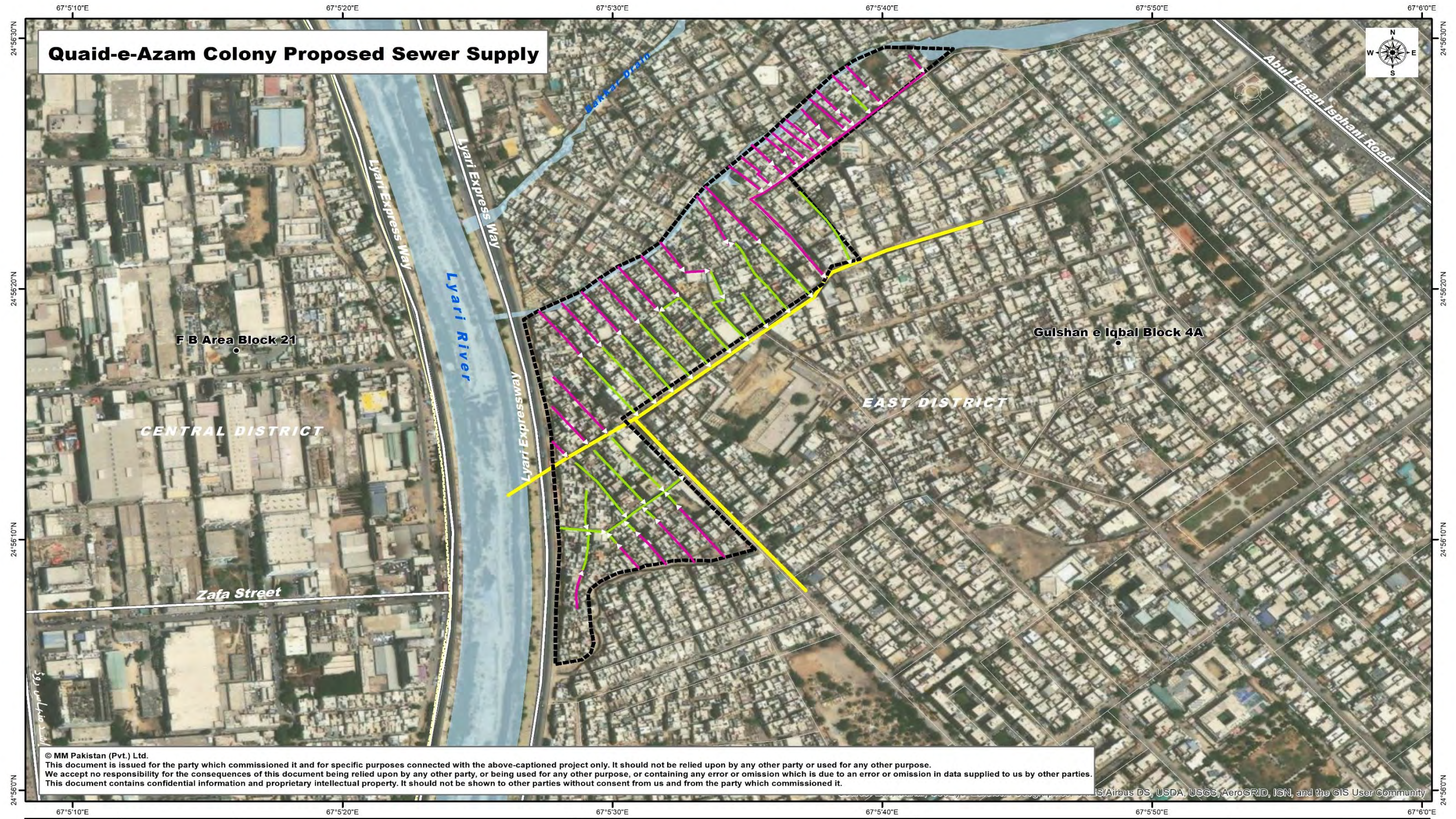
<p>Client:</p> <p>Karachi Water & Sewerage Services Improvement Project</p>	<p>Consultant:</p> <p>MM Pakistan (Pvt.) Ltd</p>	<p>Title:</p> <p>Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2</p> <p>Coordinate System: UTM 42N</p>	<p>Legend</p> <ul style="list-style-type: none"> Project Affected Person (Paps) Katchi Abadi Boundary Proposed PS Proposed Water Supply Existing Water Network Proposed Sewer Supply Existing Sewer Network 	<p>Scale: 1: 5,000</p>	<p>Drawn: T. Noman</p> <p>Checked: M.A Shishmahal</p> <p>Approved: P. Anjum</p> <p>Date: 11/21/2022</p> <p>Scale: 1: 5,000</p> <p>Sheet Size: A 4</p>
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Figure 1-23: Mujahid Colony Project Affected Persons



Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> • Major Landmarks --- Katchi Abadi Boundary == Major Roads Network 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/25/2022</td></tr> <tr><td>Scale:</td><td>1: 4,000</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/25/2022	Scale:	1: 4,000	Sheet Size:	A 4
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Approved:	P. Anjum																
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Figure 1-24: Quaid-e-Azam Colony Proposed Location Map



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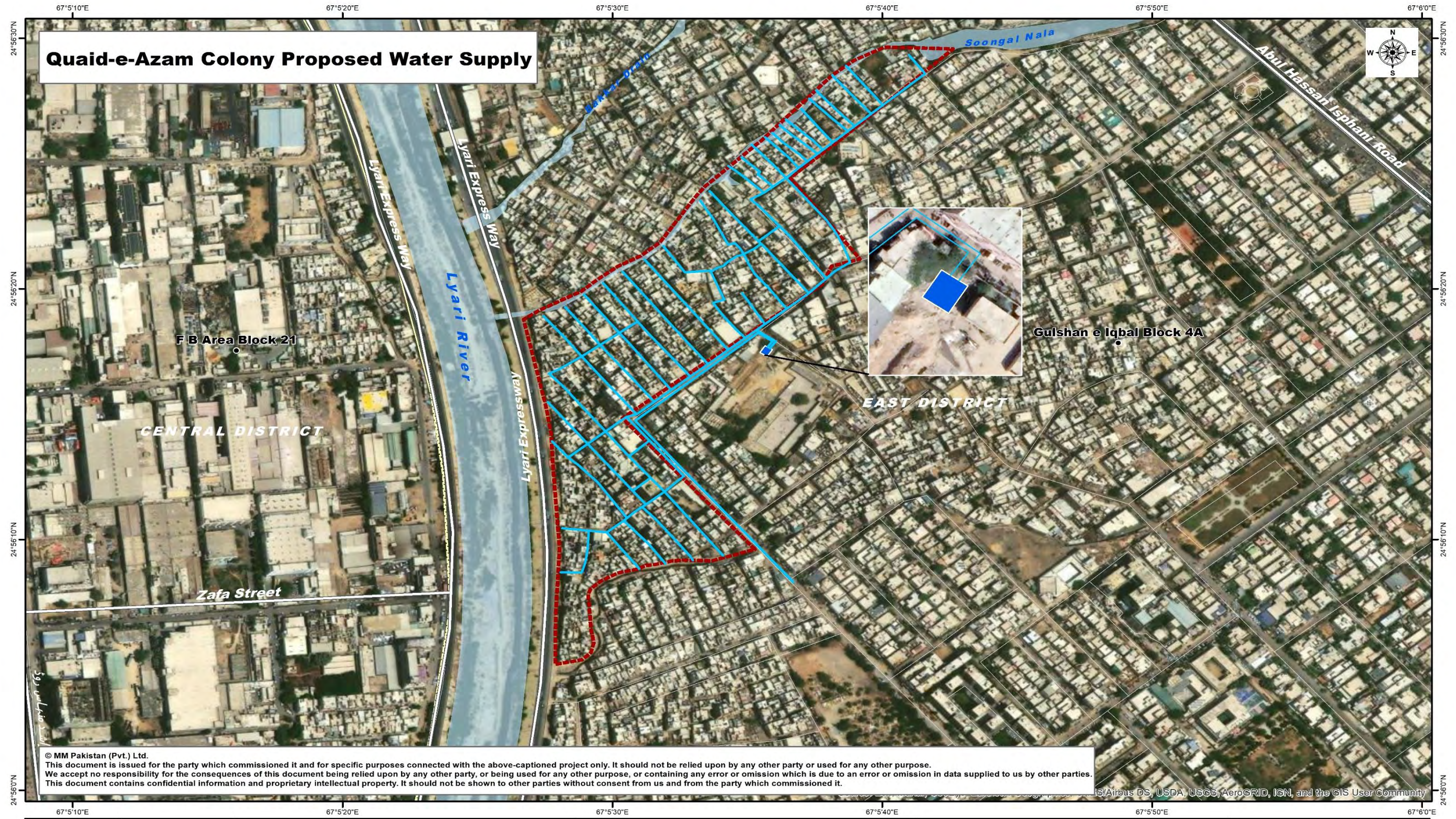
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> — Proposed Sewer Network — Retained Existing Sewer Network — Existing Sewer Network Katchi Abadi Boundary 	100 50 0 100 m 	<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/19/2022</td></tr> <tr><td>Scale:</td><td>1: 4,000</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/19/2022	Scale:	1: 4,000	Sheet Size:	A 4
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Approved:	P. Anjum																
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Scale:	1: 4,000																
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Figure 1-25: Quid-e-Azam Colony Proposed Sewer Network

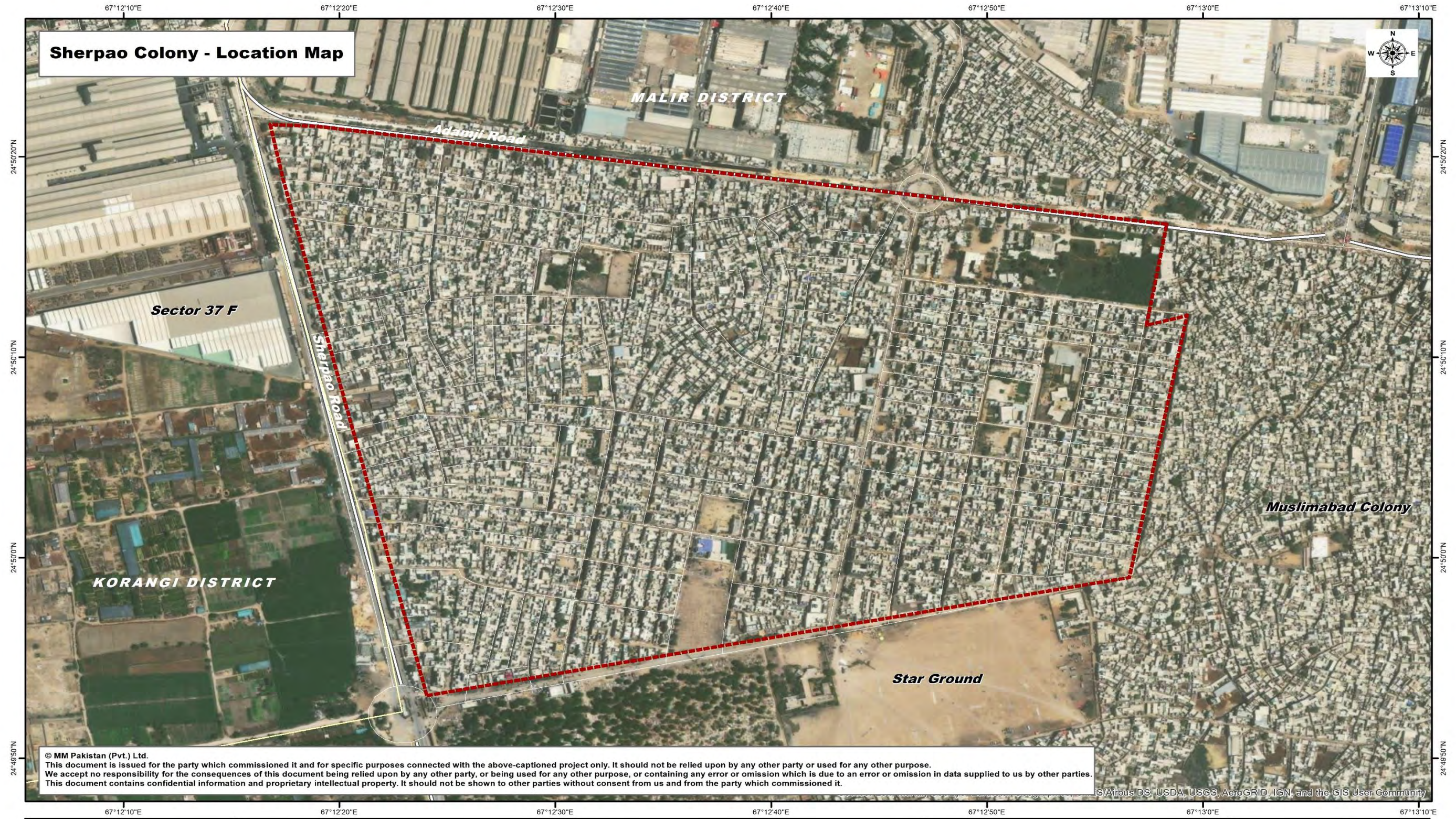


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Client: Karachi Water & Sewerage Services Improvement Project	Consultant: MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2	Legend <ul style="list-style-type: none"> - - - Katchi Abadi Boundary ■ Proposed Structures — Existing Water Network — Proposed Water Supply 		Drawn: T. Noman
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Figure 1-26: Quid-e-Azam Colony Proposed Water Supply

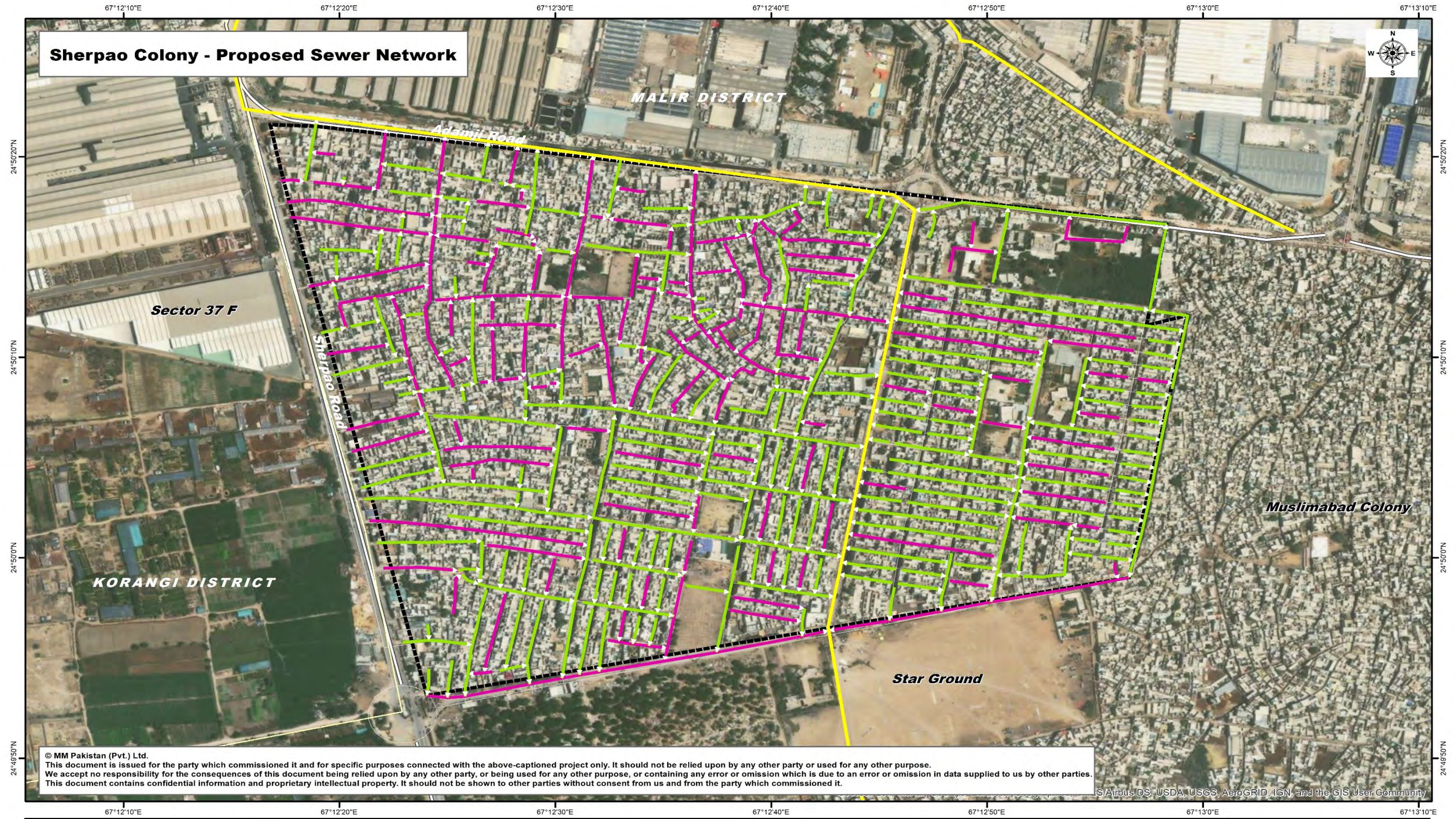


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Client: Karachi Water & Sewerage Services Improvement Project	Consultant: MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> • Major Landmarks ▭ Katchi Abadi Boundary ══ Major Roads Network 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>11/29/2022</td></tr> <tr><td>Scale:</td><td>1: 5,000</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	11/29/2022	Scale:	1: 5,000	Sheet Size:	A 4
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Approved:	P. Anjum																
Date:	11/29/2022																
Scale:	1: 5,000																
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Figure 1-27: Sherpao Colony Proposed Location Map



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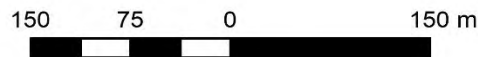
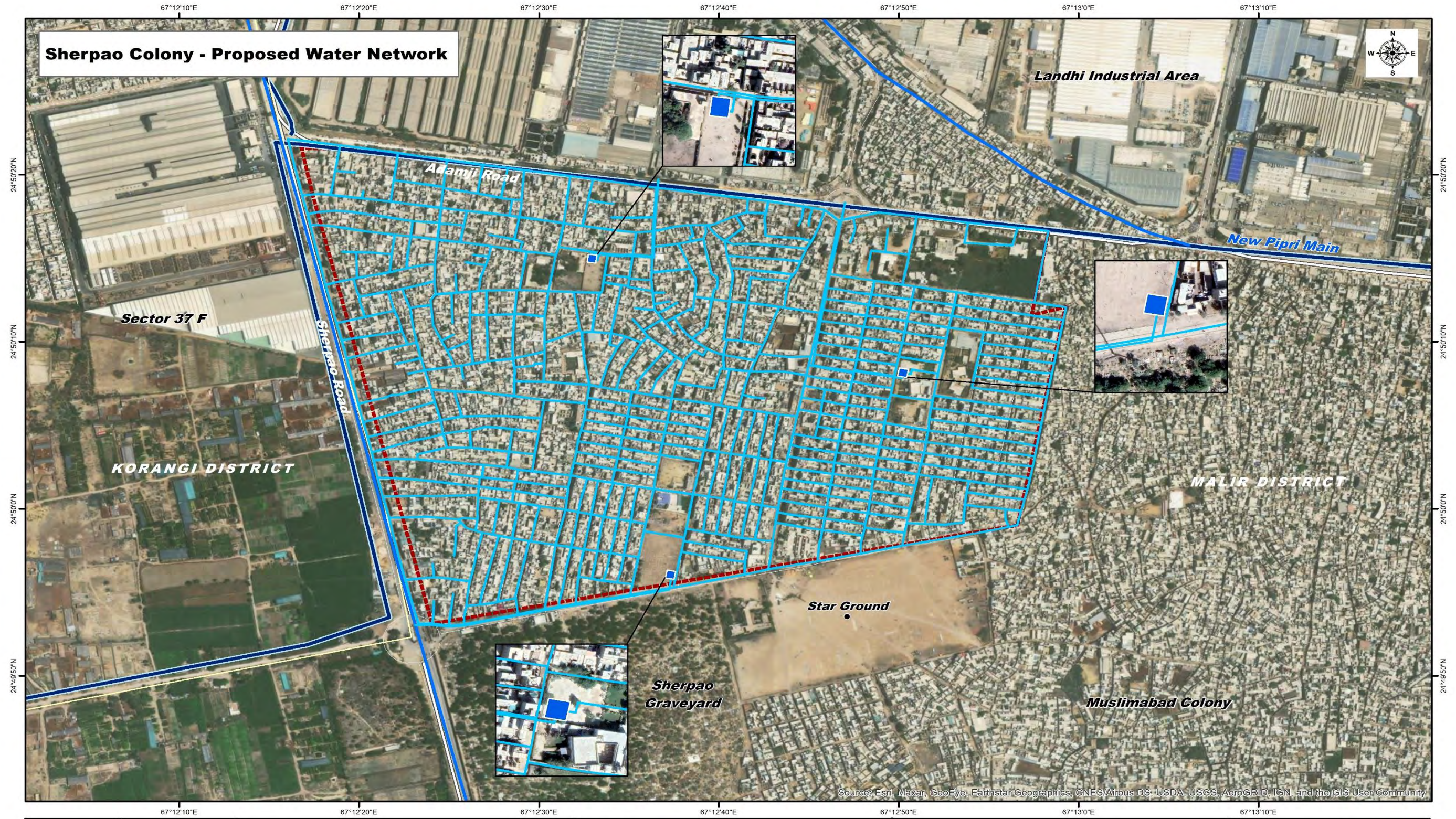
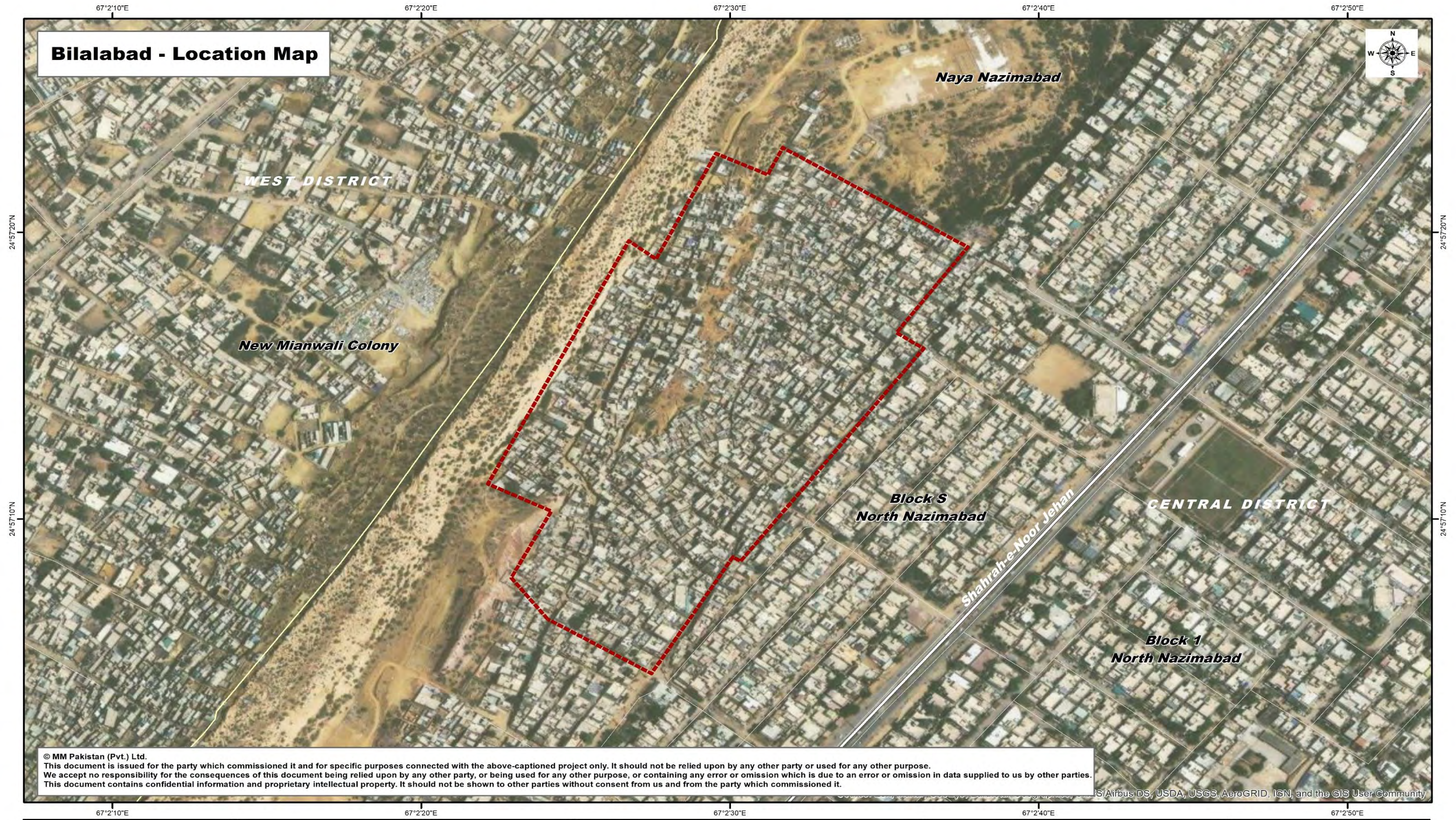
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> — Proposed Sewer Network — Retained Existing Sewer Network — Existing Sewer Network Katchi Abadi Boundary 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/26/2022</td></tr> <tr><td>Scale:</td><td>1: 5,000</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/26/2022	Scale:	1: 5,000	Sheet Size:	A 4
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Figure 1-28: Sherpao Colony Proposed Sewer Network



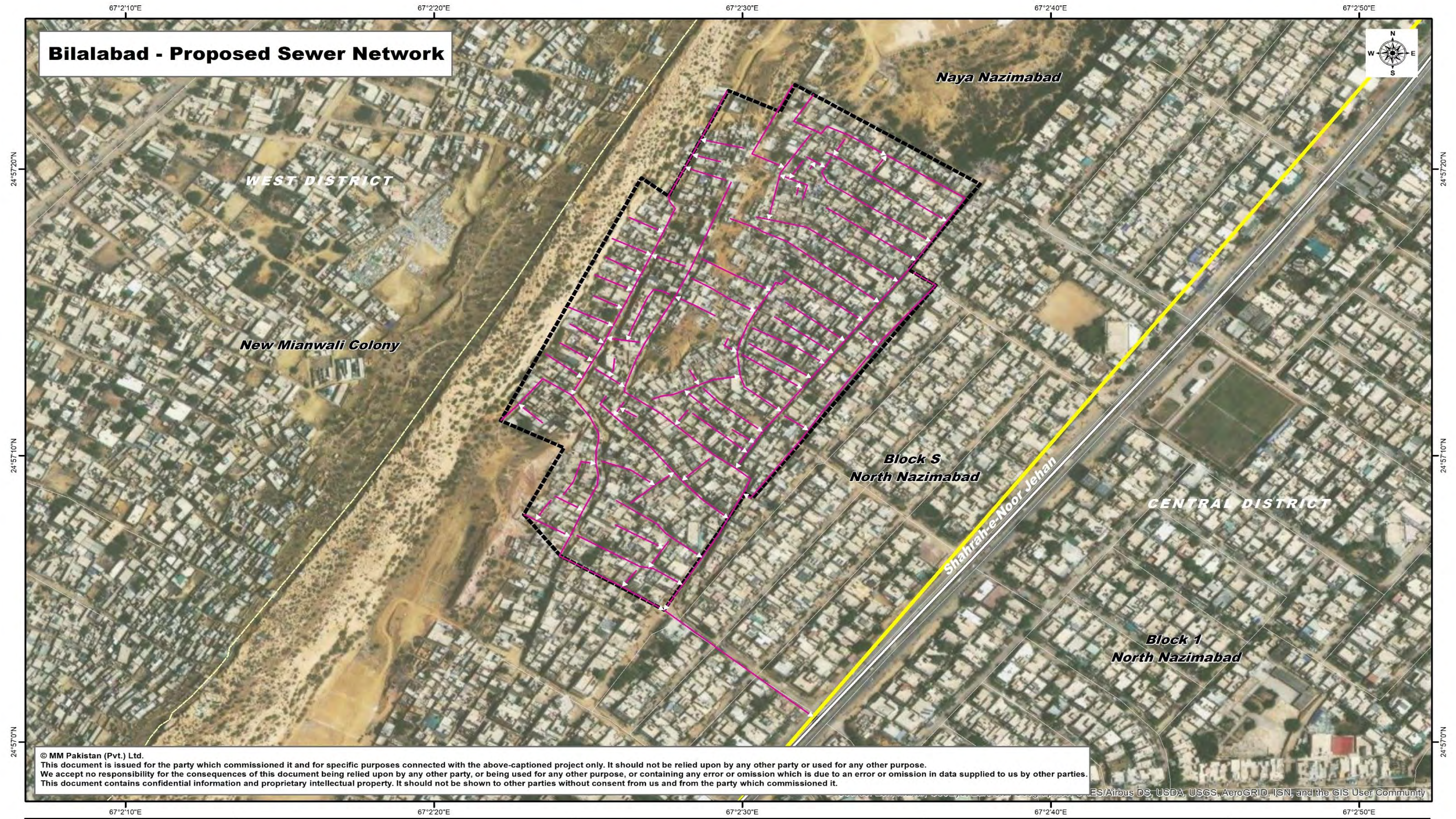
Client: Karachi Water & Sewerage Services Improvement Project	Consultant: MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2	Legend <ul style="list-style-type: none"> Existing Water PS Katchi Abadi Boundary Proposed Structures Existing Water Network Proposed Water Supply Bulk Water Supply Network 		Drawn: T. Noman
		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 11/10/2022 Scale: 1: 6,500 Sheet Size: A 4

Figure 1-29: Sherpao Colony Proposed Water Supply



Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> • Major Landmarks ▭ Katchi Abadi Boundary ══ Major Roads Network 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/27/2022</td></tr> <tr><td>Scale:</td><td>1: 3,500</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/27/2022	Scale:	1: 3,500	Sheet Size:	A 4
Drawn:	T. Noman																
Checked:	M.A Shishmahal																
Approved:	P. Anjum																
Date:	10/27/2022																
Scale:	1: 3,500																
Sheet Size:	A 4																

Figure 1-30: Bilalabad Proposed Location Map



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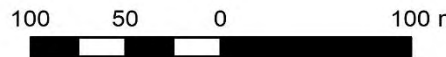
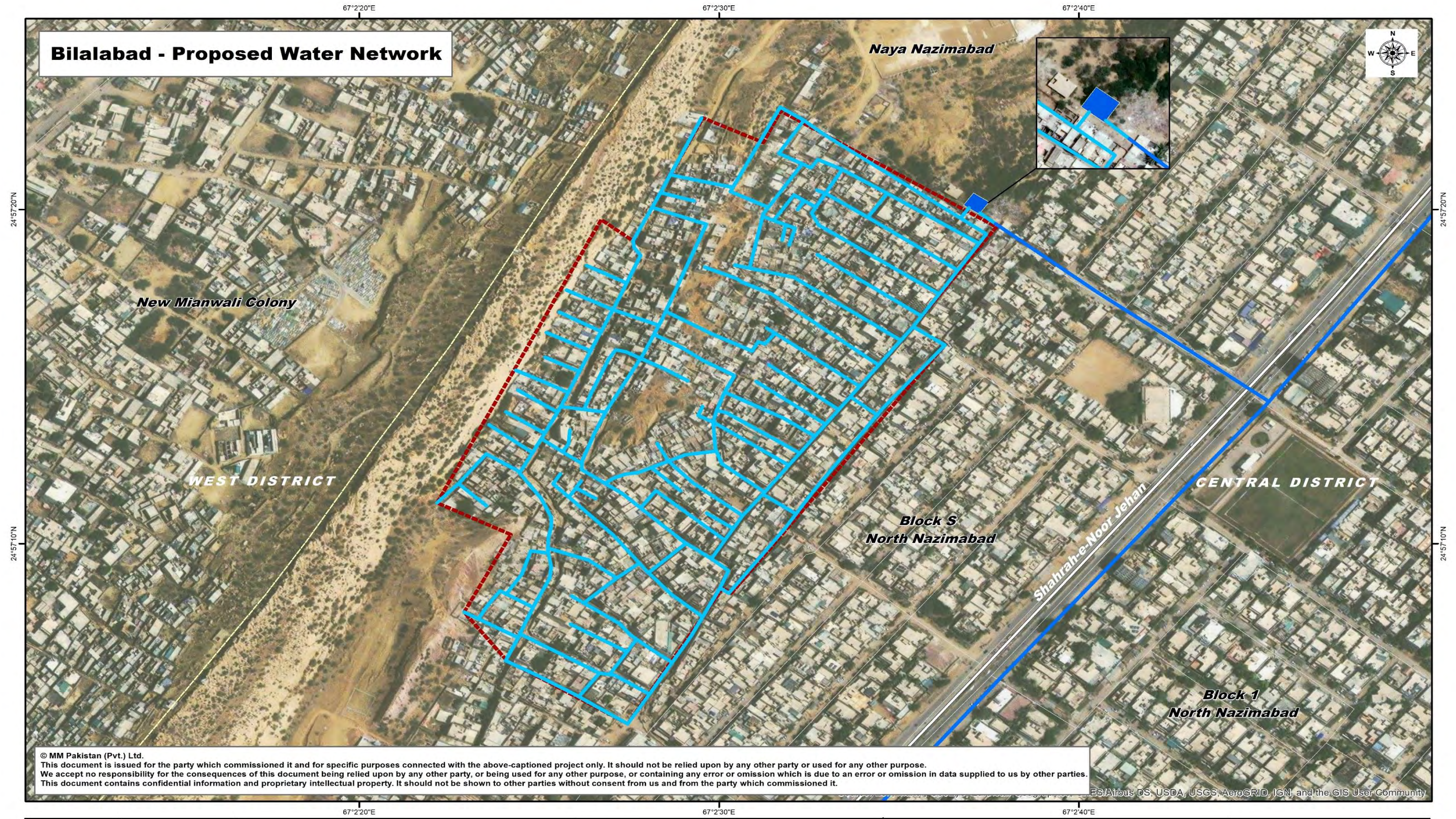
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2 Coordinate System: UTM 42N	Legend <ul style="list-style-type: none"> — Proposed Sewer Network — Existing Sewer Network Katchi Abadi Boundary 		<table border="1"> <tr><td>Drawn:</td><td>T. Noman</td></tr> <tr><td>Checked:</td><td>M.A Shishmahal</td></tr> <tr><td>Approved:</td><td>P. Anjum</td></tr> <tr><td>Date:</td><td>10/27/2022</td></tr> <tr><td>Scale:</td><td>1: 3,500</td></tr> <tr><td>Sheet Size:</td><td>A 4</td></tr> </table>	Drawn:	T. Noman	Checked:	M.A Shishmahal	Approved:	P. Anjum	Date:	10/27/2022	Scale:	1: 3,500	Sheet Size:	A 4
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Date:	10/27/2022																
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Figure 1-31: Bilalabad Proposed Sewer Network

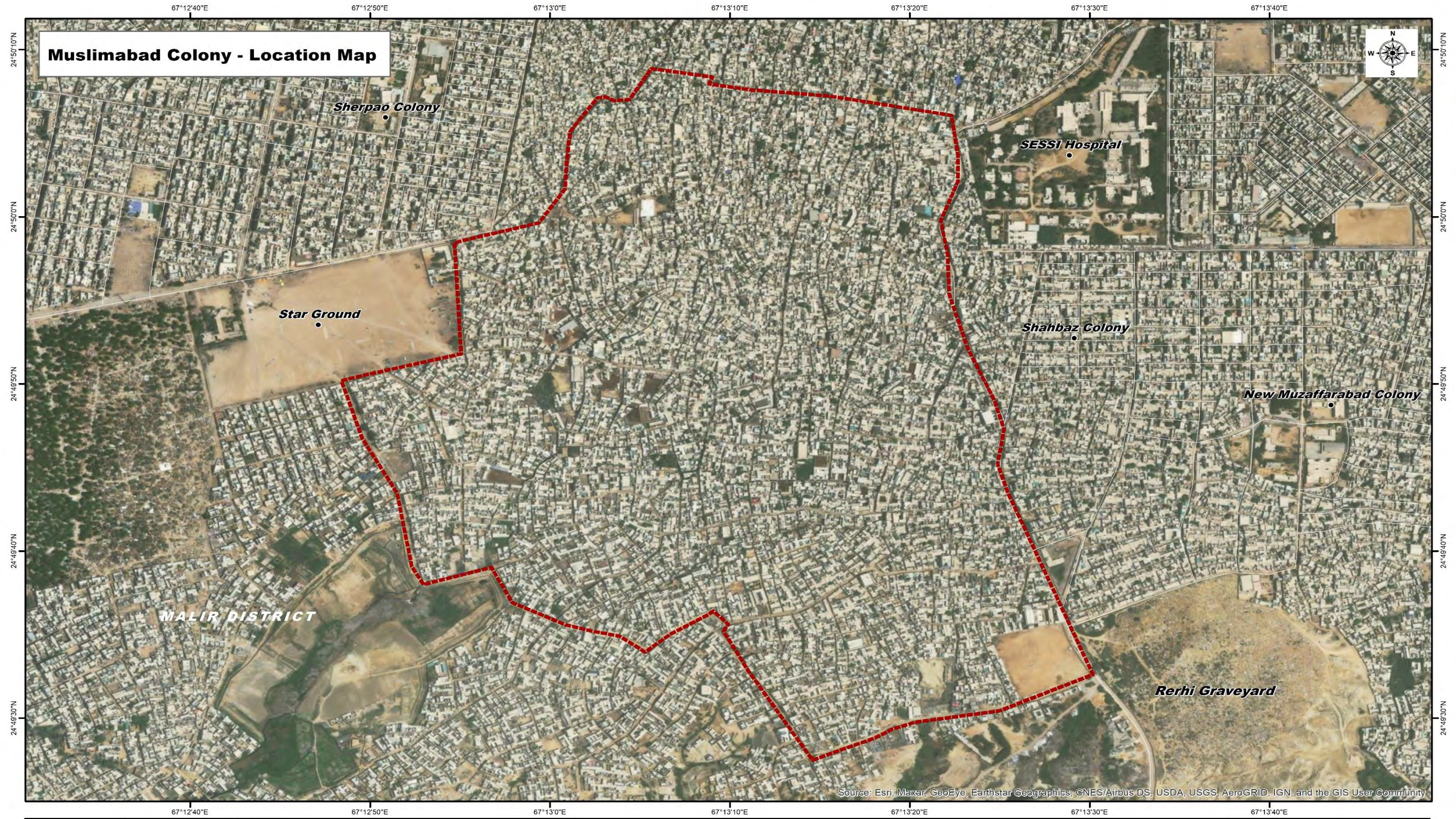


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<p>Client:</p> <p>Karachi Water & Sewerage Services Improvement Project</p>	<p>Consultant:</p> <p>MM Pakistan (Pvt.) Ltd</p>	<p>Title:</p> <p>Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2</p> <p>Coordinate System: UTM 42N</p>	<p>Legend</p> <ul style="list-style-type: none"> — Propose PS — Katchi Abadi Boundary — Existing Water Network — Proposed Water Network 		<p>Drawn: T. Noman</p> <p>Checked: M.A Shishmahal</p> <p>Approved: P. Anjum</p> <p>Date: 11/11/2022</p> <p>Scale: 1: 3,000</p> <p>Sheet Size: A 4</p>
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Figure 1-32: Bilalabad Proposed Water Supply





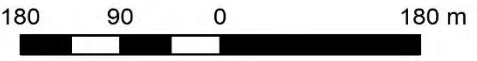
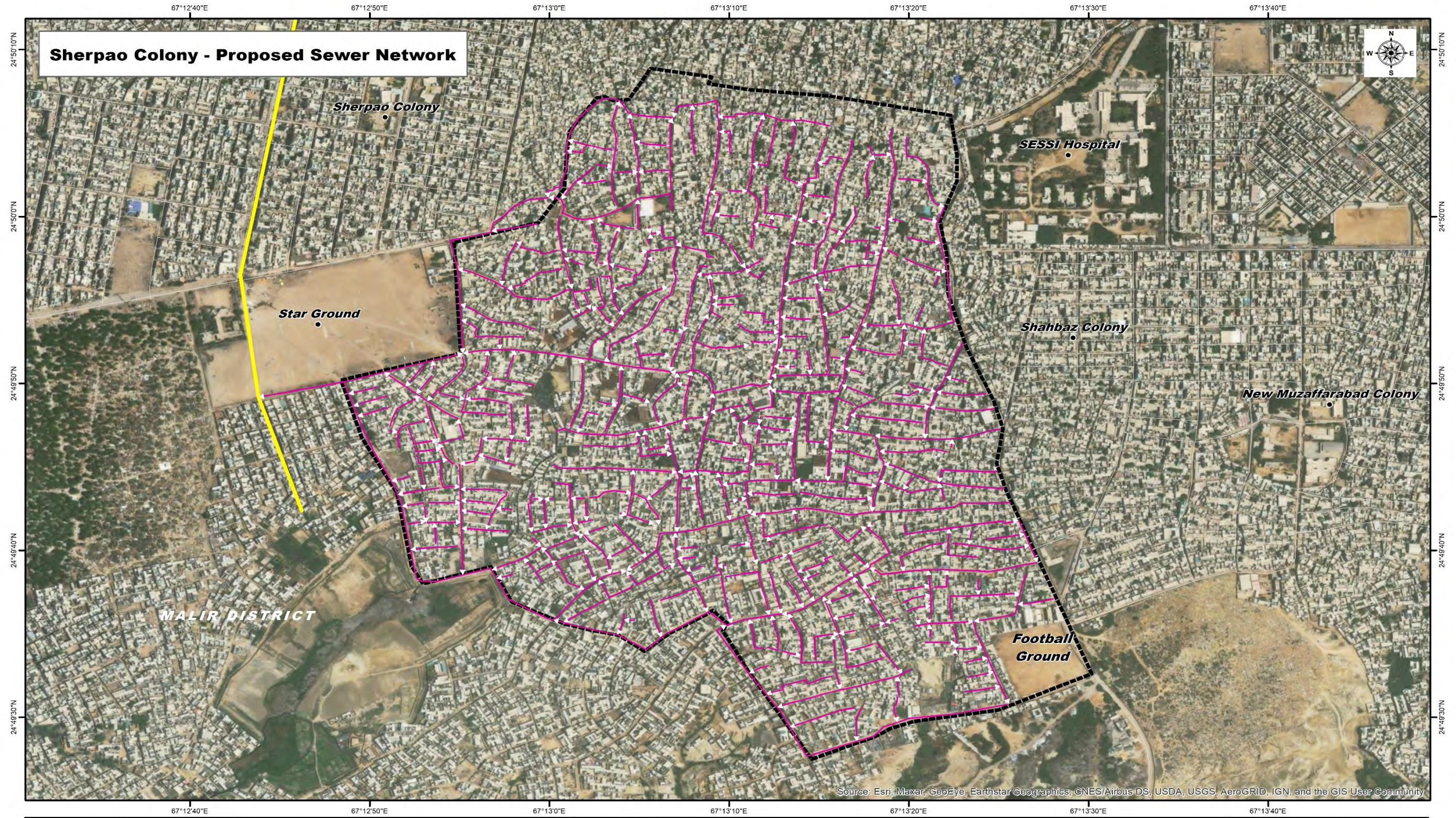
Client:  Karachi Water & Sewerage Services Improvement Project	Consultant:  MM Pakistan (Pvt.) Ltd	Title: Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2	Legend <ul style="list-style-type: none"> • Major Landmarks Katchi Abadi Boundary == Major Roads Network 		Drawn: T. Noman
		Coordinate System: UTM 42N			Checked: M.A Shishmahal Approved: P. Anjum Date: 11/22/2022 Scale: 1: 5,000 Sheet Size: A 4

Figure 1-33: Muslimabad Colony Proposed Location Map



Source: Esri, Maxar, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community



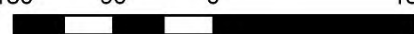
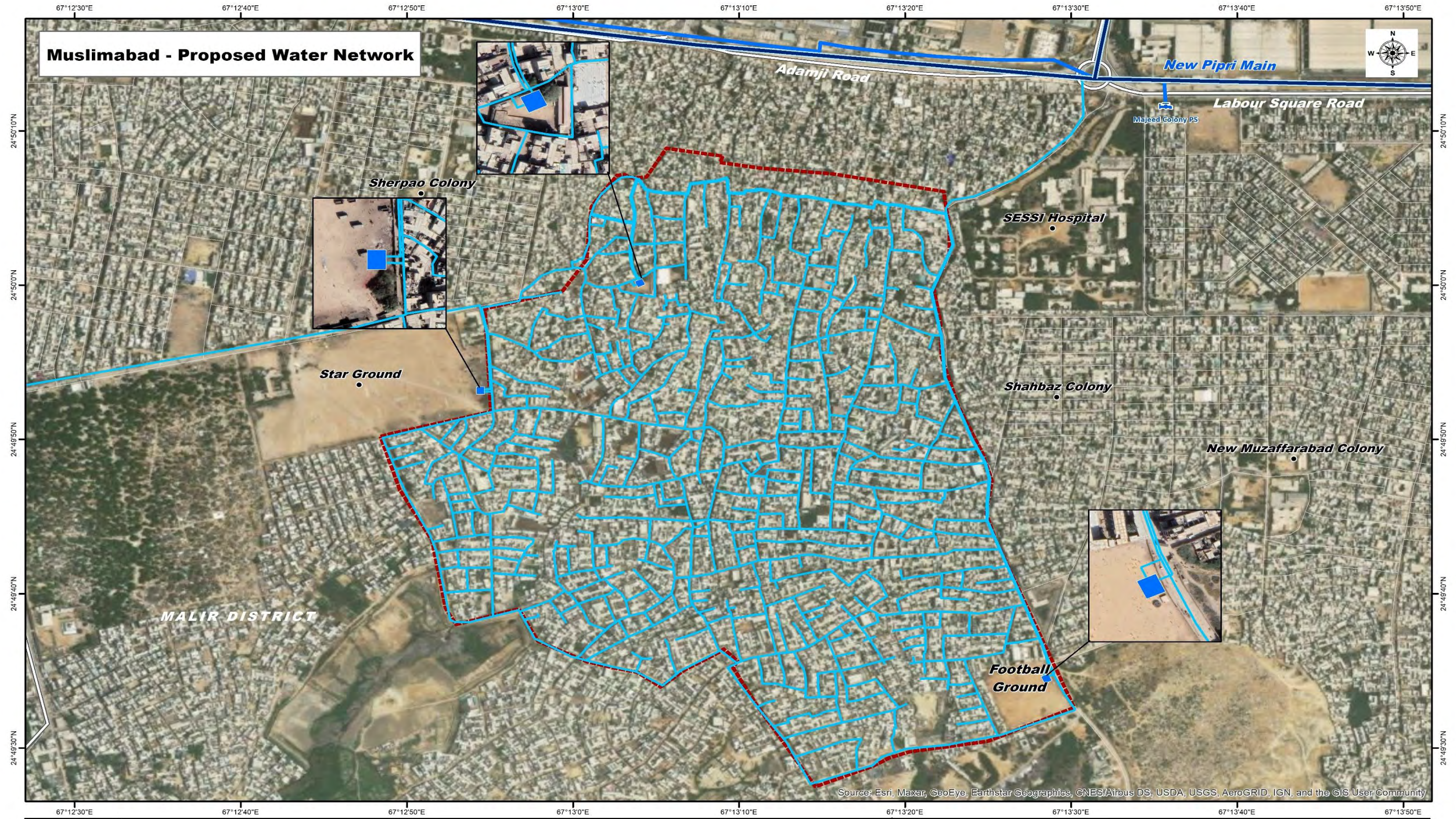
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Figure 1-34: Muslimabad Colony Proposed Sewer Network



Source: Esri, Maxar, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community










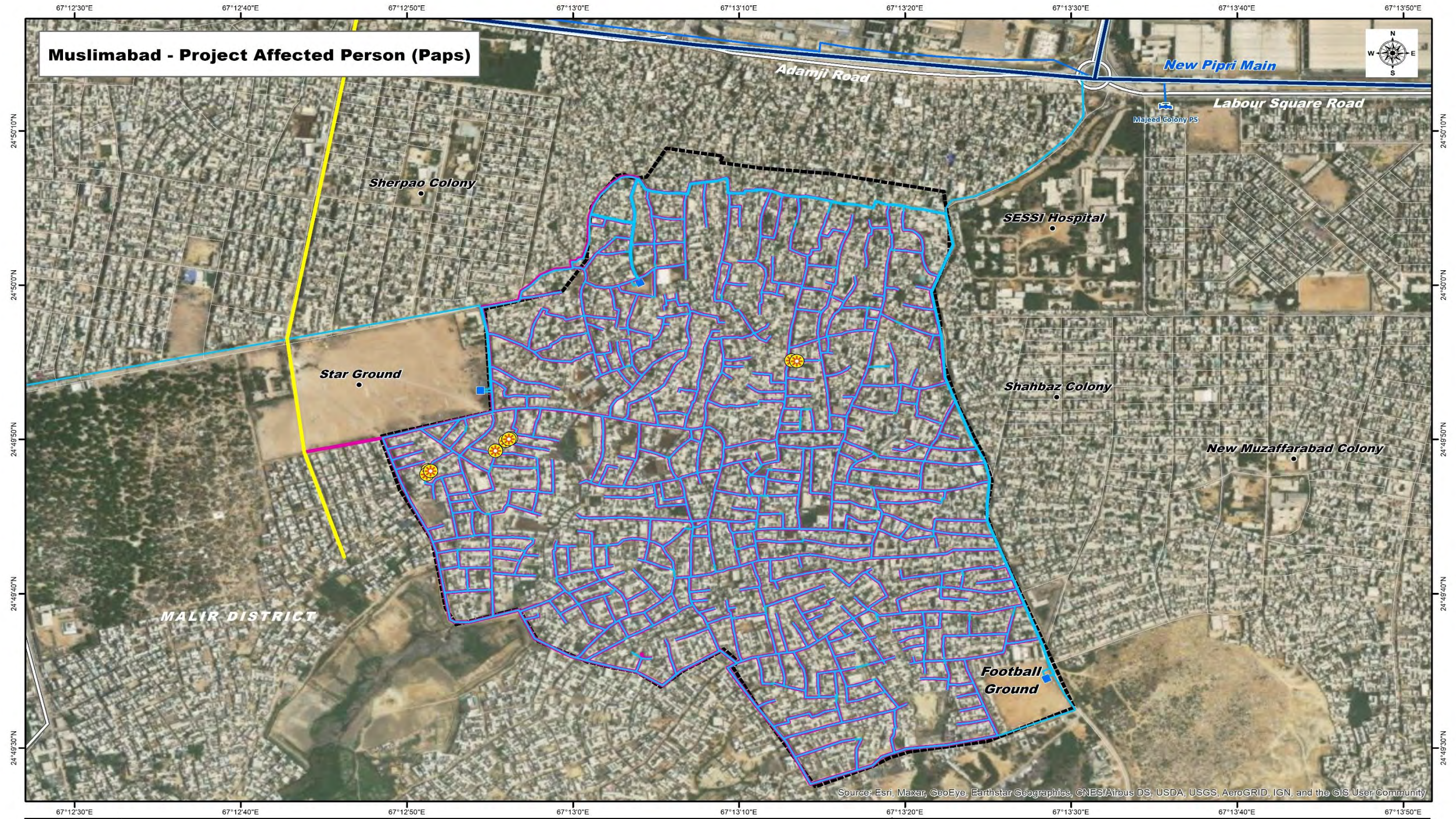
<p>Client:</p>  <p>Karachi Water & Sewerage Services Improvement Project</p>	<p>Consultant:</p>  <p>MM Pakistan (Pvt.) Ltd</p>	<p>Title:</p> <p>Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2</p> <p>Coordinate System: UTM 42N</p>	<p>Legend</p> <ul style="list-style-type: none">  Existing Water PS  Katchi Abadi Boundary  Proposed Structures  Existing Water Network  Proposed Water Supply  Bulk Water Supply Network 	<p>200 100 0 200 m</p> 	<p>Drawn: T. Noman</p> <p>Checked: M.A Shishmahal</p> <p>Approved: P. Anjum</p> <p>Date: 11/7/2022</p> <p>Scale: 1: 6,500</p> <p>Sheet Size: A 4</p>
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Figure 1-35: Muslimabad Colony Proposed Water Supply












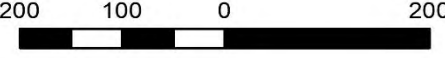
<p>Client:</p>  <p>Karachi Water & Sewerage Services Improvement Project</p>	<p>Consultant:</p>  <p>MM Pakistan (Pvt.) Ltd</p>	<p>Title:</p> <p>Karachi Water and Sewerage Services Improvement Project – SOP 2 Environmental & Social Assessment Studies Group – 2</p> <p>Coordinate System: UTM 42N</p>	<p>Legend</p> <ul style="list-style-type: none">  Project Affected Person (Paps)  Katchi Abadi Boundary  Proposed PS  Proposed Water Supply  Existing Water Network  Proposed Sewer Supply  Existing Sewer Network 	<p>200 100 0 200 m</p> 	<p>Drawn: T. Noman</p> <p>Checked: M.A Shishmahal</p> <p>Approved: P. Anjum</p> <p>Date: 11/21/2022</p> <p>Scale: 1: 6,500</p> <p>Sheet Size: A 4</p>
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Figure 1-36: Mujahid Colony Project Affected Persons

2 Principles Objectives and Scope of Governing Resettlement Plan Preparation and Implementation

The ARP is being prepared under the WB guidelines of ESS 5, local laws & and severity of project impacts. It has been determined that an ARP is required for the development works of 10 Additional Low-Income Communities / Katchi as 34 people will be affected. The ARP covers economic and physical impacts and establishes the detailed compensation and administration budgets, as well as an implementation schedule linking resettlement tasks to the inception of civil works. The ARP complies with the following principles.

2.1 Principles and Objectives

ESS 5 recognizes that project-related land acquisition or restrictions on land use can have adverse impacts on communities and persons. Project-related land acquisition or restrictions on land use may cause physical displacement (relocation, loss of residential land or loss of shelter) and economic displacement leading to loss of income sources or other means of livelihood, or both.

2.2 Approach and Methodology

Since the major issues related to the proposed sub project will be associated with resettlement, disturbance to infrastructure (ramps, stair steps and boundary wall), therefore, in accordance with the World Bank ESS 5 & Environmental and Social Management Framework (ESMF) and related local regulations, the Consultants have prepared the ARP. The following approach was adopted for resettlement planning and its implementation

2.2.1 Collection of Primary Data

Primary data for ARP report was collected through following process.

a) Identification of Col

It was decided after consultation with Group – 04 Technical Design Consultants, the Corridor of Impact (Col) depends upon the width of the street and diameter of pipes to be laid down during construction. Street wise detail data were collected regarding small structures (stair steps and ramps) falling within Col of each street.

b) Project Affected Persons (PAPs) Census Survey

Street wise assets inventory was collected and after obtaining data of assets and detail of owners, census of all identified PAPs are considered to prepare affectees baseline profile.

c) Impacts Assessment

Rehabilitation works of the 10 Additional Low-Income Communities / Katchi Abadis require temporary clearing of Col. During the socio-economic field survey detailed study of streets has been taken and collected information about hindrance created by the communities. The construction activities will be

carried out where the local population illegally constructed the stair steps, ramps and extended boundary walls that will create hindrance during the development works. The assessment of project potential impacts revealed that the impacts are confined to following type of assets:

- ◆ Impact on Government Land;
- ◆ Impact on Privately Owned Structures (Ramps, Stair Steps and Boundary Walls).

d) Gender Survey

Consultation meeting was conducted with female focus group to ascertain their views about the proposed project. During the socio-economic field survey data were gathered to prepare ARP document. The information included all the social and economic aspects of female population.

2.2.1.1 Data Collection Process

Survey data was collected by adopting following procedures:

a) Reconnaissance Survey

Before conducting the actual survey, a reconnaissance was carried out with the purpose to have a familiarity with the Project Area and to design the study tools related to the features of the study area. The Reconnaissance provided a background for conducting the detailed baseline survey

b) Data Collection Tools

The baseline data/ information were gathered through different techniques and methodologies, data were collected both from primary and secondary sources by using Questionnaires and Assets Inventory Form. The interviewing guides were prepared and pre-tested and administered in the field and finalized. (**Annexure A** and **Annexure B**)

c) Pretesting of the Questionnaires

The questionnaires were prepared in English and before their administration into the field these questionnaires were pretested in the field. Enumerators explained the question to the respondents in local and national language.

d) Training of Survey Team

Two teams were constituted for the socio-economic survey. The survey teams comprised experienced 1 Sociologist, 2 Male and 2 Female Enumerators. Brief training sessions were held for the survey team members to explain the objective of the study and to ensure that interviewer understood meaning of each question.

e) Monitoring of Field Work

To ensure the quality of data, field work was randomly monitored and received questionnaires from the field were reviewed. In the light of observations, the necessary instructions were issued to field team for the improvement of the data quality.

f) Data Processing and Findings

The collected data/information from the Project area was computerized and processed according to separate category and locations. Tabulated data were interpreted; conclusions and recommendations are presented in the report.

2.2.2 Community Consultations

The main objectives of the consultation process were:

- ◆ Provide key project information to the project affected parties and other interested parties, and to solicit their views on the project and perceived impacts;
- ◆ Identification of problems and needs;
- ◆ Collaboration in problem solving;
- ◆ Reaction and feedback on project; and
- ◆ Create a sense of ownership among the Interested Parties.

2.2.3 Resettlement Plan Entitlement and Policy Matrix

Entitlement and Policy Matrix have been developed on the basis of relevant local laws and World Bank guidelines and customs applicable to resettlement. Entitlement Matrix is also prepared that includes the categorization of the PAPs based on those who have documentation for ownership and those who do not. Categorization of assets and PAPs including vulnerable groups are based on entitlement matrix.

3 Potential Resettlement Impacts of Project

3.1 Project Impacts

Any household, whose structure, assets or damage to their property is likely to be affected by the project operations, is defined as Affected Households (AHs). These include mainly the owners of any asset located within the Corridor of Impact (CoI). CoI depends upon the width of the street and diameter of pipes to be laid down during construction. Detailed inventory of assets lying in CoI has been prepared. In total 34 PAPs were identified who will directly / indirectly be affected by the project activities. List of PAPs attached as **Annexure D**. The compensation will be paid to these PAPs as per WB Safeguard Standards guidelines. Detail of Affected Assets is given in **Table 3-1**: and pictorial view of various assets in CoI is shown in Figure 3-1: to Figure 3-12:

Table 3-1: Summary of Impacts

S. No.	Description	Numbers of PAPs	Settlement
1.	Stairs Steps and Ramp	5	Zia Colony Street No. 27
2.	Ramp	1	Zia Colony Street No. 28
3.	Ramp	2	Zia Colony Street No. 30
4.	Ramp	2	Zia Colony Street No. 31
5.	Boundary Wall	2	Muhammadi Colony Street No. 12
6.	Stairs Steps	2	Muhammadi Colony Street No. 12
7.	Stairs Steps	1	Muhammadi Colony Street No. 14
8.	Stairs Steps	2	Muhammadi Colony Street No. 29
9.	Stairs Steps and Ramp	1	Ali Muhammad Street No. 12
10.	Stairs Steps	3	Sharif Colony Street No. 1A
11.	Stairs Steps	1	Sharif Colony Street No. 24
12.	Stairs Steps	1	Mujahid Colony Street No. 9B
13.	Stairs Steps	1	Mujahid Colony Street No. 11
14.	Stairs Steps	1	Mujahid Colony Street No. 11A
15.	Stairs Steps	3	Muslimabad Colony Street No. 5
16.	Stairs Steps and Ramp	1	Muslimabad Colony Street No. 5
17.	Stairs Steps	3	Muslimabad Colony Street No. 11
18.	Stairs Steps and Sewerage Line	1	Muslimabad Colony Street No. 54 A-5
19.	Stairs Steps	1	Muslimabad Colony Street No. 54 A-5
Total PAPs		34	

3.2 Land Compensation

During the resettlement/socio-economic field survey of 10 Additional Low-Income Communities / Katchi Abadis it was observed that no private land will be required for the project works, as Government land is already available for construction of proposed new water tanks in all 10 Additional Low-Income Communities / Katchi Abadis.



Figure 3-1: View of Street of Zia Colony



Figure 3-2: View of Street of Zia Colony



Figure 3-3: View of Street Muhammadi Colony



Figure 3-4: View of Street Muhammadi Colony



Figure 3-5: View of Street Ali Muhammad Goth



Figure 3-6: View of Street Ali Muhammad Goth



Figure 3-7: View of Street of Sharif Colony



Figure 3-8: View of Street of Sharif Colony



Figure 3-9: View of Street Mujahid Colony



Figure 3-10: View of Street Mujahid Colony



Figure 3-11: View of Street Muslimabad Colony



Figure 3-12: View of Street Muslimabad Colony

4 Socio-economic Baseline of Project Area

4.1 Approach and Methodology

The following techniques and tools were adopted in order to facilitate comprehensive and detailed information regarding the socio-economic status of PAPs.

4.1.1 Sample Size

The socio-economic profile of PAPs is based on a census of all households and businesses falling within the footprint of works under this sub-project, carried out in 15th June 2022 to 10th November, 2022.

During survey, primary data has been collected from 10 selected sample communities through formal and informal consultation with Project Affected Parties and Other Interested Parties.

Socio-economic baseline of the project area has been established by utilizing both primary and secondary data sources. In addition, baseline was strengthened by sample socio-economic survey conducted within the project area of the 10 Additional Low-Income Communities / Katchi Abadis of Karachi. During survey, project objectives were discussed with participants, their suggestion were noted and discussed with project design team. Primary data has been collected from 10 selected sample communities of Katchi Abadis of Karachi, through formal and informal consultation with male and female community. During the socio-economic survey of the selected katchi Abadi's the local influential persons/ local leaders and notable persons of the area were also consulted. Total 137 male and 91 female respondent's households in 10 selected areas were participated in the consultation. The total population of the 10 Katchi Abadis is presented in **Table 4-1**.

Table 4-1: Sample Distribution

S. No.	Additional Low-Income Communities / Katchi Abadis Name	Population
1.	Zia Colony	12,118
2.	Muhammadi Colony D/D1	16,367
3.	Ali Mohammad Goth	17,953
4.	Sharif Colony	64,749
5.	Future Colony	106,574
6.	Mujahid Colony	8,941
7.	Quid-e-Azam Colony	21,590
8.	Sherpao	336,218
9.	Bilalabad	21,697
10	Muslimabad D/D1	240,389

Note:
Population as per PBS/JICA in the Feasibility Study Report of September 2022 by SUNJIN Engineering & Architecture Co. Ltd. and Euro Consult Pakistan (Pvt.) Ltd. (JV)

4.1.2 Collection of Primary Data

The preparation of the ARP required the collection of data and information from the sub-project area. To achieve this end, the following questionnaires (provided in full in Appendix A) were prepared:

Household Socio-Economic and Poverty Assessment Baseline Survey - This questionnaire was completed during consultative meetings with each household separately to document the PAPs, their assets, family profiles and economic status, as well as to develop an overall baseline profile of the people of the area in respect of their socio-economic behavior, vulnerability and attitudes towards the developmental activity to be carried out in the area.

Household Assets Inventory Census Questionnaire - The questionnaire was also completed for each household during consultative meetings in order to record details of affected assets.

To test the validity and reliability of the developed questionnaire, interviewing guides were pre- tested in the study area and the questionnaire was reviewed to assess whether questions need to be clarified or changed

In addition to the questionnaires, consultation sessions were also held separately with each household. These consultations were used as part of the resettlement planning with PAPs who will be affected during project development works.

Comprehensive profiles of the project affected persons were also prepared through community level consultations to supplement the socio-economic and demographic data at a household level. During the socio-economic survey of the area total 34 project affected persons (PAP) were identified. Details of consultations with PAPs are given in **Annexure D**.

4.2 Socio Economic Profile of the Sub-Project Area

Detailed findings of the survey comprising of different parameters are discussed in the following sections.

4.2.1 Population an family size of PAPs

During the socio-economic survey of 10 Additional Low-Income Communities / Katchi Abadis, 34 PAPs were identified the total population of the survey households was 243 persons with male dominated population 52%. The overall family size was 7.14 per household **Table 4.2**.

Table 4.2: Demographic Population of Ratio of the Project Affected Persons

Total Respondent	Sex				Total Population	Percentage	Average HHs Size
	Male	%	Female	%			
34	127	52	116	48	243	100	7.14

Source: Survey of the Project Area, Consultants, 2022

4.2.2 Sex Ratio

The gender ratio is an important demographic indicator, which is defined as the “number of males per hundred females”. As per social survey, sex ratio was 109 males per 100 females.

4.2.3 Family System

The result of socio-economic survey revealed that nuclear family system prevails among PAPs families. The primary reason behind the increase in the nuclear family system seems to be the young couple prefers to have his independent house, the young once avoid sharing responsibilities with their

family. The young once preferred to have luxury life within their available resources. The nuclear family followed by more freedom and privacy and independence and to avoid conflicts among both families. The detail is shown in **Table 4.3**.

Table 4.3: Family System

Sr. No.	Family Structure	Number of Respondent	Percentage
1.	Nuclear	10	30
2.	Joint	24	70
Total		34	100

4.2.4 Age, Education and Occupation

The survey results reveal that the majority 34 percent of the PAPs population was aged between 01-17 years. Regarding the education level 38.68 percent of the population are illiterate while 23.05 percent have education up to primary level. The middle level is 15.23 percent which indicates that the trends of getting education is quite low mostly due to financial constraints and furthermore most of the families of PAPs are settled in the less developed areas of the city, where educational facilities are less as compare to developed areas of Karachi city, requiring more time and money to travel. Due to low education level, the livelihood sources of the PAPs have narrowed down to the small businesses including shops/ kiosks, general labour working in the factories and on daily wages. Detailed demographic characteristics of the PAPs are given in **Table 4.4**

Table 4.4: Demographic Characteristics of PAPs

Age Composition			
S. No.	Age Composition	Number of PAPs	Percentage
1	01-17	82	34
2	18-25	54	22
3	26-35	43	18
4	36-45	35	14
5	46 & above	29	12
Education			
S. No.	Educational Level	Number of PAPs	Percentage
1	Illiterate	94	38.68
2	Primary	56	23.05
3	Middle	37	15.23
4	Metric	42	17.28
5	Intermediate	12	4.94
6	Graduation	1	0.41
7	Other	1	0.41
Occupation			
S. No.	Occupation	Number of PAPs	Percentage
1	Small Business	49	20
2	Private Service	170	70
3	Daily Wages	24	10

Source: Survey of the Project Area Consultants, 2022

4.2.5 Religion

PAPs were asked about their religion, during the survey it was found that the dominant community is muslims consisting of 91% of the area population and 09% were Christian. Details are shows in **Table 4.5**

Table 4.5: Religion of Communities

S. No.	Name of Katchi Abadi	Muslim	Christian
1	Zia Colony	7	3
2	Muhammadi Colony	7	0
3	Ali Muhammad Goth	1	0
4	Sharif Colony	4	0
5	Mujahid Colony	3	0
6	Muslimabad Colony	9	0
Total		31	3

4.2.6 Language Spoken

The most common spoken language in the proposed project area is Urdu, other languages are also spoken and understood in the project area. The results of the socio-economic survey revealed that 29% are Urdu speaking, 26% Punjabi, 24% Pathan, 9% Bengali, 6% Balochi, 3% Hindko and 3% Hazarawali respectively in the 10 Katchi Abadi's of the Karachi City. **Table 4.6**

Table 4.6: Languages Spoken in Project Area

S. No.	Language	Number of PAPs	Percentage
1	Urdu	10	29
2	Punjabi	9	26
3	Pashto	8	24
4	Bengali	3	9
5	Balochi	2	6
6	Hindko	1	3
7	Hazarawali	1	3
Total		34	100

4.2.7 Casts / Ethnic Structure

During the socio-economic survey the social team held meeting with different communities / ethnic groups. It was observed that the respondents have different cultural background and they belonged to different ethnic groups. The survey findings revealed that Urdu language is spoken and understood in all parts of the city. Whereas, the rest of the respondents belonged to various castes like: Rajput, Syed, Qureshi, Malik, Jatt, Arain, Hazarawali, Pathan, Rakshani and Bengali. Various ethnic groups / communities residing in the Karachi are given in **Table 4.7**.

Table 4.7: Ethnic Structure of Population

S. No.	Language	Number of PAPs	Percentage
1	Rajput	5	14.71
2	Syed	2	5.88
3	Qureshi	3	8.82
4	Malik	4	11.76
5	Jatt	3	8.82
6	Arain	2	5.88
7	Hazarawali	1	2.94
8	Pathan	9	26.47
9	Rakshani	2	5.88
10	Bangali	3	8.82
Total		34	100

4.2.8 Monthly Household Income and Expenditure

As per the results of the socio-economic survey it may be concluded that the monthly income earned from small business / shops / kiosks and private / government job, varies widely amongst individuals with the lowest earning mentioned is PKR. 17,000/- and the highest earning is above PKR. 75,000/-. Survey results revealed that the majority of the PAPs fall in the range of PKR. 17,000/- to 30,000/- per month.

Household expenditure depends on the earning of the families; therefore, about 45 percent of the PAPs reported their monthly household expenditure is in between PKR. 17,000/- to PKR. 30,000/-. While 3 percent were having their expenses more than PKR. 75,000/- per month. Details are shown in **Table 4.8**

Table 4.8: Average Monthly Household Income and Expenditure

Average Monthly Household Income			
S. No.	Average Monthly Income (PKR)	Number of PAPs	Percentage
1	17,000 - 30,000	16	48
2	30,001 – 50,000	10	30
3	50,001 – 75,000	6	18
4	Above - 75,000	1	3
Total		33	100
Average Monthly Household Expenditure			
1	17,000 - 30,000	15	45
2	30,001 – 50,000	13	39
3	50,001 – 75,000	4	12
4	Above - 75,000	1	3
Total		33	100

Note: (01) one PAP refused to provide any information.

4.2.9 Ownership Status of the Houses

The survey reveals that the majority i.e. 53% of the respondents were living in rented houses and less than the half population of PAPs had their own house and some have encroached upon government land to live. Low income of the families is the main reason for not having their personal house.

Table 4.9: shows the ownership of the houses of the respondents.

Table 4.9: Ownership Status of the Houses

S. No.	Type of Ownership of Houses	Number of PAPs	Percentage
1	Owner	11	22
2	Rented	18	53
3	Encroacher	5	15
Total		34	100

4.2.10 Housing Construction Pattern

A mixed housing pattern of the PAPs was observed during the survey, the 10 katchi Abadis are in the scattered at different location in the Karachi city. Survey data revealed that the majority 53 percent of the PAPs are residing in the pacca¹ houses while 47 percent of PAPs are residing in Semi-Pacca houses. **Table 4.10:** shows the construction pattern of houses of PAPs.

Table 4.10: Housing Construction Pattern

S. No.	Type of Houses	Number of PAPs	Percentage
1	Pacca	18	53
2	Semi Pacca	16	47
Total		34	100

4.2.11 Social Amenities

The respondents were asked about the basic amenities, they indicated that they have access to electricity line, gas line, roads, water supply line, mobile, sewerage, BHU, solid waste management and schools whose fees may not be affordable by all. However, supply of electricity, gas and water is intermittent even though when connections exist. Regarding the quality of the services, 55 percent of the respondents indicated their satisfaction regarding the availability of electricity, while 45 percent showed their dissatisfaction. **Table 4.11:** depicts the situation of the available social amenities.

Table 4.11: Access to Social Amenities

S. No.	Facility	Available %	Not Available %	Satisfactory %	Unsatisfactory %
1	Electricity line	94	6	55	45
2	Gas line	91	9	70	30
3	Roads	41	59	45	55
4	Water supply line	62	38	52	48

¹ Pacca structure are: RCC roof, stone walls with cement mortar, cement plastering & flooring and Semi-pacca structures are: RCC roof, stone walls with cement mortar, without plastering & cement flooring.

S. No.	Facility	Available %	Not Available %	Satisfactory %	Unsatisfactory %
5	Mobile	94	6	96	4
6	Sewerage	40	60	32	68
7	BHU	0	100	0	0
8	Solid Waste collection	47	53	42	58
9	School	85	15	56	44

4.2.12 Source of Drinking Water

Safe drinking water is generally not available for the population in the katchi Abadis via pipelines. Furthermore the groundwater is not suitable for drinking purpose as it is saline and brackish. There are different sources of the drinking water in the project area like: water supplied via pipeline, tanker, RO plant and mineral water, but the majority of the population is using piped water as the main source of water. The different sources of domestic water are presented in **Table 4.12:**

Table 4.12: Source of Drinking Water

S. No.	Type of Houses	Number of PAPs	Percentage
1	Piped water Supply	16	47
2	Tanker	7	21
3	RO Plant	9	26
4	Mineral Water	2	6
Total		34	100

4.2.13 Mode of Transport

During the survey when enquired about the mode of transport, the PAPs replied that majority of the population in the area use public transport, the students and youngers usually use motorbikes, while very few have their own four wheel vehicles. The following **Table 4.13** shows the mode of transportation.

Table 4.13: Mode of Transport

S. No.	Mode of Transport	Number of PAPs	Percentage
1	Public	18	53
2	Personal	10	29
3	Public & Personal (both)	6	18
Total		34	100

4.2.14 Awareness Regarding the Proposed Project

Active community participation in project planning and implementation may improve project design through the use of local knowledge; increase project acceptability; produce a more equitable distribution of benefits; promote local resource mobilization and help ensure project sustainability. The survey findings revealed that a large number of respondents were those who had prior knowledge of the project. **Table 4.14:** and

Table 4.14: Awareness about the Project

S. No.	Awareness of the Project	Number of PAPs	Percentage
1	Yes	10	29
2	No	24	71
Total		34	100

4.2.15 Status of Women in the Project Area

Gender issues assume special focus and need to be properly addressed and evaluated. Details of the constraints faced by the females in gaining access to various activities and participation were collected by interviewing women belonging to the katchi Abadis. Majority of the female population of katchi Abadis are house wives, other occupation of females are factory workers, private teaching, students. The elderly women and a few younger ones also work in private houses as cooks and cleaners. Some of the Christian women are also engaged in social welfare activities of Zia Colony. The activities of women in the project area shown in **Figure 4-1: Women role in various activities** are presented in **Table 4-15** below.



Figure 4-1: View of women activities in the project area

Table 4-15: Women's Role in Socio-Economic Activities

Activity	Participation of Women (%)
Households Activities	100
Child Care	100
Social Obligations	100
Decision Making	40
Employment	35

5 Legal Framework

5.1 Legal framework

This ARP has been prepared in light of WB's ESS 5 for Involuntary Resettlement (IR). The ARP provides measures to reconcile and address the gaps in a manner consistent with ESS 5 compliance requirements.

5.2 Constitution of the Islamic Republic of Pakistan

The Constitution of Pakistan (1973) clearly addresses the protection of property rights (Article 24) in that it states that "no person shall be compulsorily deprived of his property save in accordance with law" and "no property shall be compulsorily acquired or taken possession of save for a public purpose, and save by the authority of law which provides for compensation".

However, it neither fixes the amount of compensation nor specifies the principles and manner in which compensation is to be determined and given. Further, Article 4 (sub-clause/a of 1) reiterates the legislative right of people by stating that: "No action detrimental to the life, liberty, body, reputation or property of any person shall be taken except in accordance with law".

5.3 Acquisition of Government Land

The following is proposed regarding compensation of government owned lands:

- ◆ The head of acquiring agency will write a letter to head of the department owing the land. The land identification record indicating on the map along with the Mouza and Khasra numbers will be enclosed with the letter.
- ◆ The head of the department to whom the land will be acquired will nominate the focal person to reach on consensus with the acquiring agency'.
- ◆ The acquiring agency will pay the compensation to concerned department based on the prevailed government rate for the acquisition of land.
- ◆ The acquiring agency will get the transfer letter/ No Objection Certificate (NOC) from the concerned department on giving the land for the project.

5.4 Bank Involuntary Resettlement Policy ESS-5

The World Bank's experience indicates that involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risks. Some of which are as follows:

- ◆ Production systems are dismantled; people face impoverishment when their productive assets or income sources are lost;
- ◆ People are relocated to environments where their productive skills may be less applicable and the competition for resources is greater;
- ◆ Community institutions and social networks are weakened; and

- ◆ Kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost. This policy includes safeguards to address and mitigate these impoverishment risks.

5.4.1 Comparison of Pakistan and World Bank Policies

The private land acquisition is not required under this project hence Land Acquisition Act (LAA) 1894 is not applicable. During the survey, on total 34 PAPs were identified. These PAPs will lose their assets in the form ramps and stair steps combined with ramps in front of their houses. Under Pakistan's Law the category of these PAPs is not considered for any compensation while under ESS 5 WB Policy, they are eligible for assets compensation, the comparison of Pakistan and World Bank Policies is given below **Table 5-1**.

Table 5-1: Pakistan's Law and World Bank Policies

World Bank Requirement	Pakistan's Law
Compensation for lost assets regardless of rights to land on which they are sited;	Not eligible for any compensation
Valuation of assets and land at the prevailing market rate;	The valuation is based according to Pakistan's law on the average of the last five years price registered in the Registrar Office.
Resettlement assistance to be offered to all PAPs, regardless of legal entitlement to the land they occupy;	Not eligible for any compensation
Provision of additional allowance for those who may suffer commercial losses	Not eligible for any compensation
Establishment of a Grievance Redress Committee as part of any ARP.	No requirement of GRC under Pakistan's Law

6 Institutional Framework

6.1 Institutional Requirements

The institutional arrangements for implementation ARP have been in accordance with the provisions of ESS5 (Land Acquisition, Restrictions on Land Use and Involuntary Resettlement). To ensure the smooth functioning, it is imperative that the staff is well organized and the roles, functions, responsibilities and procedures are clearly defined. The institutional requirements for the planning, implementation and supervision of the compensation, resettlement and rehabilitation functions of various institutions and agencies involved at different levels are described as under:

- ◆ KW&SB
- ◆ Project Implementation Unit (PIU), KWSSIP
- ◆ Environmental and Social Management Cell (ESMC)
- ◆ Grievance Redress Committee (GCR)
- ◆ Supervision Consultants (SC)
- ◆ The Contractor
- ◆ Independent Monitoring Agency (IMA)
- ◆ PAPs Committee

6.2 KW&SB

KW&SB is the Implementing Agency (IA) of the proposed project and has the overall responsibility for the implementation of ARP with World Bank approval. KW&SB is an autonomous body with the Managing Director as its Executive Head. KW&SB is governed by its Board constituted as per provision of the KW&SB Act, 1996.

KW&SB has the overall responsibility for preparing and implementing this ARP and implementing the other social safeguard plans with World Bank approval. It will ensure that all compensation, resettlement and rehabilitation activities are carried out satisfactorily before the construction work to commence. KW&SB will be mainly responsible for the project execution and delivery of safeguards management in a manner consistent with the World Bank policy principles and national legal framework. Besides, it will engage supervision consultants including safeguards specialists for assisting KW&SB in preparation, implementation and monitoring of the safeguard documents for different subprojects during implementation of the investment program

6.3 Project Implementation Unit (PIU), KWSSIP

At the Project level, KW&SB will exercise its functions through the PIU which has been established for the implementation of the investment program under the project. The PIU, headed by the Project Director, is responsible for general project execution and streamline the safeguards related tasks of different sub-projects. The PIU will ensure compliance with the national as well as WB environmental and social safeguard requirements including preparation and implementation of this ARP.

The PD, having full administrative and financial authority under the Project Management guidelines of the Planning Commission will be the lead person for implementing the safeguards instruments for all sub-projects and for maintaining regular contact with local community and authorities. The PIU has appointed Social Development Specialist (SDS), Gender Expert and Environmental Expert. The PIU will collect information and progress on social safeguards compliance including this ARP through SDS, which will be tasked with day-to-day project related activities at project and sub-project level.

For the purpose of this project, the PIU has already been established with a view to serve as a nodal point to provide overall project management and safeguards management for all KWSSIP subprojects. They have the overall responsibility for planning, implementation and supervision of safeguard functions including this ARP.

The PIU will keep a close liaison with the World Bank safeguards team to seek clarity and guidance on safeguards requirements of the project and will oversee the supervision consultants for preparation of safeguard documents including the ARP. PIU will ensure quality of safeguards documents prepared by the consultants and shall forward all such documents to the World Bank for review, clearance and disclosure. The role of PIU will include but will not be limited to the following activities:

- ◆ Coordinate with the provincial government, Planning & Development Department, Board of Revenue and other line departments;
- ◆ Coordinate with the supervision consultants and keep an oversight to facilitate them during impact assessment, census and socio-economic surveys and consultations with PAPs during for ARP preparation and implementation. This is to ensure consistency of approach and avoid variation in information obtained and given and to address issues immediately as they arise on site;
- ◆ Ensure that the ARP preparation and implementation conforms to RPF provisions and that the impacted assets are accurately assessed and linked to the respective PAPs;
- ◆ Coordinate with consultants, Board of Revenue (where relevant) and other relevant line departments and units in KW&SB to streamline resettlement planning and implementation activities;
- ◆ Review ARP, coordinate with the World Bank during the review and approval process, ensure timely disclosure of approved ARPs on KW&SB Website, and translate the Summary ARP in local language for disclosure to PAPs;
- ◆ Preparation of ARP implementation progress report and ensure timely preparation of monitoring reports. The monitoring reports will be internally reviewed to ensure that final reports are shared with World Bank for review and acceptance. Ensure timely disclosure of approved ARP and monitoring reports on the KW&SB Website.

6.4 Environmental and Social Management Cell (ESMC)

An Environmental and Social Management Cell (ESMC) is established within the PIU. The ESMC team includes environmental specialists, a Social Development Specialist, a Gender Specialist and two social mobilizers (male and female to be hired) to liaise with communities, particularly in the underserved selected communities. The Team will be responsible for grievance redress, organization of training programs on social management aspects and the successful implementation of ARP related activities.

The key role of the ESMC will include the planning and implementation of resettlement activities of subprojects (in accordance with the provisions laid out in this ARP) through hiring a consultant/or by supervision consultants. The reports will be submitted to the World Bank for approval.

For implementation of this ARP, the role and responsibilities of the ESMC will be as follows.

- ◆ The Cell will act as a steering body for the ARP activities at the project and shall formally assemble once in a month for routine resettlement matters to review ARP planning and implementation issues. Special meeting/routine discussions can take place, as and when required;
- ◆ It will coordinate with WB and share resettlement planning, implementation and monitoring progress reports as and when required and discuss the ARP issues to seek guidance on WB policy requirements and ensure the resettlement planning and implementation is consistent with WB safeguards requirements.
- ◆ It will ensure timely implementation of resettlement activities and monitor the progress thereon during execution of the civil works and will share ARP implementation progress and monitoring reports with WB.

The unit will coordinate on regular basis with the resettlement staff, grievance redress committees, established at site level to provide guidance and support in resettlement implementation and grievances redress in a manner consistent with WB safeguards requirements.

6.5 Supervisory Consultants (SC)

KWSSIP has engaged a Supervision Consultants (SC) having adequate human resources for assisting PIU in planning and preparation of safeguard documents in addition to the implementation and monitoring of ARP. SC will assist PIU in implementation of this ARP and will carry out internal monitoring of ARP. The social team of the SC will work on intermittent basis and perform the following activities:

- ◆ Coordination with the PAPs for submission of compensation claims;
- ◆ Preparation and processing of compensation claims as per ARP provisions;
- ◆ Stakeholder consultations and information dissemination on project implementation and compensation delivery;
- ◆ Monitoring of day-to-day ARP implementation, identifications of implementation lags and issues, suggests corrective measure to update implementation plan for overcoming the lagging components in ARP implementation; and
- ◆ Preparation of ARP implementation progress (monthly) reports for review of PIU as well as periodic internal monitoring reports to be shared with WB for review and concurrence.

6.6 The Contractor

The contractor(s) to be employed to undertake construction works will also have a role to play in the implementation of the sub-projects. The contractor's role will include the following:

- ◆ Develop a work plan based on the social safeguards;
- ◆ Submit the plan of work and schedule to the PIU, KW&SB;
- ◆ Conduct trainings and create awareness for all personnel and community on relevant social safeguard measures; and
- ◆ Submit implementation reports on social safeguards to the PIU.

6.7 Independent Monitoring Agency (IMA)

KW&SB will hire an Independent Monitoring Agency (IMA) or an individual expert to conduct independent monitoring and evaluation for the implementation of the ARP. The IMA shall review the implementation progress throughout the ARP implementation and the internal monitoring reports (IMR) prepared by PIU, evaluate the level of achievement of ARP objectives, identify gaps (if any), and propose remedial measures for implementation. The IMA shall be a firm hired either for the entire Project under the investment or for individual sub-projects.

6.8 Project Affected Persons Committees (PAPCs)

PAPCs including female member will be established at 10 selected Katchi Abadis. The PAPC will act as coordinator between the project executing authorities and the affected persons and local community for coordination and information dissemination to keep them informed about day to day development on the project, particularly about the ARP implementation and grievance resolution progress. The PAPC at site level will provide a platform for PAPs to raise and discuss their concerns, resolve petty issues at the site level and coordinate with project executors to communicate the issues and concerns regarding social issues unresolved at PAPCs.

The institutional set-up involved in social safeguard management at provincial, KW&SB, and project-level is presented in **Figure 6-1**.

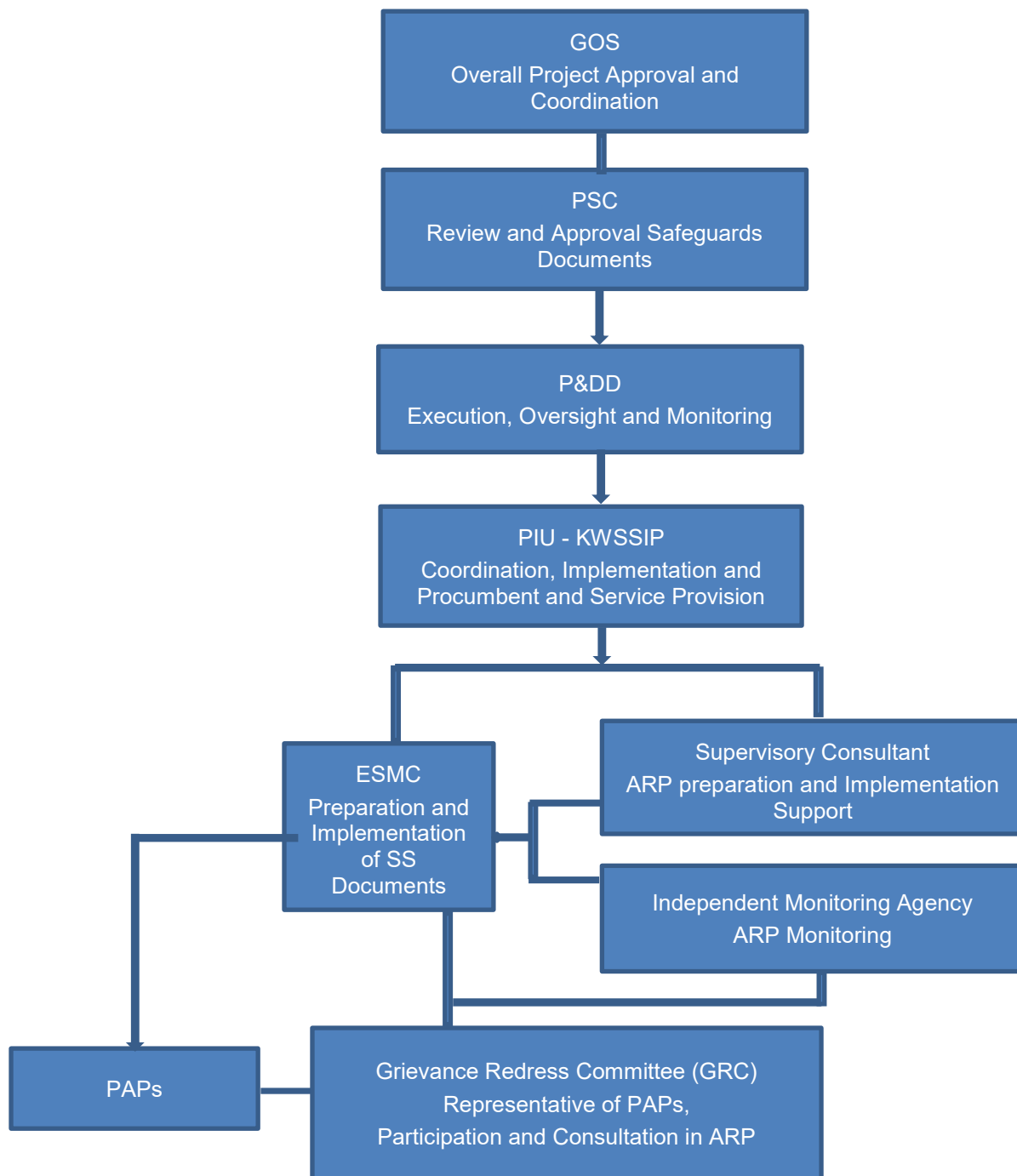


Figure 6-1: Institutional Setup for Project and Social Safeguard Implementation

7 Eligibility and Entitlement Matrix

PAPs whose assets are being affected by project activities prior to the cut-off date. Whether full or partial, as a consequence of the project will be eligible for compensation. Such eligible PAPs include the following:

- ◆ Owners of structures Ramps, Stair Steps & Ramps, Stair Steps and Boundary Walls including those recognized as legally titled or legalized on the basis of claims recognizable under ESS 5;

7.1 Eligibility Criteria for Compensation

All affected persons will be eligible for compensation against their assets. Lack of legal documents for customary rights of occupancy/titles shall not affect eligibility for compensation and assistance.

- ◆ Entitlements of PAPs are considered for temporary loss of physical property; and
- ◆ PAPs will receive the compensation as per Entitlement Matrix.

7.2 Cut off Date

A census survey was conducted from 15th June, 2022 for the preparation of Abbreviated Resettlement Plan of Katchi Abadi. The survey was completed on 10th November, 2022 and as such the cut-off-date for eligibility under this plan is 15th June, 2022.

The entitlement matrix summarizes in **Table 7-1**: the provisions for eligibility and entitlements:

Table 7-1: Entitlement Matrix

Type of loss	Specification	No. of PAPs	Eligibility	Entitlement
1. Structures				
Residential structure	Loss of structures (Ramps)	05	Owner (including non-titled landuser)	<ul style="list-style-type: none"> ◆ Cash compensation for affected structure Ramps, Stair Steps & Ramps, Stair Steps and Boundary Walls (full or partial taking into account functioning viability of remaining portion of partially affected structure) at full replacement cost and repair of remaining structure at market rate for materials, labor, transport and other incidental costs, without deduction of depreciation.
	(Stair Steps & Ramps)	07		
	(Stair Steps)	19		
	(Boundary Walls)	02		
	Stair Steps & Sewerage Line)	01		
Updating of ARP	Unanticipated impacts and negotiated changes to entitlements		All PAPs	<ul style="list-style-type: none"> ◆ To be determined in accordance with the Involuntary Resettlement requirements of the WB's ESS5 and local legal framework ◆ ARP and specific sub-project ARPs to be updated and disclosed on World Bank website
Total PAPs		34		

8 Valuation of Assets

Valuation of structures lost as result of project activities is based on the replacement cost principle. Following are the basis of valuation.

- ◆ The area of structures made of Concrete Cement and Sand is measured in square meter; and
- ◆ Construction rates are determined after net searching and consultation with local contractor construction firms is fixed at PKR. 12,917 per sq. meter.

9 Community Participation

9.1 General

A Stakeholder Engagement Plan (SEP) was developed by KWSSIP under SOP-1 and has been updated for all sub-projects under SOP-2, including 10 Additional Low-Income Communities / Katchi Abadis project. In line with the SEP developed for SOP-2, all sub-projects resulting involuntary resettlement are required to prepare and publicly disclose an ARP. Proper consultation with affected parties both institutions and local communities can increase the effectiveness ARP. A process of thorough consultations was carried out as part of the ARP by Environmental and Social Assessment Consultants from June to August 2022.

In this regard consultation at various locations in the proposed project area and with key stakeholders and communities in the vicinity of the project area was undertaken. These stakeholder consultations targeted the project area, local administration, government officials, and local communities in and around the project area. These consultations included consultations with those identified as PAPs with in the project alignment.

9.2 Objectives of Consultation

Public consultation plays a vital role for the successful implementation and execution of the proposed sub-project. Public involvement is a compulsory feature of resettlement planning, which leads to better and more acceptable decision-making. The important general objectives of the consultation process are as under:

- ◆ Provide key information to the Project Affected Parties and Other Interested Parties, and to solicit their views on the resettlement planning, and ensure their views are incorporated into the ARP;
- ◆ Discuss on agreed mitigation measures;
- ◆ Information dissemination, education, and liaison;
- ◆ Identification of problems and needs;
- ◆ Collaborative problem solving;
- ◆ Develop and maintain communication links between the project proponents and Project Affected Parties and Other Interested Parties;
- ◆ Reaction, comment and feedback on proposed sub-project;
- ◆ Ensure that views and concerns of the Project Affected Parties and Other Interested Parties are incorporated into the sub-project design and implementation with the objectives of reducing or offsetting negative impacts and enhancing benefits of the proposed sub-project;
- ◆ Create a sense of ownership among the stakeholders regarding the sub-project;
- ◆ Increase public confidence about the proponent, reviewers and decision makers; and
- ◆ To ensure the transparency in all the sub-project activities.

a) Public Consultation Process

Steps of public consultation:

- ◆ Focus Group Discussion (FGDs); and
- ◆ Key Informative Interviews.

The details of male and female communities consulted are provided in **Table 9-1** and **Table 9-2** of 10 Additional Low-Income Communities / Katchi Abadis and Pictorial view of consultations are given as **Annexure F**.

Table 9-1: Consultation with Male Communities

S. No	Name	Contact No.	Date
1. Zia Colony			
1.	Muhammad Khalil	03322397221	30-Jun-22
2.	Abdul Razaq	03002116627	30-Jun-22
3.	Toseef Ali	03322359552	30-Jun-22
4.	Sher Khan	03438643623	30-Jun-22
5.	Mustafa	03413889096	30-Jun-22
6.	Kashif	03002558616	30-Jun-22
7.	Sheeraz	03465120094	30-Jun-22
8.	Tanveer	03102936985	30-Jun-22
9.	Shakeel	03002628557	30-Jun-22
10.	Tariq Lathi	03428029991	30-Jun-22
11.	Rizwan Lathi	03157970849	30-Jun-22
12.	William Lathi	03452085231	30-Jun-22
13.	Nadeem	03472085265	30-Jun-22
14.	Muhammad irfan	03093072744	30-Jun-22
15.	Haji Mehmood	03002442678	30-Jun-22
16.	Robert younis	03004128897	30-Jun-22
17.	Shoukat	03128183789	30-Jun-22
18.	Sakhawat	03471904115	30-Jun-22
19.	Saeed Hussain	03222216012	30-Jun-22
20.	Saleem Gulzar	03162159453	30-Jun-22
21.	Muneer	03102000583	30-Jun-22
22.	Gulzar Massi	03052180029	30-Jun-22
2. Muhammad Colony			
1.	Abid	-	04-Aug-22
2.	Javed	0313-2941098	04-Aug-22
3.	Muhammad Zaheer	0311-2883781	04-Aug-22

S. No	Name	Contact No.	Date
4.	Feroz	0310-2502027	04-Aug-22
5.	Rashid	0324-2701192	04-Aug-22
6.	Muhammad Owais	0311-8015392	04-Aug-22
7.	Muhammad Moeen	0316-2560082	04-Aug-22
8.	Muhammad Aijaz	0310-2712259	04-Aug-22
9.	Muhammad Ali	-	04-Aug-22
3. Ali Muhammad Goth			
1.	Muhammad Jabbar	03161072405	06-Sep-22
2.	Muhammad Arif	03212278905	06-Sep-22
3.	Shahrukh	-	06-Sep-22
4.	Ramzan	-	06-Sep-22
5.	Muhammad Irshad	03463500544	06-Sep-22
6.	Muhammad Usman	03120007099	06-Sep-22
7.	Preme Sharma	-	06-Sep-22
8.	Muhammad Suhail	03017474820	06-Sep-22
9.	Abdul Sattar	03162273695	06-Sep-22
10.	Abdul Majid	03242827340	06-Sep-22
11.	Muhammad Suhail	03322011075	06-Sep-22
4. Sharif Colony			
1.	Mukhtiyar Ali	-	05-Sep-22
2.	Muhammad Adil	-	05-Sep-22
3.	Kashif Mughal	03112556642	05-Sep-22
4.	Mudasir	03333210670	05-Sep-22
5.	Mubasher	03127892110	05-Sep-22
6.	Sany	03162968335	05-Sep-22
7.	Abdullah	03162451290	05-Sep-22
8.	Afaq Ahmed	03212234463	05-Sep-22
9.	Shams ud din	03132201142	05-Sep-22
10.	Muhammad Mubeen	03042944844	05-Sep-22
5. Future Colony			
1.	Adil	03406727202	07-Sep-22
2.	Usama	03433269981	07-Sep-22
3.	Sherzada	03422031649	07-Sep-22
4.	Iqbal Muhammad Khan	03009280876	07-Sep-22
5.	Akhtar	03343720767	07-Sep-22
6.	Shahmeer	03483278707	07-Sep-22
7.	Jan Alam	03470241676	07-Sep-22

S. No	Name	Contact No.	Date
8.	Abdul Razzak	03044453705	07-Sep-22
9.	Malik Nadeem	03003534901	07-Sep-22
10.	Nosher Awan	03451993943	07-Sep-22
6. Mujahid Colony			
1.	Muhammad Yaseen	03060373263	30-Aug-22
2.	Muhammad Haneef	-	30-Aug-22
3.	Noman	03136487953	30-Aug-22
4.	Muhammad Baber	00307945497	30-Aug-22
5.	Rameez	03113264772	30-Aug-22
6.	Muhammad Rafiq	-	30-Aug-22
7.	Muhammad Nadeem	03062373726	30-Aug-22
8.	Meer Hassan	03142558766	30-Aug-22
9.	Muhammad Yousuf	03062208457	30-Aug-22
10.	Muhammad Rizwan	03009291169	30-Aug-22
11.	Muhammad Jameel	03043617319	30-Aug-22
12.	Muhammad Yaqoob	03052550170	30-Aug-22
7. Quaid-e-Azam Colony			
1.	Rashid	03002516591	01-Sep-22
2.	Najib	03150251212	01-Sep-22
3.	Abdul Fattah	03101065161	01-Sep-22
4.	Abdullah	-	01-Sep-22
5.	Muhammad Jawed	-	01-Sep-22
6.	Ahmed	03142460302	01-Sep-22
7.	Nazeer Hussain	-	01-Sep-22
8.	Samiullah	03325762346	01-Sep-22
9.	Madad Khan	03091211223	01-Sep-22
10.	Muhammad Ali	03002386369	01-Sep-22
11.	Ismail	03072698269	01-Sep-22
12.	Yasir	03268924527	01-Sep-22
13.	Ghulam Mustafa	03132960003	01-Sep-22
14.	Ali Akber	03122947436	01-Sep-22
15.	Ubaid	03182209057	01-Sep-22
16.	Fahad	03182917787	01-Sep-22
17.	Haroon	03222841390	01-Sep-22
18.	Rahmatullah	03002233769	01-Sep-22
8. Sherpao Colony			
1.	Miraj Sawati	0313-8737675	23-Sep-22

S. No	Name	Contact No.	Date
2.	Abdul Latif	0333-8292151	23-Sep-22
3.	Naeem Abbasi	0332-3636369	23-Sep-22
4.	Muhammad Nasir	0342-3393258	23-Sep-22
5.	Sanam Tanoli	0310-4080125	23-Sep-22
6.	Tahir Nisaar	0333-2123512	23-Sep-22
7.	Gahni Gull	3212-744479	23-Sep-22
8.	Muhammad Ali Jadon	0312-2630841	23-Sep-22
9.	Ghulam Ahmed	0321-2796445	23-Sep-22
10.	Miraj-u-Din	0311-8207396	23-Sep-22
11.	Masood Akhtar	0333-2120967	26-Sep-22
12.	Najaf Khan	0301-2775194	26-Sep-22
13.	Nisaar Ahmed	0333-2123512	26-Sep-22
14.	Muhammad Saeed	0333-3600556	26-Sep-22
15.	Ali Raza	0312-8933183	26-Sep-22
16.	Arshad Khan	0317-0016238	26-Sep-22
17.	Sher Ali	0345-3337179	26-Sep-22
18.	Abdul- Rehman	0316-0278385	26-Sep-22
19.	Muhammad Tahir Khan	0312-3117532	26-Sep-22
20.	Afzaal Ahmed	0334-3316790	26-Sep-22
9. Bilalabad Colony			
1.	Akbar Saeed Khan	0344-2317234	27-Sep-22
2.	Fazal Haq	0346-2872280	27-Sep-22
3.	Mujahid	0336-0871422	27-Sep-22
4.	Noor Ahmed	0301-2355953	27-Sep-22
5.	Muhammad Shahzad	0306-2275641	27-Sep-22
6.	Muhammad Shafiq	0300-3471682	27-Sep-22
7.	Muhammad Nasir	0308-5059850	27-Sep-22
8.	Habib Ullah	0301-9334411	27-Sep-22
9.	Shah Khalid	0300-0335133	27-Sep-22
10.	Muhammad Ali	0320-3036839	27-Sep-22
11.	Waheed Ahmed	0341-3041793	27-Sep-22
12.	Dawood Khan	0346-3567778	27-Sep-22
13.	Shahzad Khan	0342-7660687	27-Sep-22
10. Muslimabad Colony			
1.	Aitbar Khan Gujjar	03332000108	10-Nov-22
2.	Badar	03123104021	10-Nov-22
3.	Jahanzeb	03442605586	10-Nov-22

S. No	Name	Contact No.	Date
4.	Noor Rehman	03423200491	10-Nov-22
5.	Wazeer Khan	03422950740	10-Nov-22
6.	Hazrat Ali Gujjar	03333035504	10-Nov-22
7.	Habeeb ur Rehman	03408617920	10-Nov-22
8.	Sahib Zada	03132486402	10-Nov-22
9.	Ejaz Khan	03181051936	10-Nov-22
10.	Ajab Khan	03402010380	10-Nov-22
11.	Orangzeb	03423447741	10-Nov-22
12.	Siraj Mohammad	03112757789	10-Nov-22

Table 9-2: Consultation with Female Communities

S. No	Name	Contact No.	Date
1. Zia Colony			
1.	Jamila	03443024021	31-Aug-22
2.	Irshad Bibi	03151296518	31-Aug-22
3.	Sajida	03062835085	31-Aug-22
4.	Firdos	03100305546	31-Aug-22
5.	Shazia	03168636594	31-Aug-22
6.	Sakina	-	31-Aug-22
7.	Hifza	03440818735	31-Aug-22
8.	Hakim Zaadi	-	31-Aug-22
9.	Nasreen	03032081879	31-Aug-22
10.	Rida Zubari	03412971100	31-Aug-22
11.	Farzana	03453022241	31-Aug-22
2. Muhammad Colony			
1.	Nosheen	-	04-Aug-22
2.	Shabana	03002854251	04-Aug-22
3.	Nargis	03152158764	04-Aug-22
4.	Firdous	03242701192	04-Aug-22
5.	Sardara bibi	03062393228	04-Aug-22
6.	Shabana	03102375864	04-Aug-22
7.	Shagufta	03120256606	04-Aug-22
8.	Kiran	-	04-Aug-22
9.	Kuasar	-	04-Aug-22
3. Ali Muhammad Goth			
1.	Shameem	03112693110	06-Sep-22
2.	Zubedha	-	06-Sep-22

S. No	Name	Contact No.	Date
3.	Amna	-	06-Sep-22
4.	Suraiya	-	06-Sep-22
5.	Salma	03162839758	06-Sep-22
6.	Sabira	-	06-Sep-22
7.	Rani	03182408575	06-Sep-22
8.	Afshan	03187702582	06-Sep-22
9.	Sughra	03222080572	06-Sep-22
10.	Mukhtiyar	-	06-Sep-22
11.	Shaheen	-	06-Sep-22
4. Sharif Colony			
1.	Rehana	-	01-Sep-22
2.	Mrs Zahid Ali	03112601799	01-Sep-22
3.	Mrs Shahzad	-	01-Sep-22
4.	Mrs Umair	-	01-Sep-22
5.	Mrs Nasir	-	01-Sep-22
6.	Mrs Javed	03132770107	01-Sep-22
7.	Sultana	-	01-Sep-22
8.	Mrs Shoukat	-	01-Sep-22
9.	Mrs Yameen	03002708221	01-Sep-22
5. Quaid-e-Azam Colony			
1.	Nazia	-	
2.	Sadaf	03012817325	01-Sep-22
3.	Amna	03040246429	01-Sep-22
4.	Ghazala	03002113253	01-Sep-22
5.	Sonia	03002386369	01-Sep-22
6.	Jamila	03032128680	01-Sep-22
7.	Bilquees	03041383380	01-Sep-22
8.	Rukhsana	03353550018	01-Sep-22
9.	Mrs Mosa	03012934131	01-Sep-22
10.	Parveen	03092830905	01-Sep-22
11.	Khurshida	03162634946	01-Sep-22
12.	Nasreen	03132960003	01-Sep-22
13.	Hajra	03222841390	01-Sep-22
14.	Uroosa	-	01-Sep-22
15.	Saba	-	01-Sep-22
16.	Komal	03122947436	01-Sep-22
17.	Hafsa	-	01-Sep-22

S. No	Name	Contact No.	Date
18.	Tayyaba	-	01-Sep-22
19.	Hiba	-	01-Sep-22
20.	Emami	-	01-Sep-22
21.	Iqra	-	01-Sep-22
6. Sherpao Colony			
1.	Enam Fatima	03172559015	26-Sep-22
2.	Javeria Ali	03022495234	26-Sep-22
3.	Tanzeela	03122527656	26-Sep-22
4.	Ayesha	03172276767	26-Sep-22
5.	Iqra Ahmed	03103516146	26-Sep-22
6.	Isra	03458080204	26-Sep-22
7.	Sahar Najaf	03126347156	26-Sep-22
8.	Nisha Naz	03112757836	26-Sep-22
9.	Fazal Bibi	-	26-Sep-22
7. Bilalabad Colony			
1.	Shameen	03012934131	27-Sep-22
2.	Perveen	03003417680	27-Sep-22
3.	Sakeena	03043387269	27-Sep-22
4.	Saima	03032515557	27-Sep-22
5.	Seema	03162226116	27-Sep-22
6.	Yasmeen	03062275641	27-Sep-22
7.	Asyia	-	27-Sep-22
8.	Bukhtawar	-	27-Sep-22
9.	Aneesa	-	27-Sep-22
8. Muslimabad Colony			
1.	Umme Habiba	03041233896	15-Nov-22
2.	Asia	03043877349	15-Nov-22
3.	Rehana	03252321875	15-Nov-22
4.	Sobia	-	15-Nov-22
5.	Fozia	03132478155	15-Nov-22
6.	Bismina	-	15-Nov-22
7.	Lubna	-	15-Nov-22
8.	Shabana	-	15-Nov-22
9.	Najma	-	15-Nov-22
10.	Fahmida	-	15-Nov-22
11.	Nusrat	-	15-Nov-22

S. No	Name	Contact No.	Date
12.	Brahima	03151242782	15-Nov-22

9.3 Stakeholder Consultation Workshop

Karachi Water and Sewerage Services Improvement Project (KWSSIP) proponents have organized a Stakeholder Consultation Workshop on 28th July 2022 at Regent Plaza. This was undertaken in collaboration with Environment and Social Assessment Consultants (MM Pakistan Group - 02) and NESPAK Group – 01 of SOP – 02 Projects. The main objective of the workshop is to get the feedback of stakeholder at broader level including relevant: Government Departments, Non-Governmental Organization (NGOs), Academia, World Bank, Sindh Environmental Protection Agency (SEPA), Pakistan Air Force (PAF) and KWSSIP, K-Electric. Transport and Mass Transit, World Wildlife Fund (WWF), Pakistan Telecommunication Company Limited (PTCL), National Refinery Limited (NRL), Karachi Development Authority (KDA), Planning & Development Board (P&DB). Local community representatives also participated and provided precious comments, suggestions and shared their views based on their practical experience in different projects.

9.4 Consultation Outcomes

Consultation process started with description of the main features of the 10 Additional Low-Income Communities / Katchi Abadis, a session of questions and answers was started and main aspects of project impacts were discussed in detail.

Feedback received during public consultation includes both project related concerns and other/general concerns. Project related concerns and suggestions regarding the willingness of people, issues related to livelihood and compensation or relocation. Other issues were drinking water, improper sewerage system, shortage of health facilities, and security were the other issues which were discussed and highlighted by the consulted community members.

9.5 Suggestion of the Consulted Communities

Keeping in view the possible negative impacts of the current alignment of the proposed intervention, the participants of the consultation meetings presented following suggestions to minimize the adverse social and resettlement impacts of the proposed project.

- ◆ PAPs should be paid proper and market based compensation;
- ◆ Affectees will prefer the resettlement sites development rather only compensation;
- ◆ Civic facilities and people's access should be restored during the construction activities and after completion of construction activities; and
- ◆ Construction activities will be confined Col rather than RoW.

Comments/suggestions and response is listed as under **Table 9-3**.

Table 9-3: Consultation Comments/Suggestion and Response

Comments / suggestions	Response
The community inquired about the details of the sewerage and water supply projects according to length and dia meter	The cross section and layouts were shared with the community
Which type of machinery will be used keeping in mind the streets of Katchi Abadis	Most of the work will be completed manually rather than heavy machinery
Will the contractor ensure to stop working in the peak hours of women mobility?	Community was informed the contractor will bound to avoid construction activities during the peak hours of women and children mobility
The women asked about when project will be completed	The participants' women were informed that the construction activities will be completed within the stipulated schedule. Moreover the contractor will be made bound to complete project activities as per contract agreement
If women will have grievance where they will approach	There will be multitier GRM in place and office of the PAPs representative committee will be established in Zia Colony where women can also register their grievances.
The community demanded the protection of local norms and values	The contractor will be made bound through contract obligations to observe the local norms and values

9.6 Future Consultations

Future consultation plan regarding ARP implementation of Katchi Abadis is presented in **Table 9-4**.

Table 9-4: Future Plan of Stakeholders Consultation

Action	Stakeholders	Method	Outcome
Disclosure of ARP	PAPs, Local Communities and Project Staff	Non-technical summary will be placed on websites of WB and KW&SB. Hardcopies of non-technical summary translated into Urdu will be placed at easily accessible places in the project area.	The ARP uploaded on websites of WB and KW&SB. The PAPs and other stakeholders will be informed on ARP provisions
Grievance redress mechanism established and functional	Communities of Katchi Abadis, construction supervision consultants and civil work contractors, including other relevant government	Individual meetings focus group discussions and by disseminating GRM related information through leaflets, brochures and installing boards along the project alignment.	PAPs will be fully aware and accessing project based GRM to address their concerns.

Action	Stakeholders	Method	Outcome
	departments		
ARP implementation arrangement and timelines	PAPs, Local Communities, KWSSIP staff, construction supervision consultants and civil work contractors.	Individual meetings focus, group discussions, by delivering compensation payment notices and installing boards along the road alignment.	PAPs compensation claims processed and paid.
ARP monitoring	KWSSIP staff, internal and external monitors PAPs, and local communities and WB	Individual meetings, key informant interviews/ FGDs and disclosure of monitoring results/reports on website	ARP implementation progress assessed and monitoring reports disclosed at website of WB and KW&SB

10 Implementation Schedule

Implementation schedule of the Abbreviated Resettlement Plan is prepared in such a way to make it synchronized with the overall project implementation schedule.

ARP implementation activities will start from December 2022 and will end in March 2023.

Detailed schedule is presented in the given below **Table 10-1**.

Table 10-1: Abbreviated Resettlement Plan Implementation Schedule

S. No	Activity	Schedule			
		December 2022	January 2023	February 2023	March 2023
1.	The non-technical summary of the approved ARP will be prepared in Urdu and local language	■			
2.	The prepared summary will be uploaded on the website of World Bank and KWSSIP	■			
3.	The hard copy of the summary will also be placed at prominent places in the project area	■			
4.	Establishment of Grievances Redress Mechanism – Notification of GRCs		■		
5.	Notices to PAPs regarding the claims		■		
6.	Compensation, subsistence and allowance will be paid according to the valuation of assets			■	
7.	Hire and mobilize Independent Monitoring Agency (IMA)			■	
8.	World Banks approval of IMA compliance report			■	
9.	Contract awarded				■

11 Cost and Budget

This section provides compensation cost estimates for clearance of affected structures Ramps and Stair Steps falling in the Col of 10 Additional Low-Income Communities / Katchi Abadis. Efforts were made to work out realistic cost estimates/values that are applicable for fair compensation to the affectees on a replacement cost of impacted structures. Detail of assistance is included in cost estimation and budget preparation is given below.

11.1 Budget of Abbreviated Resettlement Plan

The total estimated cost for the implementation of the ARP is about **PKR 1,106,503/=** or **PKR. 1.106 Million**. The details of estimated resettlement budget are given below in **Table 11-1**.

Table 11-1: Indicative Cost and Budget of ARP

S. No.	Description	Unit	Quantity	Area Sq. Meter	Unite Rate (PKR)	Amount (PKR)	Amount in Million (PKR)
1. Zia Colony							
1	Stair Steps and Ramps	No.	05	10.00	12,917	129,170	0.12917
2	Ramps	No.	05	22.70	12,917	293,216	0.29322
Sub Total						422,386	0.422
2. Muhammadi Colony							
1	Boundary Wall	No.	02	3.94	12,917	51,022	0.051
2	Strair Steps	No.	05	8.08	12,917	104,369	0.104
Sub Total						155,392	0.155
3. Ali Muhammad Goth							
1	Stair Steps and Ramps	No.	01	1.44	12,917	18,600	0.0186
Sub Total						18,600	0.0186
4. Sharif Colony							
1	Stair Steps	No.	04	3.39	12,917	43,789	0.0438
Sub Total						43,789	0.0438
5. Future Colony							
No Resettlement Issue							
6. Mujahid Colony							
1	Stair Steps	No.	03	2.23	12,917	28,934	0.0289
Sub Total						28,934	0.0289
7. Quaid-e-Azam Colony							
No Resettlement Issue							
8. Sherpao Colony							
No Resettlement Issue							
9. Bilalabad Colony							
No Resettlement Issue							
10. Muslimabad Colony							
1	Stair Steps and Ramps	No.	1	2.79	12,917	36,038	0.036
2	Stair Steps	No.	7	10.22	12,917	132,012	0.132
3	Stair Steps &	No.	1	3.72	12,917	48,051	0.048

S. No.	Description	Unit	Quantity	Area Sq. Meter	Unit Rate (PKR)	Amount (PKR)	Amount in Million (PKR)
	Sewerage Line						
Sub Total						216,101	0.216
Grand Total of Katchi Abadis						885,202	0.885
11	Contingencies	N/A	20% of Sub Total (A)		N/A	177,040	0.0177
12	Administration Cost	N/A	4% of Sub Total (A)		N/A	35,408	0.0354
13	M&E Cost	N/A	1% of Sub Total (A)		N/A	8,852	0.0089
Grand Total						1,106,503	1.106
Note:							
The estimated cost per sq. meter for Ramp and Stair Steps & Ramps is Rs. 12,917/- as discussed with the local contractor							
N/A = Not Applicable							
About 90 sq. meter land will be required for the construction of pump house and reservoir wire which is owned by Provincial Government.							

12 Grievance Redresses Mechanism (GRM)

This Section outlines the policy and procedure for documenting, addressing, responding and employing methods to resolve project grievances and complaints that may be raised by the project affectees or community members arising from environmental and social performance, the engagement process, resettlement and/or unanticipated environmental or social impacts resulting from project activities that are performed and/or undertaken by PIU. The Section describes the scope and procedural steps and specifies roles and responsibilities of the parties involved in addressing the grievances.

12.1 Principles

A GRM is established to address any complaints or grievances arising during the implementation period of the projects. People of the project area may perceive risks to themselves or their property or their legal rights or have concerns about the possible adverse environmental and social impact that a project may have. Any concerns or grievances will be addressed quickly and transparently, and without retribution to the project affectees or community members or complainant.

The primary principle of GRM is that all complaints or grievances are resolved as quickly as possible in a fair and transparent manner.

12.2 Objectives

The objectives of the GRM are to:

- ◆ develop an organizational framework to address and resolve the grievances of individual(s) or community(s), fairly and equitably;
- ◆ provide enhanced level of satisfaction to the aggrieved;
- ◆ provide easy accessibility to the aggrieved/affected individual or community for immediate grievance redress;
- ◆ ensure that the targeted communities and individuals are treated fairly at all times;
- ◆ identify systemic flaws in the operational functions of the project and suggest corrective measures; and
- ◆ ensure sustainability of the project.

12.3 Type of Complaints

The major complaints that may arise during the execution of the proposed project at site include but not limited to:

- ◆ E&S issues (dust, noise, air pollution, social and cultural issues);
- ◆ Damage and blockage of public utilities;
- ◆ Traffic inconvenience;

- ◆ Gender based violence (GBV) and harassment;
- ◆ Resettlement issues including loss of livelihood; and
- ◆ Issues related to compensation of resettlement impacts.

Disclosure of GRM

The GRM shall be disclosed at PIU-KWSSIP, KWSB head office, and concerned project engineers, KWSSIP website as well as at sub-project sites.

12.4 Structure of Grievance Redress Mechanism

The project will establish a three-tier GRM comprising Community GRC, sub-project GRC; and PIU-GRC. These tiers are described below.

12.1.1 Community GRC (Tier-1)

The community-GRC will provide a platform for project affectees or community members to raise and discuss their concerns, resolve the E&S including resettlement issues at the community level and coordinate with project management to communicate these issues and concerns. Community-GRC will be established to maintain a close rapport and coordination with affected persons and community members throughout the project implementation. The social development specialist (SDS) of PIU with the assistance of SC will facilitate the establishment of community-GRC that is representative of the ethno-cultural and gender diversity within the community. The community-GRC will comprise the following six members with one as the committee convener:

- ◆ Three female members (from the project affectees or community members); and
- ◆ Three male members (from project affectees or community members).

The project E&S and engineering staff will coordinate with community-GRC to review and resolve the issue or concern related to resettlement planning or implementation as well as environmental and social concerns preferably within five (05) working days from receipt of the grievance. Any complaints that cannot be resolved at community-GRC will be forwarded to the next tier.

12.1.2 Sub-Project GRC (Tier-2)

KWSSIP will constitute a GRC headed by concerned Project Manager (PM) at each project site to resolve all grievances and complaints of the project affectees or community members received either directly or through the Tier-1. Sub-project GRC will comprise of the following members:

- ◆ Project Manager (PM), as head/convener of sub-project GRC;
- ◆ Environment, SDS and Gender specialists of PIU;
- ◆ E&S specialists of Supervision Consultant (SC)
- ◆ Resident Engineer of supervision consultant;
- ◆ A representative (E&S specialist) of contractor (if required); and
- ◆ A representative of local community.

Note: Representative from any other district government department may be called as and when required by the sub-project GRC. Environmental Specialists of PIU and SC will join sub-project GRC meeting related to environmental issues only.

Sub-project GRC will meet once a month and when the need arises. The sub-project GRC will review grievances involving all E&S issues including resettlement issues that may arise due to project implementation. Sub-project GRC will perform the following functions:

- ◆ Record, categorize and prioritize the grievances that need to be resolved by the committee and resolve them within ten (10) working days;
- ◆ Invite and hear aggrieved persons/parties to produce evidence of their claims and record their view point;
- ◆ Communicate its decisions and recommendations on all resolved issues to PIU and the aggrieved persons for smooth implementation;
- ◆ Forward the unresolved cases/ complaints to PIU-GRC within an appropriate time frame with reasons recorded and its recommendations;
- ◆ Develop an information dissemination system and acknowledge the aggrieved persons/parties about the development regarding their grievance;
- ◆ Maintain a complaint register accessible to the project affectees or community members with brief information about complaints and sub-project GRC decision with status report; and,
- ◆ Maintain complete record of all complaints received by the sub-project GRC with actions taken.

Any complaint that cannot be resolved by the sub-project GRC, will be forwarded to the next tier – the PIU-GRC.

12.1.3 PIU-GRC (Tier-3)

At the third tier, the PIU has already constituted a GRC (PIU-GRC). The PIU GRC will receive complaints either directly or through the Tier-2 GRC. The committee has the following composition:

- ◆ Project Director KWSSIP, (Chairman of PIU-GRC);
- ◆ SDS, Member
- ◆ Gender Specialist, Member;
- ◆ Concerned Project Manager – PIU, Member;
- ◆ SDS of SC, Member; and
- ◆ Representative of Civil Society.

Note: Representative from any other district government department may be called as and when required by the PIU-GRC. Environmental Specialists of PIU and SC will join PIU-GRC meeting related to environmental issues only.

The PIU-GRC through authorized representative, will acknowledge the complainant about his/her complaint, scrutinize the record, investigate the remedies available and request the complainant to

produce any record in favor of his/her claim. After thorough review and scrutiny of the available record on the complaint, field visit will be conducted to collect additional information, if required. Once the investigations are completed, the PIU-GRC will give decision within twenty (20) working days of receipt of the complaint. If the complainant is still dissatisfied with the decision, he/she can go to the court of law, if he/she wishes so.

Organization of the GRC is shown in **Figure 12.1**.

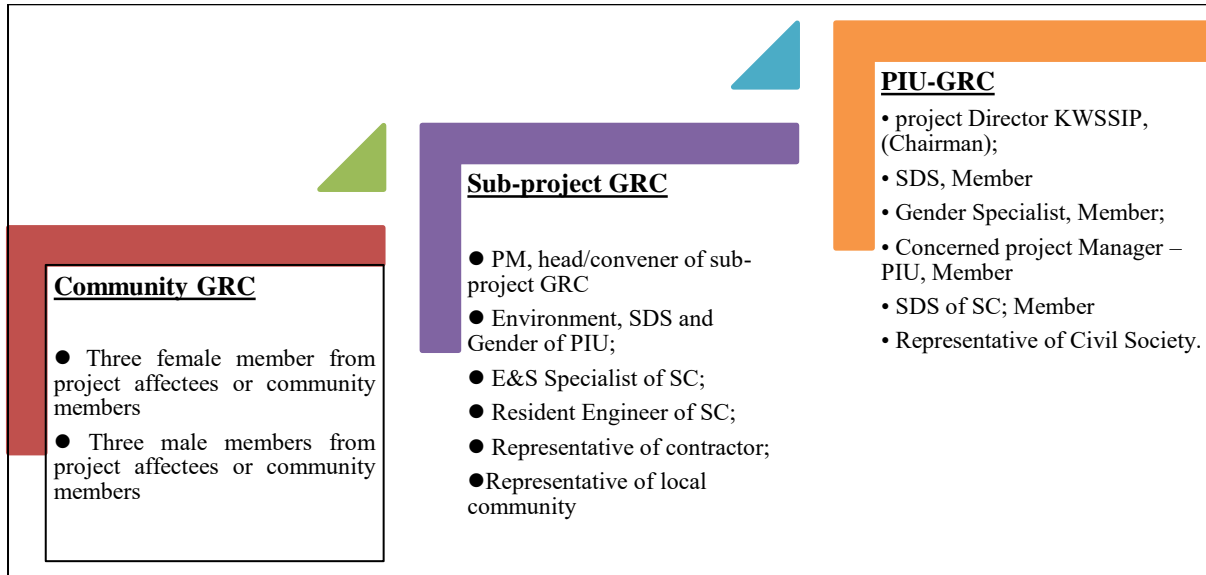


Figure 12.1: Organogram of GRC

Gender representation will be ensured by inducting a female member in all GRCs. The mechanism will ensure the access of project affectees or community members to a GRM that openly and transparently deals with the grievances and makes decision in consultation with all concerned that are consistent with the WB ESF requirements.

12.1.4 Gender Based Violence (GBV) Committee

Besides PIU-GRC, a GBV committee has also been established and notified within PIU consisting of the following members:

- ◆ Concerned Project Manager, Head/ Convener of GBV Committee;
- ◆ Gender Expert, KWSSIP, Secretary; and
- ◆ SDS KWSSIP, Member.

GBV Committee will address the gender related issues caused by the project activities during RP and project implementation.

12.5 Grievance Redress Procedure/ Mechanism

The intention of GRM is to resolve a complaint as quickly and at as low a level as possible to avoid a minor issue becoming a significant grievance. Irrespective of the stage of the process, a complainant

has the option to pursue the grievance through the court as is his/her legal right in accordance with law.

The GRCs will work at site, sub-project and PIU levels. The E&S and engineering staff of PIU, in coordination with site staff will inform the project affectees and community members about the GRCs and its mechanism through consultations and by posting at prominent places. The complaints received through any media will be screened by type and category. These complaints will be registered in Community Complaints Register (CCR), where the name and address of complainant, date, description of complaint and action taken will be recorded. The following procedure will be used to redress the grievances:

- ◆ First, complaint resolution will be attempted to be addressed at community-GRC through the involvement of the field E&S/engineering staff. The community-GRC shall give decision within five working days of receipt of the complaint. If unsettled, grievance can be lodged to the sub-project GRC by the complainant or by the GRC;
- ◆ Sub-project GRC will acknowledge the receipt within two working days of lodging of complaint. Initial review and consultation with the sub-project GRC will be conducted within five working days of receipt of complaint. If required, sub-project GRC will advise the E&S/engineering specialists to conduct field visits in consultation with the aggrieved persons/parties and local community and submit a fact-finding report. Preferably, the fact finding will be completed within eight working days from receipt of complaints. sub-project GRC shall give decision within 10 working days of receipt of the complaint. If unresolved, a grievance will be lodged to the (PIU-GRC) by the complainant or by the GRC; and
- ◆ The PIU-GRC shall give decision within 20 working days of receipt of the complaint. If the complainant is still not satisfied, he/she can pursue further by submitting the case to the appropriate court of law.

All E&S issues will be dealt according to the above GRM procedures. The GRCs will hear and clarify with the complainant (if required so) about the E&S issue and shall conclude and communicate their recommendations for further implementation in due course of time. Complainant will be kept informed during the process and the GRC decision will be communicated to him/her accordingly. In case of any delay, the complainant will be informed on the progress and process about his/her grievance. The GRC proceedings will be documented step by step and all records will be maintained and summarized in the project progress and internal monitoring reports.

12.1.5 Lodging of Complaint

The complainant(s) can lodge their grievances through a number of ways/channels including online, mail, phone and Whatsapp, e-mail and complaint box. Moreover, PIU has established an e-Portal for filing and tracking progress of the application online; the details are provided below.

- ◆ It is an electronic complaint lodging system (application) that will be accessible through a link on the PIU KWSSIP website;
- ◆ The focus of the e-portal is the quick complaint lodging for all types of primary stakeholders;

- ◆ Any project affectees or community member with internet access can lodge a complaint with option for anonymous complaints. Uploading of photos for better understanding of the problem will also be an option;
- ◆ Each complainant will get a unique Grievance Number to track their complaints through the e-portal;
- ◆ Each complaint will go through a quick resolution mechanism being managed by a dedicated team at the PIU. Each complainant will be contacted to ensure that his/her issue is resolved;
- ◆ The portal will differentiate between types of complaints for targeted decision-making and action on behalf of PIU; and

The portal will allow a quick and easy method for monitoring of the entire complaint lodging and resolution mechanism.

13 Monitoring and Evaluation

13.1 Objectives of M&E

The WB requires proper monitoring of implementation of the RP/ARP and reporting on its effectiveness, including the disbursement of compensation, effectiveness of public consultation and participation activities. The objective of monitoring is to provide feedback on implementation of the RP/ARP and to identify problems and successes as early as possible to allow timely adjustment to implementation arrangements. For these reasons, RP/ARP monitoring and evaluation activities should be adequately funded, implemented by qualified specialists and integrated into the overall project management process.

13.2 Objectives

The purpose of resettlement monitoring is as follows:

- ◆ Ensure that actions and commitments described in the ESS 5 and the ARP are implemented fully and on time;
- ◆ Identification of blockers (and subsequently solutions) to the implementation of the ESS 5 and ARP;
- ◆ Complaints and grievances lodged by PAPs are followed up and that, where necessary, appropriate corrective actions are taken up and implemented; and
- ◆ If necessary, changes in implementation of the ARP are made to improve delivery of entitlements to PAPs.

Monitoring shall be carried out both internally and externally.

13.3 Internal Monitoring

Internal monitoring shall be carried out by PIU of KW&SB. Information will be collected from the sub-project site and assimilated in the form of a monthly progress report to assess the progress and results of implementation of the ARP, and adjust the work progress, where necessary, in case of any delays or problems. The report shall be submitted to the Managing Director of KW&SB.

Specific implementation activities that will be monitored include:

- ◆ Information campaign and consultation with PAPs;
- ◆ Compensation for affected structures;
- ◆ Status of compensation disbursement;
- ◆ Status of restoration of livelihood employment opportunities for PAPs;
- ◆ Grievances redress activities; and,
- ◆ Sub-project employment.

Field offices of PIU will be responsible for monitoring the day-to-day resettlement activities of the sub-project. PIU Resettlement Specialist will be responsible for the coordination of their monitoring. A performance data sheet will be developed to monitor the sub-project at the field level.

13.4 External Monitoring

The IMA will have environmental and social experts and will carry out intermittent third party monitoring of the implementation of the ARP against the proposed implementation schedule.

The IMA will be responsible for overall monitoring of the implementation of this ARP, as well as monitoring actions taken in respect to any chance find items or design changes which may alter the resettlement requirements.

IMA will also be responsible for evaluation of the resettlement activities, which include indicators related to the long-term impacts (effects/benefits) of the project on people's lives in the sub-project area, including an updated socio-economic assessment, comparison with the baseline socio-economic assessment and an assessment of the socio-economic impact. The evaluation shall also extend to the host communities.

The evaluation of the IMA shall be in the form of a single final report to be issued to the PIU one year following the completion of civil works on the sub-project. The report shall also include details of any outstanding issues and actions required to resolve such issues. The IMA shall provide feedback to PIU on the sub-project's performance and impact so that corrective actions can be taken in a timely manner.

The IMA will submit bi-annual (six monthly) reports to the PIU copied to the MD KW&SB. These reports will detail the following:

- ◆ Monitoring methodology;
- ◆ Monitoring activities;
- ◆ Results of monitoring; and,
- ◆ Recommendations/proposals.

13.5 Monitoring Framework

The indicators to be verified as part of the monitoring activities are detailed in the following **Table 13-1**.

Table 13-1: M&E Indicators

Process Indicators	<ul style="list-style-type: none"> ◆ Setting up of PIU with resettlement staff; ◆ Training of staff; ◆ Placement of funds at District Collector and PIU for land acquisition and resettlement (where applicable and required); ◆ Engaging independent monitoring agency; ◆ Procedure of confirming identity of eligible affected
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	<p>persons;</p> <ul style="list-style-type: none"> ◆ Procedure employed in determining loss and entitlements; ◆ Development of livelihood and income restoration program; ◆ Preparation of disclosure instruments; ◆ Information disclosure and consultation events; ◆ Formation of GRC and PAPs representatives committee; and ◆ Grievance redresses procedures in-place and redress efficiency Level of public awareness on ARP policy and provisions.
<p>Output Indicators</p>	<ul style="list-style-type: none"> ◆ Number of households/PAPs affected/relocated; ◆ Number of households/PAPs compensated and assisted; ◆ Amount of compensation disbursed; ◆ Number of persons employed in construction and project sites; ◆ Number of local youth trained under the training programs; ◆ Amount of resettlement benefits disbursed; ◆ Number of eligible persons identified and receiving training; ◆ Number of vulnerable households resettled; and ◆ Disbursement of Special Packages for vulnerable groups.
<p>Resettlement Impact Indicators</p>	<ul style="list-style-type: none"> ◆ Changes in occupation; ◆ Changes in income and expenditure; ◆ Gender balance and women empowerment; ◆ Changes in vulnerable households and women headed households; ◆ Changes in the quality of life (pre and post-project); and ◆ Changes in employment patterns at households level.

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Annexure A: Questionnaires



KARACHI WATER & SEWERAGE SERVICES IMPROVEMENT PROJECT- (KWSSIP)

SOCIO ECONOMIC SURVEY OF PROJECT AFFECTEES

A. Basic Information

- Q1. GPS Coordinates N: _____ E: _____
- Q2. Name of Respondent _____ Q3. Cell No. _____
- Q4. Settlement Address _____
- Q5. Town/ UC _____ Q6. Tehsil _____
- Q7. District _____

B. Demographic Information

- Q8. Age _____ Years
- Q9. Marital Status Married Single Widow Others _____
- Q10. Caste/Ethnicity _____
- Q11. Mother Tongue _____
- Q12. What is no. of total family members? _____
- Q13. No. of Male _____ Q14. No. of female _____ Q15. No. of children _____
- Q16. Family Type
- Nuclear Joint Composite
- Q17. Education level?
- Illiterate Primary Matric Intermediate Graduation Masters
- Q18. What is your occupation/Income Source?

Main	Secondary
a. Agriculture	Agriculture
b. Shopkeeper	Shopkeeper
c. Trader	Trader
d. Govt. Service	Govt. Service
e. Private Service	Private Service
f. Labour	Labour
g. Livestock	Livestock
h. Fishing	Fishing
i. Driver	Driver
j. Housewife	Housewife
k. Foreign Remittance	Foreign Remittance
l. Other (specify)	Other (specify)



C. Assets Information

S. No	Asset Type	Owner/ Tenant	If Tenant; Name of Owner	Construction Type	Area (Sq.Ft)	Affected Area(Sq.Ft)

If house; in C, then

Q19. Total number of rooms (excluding kitchen & bathrooms): _____

Q20. No. of kitchens in your house _____ Q21. No. of Bathrooms _____

D. Economic Information of PAP

Q22. Do your houses have following services & average monthly bill?

S. No.	Facility	Response
1.	Electricity	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	Gas	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	Water supply	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	Sewerage	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.	Solid waste collection	<input type="checkbox"/> Yes <input type="checkbox"/> No

Q23. Average total monthly households income (Rs. / monthly)?

Income Group	Actual Income	Income Group	Actual Income
<input type="checkbox"/> 1- 10,000		<input type="checkbox"/> 50,001-60,000	
<input type="checkbox"/> 10,001-20,000		<input type="checkbox"/> 60,001-70,000	
<input type="checkbox"/> 20,001-30,000		<input type="checkbox"/> 70,001-80,000	
<input type="checkbox"/> 30,001-40,000		<input type="checkbox"/> 80,001-90,000	
<input type="checkbox"/> 40,001-50,000		<input type="checkbox"/> 90,001-100,000	
<input type="checkbox"/> 100,000- 200000		<input type="checkbox"/> 200001-500000	
<input type="checkbox"/> 500001-10000000			



Average monthly households expenditures (Rs. / monthly)?

Expenditure Group	Actual Expenditures	Expenditure Group	Actual Expenditures
<input type="checkbox"/> 1- 10,000		<input type="checkbox"/> 50,001-60,000	
<input type="checkbox"/> 10,001-20,000		<input type="checkbox"/> 60,001-70,000	
<input type="checkbox"/> 20,001-30,000		<input type="checkbox"/> 70,001-80,000	
<input type="checkbox"/> 30,001-40,000		<input type="checkbox"/> 80,001-90,000	
<input type="checkbox"/> 40,001-50,000		<input type="checkbox"/> 90,001-100,000	
<input type="checkbox"/> 100,000- 200000		<input type="checkbox"/> 200001-500000	
<input type="checkbox"/> 500001-1000000			

E. Health Information

Q24. Do you or any of your family members got any of following water borne disease last year?

Yes No

Q25. If yes, then give detail:

S. No.	Disease	Response
1)	Cholera	<input type="checkbox"/> Yes <input type="checkbox"/> No
2)	Diarrhea	<input type="checkbox"/> Yes <input type="checkbox"/> No
3)	Typhoid	<input type="checkbox"/> Yes <input type="checkbox"/> No
4)	Urological	<input type="checkbox"/> Yes <input type="checkbox"/> No
5)	Hepatitis	<input type="checkbox"/> Yes <input type="checkbox"/> No
6)	Gastroenteritis	<input type="checkbox"/> Yes <input type="checkbox"/> No

Q26. Average monthly household expenditure on health (PKR) _____

F. Water Supply Information

Q27. What is the source of water supply?

- Piped into dwelling (KW&SB)
- Piped into compound (KW&SB)
- Borehole or tube wells
- Tanker
- Other



Q28. What is source of drinking water?

- Filtration plant
- Packaged/Bottled
- Public tap
- Other

Q29. Are you satisfied with quality of water available?

- Yes
- No

Q30. What type of sewerage available in the area?

- Public piped sewer system
- Open drains
- Other (specify) _____

Q31. Is your sewerage connected to main sewerage line?

- Yes
- No

Q32. Is there any NGO/ organization doing development work in this area?

- Yes
- No

Q33. If yes; name of organization? _____

Q34. In case of any issue / dispute where go for resolution?

- Police station
- Local representatives
- Panchayt/elders
- Other

G. Availability of Health, Education and Transport Facilities

Q35. Which of the following facilities are available in the area?

S. No.	Facility	Response	Distance (Kms)
1.	Boys Government School	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
2.	Boys Private School	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
3.	Girls Government School	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
4.	Girls Private School	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,



S. No.	Facility	Response	Distance (Kms)
5.	Boys College	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
6.	Girls College	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
7.	Maternity Hospital	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
8.	Mother & Child Care Centre	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
9.	BHU/RHC	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
10.	Dispensary	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
11.	Hospital	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
12.	Private Clinic/Hakeem	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,
13.	Public Transport	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no,

H. Perceptions of respondents for action associated with the project

Q36. Potential benefits of the project

- Employment opportunities
- Living standard
- Income generating activities
- Development of area
- Resolve issue regarding water /Sewerage

I. Pressing needs of the area

Q37. What are the pressing needs of the area?

Q38. Suggestions of the respondent:

Name of Enumerator: _____

Date: _____

Annexure C: Inventory of Assets

1. Zia Colony

S. No.	GPS Coordinate		Asset Type	Area (Sq. Meter)
	Latitude	Longitude		
Street No. 27				
1.	24.8338	67.1245	Stairs Steps and Ramp	3.00
2.	24.8347	67.1241	Stairs Steps and Ramp	1.50
3.	24.8345	67.1242	Stairs Steps and Ramp	1.50
4.	24.8348	67.1242	Stairs Steps and Ramp	2.50
5.	24.8348	67.1242	Stairs Steps and Ramp	1.50
Street No. 28				
1.	24.8344	67.1239	Ramp	2.70
Street No. 30				
1.	24.8350	67.1229	Ramp	4.00
2.	24.8349	67.1230	Ramp	4.00
Street No. 31				
1.	24.8347	67.1235	Ramp	6.00
2.	24.8348	67.1257	Ramp	6.00

2. Muhammadi Colony

S. No.	GPS Coordinate		Asset Type	Area (Sq. Meter)
	Latitude	Longitude		
Street No. 12				
1.	24°53'43	67°12'10	Boundary Wall	1.161
2.	24°53'43	67°12'10	Stairs Steps	0.232
3.	24°53'43	67°12'10	Boundary Wall	2.787
4.	24°53'43	67°12'12	Stairs Steps	1.161
Street No. 14				
1.	24°53'43	67°12'12	Stairs Steps	2.230
Street No. 29				
1.	24°53'42	67°12'08	Stairs Steps	2.230
2.	24°53'42	67°12'08	Stairs Steps	2.230

3. Ali Muhammad Goth

S. No.	GPS Coordinate		Asset Type	Area (Sq. Meter)
	Latitude	Longitude		
Street No. 12				
1.	24°58'14	67°4'41	Stairs Steps and Ramp	1.44

4. Sharif Colony

S. No.	GPS Coordinate		Asset Type	Area (Sq. Meter)
	Latitude	Longitude		
Street No. 1A				
1.	24°50'27	67°10'13	Stairs Steps	0.325
2.	24°50'27	67°10'13	Stairs Steps	0.836
3.	24°50'27	67°10'13	Stairs Steps	1.486
Street No. 24				
1.	24°50'27	67°10'24	Stairs Steps	0.743

5. Mujahid Colony

S. No.	GPS Coordinate		Asset Type	Area (Sq. Meter)
	Latitude	Longitude		
Street No. 9B				
1.	24°55'09	67°02'27	Stairs Steps	0.70
Street No. 11				
1.	24°55'12	67°02'28	Stairs Steps	0.70
Street No. 11A				
1.	24°55'12	67°02'23	Stairs Steps	0.84

6. Muslimabad Colony

S. No.	GPS Coordinate		Asset Type	Area (Sq. Meter)
	Latitude	Longitude		
Street No. 5				
1.	24°49'48	67°12'51	Stairs Steps	0.56
2.	24°49'48	67°12'51	Stairs Steps and Ramp	2.79
3.	24°49'48	67°12'51	Stairs Steps	1.86
4.	24°49'50	67°12'56	Stairs Steps	1.11
Street No. 11				
1.	24°49'50	67°12'56	Stairs Steps	1.86
2.	24°49'50	67°12'56	Stairs Steps	1.86
3.	24°49'50	67°12'56	Stairs Steps	1.86
Street No. 54 A-5				
1.	24°49'55	67°13'13	Stairs Steps and Sewerage Line	3.72
2.	24°49'50	67°13'13	Stairs Steps	1.11

Annexure D: List of PAPs

a) Zia Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
1.	Muhammad Aslam	Stairs Steps and Ramp	54401-5624976-3	03332469965
2.	Abdul Rauf	Stairs Steps and Ramp	42201-1028618-3	03208191852
3.	Khalid Hussain	Stairs Steps and Ramp	41504-0438364-7	03443024021
4.	Abdul Razak	Stairs Steps and Ramp	42201-5414771-7	03002116627
5.	Muhammad Khalil	Stairs Steps and Ramp	42201-4175537-5	03322397221
6.	Sher Khan	Ramp	42201-1590398-5	03438643623
7.	Jawed Masih	Ramp	42201-0353887-1	03152888149
8.	Irshad Masih	Ramp	42201-9526143-5	03242469704
9.	Vicky	Ramp	42201-5850231-5	03412098291
10.	PAP refused to provide any information.	Ramp	-	-

b) Muhammadi Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
1.	Kamran Ahmed	Boundary Wall	42201-6761346-5	03122477389
2.	Muhammad Furqan	Stairs Steps	42201-9522458-1	03132185675
3.	Muhammad Miyan	Boundary Wall	42501-6794107-4	03111215360
4.	Rehana	Stairs Steps	42501-2957148-7 (Husband)	03102178721
5.	Mrs Fakhur ud Din	Stairs Steps	42501-5152095-6	03158243532
6.	Muhammad Sajid	Stairs Steps	42501-8715171-1	03158785006
7.	Muhammad Yousif	Stairs Steps	42201-5873707-6 (Sister Yasmeen)	03118198578

c) Ali Muhammad Goth

S. No.	PAP Name	Assets	CNIC No.	Cell No.
1.	Ghulam Farid	Stairs Steps	42101-5785080-5	03032482141

d) Sharif Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
1.	Kamal Hussain	Stairs Steps	42000-7536441-7	03112672114
2.	Asim Jadon	Stairs Steps	42201-6476137-9	03138651845
3.	Muhammad Maqsood	Stairs Steps	42201-0598887-3	03411284939
4.	Perveen Naz	Stairs Steps	42201-7101695-9	03172261049

e) Future Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
No Resettlement				

f) Mujahid Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
1.	Mrs Wasif Itrat	Stairs Steps	42101-1695733-2	03142041016
2.	Mrs Sultan Fozia	Stairs Steps	42101-0386578-7	03142026155
3.	Molana Shaheedul Islam	Stairs Steps	42101-9083791-9	03232209049

g) Quaid-e-Azam Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
No Resettlement				

h) Sherpao Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
No Resettlement				

i) Bilalabad Colony

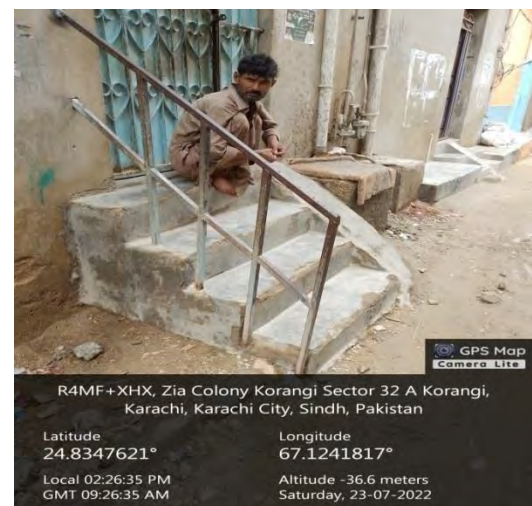
S. No.	PAP Name	Assets	CNIC No.	Cell No.
No Resettlement				

j) Muslimabad Colony

S. No.	PAP Name	Assets	CNIC No.	Cell No.
1.	Sabir Khan	Stairs Steps	17301-9763945-7	03331794440
2.	Momin Khan	Stairs Steps and Ramp	42501-5005247-7	03442576670
3.	Khan Mohammad	Stairs Steps	42201-3744558-3	03231380409
4.	Peer Samad	Stairs Steps	-	03442789789
5.	Khursheed Khan	Stairs Steps	15601-6373804-7	03472295762
6.	Siraj Muhammad	Stairs Steps	42501-1525470-7	03112757789
7.	Orangzeb Shah	Stairs Steps	42501-9927092-3	03423447741
8.	Riaz Iqbal	Stairs Steps and Sewerage Line	37104-2944938-9	03122032132
9.	Muhammad Iqbal	Stairs Steps	-	03422228782

Annexure E: Pictorial view of Katchi Abadis

I. Zia Colony



II. Muhammadi Colony



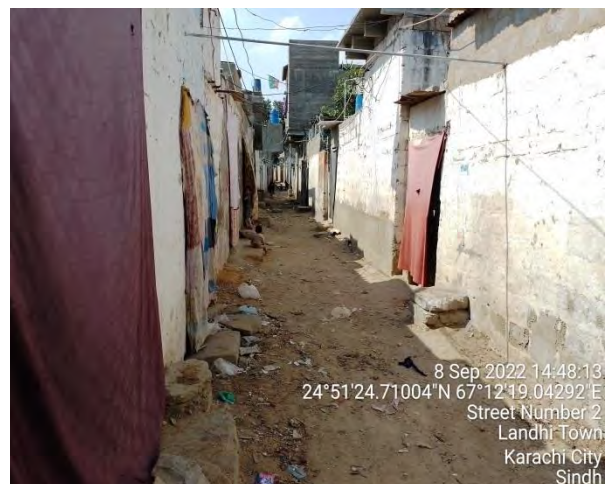
III. Ali Muhammad Goth



IV. Sharif Colony



V. Future Colony



VI. Mujahid Colony



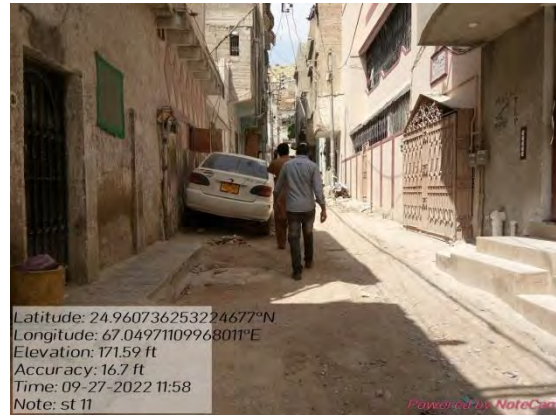
VII. Quaid-e-Azam Colony



VIII. Sherpao Colony



IX. Bilalabad Colony



X. Muslimabad Colony



Annexure F: Consultation Photographs of Katchi Abadis

I. Zia Colony



II. Muhammadi Colony



III. Ali Muhammad Goth



IV. Sharif Colony



V. Future Colony



VI. Mujahid Colony



VII. Quaid-e-Azam Colony



30 Aug 2022 16:33:52
 24°56'24.9792" N 67°5'35.6496" E
 Gulshan-e-Iqbal
 Karachi City
 Sindh



1 Sep 2022 13:01:51
 24°56'19.37976" N 67°5'36.38742" E
 Arshad Sabri Road
 Gulshan-e-Iqbal
 Karachi City
 Sindh



1 Sep 2022 13:11:28
 24°56'16.27122" N 67°5'33.98064" E
 Gulshan-e-Iqbal
 Karachi City
 Sindh



1 Sep 2022 13:30:24
 24°56'19.41822" N 67°5'35.44476" E



1 Sep 2022 14:32:06
 24°56'20.22864" N 67°5'32.19648" E
 Arshad Sabri Road
 Gulshan-e-Iqbal
 Karachi City
 Sindh



1 Sep 2022 14:33:37
 24°56'20.59398" N 67°5'30.66792" E
 Arshad Sabri Road
 Gulshan-e-Iqbal
 Karachi City
 Sindh



1 Sep 2022 17:30:32
 24°56'7.6506" N 67°5'28.75392" E
 Gulshan-e-Iqbal
 Karachi City
 Sindh



W3QV+XCR, Journalist Society Block 4 A Gulshan-e-Iqbal,
 Karachi, Karachi City, Sindh 74200, Pakistan
 Latitude 24.9402032° Longitude 67.0935123°
 Local 06:53:29 PM Altitude -12.6 meters
 GMT 01:53:29 PM Tuesday, 26-07-2022

VIII. Sherpao Colony



IX. Bilalabad Colony



X. Muslimabad Colony

