

Ministry of Urban Development and Housing  
**Strategic Cities Development Project**

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External Monitoring of  
Social Safeguards Management  
Annual Report 2020



**IDC** Integrated Development Consultants (Pvt) Limited

## Abbreviation

AP	Affected Person/s
APD	Assistant Project Director
DPD	Deputy Project Director
DS	Divisional Secretary
DLB	Dharmashoka-Levellla- Boowelikada Road
PID	Provincial Irrigation Department
EAC	Entitlement Assessment Committee
EM	Entitlement Matrix
EVC	Eligibility Verification Committee
FGD	Focus Group Discussion
GN	Grama Niladhari
GOSL	Government of Sri Lanka
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GSBS	Good Shed Bus Stand
Ha.	Hectare
HH	Household/s
IEM/EM	Independent External Monitoring
IOL	Inventory of Losses
IGP	Independent Grievance Panel
KII	Key Informant Interview
KMD	Katugastota- Digana- Madawala Road
KMTT	Kandy Multi-Modal Transport Terminal
LA	Local Authority
LAA	Land Acquisition Act
LAR	Land Acquisition Regulation
LAR	Land Acquisition Regulations
LGRC	Local Grievance Redress Committee
LRP	Livelihood Restoration Plan
LRP-NGO	Livelihood Restoration Plan implementing Non-Governmental Organization
KMC/GMC/JMC	Kandy Galle and Jaffna Municipal Councils
MM&WD	Ministry of Megapolis and Western Development
MOL	Ministry of Lands
NIRP	National Involuntary Resettlement Policy
O&M	Operation and Maintenance
PD	Project Director
PIA	Project Implementing Agency
PIU	Project Implementation Unit
Pkg	Package
PMU	Project Management Unit
PPA	Project Partner Agency
PS	Pradeshiya Sabha
A/RAP	Abbreviated Resettlement Action Plan /Resettlement Action Plan
RPF	Resettlement Policy Framework
RDA	Road Development Authority
Rs.	Srilankan Rupees
SCDP	Strategic Cities Development Programme
SDO	Social Development Officer
SLLRDC	Sri Lanka Land Reclamation & Development Corporation
SLTB	Sri Lanka Transport Board
DoH	Department of Health
S/LARC	Super / Land Acquisition & Resettlement Committee
SLR	Sri Lanka Railways
SLTB	Sri Lanka Transport Board
UDA	Urban Development Authority
USD	United State Dollar
WB	World Bank

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## 1. INTRODUCTION

### 1.1 Background

1. The Government of Sri Lanka (GOSL) through the Ministry of Urban Development and Housing selected Kandy, Galle and Jaffna city regions for support under the World Bank (WB) funded Strategic Cities Development Project (SCDP) (Project ID: P130548) to improve selected urban services and public urban spaces toward enhancing the functional aspects, the attractiveness and the livability of the selected cities. It concerns a total investment of USD 247.08Mn that includes GOSL contribution of USD 45.08Mn. and IDA credit facility of USD 202Mn managed by the World Bank. The project is an initiative under the Strategic Cities Development Programme launched to realize the Government's urban vision to develop secondary cities. As per the Involuntary Resettlement Policy / Environmental and Social Framework, the SCDP has been classified as Category-A for involuntary resettlement. Project-specific Resettlement Policy Framework refers to the social safeguards unit as the entity taking responsibility for project and subprojects social safeguards, including the preparation of the screening reports. In May 2018 the GOSL with concurrence of the WB commissioned the Integrated Development Consultants (IDC) as the independent external monitoring (IEM) agency to review and monitor the implementation of social safeguards plans of this project.

2. This Annual Report of the IDC covers the implementation period from January to December 2020. Based on a review of a sample of sub projects it assesses the status and performance in social safeguards management, compliance with social safeguard policies of the GOSL and WB in the implementation process, and discusses issues emerged during safeguards implementation process in 2020. The report also presents a set of recommendations for the improvement of social safeguard implementation and supervision of sub projects.

### 1.2 Project Description

3. The project consists of four components: (i) Kandy City Region, (ii) Galle City Region, (iii) Implementation Support and Capacity Building, and (iv) Jaffna City Region. The interventional components designed for integrated urban services improvement include water supply, drainage and transport including roads. Those designed for public urban spaces upgrading consist of walkways, public spaces, and historic buildings. The above interventions comprise 46 sub projects consisting of 31 investments for improvements in functional aspects, 12 investments in livability improvement, and 3 for institutional capacity development (Table 1). Summary of the basic details of the individual subprojects including the impact categorization and implementation status by components is provided in Annex 1.

*Table 1: Summary of Interventions by Components*

Categories of Strategic Intervention	Component 1 (Kandy City Region)	Component 2 (Galle City Region)	Component 3 (Jaffna City Region)	Total No. of Sub Projects
Integrated urban services improvement to enhance functional aspects of the cities	14	11	06	31
Public urban space enhancement to improve the attractiveness and livability of the cities.	05	05	02	12
Institutional capacity building	01	01	01	03
<b>Total</b>	<b>20</b>	<b>17</b>	<b>09</b>	<b>46</b>

Source: Project Management Unit, SCDP

4. Kandy City Region Urban Interventions support investments to relieve traffic congestion and upgrade municipal services to enhance the livability in the city and to sustain the world heritage city and the agglomeration areas. Galle City Region aim to expand urban services delivery, improve drainage systems and revival of archaeologically significant sites through key urban intervention. Jaffna City Region Interventions support priority improvements to relieve traffic congestion, improve the drainage system including storm water retention ponds, upgrade of public urban spaces and heritage management and upgrade municipal services

5. As of 30 December 2020, 8 sub-projects have been completed, 26 continued the planned programme of construction and the suspended 3 sub-projects re-commenced construction. Details of the project implementation status are indicated in Table 2.

**Table 2: Status of Subprojects Implementation**

Categories of Strategic Intervention	City	No. of sub projects	Planning	Construction Ongoing/ Programs Continued	Temporarily Suspended & Recommended	Completed
Integrated urban services improvement to enhance functional aspects of the cities	Kandy	14	1	7	2	4
	Galle	11	3	5	2	1
	Jaffna	06	3	2	0	1
Public urban space enhancement to improve the attractiveness and livability of the cities.	Kandy	05	0	3	0	2
	Galle	05		5	0	0
	Jaffna	02	2	0	0	0
Institutional capacity building	Kandy	01		1	0	0
	Galle	01		1	0	0
	Jaffna	01		1	0	0
<b>Total</b>		<b>46</b>	<b>9</b>	<b>25</b>	<b>4</b>	<b>8</b>

### 1.3 Details of Project Components

#### 1.3.1 Component 1: Kandy City Region

6. Investments under this component includes: (i) traffic improvements, such as the rehabilitation of selected by-pass roads, and establishment and improvements of selected public transport facilities and traffic management measures; (ii) augmentation and rehabilitation of Kandy municipal water supply system; (iii) rehabilitation of major drains; (iv) urban upgrading, including the enhancement of selected streetscapes and public spaces, restoration and adaptive reuse of historic and landmark buildings etc. Out of all sub projects of SCDP, the Kandy Multimodal Transport Terminal is the prime intervention which involves the establishment of a modern centralized transport service system integrated with the railway transport services and public and private bus transport services to be managed by a professional multi-stakeholder management agency. This sub project initiated the planning phase in 2014 including for impact assessments and RAP. It is envisaged that the construction will take place from 2021 to 2024. During the construction period the current bus operations will continue the services from designated temporary relocation bus stands in the vicinity.

### 1.3.2 Component 2: Galle City Region

7. Galle City Region Interventions include investments in: (i) flood reduction measures, including the rehabilitation of selected canals and surface drainage infrastructure; (ii) coastal erosion reduction measures for selected areas; (iii) urban upgrading, including the enhancement of selected streetscapes and public spaces, restoration and adaptive reuse of historic and landmark buildings.

### 1.3.3 Component 4: Jaffna City Region

8. Investments under Jaffna Component comprise of: (i) Roads and Traffic Transport improvements, (ii) Drainage Improvement, and (iii) Urban Revitalization and Cultural Heritage.

## 1.4 Social Safeguards Categorization of Sub Projects

9. Based on early social screenings to identify potential social impacts, 6 sub-projects involving significant negative impacts have been categorized as Category ‘A’ while 7 sub-projects and 30 sub-projects have been included in Category ‘B’ with minor impacts and Category ‘C’ with no impacts, respectively (Table 3).

*Table 3: Distribution of Subprojects by Social safeguards Categorization*

Social Safeguard Status	No. of Subprojects by Component (Infrastructure development Projects only)			
	Kandy	Galle	Jaffna	Total
Category ‘A’	3	1	2	6
Category ‘B’	2	5	0	7
Category ‘C’	14	10	6	30
Total	19	16	8	43

Note: Three interventions for institutional capacity development are excluded from this table.

## 1.5 Objectives of the Independent External Monitoring

10. The overall objective is to carry out an independent review of planning and implementation of selected SCDP’s sub-projects. The specific objectives as per the Terms of Reference (TOR) include the following:

11. To review and monitor the overall implementation progress and performance of the Resettlement Action Plans (RAPs) developed for the different subprojects.

- To determine the level of compliance of the implementation of Resettlement Action Plans with the policies of the World Bank and the Government as defined in the project’s Resettlement Policy Framework, and recommend corrective actions to improve implementation and management, as required.
- To monitor the progress of land acquisitions, payment of compensation and resettlement processes and its compliance with both RPF and the RAPs.
- To assess the overall adequacy and the effectiveness of the safeguard measures adopted to restore and improve the livelihoods, living standards and the overall wellbeing of the project affected persons, households and communities and provide recommendations on additional safeguard measures required

12. Independent monitoring exercise was undertaken by a team of qualified resettlement / social development consultants. The contract provided for 20 months of inputs from Team Leader, 12 months of intermittent inputs from Community Development Specialist and 6 months of inputs from a Gender Specialist. As per the conditions and obligations of the contract, the IEM submits quarterly reports, annual reports and the completion report.

### 1.6 Approach and Methodology

13. Independent monitoring exercise was undertaken by a team of qualified resettlement / social development consultants. The methodology adopted for external monitoring included:

- Desktop review of relevant documentation including but not limited to abbreviated and full Resettlement Action Plans (RAP), livelihood restoration/ improvement plans, social screening reports, internal monitoring and progress reports including grievance redress records and capacity building programmes.
- Meetings and key informant interviews with land acquisition and social teams.
- Fieldwork including individual interviews with APs including relocated persons and community volunteers selected according to the stage of resettlement implementation of the three components, i.e. on-going, and planned sub projects.
- Meetings with the community/ social officers and other relevant officers of the construction firms and contractors.

14. The selection of sample was based on the scale and nature of involuntary resettlement impacts including vulnerability which had been identified by the PMU. Although the IEM would have confined the assessment to a selected Category-A subprojects, in deference to the request by the project management it was agreed to adopt a combination of subprojects purposively selected and representative of the components, also considering the requirements of the contract. During the inception phase, the IEM and the PMU agreed to keep the sample relatively open instead of continuing with one sample throughout the project period.

15. For the preparation of annual reports, it is mandatory to review the sample subprojects selected for the quarterly reports of the respective year. In addition, any other significant subprojects will be selected to review. Table 41 and 5 below summarises the details of the sample selected for the preparation of the 2020 Annual Report.

**Table 4. Methodology for Sample Selection for Independent External Monitoring**

Description	Category 'A' Subprojects		Category 'B' Subprojects		Category 'C' Subprojects		Total No. of Subprojects	Total Sample Size
	Total No.	Sample Size	Total No.	Sample Size	Total No.	Sample Size		
Kandy Component	3	3	2	2	14	0	19	5
Galle Component	1	1	5	2	10	0	16	3
Jaffna Component	2	2	0	0	6	1	8	3
<b>Total</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>30</b>	<b>1</b>	<b>43</b>	<b>11</b>
<b>Sample as % of Total</b>	<b>100%</b>		<b>57%</b>		<b>7%</b>		<b>30%</b>	

<sup>1</sup> During the inception phase, all subprojects govern by RAPs and A-RAPs and some subprojects work on SSR were identified for independent external monitoring. Sub-projects identified were: 5 from Kandy, 4 from Galle and 2 from Jaffna (Kandy: (i) KMTT, (ii) KMD Rd., (iii) DLB Rd., (iv) KMC car park rooftop, (v) Tomlin Park; Galle: (vi) Moragoda Main canal, Moragoda Package A, B, & C (vii) Ocean pathway fast track; Jaffna: (vii) AB 31 Rd., (ix) AB 21 Rd.



16. Further details of the sample of subprojects for the Annual Report are presented in Table 5.

**Table 5: Basic Details of the Sampled Sub Projects**

No.	Component	Name of Sub project	Impact Category	Sub Project Status	Safeguards Management Instrument
1	Kandy City Region	Multimodal Transport Terminal Construction	A	Implementation/ planning	RAP
2		Dharmasoka-Lewella-Boowelikada (DLB) Road Rehabilitation	A	Implementation resumed after suspension	RAP
3		Katugastota-Madawala-Digana Road (KMD) Rehabilitation	A	Implementation resumed after suspension	RAP
4		Tomlin Park	B	Implementation	A-RAP
5		KMC Car Park Rooftop Development	C	Implementation	SSR
6	Galle City Region	Moragoda Ela-Main Canal & Temple By-pass	A	Implementation resumed after suspension	RAP
7		Moragoda Ela Cross Drains- Package B (Bombe Castle & Hirimbura)	B	Implementation	A-RAP
8		Moragoda Ela Cross Drains -Package C (Beligaha & Donald Janz)	B	Implementation	A-RAP
9	Jaffna City Region	Rehabilitation of AB 21 Road-from Navanthurei Junction to Ponnalai	A	Implementation	RAP
10		Improvement of Puloly-Kodikamam Road Section (AB31)	A	Implementation	RAP
11		Drainage Improvement: 2 Pilot ponds embankment preservation & de -siltation	C	Design Stage	SSR

### 1.6.1 Focus Areas for the IEM

17. The main topics that the IEM team focused for the monitoring included the following:

- Implementation of RAP
- Information Disclosure
- Land acquisition and payment of compensation
- Livelihood restoration and improvement
- Gender integration
- Assistance for vulnerable groups
- Stakeholder engagement
- Grievance redress

### 1.7 Activities Undertaken During Independent Monitoring

18. Independent monitoring activities were conducted amidst several constraints caused the second wave of COVID-19. Social team of the SCDP that helps organizing field reviews was rather hesitant to visit the sites due to the reported cases of incidents of Covid-19 are high in the subproject areas. However, they joined the IEM and assist to conduct interviews in the sites in the cleared areas and avoid those project areas where movements are restricted by the authorities.

19. The APs were also reluctant to meet outsiders due to fear of contacting Covid-19. IEM visited subprojects taking maximum precautions. Dialogues with the APs in Galle and Kandy (Moragoda canal and KMD) were limited due to the lockdown of subproject areas partially or fully. However, IEM contacted and interviewed several APs physically as and when possible and some APs were engaged through telephone conversations. Restrictions imposed on the public entering Government offices had an adverse impact on meeting PPAs. Therefore, the IEM made telephone conversations. Summary of the activities conducted for the preparation of Annual Report 2020 is presented in Table 6 below while the details are annexed (Annex 2).

**Table 6: Activities Conducted**

<b>Type of Consultation</b>	<b>Location</b>	<b>No. of Consultations</b>	<b>Total</b>
Individual Interviews with PAPs	Kandy	10	20
	Galle	5	
	Jaffna	5	
KII with Project Officers	Kandy	4	8
	Galle	2	
	Jaffna	2	
KII with PPA	Kandy	1	3
	Jaffna	1	
	Galle	1	
<b>Total</b>		<b>31</b>	<b>31</b>

## 1.8 Report Layout

20. The main findings are discussed in the chapters organized as follows.

- Section 1: Introduction, project description, objectives of resettlement monitoring, methodology
- Section 2: Status of involuntary resettlement implementation
- Section 3: Compliance with involuntary resettlement policy as well as the commitments and recommendations

## **2. STATUS OF INVOLUNTARY RESETTLEMENT IMPLEMENTATION**

**21.** SCDP has been implementing resettlement and rehabilitation activities since 2015. These activities have been carried out within the draft Social Management Resettlement Policy Framework (SMF) prepared by the GOSL which was adopted by the World Bank during the project appraisal process when the specific sub projects for each component were not known in detail. It included three components - Kandy and Galle and Institutional Capacity Development. The document was formally disclosed in the project website in October 2014 and revised, updated, finalized and disclosed as Resettlement Policy Framework (RPF) in Dec. 2016 following the GOSL request to incorporate Jaffna city region made in 2015. In what follows the progress in land acquisition and payment of compensation, resettlement, and rehabilitation in respect of the sample sub projects is described while the key findings of the IEM are discussed in the next chapter.

### **2.1 Progress in Implementation of Sampled Sub-projects**

**22.** During the year 2020 physical progress of all subprojects implemented in all three regions many of which were behind the construction schedule already due to issues with contractors was further adversely affected by the Covid-19 pandemic. Most subprojects which experienced a delay of about three months due the travel restrictions, lockdowns and curfew consequent to the first wave of Covid-19 pandemic began to catch up as these conditions were relaxed. However, after a gap of four months the second wave of Covid-19 came in Sept.2020 and has been spreading since then with a resultant adverse impact on the physical progress of subprojects yet again. Contractors anyhow obtained the services of a manageable number of workers to continue with the civil works of all subprojects, while complying with the health guidance issued by the GOSL such as maintaining social distance and wearing facemasks etc. In addition, due to heavy rain in the Northern Province (North-east monsoon started in September 2020 and continued until February 2021) the Contractor-SLLDC was compelled to cease the civil works of Pillair Kovil Kulam temporarily and postpone the construction work of Theverir Kulam Pond until April 2021.

**23.** The cumulative physical progress of the sampled subprojects as at Dec. 2020 varied from 23% to 91% with 7 projects registering progress greater than 50% (Table 7). Three subprojects reported progress of about 90% and probably will complete in the first quarter 2021. However, all subprojects in Jaffna, except for AB-31 road rehabilitation project, are behind the agreed commitments with respect to the construction schedules. Out of the sampled sub projects AB-21 which marked around 23% progress yet remains within the overall timeframe. But it will be a challenge to complete the balance 77% work within the remaining 5.5 months of the stipulated contract period or before 30 December 2021 which is the project winding up date. Hence, it is mandatory to prepare an accelerated construction program and carry out close technical supervision, perhaps on daily basis by the PIU. Delays and abandonment of subprojects generally aggravate social and environmental issues. Contractors' inefficiencies are evident in the slow progress in Moragoda Main Canal (49%), Package-B (50%) and Package-C (91%). Two of these subprojects are unlikely to complete if the situation remains the same. Drastic measures and appropriate decisions are needed to ensure completion of these subprojects before the SCDP ends (December 2021) and avoid the wastage of public funds due to the inefficiency of Contractors.

**24.** It is observed that the delays in construction work are unrelated to social safeguards issues; on the contrary, they create or accentuate safeguards problems.

**Table 7: Physical Progress in Sampled Sub Project as at December 2019**

<b>Name of Sub project</b>	<b>Date Starting</b>	<b>Date Ending</b>	<b>Physical Progress</b>	<b>Contract Price /Payments Rs./Mn</b>	<b>Remarks</b>
Multimodal Transport Terminal Construction	2021	2023	-	-	Tendering/ Procurement stage
Dharmasoka-Lewella-Boowelikada (DLB) Road Rehabilitation	7/07/2016	7/07/2018	80%	268.0	Contract-1, VV Karunarathna Terminated-14/6/2019
	1/10/2019	30/12/2020		637.1	Balance work-Replaced contractor JV ELS
Katugastota-Madawala-Digana Road Rehabilitation	7/07/2016	07/07/2018	20%	440.0	Contract -1, VV Karunarathna Terminated -6/9/2015
	1/7/2020	1/1/2021		83.6	Balance work-Contract Awarded – Nimsara
	1/7/2020	1/7/2021		553.5	Balance work-Contract Awarded – Nimsara /ELS JV
Tomlin Park	10/11/2017	30/10.2020	95%	373.2	Subasinghe Contractors
KMC Car Park - Rooftop Development	24/4/1918	30/10/2020	95%	657.0	Siera Constructions
Moragoda Ela-Main Canal & Temple By-pass	08.03.2017	25.04,2019	49%	844.9	Contract -1 Terminated -May 2018
	30/07/2019	29/10/2020		736.02	Balance work-Replaced contractor SLLDC
Moragoda Ela Cross Drains - Package B (Bombe Castle & Hirimbura)	19/08/2018	20/08/2019	50%	183.64	Construction is virtually abandonment Navaloka Constructions
Moragoda Ela Cross Drains -Package C (Beligaha & Donald Janz)	19/08/2018	20/08/2019	91%	145.41	Construction is virtually abandonment Navaloka Constructions
Improvement of Puloly-Kodikamam Road Section (AB31)	01/12/2018	20/11/2020	88%	1,122.9	Major civil works completed. Asphalt works in progress Maga Engineering (Pvt) Ltd
Rehabilitation of AB 21 Road-from Navanthurei junction to Ponnalai	12/08.2019	15/05/2021	23%	1,110.0	Construction ongoing M/S Sierra Construction (Pvt) Ltd.
Drainage Improvement: 2 Pilot ponds embankment preservation & de -siltation & creating public space around the ponds	11 /08/2020	11/01/2021	30%	113.0	SLLDC

## 2.2 Land Acquisition

### 2.2.1 Land Acquisition in Sampled Sub Projects

25. Acquisition of a total extent of 25.128ha of lands was required for the implementation of sampled sub projects (Table 8). The affected land consists of 2,564 plots made up of 2,161 private lands, 52 temple lands and 349 public lands. They involve small and relatively large parcels. The affected private land plots as per cent of the total number of plots affected varies from 85.5% in Kandy Component to 39.8% in Jaffna Component with Galle Component counting 69.7%. Correspondingly, the affected public lands represent 60.2% of the total number of affected land plots in Jaffna Component, whereas it is 10.8% in Kandy Component and 26.2% in Galle Component. Apart from this, under the institutional development component of the SCDP there are some construction work in land that belongs to the LAs where no land acquisitions are necessary (eg. warehouse construction for the GMC). The affected public lands used for project interventions belong to the State, or owned or managed by public institutions such as the LAs, (KMC, GMC, JMC), SLTB, SLR, RDA, DoH etc.

**Table 8: Affected Land and Land Owners (HHs, Temples, Public institutions) by Sampled Subprojects**

Name of Sub Project	Private Land		Temple Land		Public Land		Total	
	No. of Parcels / Extent (ha.)	No. of APs-HHs/ Co-owners	No. of Parcels/ Extent (ha.)	No. of Temples/ (tenants/encroachers)	No. of Parcels /Extent (ha.)	No. of Institutions/(tenants/encroachers)	No. of Parcels/ Extent (ha.)	No. of APs-HHs/Institutions/ (tenants/encroachers)
Kandy Multimodal Transport Terminal Construction	3 (0.0199)	3	0	0	5 (3.655)	4 (841)	8 (3.6749)	7 (841)
Dharmashoka – Lewella-Boowelikada Road Rehabilitation	211 (0.981)	129	34 (0.014)	1 (34)	67 (0.252)	7	312 (1.247)	137 (34)
Katugastota-Madawala-Digana Road Rehabilitation	907 (2.584)	835	12 (0.140)	8	72 (0.052)	25	991 (2.776)	868
Tomlin Park	0	0	0	0	0	0	0	0
KMC Car park -Roof Top Development	0	0	0	0	0	0	0	0
Sub Total -No. of lots & Land Area	1,121 (3.5849)	967	46 (0.154)	9 (34)	144 (3.959)	36 (841)	1,311 (7.6979)	1,012 (875)
As % of Total lots	85.5%		3.5%		10.98%		100%	
Rehabilitation of Moragoda Ela-Main Canal & Temple By-pass	325 (4.730)	325	5 (0.308)	5	108 (1.589)	7	438 (6.627)	337
Rehabilitation of Moragoda Ela-Cross Drains Package B (Bombe castle and Hirimbura)	42 (0.164)	64	0	0	20 (0.188)	2	62 (0.352)	66
Moragoda Ela Cross Drains -Package C (Beligaha & Donald Janz)	43 (0.092)	35	0	0	18 (0.153)	3	61 (0.245)	38
Sub Total- No. of Plots & Land Area	410 (4.986)	424	5 (0.308)	5	146 (1.930)	12	561 (7.224)	441
As % of Total Plots	73.08%		0.89%		26.02%		100%	
Improvement of Puloly Kodikamam Road Section (AB31)	341 (2.175)	352	0	0	3 (0.012)	3	344 (2.187)	355

Rehabilitation of AB 21 from Navanthurei junction to Ponnalai Road	233 (1.76)	245	0	0	47 (5.95)	2	280 (7.71)	247
Drainage Improvement: 2 Pilot ponds embankment preservation & de-siltation.	0	0	0	0	0	0	0	0
Sub Total-No. of plots & Land Area	574 (3.935)	597	0	0	50 (5.962)	5	624 (9.897)	602
As % of Total Plots	91.98%		0	0	8.01%		100%	
Grand Total	2,105 (12.506)	1,988	51 (0.462)	14 (34)	340 (11.851)	53 (841)	2,496 (24.819)	2,055 (875)
As % of Grand Total Plots	84.33%		2.04%		13.62%		100%	

Note: Within parentheses are the affected extents of land, encroachers and tenants

### 2.2.2 Current Status of Land Acquisition

**26.** By Dec. 2020, the land acquisition process has been already completed for all sampled subprojects, save 3 land parcels. In total, 24.8189ha of lands was acquired made up of 12.5059ha of private land, 0.462ha of temple lands and 11.851ha of public lands. There were 2,055 Affected Persons due to land acquisition in the sampled subprojects comprising 1,988 private land owners, 14 temples and 53 public institutions. The total no. of APs may be changed once the disputes of ownership of private lands are solved. Except for Moragoda canal subproject there were no additional land requirements necessitated by design changes in sub projects during 2020.

**27.** Acquisition of 3 lots is yet pending in KMTT project and Moragoda canal development project in Kandy and Galle regions respectively. The two cases at KMTT concern the unauthorised constructions in the area demarcated for the subproject development and the uncertainty of landownership. The case in Moragoda canal subproject involves disagreement over the acquisition.

**28.** During the period (July 2018-Oct. 2019) when construction was in abeyance, there had been some land transactions in KMD subproject area involving transfer of ownership of several lands and business places to new hands. The issues emerged when the new contractor commenced the work in late 2019. Messrs. KM Suhar in Madawala and Kemitha Rajapakse in Menikhinna disputed with the new Contractor regarding the demarcated road boundaries and side drains. The several discussions with these two persons yielded no agreement. This was brought to the notice of DCC and the DS was requested to mediate and resolve the issue. Eventually the two issues were solved jointly by the DS and SCDP in the field level investigations conducted. Thereafter the construction works of side drains of these two locations started.

**29.** Following the above settlement, Indunil Motors agreed to have the boundaries of the acquired land area in his front yard marked and the matter was accordingly settled by the Social Team.

**30.** The status regarding the 2 cases of dispute in KMTT subproject is in order. In the first case, Mr. J. Jeilabdeen, a former Provincial Councillor, claims the ownership of the adjoining two storied building that overlaps the proposed KMTT although it has been identified in the SIA as a business premises located in the IBZ. Eventually, the DS displayed the notice of intention to acquire the land in question as per the Section 2 of the Land Acquisition Act. The next step is to

determine land ownership. If it is determined that it is private property compensation for the land will be paid. On the other hand, if it is owned by the State the claimant will be paid compensation for the development value of the said land. The entitlements for the loss of income have already been assessed by the EAC and agreement has been reached between the AP and the project management. Accordingly, cash payment in full is expected to be paid at the earliest

**31.** The second case in KMTT concerns the hanging balconies and the unauthorised parking space of Telefax building (owned by Mr. Nimal Peiris) constructed on the reservations of runoff-water drain that belongs to the KMC. These unauthorised structures interrupt the construction of the proposed skywalk under KMTT. During the fourth quarter of 2020, the DS arranged for the application of Section 10.A of the Land Acquisition Act to acquire the land. Mr. Peiris will be compensated for the development value of the land.

**32.** In Moragoda Canal subproject, the affected landowner Mr. Liyanage who is unsatisfied with the compensation (Rs. 7Mn) offered by LARC. He demands the project to acquire his entire land (11.85p) and pay Rs. 25Mn in compensation or else to reverse the decision for the acquisition of part of his land because the remaining portion (6.79p) is inadequate to live in. After failing in several efforts, the SCDP took the alternative step of depositing the statutory payment of Rs.1.075Mn at the district courts, and during this quarter arranged to proceed with the planned work.

**33.** In Galle, an additional piece of land was needed to widen the entrance of Moragoda Canal service road by the Kahaduawatta Bridge to ensure better visibility to the moving vehicles up and down between the main road and the service road where there is a slight bend at the entrance which obstructs visibility. This issue was not foreseen during the service road design and the related land acquisition of 6 perches that belonged to Ms. Kulawathi and Mr. Wimalasiri. Kulawathi agreed for the new acquisition of this additional piece of land and ready to clear the only remaining wall and the toilet of the old house that was demolished after previous land acquisition.

**34.** During the last quarter of 2020 land and encroachment issues were solved except for the cases of Messrs Peiris, Jaylabeen, New Perera Hotel & Bakery and Perera Groceries at KMTT. The solved land issues during this period were: (i) hanging rain sheds of the Communist Party office building that overlaps the KMTT land, (ii) clearance of encroachment by Messrs Kemitha Rajapaksha and K.M. Suhan into land acquired for the KMD road subproject. The removal of the hanging rain shed of Perera Groceries and hotel is still pending and willing to remove. GRC and the DS, Kundasale to solved the boundary issues of this subproject.

### **2.2.3 Land Acquisition for the Proposed Storm Water Retention Areas in Galle**

**35.** In 2017, SCDP considered a proposal for the establishment of water retention areas (large ponds /reservoirs) for the management of storm water which submitted that the rehabilitation of canal network is inadequate to control the prevalence floods within the city area. It proposed to establish 10 storm water retention reservoirs in 8 locations within suburbs of Galle city. The land area required for this proposal is indicated in the Table 9 below.

**Table 9: Affected Land area for the Establishment of Strom Water Retention ponds**

Retention Area No.	Name of Retention Area	Total Land Lots	Perches	Acres	Hectares
1	Beligaha	8	439.28	2.7	1.1093
2	Donalda Janz	2	1704.58	10.2	4.12
3	Hirimbura	4	412.51	2.6	1.0413
4	Bombe Castle 01	22	1184.27	7.4	2.883
5	Bombe Castle 02	29	2924.53	18.2	7.5712
6	Dangedara 01	9	1068.72	6.7	2.6975
7	Dangedara 02	13	1997.66	13.9	4.8189
8	Heen Ela	8	2230.47	13.9	5.8426
1	Kepu Ela Julgaha	3	274.19	1.7	0.6412
2	Julgaha	3	124.77	0.8	0.1687
		<b>101</b>	<b>12360.98</b>	<b>78.1</b>	<b>30.8937</b>

36. In 2017 the DS took action as per the Section-2, 4 and 5 of the Land Acquisition Act to acquire the identified lands for the purpose. However, no further action was taken because of lack of political vision, support and their stated intention of using the identified lands for other development activities such as construction of Government office complex to ease city congestion instead flood control etc.

37. However, in 2020 it was decided to complete land acquisition in 2021 within the project period of SCDP. Construction of reservoirs/ponds will not be undertaken by the SCDP as it cannot be completed during the project period. The decision to complete complex and costly task of land acquisition is an important contribution of the SCDP for subsequent development activities of the Galle city.

### 2.3 Impacted Households and Businesses

38. As of Dec 2020 a total of 161 residential housing units and 949 businesses in sample subprojects has been identified as being temporarily or permanently affected. During the last quarter of 2020 there were no new households or business places in the sampled subprojects identified as being affected by construction (Table 10).

**Table 10: Distribution of AHHs & Businesses in Subprojects by Type and Nature of Impacts**

Subproject	No. of Affected Residential Housing Units			No. of Affected Business Activities/ commercial enterprises			Grand Total
	Temporarily	Permanently	Total	Temporarily	Permanently	Total	
KMTT	5	0	5	65	525	590	595
DLB Road	15	5	20	20	0	20	40
KMD Road	65	1	66	271	0	271	337
Tomlin Park	0	0	0	9	0	9	9
KMC Car Pak Rooftop	0	0	0	40	0	40	40
Sub Total	85	6	91	405	525	930	1,021
Moragoda Main Canal & Temple by-pass	22	43	65	14	0	14	79
Moragoda Ela Pkg.-B	1	0	1	0	0	0	1



Moragoda Ela Pkg.-C	3	0	3	0	0	0	3
GMC Warehouse	0	0	0	0	0	0	0
Sub Total	26	43	69	14	0	14	83
AB 21 Road	0	0	0	2	0	2	2
AB31 Road	1	0	1	3	0	3	4
Sub Total	1	0	1	5	0	5	6
Grand Total	112	49	161	424	525	949	1,110

Note: Affected business include mobile vending, business operations, leasing of shops, renting of shops, & public utility maintenance contracts

### 2.3.1 Current Status

**39.** The number of APs reported in the assessments/surveys and resettlement action plans was found to be generally correct. However, 294 APs of KMTT claimed that they had been excluded from the census (refer Para. 2.13.1). Out of this group, 27 persons were identified as genuine claimants by the Local Grievance Committee (LGRC) during the reference period.

### 2.4 Resettlement of APs: Permanent Relocation

**40.** In all sample subprojects there were 161 affected residential households, 49 requiring permanent relocation. In the business group, there were 525 businesses permanently affected and all of them are from KMTT sub project. Since the completion of land acquisition there has been no other households or businesses identified as being permanently affected. The IEM visited few relocated residential households and observed that their social and economic status has improved.

**41.** There are 43 houses along Moragoda Ela constructed on the embankment which have been identified for permanent relocation.

**42.** In the case of KMTT, 794 APs presented themselves at the EAC inquiry as of December 2020. Nevertheless, all 590 businesses including mobile vendors have moved out of the KMTT project area.

#### 2.4.1 Current Status

**43.** In all city regions, 45 out 49 residential households have vacated their houses. At the end of 2019 there were 33 APs relocated, and in 2020 another 6 APs moved out thus making the total moved out to 39. The remaining 4 households, all from Moragoda canal project, still occupy the acquired lands although they were paid due compensations on time. Some of them keep cultivating these lands while others state that the SCDP would ignore their occupations after completion of Moragoda canal constructions. Once the constructions commence in the relevant chainages these APs cannot stay in these lands. SCDP releases the retention fee from their compensation after the APs leave the acquired land area. All APs agreed to move out to their new houses.

**44.** SCDP is responsible for handing over all acquired lands to the PID after completion of the Moragoda Canal main and the Package A, B and C subprojects, ensuring no private properties within the acquired land area. IEM observed that the SCDP ensures no encroachment on the acquired land by APs (who live on the same land) who construct hanging roofs, flower beds or plant trees etc. Social Officers have instructed all residents in both sides of the Moragoda canal to not interfere with the acquired lands area even by planting trees, establishing pens for their pets

etc. in acquired land or leaving or constructing hanging roofs for structures adjoining the boundaries. For example Mr. Raja Bogahawatta removed the hanging roof attached to his house.

**45.** During the 1 and 2 quarters of 2020 IEM visited 8 relocated APs in different locations and interviewed them. All affected households except one (Ms. Chamila Priyadharshanie) have been able to build new houses or renovate the existing ones to better quality with the compensation received. Ms. Chamila, deserted by her husband, did not spend money on a new house. Instead she deposited it in a bank and began to live on the interest and look after her 8 years old daughter. APs visited expressed satisfaction with the compensation and stated that the compensation changed their social and economic status. During the 3rd quarter of 2020, the SCDP released the retention money of Mr. HM Daluwatta, Mr. HMM Jayalath, Ms. Rajanie Danthanarayana, Raja Bogahawatta, Mr. UGC Keerthirathna, Mr. LB Upasena, and Mr. UK Nihal who cleared the acquired land areas and moved out.

**46.** IEM observed that with the influence of SCDP the PPAs are fair with the APs of Moragoda canal development subproject. GMC waived some city development rules and procedures exclusively for APs. The special decision has been taken by the GMC to approve the building plans of Moragoda canal APs in the smaller plots less than 6.5 perches after acquisition. Accordingly several building plans were approved by the GMC and one of them is the building application of HM Thilaka Srimathi for the construction of house within renaming land area of 4.8 perches.

## **2.5 Resettlement of APs -Temporary Relocation**

**47.** As at Dec. 2020 a total of 4,242 businesses and 112 residential households in the sample subprojects were temporarily impacted. Of these, 11 households required temporary relocation. The related total expenditure incurred by the project to meet the cost of accommodation and transport amounted to Rs. 3,428,435 (Table 11).

*Table 11: Cost of Temporary Accommodation and Transport Allowance*

<b>Region</b>	<b>Subproject</b>	<b>Affected HHs</b>	<b>Amount paid Rs.</b>
Kandy	DLB Road	3	578,500
	KMTT	5	2,400,000
Galle	Moragoga Ela - Main Canal	2	390,000
	Moragoda Ela Package- B	1	59,935
	Total	11	3,428,435

### **2.5.1 Current Status**

**48.** In 2020, the 4 remaining temporarily relocated households returned to their original locations. They include Mr. Kuda Banda of Dharmashoka Mawatha and KGS Kariyawasam and Jayantha Mayakaduwa (Moragoda Ela main canal), and AJM Arif (Moragoda Ela Package B) of Moragoda canal subprojects. There were no new temporary relocations during 2020.

**49.** Members of the households in 5 staff quarters of the SLR who self-relocated until new quarters are constructed under KMTT are still being paid the allowances by the SCDP. Each staff member was paid a monthly rental allowance of Rs. 40,000, and during the year 2020, the total amount paid by the SCDP on this count amounts to Rs. 2,400,000.

50. There will be temporary relocations of 4 households in AB 21 road and 1 in Moragoda canal Package-C subprojects in 2021. Gayani Deepika of Moragoda Ela, Package-C and Mr. K Paramasamy, Ms.Saththiya, K Ananthavel and Mr. Mercelin Amaradasa may need temporary relocation when contractors start work in the locations where their houses are situated.

51. As indicated in the 3rd quarterly report 2020 clear guidance to the Social Officer of Jaffna region should be given regarding the social safeguard practices adapted in other city regions to manage similar situations. This will help SO on his role and responsibilities and take right actions on social safeguards particularly in respect of relocation of APs either permanently or temporarily and the payment of entitlements to APs in such situations.

## **2.6 Payment of Compensation and Resettlement Assistance**

### **2.6.1 Compensation for Affected Landowners and Users**

52. All private landowners affected by land acquisition of land lots and property damages have been paid full compensation along with other due allowances without a delay. Principles/methods of calculation of compensation including the assessment of items for compensation were explained to the APs and assistance to lodge claims provided. This was confirmed in the process of conducting consultations with the affected households for the IEM. It is evident that the APs were informed that the whole plot of land is considered for compensation in the event of the remaining portion is rendered unviable due to land acquisition, and that the original owner will still be allowed to use it.

53. In assessing damages and rectifications, the costs were determined jointly by the AP, Technical/ Social Teams and the Contractor, and settled amicably. Unrealistic amounts of compensation requested by APs were checked/ assessed by the NBRO independently and their recommendations were generally acceptable to the concerned APs. Damage rectification is in terms of (i) payment of cash to owners for repairs and (ii) direct rectification by the contractor.

54. Squatters have been paid compensation for the development/ improvement value of lands in consultation with the landowners. Compensation has been paid under the following categories:

- Land lots acquired permanently for the project
- Land lots rendered unviable due to acquisition of a portion of land
- Land lots rendered unstable due to project construction activities
- Land lots requisitioned for temporary utilization of the project
- Land improvement
- Socioeconomic impacts
- Special cases brought before the Grievance Redress Committee
- Damages to land or structures within the lands during constructions

### **2.6.2 Current Status**

55. For the land parcels acquired, cash compensation has been paid or deposited at the district courts (for disputed lands and owners unidentified) before construction work commenced. Thus, as shown in Table 11, a total of 1,752 landowners in the sample subprojects have been paid

compensation in respect of 24.818ha of land acquired as at 30 Dec. 2020. During the year 2020 Rs.1,075Mn has been deposited at District court of Galle on behalf of Mr. Liyanage, who disagrees with the compensation offered. Also, cash compensation of 25.06Mn for Mr. & Mrs. Jinasena at KMTT has been paid in 2020. Since the ownership of Karunarathna's (Siripaura hotel) land in dispute the statutory dues of Rs 1,000 have been deposited at the courts. Actions were taken by the DS to clarify the ownership of the land area claimed by Messrs: Nimal Peiris (Telefix) on Peradeniya road and J. Jaylabdeen within the KMTT footprint at GSBS.

**56.** The amount of cash compensation paid totalled Rs. 925.53Mn and the amount deposited in the district courts due to ownership disputes was Rs. 67.808Mn. (Table 12).

**Table 12: Compensation for Lands Acquired in Sample Subprojects**

Sub Project	No. of Land Lots	Extent (ha.)	Compensation Paid (Rs./Mn.)	No. of APs Paid	Amount deposited in courts (Rs./Mn)	No. of land lots with APs in Dispute
<b>Kandy Component</b>						
KMTT	8	3.674	25.06	1	0.001	1
DLB	312	1.247	104.21	137	0	0
KMD	991	2.776	314.43	868	0	0
Tomlin Park	0	0	0	0	0	0
KMC Car park Roof top	0	0	0	0	0	0
<b>Sub Total</b>	<b>1,311</b>	<b>7.697</b>	<b>443.70</b>	<b>1,006</b>	<b>0.001</b>	<b>1</b>
<b>Galle Component</b>						
Moragoda Ela main canal	438	6.627	339.67	282	58.14	54
Package B	62	0.352	42.07	57	0.4	9
Package C	61	0.245	22.52	35	3.6	3
<b>Sub Total</b>	<b>561</b>	<b>7.224</b>	<b>404.26</b>	<b>374</b>	<b>62.14</b>	<b>66</b>
<b>Jaffna Component</b>						
AB 31	344	2.187	47.01	258	5.4	97
AB 21	280	7.71	30.56	115	0.267	132
<b>Sub Total</b>	<b>624</b>	<b>9.897</b>	<b>77.57</b>	<b>373</b>	<b>5.667</b>	<b>229</b>
<b>Total</b>	<b>2,496</b>	<b>24.818</b>	<b>925.53</b>	<b>1,753</b>	<b>67.808</b>	<b>296</b>

Note: No. of APs and land lots are not always equal as some APs owned more than one land lot or some land lots owned by more than one person.

### **2.6.3 Compensations for Houses Damaged during Construction**

**57.** All damages to houses during constructions are either rectified by the relevant Contractors or the house owners who are paid compensation for the rectification of damages. As at 30 Dec. 2020 Rs.13,987Mn has been paid as compensation to repair the damages suffered by a total of 45 houses and other structures in the sample subprojects (Table 13). Of this amount, Rs.1,500,058.00 represents the committed amount to Mr. Chandasiri on 19.08.2020 for the damages occurred to Pubudu Saw Mill during the constructions. This issue has not been solved for nearly two and half years. Except two houses in KMD and BLD roads, Kandy, the balance 43 damaged houses are from Moragoda Ela subprojects, Galle. Of the damaged houses 36 were rectified, and 9 are pending. There were no new cases of house damages related to the civil works during reference period.

**58.** The pending rectifications in Moragoda canal main subproject concern minor damages to houses. The APs are Messrs: Saman Kushan, G Jayasekara, Udaya Kusum and Ms. J. Jayathilaka. The first 3 APs agreed to wait until the completion of construction in their chainage to attend to the rectification work although the latter disagreed with the proposed compensation and the matter has been referred to the Court.

**59.** There are 7 structures in Moragoda Package-C pending rectification and only one rectification (Ms. M Nilmini Hewage) is ongoing. Of the balance 6 cases 4 APs agreed with the contractor to solve the issues after completion of the constructions near their houses assuming more damages during constructions. 1 AP requested for 4 cubes of rubble/metal for them to repair the damaged wall and the access of houses. Both requests are under consideration. The other AP (Ms. Gayani Deepika) will be relocated temporarily during the period of constructions and damages to her house will be rectified after the completion of construction in the changes where her house is located.

**Table 13: Details of Rehabilitation Assistance to Repair Damaged Structures**

Subproject Name	No. of Structures (Residential/ Commercial /Other) Damaged	Rectified	Rectifications Pending	Compensation paid or Cost of Rectification (Rs.)
DLB Road	1	1	0	1,842,200.00
KMD road	1	1	0	231,000.00
Moragoda Main Canal & Temple by-pass-paid	25	21	4	10,319,436.00
Committed Amount to Mr. Chandrasiri-Moragoda main	1	1	0	1,500,058.00
Moragoda Ela Package -B	4	4	0	35,000.00
Moragoda Ela Pkg.-C	13	8	5	59,935.00
<b>Total</b>	<b>45</b>	<b>36</b>	<b>9</b>	<b>13,987,629.00</b>

**60.** IEM visited several houses repaired by the contractors and by the APs. It is observed that they have done the job to the satisfaction of the APs and that the conditions are far better than before. Almost all the APs stated that they appreciate the assistance extended by the Social Teams.

**61.** In the last quarter the contractor rectified the cracks of the house of Ms. A.E.Wijewardhane located on KMD Road. The sitting area of the house was painted after the repairing of the wall. After that the contractor attended to the new grievance and completed the retaining wall between the house and the road. When IEM met her during the 3rd quarter she stated that the job has been completed in good quality and prevents the impacts on her house arising from the pressure build-up on the roadside wall of the house during rain and by the movement of heavy vehicles. She praised the commitment and the continuous support by the SCDP/Social Team when she was in trouble. Also she emphasised that the steps taken by SCDP to safeguard the people's rights are extraordinary compared to the actions taken by other development agencies on public grievances.

**62.** Mr. Jayantha Mayakaduwa was paid Rs.2.632Mn as compensation for the damages to his house occurred during constructions. He is happy with the compensations and assistance given to him by the SCDP. He has repaired the house and it is in a better condition than before.

### **Compensation/ Rectification of Access Disturbed due to Constructions**

**63.** Disruption to the access of premises and properties is unavoidable during road rehabilitation subprojects. In all, there were 178 disruptions in access out of which 168 were in DLB road mainly due to topography and the narrowed road carriage. As of Dec. 2020, a total of 151 accesses had been rectified and 143 of these were from DLB road. Rectification of accesses was accelerated after the mobilisation of a new Contractor (Nimsara) in Oct 2019 for the DLB road project where 46 accesses were rectified, majority during 2020. 9 households were given temporary solutions for their accesses and 12 will be solved along with carpeting of DLB road. 7 cases have not been attended yet. Access issues reported from KMD and Moragoda canal development subprojects are only a few. The relatively high number of access issues in DLB road is attributed to the topography. Details of rectification are presented in the table 16.

**Table 14: Rectification of Accesses**

<b>Description</b>	<b>DLB</b>	<b>KMD</b>	<b>Moragoda Canal</b>	<b>Total</b>
Total access points disturbed	168	2	8	178
No. of access rectified	143	1	6	150
No. of temporary access provided	7	1	1	9
No. of access to be merged during carpeting	12	0	0	12
No. of access not attended	6	0	1	7
Completed access as % of total	77%	50%	75%	

**64.** There were 36 APs who were to be provided with handrails for the steps to their houses and of that 25 provided during year 2020.

**65.** IEM visited several APs on DLB road, KMD road and Moragoda canal whose access problems have been rectified by the project. All of them expressed satisfaction over the quality of rectified access facilities. APs who received hand railing at DLB road said that they are highly satisfied with the access rectification work although it was delayed for around 12 months. They valued the rectified access with hand railing and stated that the new access give an additional attraction to their houses. All of the APs said that their accesses are better than they were before.

**66.** IEM observed the 4 pending access issues of Ms. BG Somawathi, Ms. Nayana D. Kumari, Mr. MD Gunasekara and Ms. RML Ranasinghe during the preparation of 3rd quarter report of 2020. In January 2021 IEM visited the above locations and assessed the present status of these access issues. It is observed that during the last quarter of 2020 Contractor has attended these issues except two issues to the satisfaction of the APs.

**67.** Contractor has taken initiatives to solve one of the unsolved rectification issues of the access (steps) of Mr MD Gunasekera and 5 families who live at the same land. Due to land dispute with the immediate neighbour this could not be solved. This issue should be investigated by the Social Team and appropriate actions to be taken to rectify the access as to the original condition irrespective of the land dispute. The photograph taken during the condition survey could be used to convince the protested party to convince that the SCDP is responsible to rectify the access to the previous condition.

**68.** Section of the access (steps) of Ms. Nayana Deepani Kumari damaged during the constriction has been reacted during the 2nd quarter of 2020. Her claim to build steps up to her house located 20 meters below the road level cannot be entertained. However, on her request the Contactor has built a net-house for a nursery adjacent to her house instead of clearing the earth

and debris dumped in the open nursery area maintained by her. This is much expensive item that helps to improve the livelihood of the APH.

**69.** Mrs. RML Ranasighe's access is not as critical as others' and he is prepared to wait. He praised the assistance from Social Team especially APD-Social for intervening with the CEB to shift the high voltage electricity post, which obstructs the only location where he can have motorable access to his house. During the last quarter of 2020 the foundation laid for the electricity poast has been removed by the CEB.

**70.** According to the Contractor & Consultant the other unsolved access claimed by BG Somawathi and other 3 households has not been damaged during the road rehabilitation. According to them their original access was not disturbed. This issue also should be reviewed with the conditional survey evidence by the Social Team of the SCDP. However, considering the ill health of two elderly persons living in these 3 houses and Somawathie who is also suffering from a nerve disorder the rectification of the access is justified.

**71.** During the last quarter of 2020 where there are side drains is completed cover slabs were placed in all access at KMD road. IEM was informed by Ms. Namali Nawartahna that she did not provide with cover slabs together with her immediate neighbours. This issue was brought to the notice of the AD-social of the Kandy-PIU and immediate actions were taken to address the negligence of the contractor. Ms. Nawarathan is highly satisfied with the performance of SCDP officers concern.

**72.** Roadside tea kiosk started by Ms SK Wickramasinghe during the 3rd quarter of year 2020 within a small portion of the land area levelled to provide vehicle parking space and temporary access to their house is still running at a profit. She said that this income will be a supplementary to her husband's earns on hard labour and thankful to SCDP.

**73.** The few access issues on AB-31 road in Jaffna have been attended by the contractor and no new access issues are carried forward to the year 2021.

**74.** Rectification of damages to the houses and other structures in a better condition is a notable intervention of SCDP in safety and social safeguard compliance. Hence, IEM made an unsuccessful attempt to compile the cost details of damage rectifications and cash payments by the by the contractor and they need more time to furnish such details. IEM wanted Social Team to coordinate with Contractors and obtain these cost data and compile.

## **2.7 Compensation for Affected Businesses**

**75.** Full compensation has been paid within the targeted period to all 909 affected businesses (525 permanently and 384 temporarily affected) following negotiations with them and 40 APs at the KMC car park rooftop were provided with alternative locations to continue their businesses. Compensation has been paid for:

- Loss of business income for a specific period based on reported income ascertained by census and certification by relevant government authorities
- Business relocation grant for finding alternative space to re-establish the business
- Livelihood restoration grant base on a business plan
- An incentive payment for timely moving.
- Any other ex-gratia payment determined by the EAC

- Cost of removal and transportation of business stock and materials
- Overcoming the vulnerability status
- Documentation, stamp duties, application fees, registration fees and relevant taxes

### **2.7.1 Current Status**

**76.** All Identified business owners including mobile vendors who suffered income loss due to the project have been promptly paid due compensation.

**77.** As explained in the last IEM report determination of compensation for the food outlet operated by Rathnayaka Bakers at GSBS turned out to be complex due to lack of records. EAC requested Rathnayake Bakers to calculate and submit the income of the food outlet based on the income tax documents mandatorily maintained by business ventures of this nature to assess income and pay justifiable compensation. EAC standards for assessment of income is based on provision of ample time for AP to submit the evidence to prove the loss of income, clarification of criteria used to determine the entitlements clearly to AP (certification of income by DS for non-taxpayers and tax returns for tax payers and their declared income during the survey), climate setting for fair hearing and convincing AP about the EAC's responsibility and accountability in using GOSL funds etc. After a long delay Rathnayake Bakers submitted the income details of the GSBS food outlet along with their income tax records at the EAC held on 22 of Dec. 2020. Accordingly, Rathnayake Backers was approved compensation entitlement of Rs.3.3Mn.

**78.** A total of 794 APs participated for EAC as of 30 December 2020 including 25 APs who subsequently accessed the EAC to make their claims. The total amount of compensation determined by EAC was Rs.667.225Mn. Out of this amount, Rs.102.738Mn has been paid as compensation for income loss incurred by APs of various categories including 146 mobile vendors and 293 wage earners such as 231 shop assistants, 61 three-wheeler operators and 1 public utility operators etc. (Table 14). The payment of balance due to APs amounting to Rs.16.89Mn. is in progress.

**79.** The EAC was headed by the Project Director and represented the DPD (Social). Other members included representatives from Valuation Department, Ministry of land, KMC and the community representatives nominated by the DS. At the EAC the APs presented the relevant documents, and their entitlements were accordingly determined.

**80.** All business structures have been demolished and the KMTT site is cleared for construction. However, because the buses are parked outside the fenced area some female mobile vendors have been able to continue their business of selling beetle to the bus employees and the passengers who are dropped at the GSBS site for them to access the railway station, the post office and the Telecom office.

**81.** IEM interviewed several businessmen who moved into new locations within and outskirts of the city and started businesses afresh.



**Table 15: Details of Compensation Payments to Affected Persons at KMTT**

No	Category of APs	No. of APs	No. of APs after Refined	APs present at EAC	Amounts determined by EAC Rs, Mn.	Payments during Oct-Dec 20 Rs.Mn.	Total amount paid as at 30 Dec 20 Rs. Mn.
1	Title holder Business Operators	158	152	143	215.666	4.162	205.932
2	KMC Leaseholder Business Operators						
3	SLR Leaseholder Business operators						
4	Idakada Business Operators						
5	Tenants of KMC Leaseholders						
6	Tenants of Idakada Occupies						
7	Tenants of SLR Leaseholders						
8	Tenants of Titleholders						
9	KMC Rentiers	211	208	205	348.821	5.51	342.4
10	Idakada Rentiers						
11	SLR Rentiers						
12	Titleholders Rentiers						
13	Mobile Vendors	153	146	146	50.084	0.00	50.084
14	Shop Assistants	247	240	237	45.048	0.00	44.478
15	Three-Wheeler Operators	65	63	61	7.330	0.00	7.165
16	Titleholder landowners-LARC payment	2	0	1	0	0	0
17	Operator Public Utilities	5	2	1	0.276	0.00	0.276
	<b>Total</b>	<b>841</b>	<b>811</b>	<b>794</b>	<b>667.225</b>	<b>9.672</b>	<b>650.335</b>

Note: Payment made to title holders under LARC has been removed from this table and inserted in the table 12: Compensation for Lands Acquired in Sample Subprojects

**82.** IEM examined the PIU internal calculation of the APs of KMTT as shown in the database. It was observed that the number of APs has been reduced from 841 to 811 and the reasons indicated include the following: 16 nos. of repetitions, 12 nos. ineligible, 2 nos. to be paid under LARC. Also, it was observed that 13 nos. of APs did not turn-up for the EAC despite of serving the final notice, 1 AP pending KMC clearance, 1 AP does not agree with the EAC decision. Accordingly, the number of APs under each category has been re-calculated by the IEM and the result is presented in Table 14.

**83.** IEM observed that Social Team of the KMTT playing an exceptional role to ensure that the compensation funds are solely utilized for the benefit of APs because in some instances APs have been pressurized by business partners, family members, money lenders, rentiers etc. who demanded part of the AP entitlements. These unfair demands were mitigated by the Social Team who designed various strategies through discussions with APs such as arranging with Banks to open fixed term deposits of large portions of compensation under AP's name.

**84.** In addition, the Social Team adopted various methods to trace the APs who did not turn-up for EAC sessions or collected their compensation cheques. Some mobile vendors, shop assistants and few business operators could not be easily traced due to the change of residential addresses

and contact numbers after moving out. Social Team Contacted GNs to find out their new addresses as in many instances they would submit a letter to the GN to change their electoral registration with the new addresses and contacts. The Social Team helped family members of APs to obtain compensation in the event of death or imprisonment of APs and working overseas in terms of obtaining Power of Attorney. Table 15 provides some of the actions taken by the Social Team to ensure that the compensations are used for the benefit of eligible APs.

**Table 16: Commitments of Social Team of KMTT to Pay due Compensation to APs**

Name of AP	Effort of Social Team to Assist APs
Velu Vijayan	SSO visited AP by traveling 60 km up and down and arranged him to participate at the EAC in Colombo.
S. Bandara	Arrangements were made to obtain Power of Attorney to mother of AP and he was sentenced to 22 month imprisonment.
MHM Faiz	AP is imprisonment. Mother (Ms. MASaima) participated at the EAC with the power of Attorney of her son. SCDP released the compensation of Rs. 730,000 to Masaima making arrangements to deposit Rs. 500,000 under the name of the AP's son.
S. Jakiriya	He is a disabled person now in Vauniya, Kurunegala and Nikaveratiya areas. His brother demands a large portion of his compensation of 1.8 million as he occupied one of his shops at GSBS although he was paid under rentier status. Social Officers secretly called him to office and make arrangements with Bank to fixed term deposit of Rs 1Mn.
Subramanian Pathmanathan	Safeguard the right of APs with the provision of opportunity to present at EAC without KMC clearance letter. Gave ample and reasonable time for him to deal with the KMC and submit the clearance letter before released the compensation.

## **2.8 Project Assistance for APs to continue Business at Alternative Locations**

**85.** 49 APs from KMC-car park rooftop and Tomlin park subprojects were given alternative locations to continue their business.

**86.** Three categories of 222 APs from KMC-car park rooftop were relocated as follows: (i) 175 migrant businessmen who involved in business at weekly fair and (ii) 40 women who sell Sri-Lankan foods at Hela Bojun Hala under “Hadabima Women’s Entrepreneur Development Programme” of the Department of Agriculture (iii) 7 helpers works at Hela Bojun hala.

**87.** The first category of APs was relocated permanently and latter group temporarily. Unlike other APs these APs were not paid cash compensation but provided alternative locations to continue their business instead. Accordingly, each businessperson at the weekly fair was given a reasonable space and provided with the basic needs such as properly done road and pavement surface, toilet, water facilities and large umbrella to continue their business at the weekly fair permanently established at Ehelepola Kumarihamy Mawatha. As of today all of them are carrying out their businesses at this location.

**88.** “Hela Bojum Hala-Sri-Lankan Food outlet” operated on roof top cannot be shifted as above because it relies sustainability on the high turnover of customers to buy their low cost food items sold with a tiny profit margin. With the close consultations and assistance from the KMC and Department of Agriculture a temporary food outlet was therefore constructed by SCDP at the

municipal owned open space at Lake round at proximity to the roof top and KCC thereby securing the livelihood of the 40 female entrepreneurs and their 7 helpers.

**89.** This program of Agriculture is not conducted for profitmaking but to provide an opportunity for women who undergo training in the preparation of food at the department venues. All these trainees are given opportunities in many food outlets of this nature all over country and for a maximum period of 2 years. After conclusion, with the capital in hand that they build during these two years they can start their own food selling business anywhere else. The present group of APs carried out their business at roof top from Jan. 2018 to Dec.2020 and their period of contract is already ceased. However, they have been given an opportunity to continue at the shifted location until the new group is assigned for the business at the new food outlet on the roof top.

**90.** IEM observed the situation of the food outlet. At present there are only 22 APs regular food sellers and 10 APs have withdrawn 6 months ago due to Covid-19 and 8 persons come once in a while. These 22 APs now bear the total cost of the services including KMC payment, security, water, electricity and wages of helpers and now the per head cost has increased to Rs.10,000 which is twice as much as the previous costs. SCDP has discussed the issue with the KMC and the Agriculture Department and arrangements have been made for these 22 APs to continue at the new rooftop food outlet enabling them to recover the high expenditures incurred and to familiarize the new group at the same time with business at the roof top.

**91.** 9 APs from Tomlin park were temporarily relocated to an alternative location beside EL Senannayake Children's park on lake round to continue their business. SCDP has constructed a line of shops for these APs. IEM observed that most shops are closed and only a few toy shops are open during the weekends. IEM interviewed 2 out of 9 APs (*Messers; KP Anura, communication/toy shop owner and Chandrasekara, Retail shop and refreshments shop owner*) and inquired about the present status of their business. According to them Mr. Chandrasekara, retail business owner is the only person who keeps his shop open every day while 8 shops are closed virtually permanently. IEM observed that there is little or no business for most shops and the shops that are open in weekends are in for high competition for selling toys to a limited number of children who visit the park. These shops were compelled to close along with the closure of the Children Park due to Covid-19 pandemic, and the APs face difficulties to survive. It is informed that some APs have started some sort of business somewhere else. Mr. KP Anura, communication/toy shop owner, who was interviewed by IEM stated that he, assisted by his wife, started a small food outlet at the Red Cross building car park located next to Tomlin Park. At present all the 9 APs are awaiting their business to restart at Tomlin Park soon after the renovation works are completed in March 2021

## **2.9 Minimize Human Displacement, Impacts on Productive Lands and Economic Assets**

**92.** In AB-21 Road: During 2<sup>nd</sup> quarter of 2020 SCDP carried out consultations with the farmer organisations together with the Agrarian Service Department and Irrigation Departments and the Divisional Secretary to address their concerns about potential impacts on farmer livelihoods due to the culvert designs. These consultations resulted in agreement to revise the culvert designs with provision of a device to regulate freshwater discharge from paddy field and lagoon water intrusion into paddy fields through 19 culverts out of 46 in total. As agreed, SCDP redesigned these culverts under the instructions of the Agrarian Services Department and the Irrigation Department. During the 4th quarter of 2020 the construction of four (4 nos.) culverts according to

the new design by the Agrarian Service Department started and the basic structure was completed. However, the contractor could not construct the related water control wooden device in time for the monsoon. Therefore, he has taken a temporary measure using sandbags (until he fixes the wooden flanks) and was able to control the storm water flowing paddy field into the lagoon during the recent monsoon. The appropriateness of the new culvert design for the control of saline and storm water issues was confirmed by the farmers and other stakeholders.

**93.** Similarly, SCDP has revised the design of a culvert on AB-21 road to avoid an issue with a resident who, during the prolonged conflict, has constructed a motorable road to his house obstructing the culvert. SCDP investigated the issue and redesigned the skew angle culvert starting from the adjoining paddy field that he owns. This will have additional costs for the project but indicates the commitment of SCDP in solving issues as amicably as possible.

**94.** On the same road, the SCDP repositioned the culvert at the fish market in order to avoid the demolishing of a fishing hut erected by a private party on the culvert reservation although it was clearly an encroachment. Due to these modifications to the design, there is no proper connectivity of drain and the culvert, requiring rerouting the drain to meet the culvert. Hence, it would have been better if the AP was engaged early and adequate compensation paid thereby encouraging him to move out from the culvert reservation, thus allowing for building the culvert aligned to the natural drainage path.

**95.** As per the Environmental Management Plan (EMP), the road contractors of AB 31 and AB 21 have taken initiatives to plant indigenous trees and Palmyra trees along the roads. During the 4<sup>th</sup> quarter of 2019 and 1<sup>st</sup> quarter of 2020 contractor of AB 31 road planted 75 tree species such as Mee, Kumbuk, Ehela and Pihimbiya and of these 71 are surviving. Similarly, initiatives were taken to replace the large number of Palmyra trees cut to widen the AB 21 road with the assistance of Palmyra Development Board in Araly area in addition to 254 species consisting of Kohomba, Lunu-midella, Kumbuk, Mee and Karanda. The costs of planting of these trees along AB 31 and AB 21 roads amounts to Rs.384,750 and Rs. 730,250 respectively.

## **2.10 Public Health, Safety and Labour Management- Mitigation Measures Taken**

**96.** Most sample subprojects, namely, KMD, DLB, AB 31, AB 21, Ponds, Tomlin park, KMC Car park rooftop, Moragoda Ela main canal and Moragoda Ela Cross Drains- Package-B and Package-C, are in the construction stage. Movement of public is limited in Modragoda ela rehabilitation subprojects in Galle compared to DLB, KMD in Kandy and AB 21 and 31 in Jaffna. All these roads serve about thousands of commuters and vehicles daily.

**97.** IEM observed that all contractors adhered to the stipulated standards in the contracts for the safety of public in adopting precautionary measures such as installation of safety barriers, watering to control dust, fixing of dust barriers, display of sign boards, deployment of traffic wardens and installation of night signals etc. For the health and safety of workers the contractors have provided helmets, boots and safety jackets to the workers and they persuade them to wear these when at work.

**98.** The SCDP also instructed the contractor to take additional measures to ensure the safety of pedestrians who pass by the large Bo-tree grown on the road shoulder of AB 31 road. In deference to the religious, cultural and social aspects and considering the possibility of completing the road with the right width, the SCDP previously instructed contractor to not harm

the Bo-tree. However, the IEM's 2<sup>nd</sup> quarterly report of 2020 highlighted that this could pose a safety risk to people who pass by the Bo-tree because they have to step into the road carriage which could lead to fatal accidents. The SCDP accordingly decided to construct a footpath behind the Bo-tree within the acquired land (road reservation) and ensured the safety of children and elderly people. In addition, warning signs will be placed for the safety of both motorists and pedestrians at a reasonable distance from the BO-tree.

**99.** All drawbacks in safety and health aspects that had occurred during the construction process of AB-21 road rehabilitation have been attended by the contractors' safety officers and the SO of the SCDP. During the crack survey carried out in the road section between the Hospital Road Junction and Nawanthurai Junction (3+480km), the contractor/PIU staff identified 4 houses in poor condition that may incur effects during construction, which were, however, not identified in the sample survey conducted for the RAP preparation. The decision to carry out a sample survey was based on the understanding that the revised design does not involve road widening, and thus no land acquisition. The sample survey, on the other hand did not identify these structures. Nevertheless, considering the likely issues in a later stage, these households have been identified for temporary relocation during road rehabilitation and provision of project assistance as stipulated under relocation procedures. This case suggests the adoption of a larger sample depending on the situation, and update RAP following the conclusion of crack survey

**100.** Assessment of the specific health and safety measures taken by the contractors in their subprojects are indicated as follows:

- Public safety measures in all sub-projects appear somewhat adequate. This level of progress is associated with the involvement of social team that continues persuasion of contractors to adhere to the safety measures.
- In Jaffna region, Social Officer of SCDP regularly monitors the day-to-day safety and health measures taken by the contractors on AB 21 and AB 31 roads and provides necessary guidance to the contractors' staff. Accordingly, they water the roads to control dusts, ensure good worker discipline, installation of barricades, and sign boards. At risky spots, there are night signal lamps in operation.
- Safety officers of contractors of AB-31, AB 21, KMD and DLB roads performed satisfactorily. Currently proper safety measures are in place to safeguard the public. No major issues in health and safety were noticed or reported during the year 2020.
- Safety measures have been adopted in Moragoda Ela project. Households are identified for relocation if they are in danger during constructions. Since the constructions of Moragoda Ela Cross Drain-Package-C are delayed, the planned temporary relocation of Ms. Gayani Deepika's has not taken place in 2020.
- SLLDC is systematically implementing the Moragoda canal rehabilitation activities. To ensure public safety, it regularly make the residents who live at the by-lanes aware of the time plans of the constructions and related vehicular movements involving transportation of earth and rubble in and out of their neighbourhoods and request the residents to be vigilant during these periods.
- Regular Toolbox meetings are conducted for the workers by the Health and Safety Officers of contractors to discuss about worker safety and health during constructions and advise them on the importance of wearing the helmets and shoes etc. during work. Workers and other staff members of the contractors are educated regularly to keep social distance, wearing facemasks, sanitizing hands and other health measures to be adopted by individuals to

protect against Covid-19 infection. IEM observed that some workers do not care about their own safety while at work. Therefore, it is necessary for Social and Environmental Officers to monitor the worker safety regularly.

- There are 43 labourers in small labour camps maintained by subcontractors of DLB road. These labourers have been made aware of health and hygiene practices, STD especially HIV. The labour camps maintained by sub-contractors have been reorganised to be compatible with the Covid-19 preventive measures. The Social Officers of SCDP monitor the health and safety actions adopted by contractors, especially the measures to control Covid-19 due to its rapid transmission.
- The new contractor for KMD attended to many rectifications that were left behind by the previous contractor which exposed the public to high risk. Most of these rectifications are in progress.

## **2.11 Livelihood Restoration**

### **2.11.1 Impact on Livelihood of HHs in Sampled Subproject Areas**

**101.** SCDP committed itself to livelihood restoration and improvement of all affected persons. To achieve this goal, the project identified the impacts on livelihood activities of the households created by the project to design strategies for livelihood restoration or improvement through project assistance and services. It identified 860 persons in the sampled subproject areas whose livelihoods were temporarily or permanently affected (Table 17). The IEM observed that the APs whose livelihoods were temporarily affected have been paid cash compensation based on the loss of income and the period of disruption. These APs have resumed the livelihood activities at the same locations or nearby. All the permanently affected APs were also paid a reasonable amount of cash compensation to restore their livelihood activities in new locations.

### **2.11.2 Current status**

**102.** No new business establishments or mobile vending was affected during 2020 and the status is the same as of December 2019 except several retirements. Out of a total of 851 affected established business owners, 736 (or 86.4% of the total) have resumed their business or planned to start new businesses.

**103.** Resumption of businesses by the APs increased gradually. 85 new businesses were started by the APs of KMTT subproject since the December 2019. Only 184 businesses resumed by Dec.2020 and it increased to 269 at the end of year 2020. The number of businesses permanently ceased operation amounted to 73 in all sampled subprojects by 2020 (due to retirement of businessmen including the APs prepared Business Plans), which is equivalent to 10.5% of the total affected established business. Retirements among KMTT business operators has also been increased regularly; it was 38 at the end of Dec.2019, 39 in June 2020 and 32 more added within the third & fourth quarters in 2020, making a total of retirement of 71. During the year 2020 total retirement of both established and mobile business operators at KMTT was 33. APs opted to collect compensation and retire from business due to several reasons: old age, stability in family income, difficulties of finding suitable locations to start new businesses, investment risks due to Covid-19 epidemic and leisure time. Among the 160 displaced mobile vendors retirement is comparatively low. 148 (92.5% of the total) mobile vendors either established new businesses or continue the mobile vending while 12(7.5%) opted to retire. (Table 17).

**Table 17: Livelihood Restoration: Current Status**

Subproject	Number of Established Business Owners				Number of Mobile Vendors			
	Permanently Affected	Temporarily Affected	Started same/new business	Opted to retire+(inactive AP)	Permanently Affected	Temporarily Affected	Started same /planned new business	Opted to retire
KMTT	312	-	211	59+(42)	145	0	133	12
Dharmashoka Mawatha	5	7	10	2	-	8	8	-
KMD Road	-	308	308	-	-	7	7	-
Tomlin Park		9	9					
KMC Car Park Rooftop	-	40	40	-	-	-	-	-
Moragoda Main Canal	-	14	14	-	-	-	-	-
Moragoda Canal Pkg. C	-	0	0	-	-	-	-	-
AB 21	-	2	2	-	-	-	-	-
AB 31	-	3	3	-	-	-	-	-
<b>Sub Total 1</b>	<b>317</b>	<b>383</b>	<b>597</b>	<b>61+(42)</b>	<b>145</b>	<b>15</b>	<b>148</b>	<b>12</b>
<b>% of Total</b>	<b>45.3%</b>	<b>54.7%</b>	<b>700</b>		<b>90.6%</b>	<b>9.4%</b>	<b>160</b>	

**104.** The temporarily affected business (established shops and mobile vending) in all subprojects resumed business operations in the balance portions of lands and structures. 53 (33.1% of the total) mobile vendors resumed their businesses elsewhere in the city or the outskirts.

### **2.11.3 Business Plans for the APs of KMTT**

**105.** The project strategy for livelihood restoration and improvement included a mandatory requirement for the APs to submit a business plan to the EAC. The idea was to help meaningful investment of the cash compensation paid to them in alternative livelihood activities and be better established with the family wellbeing improved. Special attention was paid on identifying and addressing livelihood development of vulnerable persons. Accordingly, the project contracted Janathakshan, an LRP-NGO, to provide professional inputs to the permanently displaced businessmen and vendors in terms of developing and implementing business plans.

**106.** There were 457 permanently displaced businessmen and vendors at KMTT. Of these, 71 APs retired from businesses soon after receiving their entitlements or after running businesses for sometimes. Although the LRP-NGO has developed business plan with 419 APs as at Dec. 2020 the project has to target for implementing 386 business plans due to latter retirements. However, as at Dec. 2020 only 269 business plans were in place and the implementation of balance 117 business plans are is uncertain, and of this 82 are mobile vendors. (Table 18)

**Table 18: Livelihood Restoration Assistance & Business Plans to Affected Persons, KMTT**

Category of APs	Targeted no. of business Plans	No. of Business persons Opted to Discontinue		Achievements- no. business plans prepared		No. of APs Implementing Business Plans		Balance business plans to be implemented
		As at 30 Sept 2020	Oct-Dec 2020	As at 30 Sept 2020	Oct-Dec 2020	As at 30 Sept 2020	Oct-Dec 2020	
Shop owners and business operators	232	53	54	200	201	137	156	45
Idakada business operators	80	4	05	78	78	47	55	23
Mobile vendors	145	11	12	140	140	38	58	82
<b>Total APs</b>	<b>457</b>	<b>68</b>	<b>71</b>	<b>418</b>	<b>419</b>	<b>222</b>	<b>269</b>	<b>150</b>

**107.** It was expected that the LRP-NGO will work closely with every AP willing to start new business before they spend the compensation meaninglessly. This effort involves mobilisation of APs, identification of potential business together with the APs, provide information to APs, train APs to carryout simple market survey and understand the sustainability facts of their businesses, motivate APs to supply uncommon items to the market, provide simple book- keeping training for APs, reinvestments to businesses and link with financial institutions. This needs extensive field work including individual discussions and group discussions with identified homogeneous groups etc.

**108.** The LRP-NGO commenced the work in a positive environment and necessary support was available from the special social team assigned for the KMTT consisting of Resettlement Manager, Resettlement Expert, 2 Social Officers and Information Desk Assistant. They knew behaviour of many APs and initiatives were taken to understand the mind set of APs with respect to resettlement and restarting the same or new livelihood activities utilizing the compensation funds.

#### **2.11.4 Current Status of KMTT APs**

**109.** According to the data gathered from the LRP-NGO, 224 business plans are successfully implemented (out of 269) while 45 are unsuccessful and need high attention (Table 19). It is a good initiative taken by the LRP-NGO and no problem with the yardstick used to assess the status of businesses covering: (i) level of the business established (ii) visible steady growth based on the number of customers and income (iii) low short-term risks involved to assess the status. However, it seems that these assessments are made by the LRP-NGO on its own judgement rather than collecting data and information and with close observation of the businesses spending ample time with APs. The IEM trusts that LRP-NGO should prepare a database of the 386 APs (at present only 269 APs who have already implement business plans) with their baseline status and compare the present status of APs with the data and information gathered during assessments. However, it is important to note that despite earning higher income, the APs appeared reluctant to reveal the actual income that makes it difficult to reasonably assess the livelihood status. However, judging by the observations, the number of customers visiting, the stock-in-trade etc. a reasonable assessment could be ascertained.



**Table 19: Success and Failure of Implementing Business by APs**

Category of APs	Targeted no. of business plans	No. of Business plan Implemented		No of business successfully continued	No of business unsuccessful & discontinued
		As at 30 Sept 2020	As at 31 Dec. 2020	As at 31 Dec 2020	As at 31 Dec 2020
Shop owners and business operators	232	137	156	131	25
Idakada business operators	80	47	55	41	14
Mobile vendors	145	38	58	52	6
<b>Total APs</b>	<b>457</b>	<b>222</b>	<b>269</b>	<b>224</b>	<b>45</b>

**110.** During year 2020, IEM visited a substantial number of APs, observed, and assessed their livelihood status. Details are summarized in Table 20.

**Table 20: Assessment of present Status of APs by IEM during the Year 2020**

Name	Category	Status	Remarks
SK Sudhakaran	C/10	Vulnerable	Drug addict. Spent compensation of Rs. 375,000 on drugs
MRM Fariff	C/10	Vulnerable	Jailed - Spent compensation of Rs. 376,000 for drug business
AA R Kumarasiri	C/7	Vulnerable	Drug addict. Spent Rs.1.86Mn of compensation on drugs and other meaningless activities. Back to pavement business
Edwin Athkorale	C/7	Vulnerable	76 yrs. old AP and the entitlement was Rs1.97 Mn. Rs. 1Mn was cheated by the Renter. Gave Rs 900,000 to his son and has only Rs. 70,000 retained fee until the removal of shop. His son promised to look after him
LM Weerasinghe	C/2	Good	Hurbale/ayurvedic medicine dealer -Kundasale
JAM Naushad	C/2	Good	Retail and fruit shop -Peradeniya Rd, Kandy
AG Ananda Upali	C/2	Satisfactory	Bale cloth business dealer, New market, Knady- low business due to Covid-19
VA Wickramarathna	C/7	Good	Family run retail shop outside the city-Owissa, Pujapitiya
RM Kapilarathna	C/9	Good	His food store closed due to Covid-19 but run a catering service- established businessman
Yapa Ratnasekara	C/4	Unsatisfactory	Hotel business failed twice in Aladeniya and Muruthalawa due to competition. Survive with his own properties
MS Subai	C/11	Good	Shop Assistant became retail business owner- doing well
IV Samarakoon	C/4	Good	Hair dresser -improving the business slowly at the new place
Mohomad Anas	C/7	Satisfactory	Business is slow due to COVID-19
NMP Nawarathna	C/4	Unsatisfactory	Compared to profits from his large hotel and snack bar at GSBS there is no profit at the new Snack Bar in the new location. New location is not eye catching. Paid Rs. 1.3 Mn
IMSK Kaaldeen	C/6	Unsatisfactory	Idakada Tenant paid 1.1 Mn. After failing of the new hotel started in Geliyoa and now he works at friend's shop
AM Arshard	C/7	Satisfactory	Rs.1.3 Mn. paid. Shift from mobile to toy business after GSBS. Business is low as the location is not eye catching
25 Mobile Vendors	C/10	Unsatisfactory	All are vending outside the main gate of Bogambara temporary bus terminal. As promised they are not allowed to carry vending at the temporary bus stands
UDN Geetahnjith	C/2	Good	KMC Rentier. He had a retail shop at Galagedara for years and spent Rs. 1.8Mn. entitlement for shop building & goods

DMWN Dissanayaka	C/2	Good	KMC Leaseholder and paid Rs. 1.7Mn. Started Garment outlet in Galagedara bazar and running well.
IM Shafeekdeen	C/10	Good	KMC Rentier & received Rs. 1.9Mn. Worked with his brother in low's spare part shop at Gelioya. Invested all money here
Casim Nizar	C/10	Satisfactory	MV turned to be an owner of road side fruit stall business in Penideniya. Paid Rs. 237,000. Invested a house and fruit stall.
G. Somaweera	C/16	Satisfactory	Tailor at GSBS paid Rs. 833,80. New tailoring shop at Katukele Lake Rd. provide substantial income
Chnadrika Ranawera	C/16	Satisfactory	Paid 1.1 Mn. Earns substantial income from new photocopy/ word processing shop started at Katukelle Lake Rd.

**111.** It is observed that most of these businesses were started by the APs who were involved in some sort of good business at GSBS. Some APs especially the mobile vendors were rather uncertain whether to continue mobile vending or take the challenge of engaging in a new livelihood activity. Some APs who started livelihood activities in alternative locations clearly improved their income levels, quality of life and social standing. Some of them were somewhat unsuccessful business operators at GSBS but implemented the project supported business plans which led them to achieve better economic status. They praised the project for the procedures adopted to release their cash entitlements. They explained that all APs learned something about money handling, useful investments in livelihood development and settled the informal loans taken at high interest rates. Messrs. Wickramarathna and Subai were two APs who were able to meet new challenges and there are many other relocated APs who achieved success in in business and social life.

**112.** IEM observed that the issue of 23 mobile vendors of a group of 65 GSBS vendors is yet to be solved although it was highlighted in the last quarterly report. They hope that they will be given a chance to restart their vending at the transmission bus stops at Bogambara, SWRD Bandaranayake Mawatha and clock tower area. As indicated in the last quarterly report, this group of APs are is at a loss to understand why they were ignored while another group of mobile vendors was given the opportunity to carry on vending in these locations by the CPTA that originally agreed to allow them (65 vendors) to carry out vending. They stated that they know nothing else other than mobile vending, and that they have lost stable income and their families are in a dire status.

**113.** There were different opinions between WB and SCDP on the conditions attached to the withdrawal of the cash entitlements deposited in the APs' bank accounts. The restrictions to the withdrawal of compensation have been removed by the SCDP with effect from January 2020. Fundamentally restrictions applied to the AP's compensations are contrary to the social safeguard principles but the decision has mixed effects. The positive effects were theoretical that ensure the AP's freedom to decide on their entitlements without SCDP's control and SCDP functions only within the framework, guidelines, and the norms of social safeguard principles. The negative impact of the decision is the practical outcomes that it created: it hampered the process applied by SCDP driven by the objective of ensuring improved livelihood of APs or at least restoration to the conditions equal to their pre-project status. The first 4 APs mentioned in Table 18 are examples of the negative impact of the decision which gave freedom of withdrawal of their entitlements that they used to fully withdraw the funds and got into difficulty. In the last Quarterly Report, IEM proposed LRP-NGO to verify whether there were adequate funds in the bank of 192 APs (who have not implemented the business plans until Sept. 2020). It confirmed that except 53 APs who

opened fixed-term deposits all others withdrew their entire entitlement/compensation money for consumption purposes during Covid-19 pandemic. It is doubtful if these APs will be able to start any livelihood activity unless the banks offer capital investments. Many of these APs are vulnerable (unskilled, uneducated, drug addicts, alcoholics & gamblers) and banks will not welcome them after they have wasted all their entitlements.

**114.** IEM suggested LRP-NGO to explore the possibilities to obtain some financial assistance to APs who do not have adequate bank balance to start the business plan. In this respect the existing government assistance schemes may be of value. Bank assistance may be available for the APs who maintain savings accounts with the commercial banks (Regional Development Bank, Bank of Ceylon, Commercial Bank, Sampath Bank and People's Bank etc.) for making the connections with such schemes. It is informed that several APs have requested the LRP-NGO to assist them to obtain bank loans. The applicants include APs who are on business and APs and those who spent all their compensation. These names were forwarded to PIU/Kandy by the LRP-NGO. There is a logic behind the applying for bank loans by APs who consumed their compensations for the survival during COVID-19. However, APs who have already started business should have developed business relationships and financial transactions with relevant banks. In the absence, their request for collateral in the form of recommendation letters cannot be justified. Also, these APs point out that they were not exposed to proper awareness on the role of businessperson in maintaining regular relationships with banks and its importance for the future of their business. IEM went through the loan request list submitted to SCDP by LRP-NGO. The list is prepared with the names of APs, reason for the requirement of loan and the expected loan amounts. It is observed that some APs, mostly unsuccessful entrepreneurs, have provided unreliable information. For example, an AP who operated a restaurant at Muruthalawa requested for a loan of Rs.1,000,000 to settle the 2021 rent (monthly rent of Rs. 83,300 ), which is somewhat unrealistic for a business place in a remote area. It would have been useful had the LRP-NGO generated a dialogue with these APs and compiled the details including the purpose, breakdown and carried out an analysis of the proposed plan for utilization of money etc.

**115.** IEM observed that the LRP-NGO monitors the performance of APs regularly. For the year 2020 the number of monitoring visits to APs was limited to 171 (14 per month), which is insufficient. More monitoring sessions are needed (Table 21). However, the data indicate weightage given to the monitoring of the status of Shop Assistants and the retired APs (monitoring was conducted through conversations with APs over the phone) over others who are in business (LRP-NGO implements 222 Business plans).

**116.** Since August 2020 livelihood program is closely monitored by the PIU/Kandy through joint field visits, monthly progress reviews and document reviews. IEM participated in the second review meeting conducted by PIU during the third quarter 2020. Agreed actions of the LRP-NGO included: (i) close monitoring of the status of APs, (ii) categorisation of APs as per the performance in the livelihood activities as at present, (iii) determine the inputs to be provided accordingly, and (iv) pay special attention to the livelihood development of vulnerable groups identified in the RAP and the subsequent inclusions in this category. It is observed that the LRP-NGO has taken initiatives to comply with these agreements.

**Table 21: Monitoring of AP's Performance by LRP-NGO**

Category	APs Visited During Year 2020							Year 2020 Grand Total
	Jan.-Jun. 2020	Jul.-Sept.2020		Oct.-Dec. 2020				
	Sub total	Sub total	M	F	Sub Total	M	F	
Business operators	60	26	26	-	48	44	4	134
Mobile vendors	20	10	5	5	7	6	1	37
Shop Assistant (over the phone )	18	-	-	-	164	155	9	182
Phase-out/ Retired (over the phone)	11	1	-	1	12	6	6	24
<b>Total</b>	<b>109</b>	<b>37</b>	<b>31</b>	<b>6</b>	<b>231</b>	<b>211</b>	<b>20</b>	<b>377</b>

**117.** As regards addressing issues of vulnerability in respect of livelihood restoration through business plans, LRP-NGO has failed to identify the vulnerable APs listed out in the RAP but so far, no program has been implemented with focus on livelihood development of the vulnerable APs. IEM observed that the number of field staff of the LRP-NGO inadequate to attend all these activities and that the expected input from the main officer as per the contract has not been mobilized. IEM suggests SCDP rescheduling the input of LRP-NGO by slashing the main office inputs and increasing the field officers to get the best results expected from the LRP-NGO.

#### **2.11.5 Other Initiatives Taken for Livelihood Improvements of APs**

**118.** SCDP has a responsibility for the restoration and improvement of the livelihoods, incomes and living standards of the APs due to subproject implementation. The activities undertaken in this respect included business relocations, business transformation and starting up new businesses in addition to capacity building programs meant to reinforce their businesses.

**119.** In terms of capacity building the LRP-NGO conducted needs assessment through a sample survey of 50 APs which included 8 females APs during year 2020. The survey revealed that once the customer base is changed the APs despite having experience in business at GSBS, face several challenges such as attracting new customers and adapting to the host community culture. The assessment revealed that most APs engaged in businesses and other livelihood activities need to have proper record keeping and training in their livelihood activities. The conduct of the survey is a good move of the SCDP/LRP-NGO to assist in the improvement of livelihood of APs and they have only to take initiatives and support to harness the skills and knowledge of APs to meet the basic standards of good business. However, it seems that LRP-NGO has not formulated the training programs for APs aligned with the outcomes of the survey and instead confined to the traditional training given to the APs of this category. It is important to train these APs to maintain minimum standards to cater the new customer base and maintain the quality and health standards. Examples include: operation of mobile food items vending using special carts or boxes to win the confidence of customers, basics for the improvement of customer relationship for establishing business, diversification of business with medium to high quality items for different customers.

**120.** LRP-NGO initiated a job bank where information on the available job opportunities within KMC area and the periphery is freely accessible. It has taken measures to support and encourage shop assistants in vulnerable category to secure jobs through the job bank. However, this is a challenging task because these APs are used to working in the informal sector on daily wage basis and fulfil their daily needs. Many APs are hesitant to involve in the organisational culture of the formal sector. The information centre established at the Kandy Railway Station is open once a

week for a half day by LRP-NGO to interact with APs. The LRP-NGO helps on livelihood related matters to APs who visit the place. In addition, regular job advertisements are also on display at this centre. LRP-NGO assisted 16 APs in finding better employment during this year. There are 124 APs mostly Shop Assistants and Helpers who worked at GSBS. They are still unemployed and looking for opportunities in the informal sector (Table 22).

**Table No 22: APs supported by JOB-bank operated by the LRP-NGO**

	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>With a new employer</b>	<b>With previous employer</b>
Employed	72	68	4	16	56
Retired	25	21	4		
Looking for Jobs	124	115	9		

### **2.11.6 Impact of Covid-19 on Livelihood Development Program**

**121.** Impact of COVID -19 pandemic on livelihood restoration program of LRP-NGO has been substantial. It hampered the potential opportunities for the APs who started businesses at new locations and were just about to establishing good relationships with a new set of customers. In contrast, some APs capitalised on the opportunities created in a new environment due to Covid-19 lockdown periods such as the home delivery practice and mobile delivery in residential areas carried out with government approval.

**122.** Soon after the first wave of Covid-19, back in May 2020 the SCDP and LRP-NGO conducted an online survey to assess the impact of Covid-19 on APs. The survey aimed to compare the status of pre and post Covid-19 livelihood activities and the economic status of APs according to relocation sites, past and present place of business. In addition, it focused on issues and constraints faced by APs for the continuation of their planned livelihood activities during the Covid-19. It took around six months to interview 596 APs and the report was submitted in Sept.2020, which is too long a period for this type of activity. These types of surveys are important to understand the strategies adopted or adapted by small businesses to cope with unexpected situations and overcoming constraints to survive. IEM pointed out that it is more practical to conduct a rapid survey with a small but representative sample and support the APs soon after country was opened in mid-May 2020 rather than wasting too much for extensive surveys. This additional activity generally changed the priorities of the assignment and ignored the most important tasks such as business plan preparation/revisions, continuous monitoring to assess the livelihood status APs including providing the support needed and provision of moral support during crisis. The LRP-NGO should have explored suitable livelihood activities to be carried out by APs who are yet to start on economic activities and motivated them to capitalise on the situation.

**123.** In Sept. 2020 LRP-NGO organized four awareness programs for business operators on customer care and measures to be taken to ensure health and hygiene in conducting business in the context of COVID-19 pandemic situation. It invited the Health Department of the KMC to provide the training. In total, 105 APs including 10 women business operators took part in these programs. This is an important activity as public has concerns over Covid-19 and would generally avoid the business places where health guidelines are ignored.

## **2.12 Gender**

**124.** The project is committed to integrate gender considerations in planning and ensure equity in the resettlement process and sustainability in shelter and livelihood restoration. The project objectives, activities, inputs and expected outputs need to be consistent with the gender context for both men's and women's vulnerabilities. Accordingly, the social development and resettlement instruments need to include a strong statement on strategies addressing gender and social inclusion. Suggested strategies include; (a) provision of title of the alternative house in the joint name of spouses, if both are willing, and in the name of the mother and the children in case of the death of husband; (b) special attention to women headed households in the relocation and the post resettlement process with targeted livelihood assistance; (c) special care for women who are disabled and vulnerable in the provision of financial assistance to cover recovery period during entitlement assessment (d) gender sensitive provision of civic infrastructure including sanitation, transport furniture, and facilities for women in recreational places created as a part of the project; and (d) encouraging women participation in management of resettlement buildings.

### **2.12.1 Current Status**

**125.** All affected women property owners, land users, entrepreneurs and employees have been included in the discussions, awareness programmes and provided with access to information, guidance and entitlements.

**126.** Number of Women volunteers in Coordinating Committees of DLB and KMD road projects is 3 (30%) and 5 (19%) respectively. Gender considerations are being included in the resettlement planning process targeted at the KMTT affected community considering the important differences among the categories of displaced persons.

**127.** Female participation has been encouraged and organized to obtain their views, concerns and suggestions in planning for subprojects and their O&M. In Jaffna, women actively participated in the implementation of Pillarr Kovil kulam and Theverir kulam pond rehabilitation subprojects. The pond committees have been formed with the representatives of all neighbourhoods with gender balance ensured. Accordingly, the female representation in the pond committees of Pillarr Kovilkulam and Theverir kulam respectively correspond to 41% and 46% of all elected committee members. Social Team encouraged women to play a lead role and be elected to the executive members of Pond Committees. Theverir kulam pond committee has a female as its President.

**128.** Women vendors at the relocated food court are provided with equal rights. They use the sanitary facility and the cloak room available for the KMC female staff. This arrangement was consequent to the intervention of the project Social Team that conducted consultation with the KMC.

**129.** The relocated female vendors at Ehelepola Kumarihamy Mawatha Pola have access to many facilities which they did not have when they were at the roof top. All APs including female vendors are benefitted from the roof overhead. They have been provided with separate sanitation facilities and secure and safe business places.

## 2.13 Safeguard Management Process Commitments

### 2.13.1 Stakeholder Engagement: Information Disclosure and Consultation

**130.** In all sampled subprojects the SCDP has disclosed information about the subprojects, SCDP interventions, potential benefits and impacts to APs, information related to preliminary engineering designs of subprojects, land requirements for the subprojects, entitlements of the APs, grievance redress procedures, cut-off dates and dates of the census surveys, and dates of the commencement of civil works. The commitment to information disclosure was demonstrated in the meetings and discussions held with different stakeholders and APs including the resettled families and individuals as well as the publication of RAP in the project website. The initial screening reports and the assessment reports of all subprojects are available at PMU as internal documents. Records of grievances are maintained.

**131.** At present information disclosure is limited to construction related activities and some special cases on land issues and emergencies. In these instances, individual interactions both face to face meetings and telephone conversations are adopted. Due to Covid-19 such meetings (both individual and group) were conducted as per the regulations imposed by the Health Authorities. Health and safety measures were followed in the process of preparation of APs for the EAC document submission and GRC interviews conducted during the reference period.

**132.** Several posters promoting health and hygiene practices to be adopted by all stakeholders in subprojects during COVID-19 pandemic were prepared jointly by PIU and the Contractors in Galle region and displayed in all important locations.

**133.** During the First Quarter of 2020 the Social Team in Jaffna discussed with the Pillair Kovil pond committee and residents and informed about the commencement of constructions and requested them to cooperate. In Kandy, consequent to the receipt of grievances from 294 persons regarding eligibility for compensation under KMTT, they were invited to participate in 12 LGRC sessions where their claims were screened. All these 294 claimants were consulted and given equal opportunity to present their claims together with relevant evidence. Apart from the individual discussions conducted with the APs of KMD and DLB roads there were several group meetings on dissemination on land, access and farmer issues and information disclosure on compensation entitlements etc. Details of information disclosure and consultations are summarised in Table 23.

**Table 23 : Information Disclosure, Mode & Purpose during Subproject Implementation**

No	Name of Sub project	Purpose	Individual	Group
1	Kandy Multimodal Transport Terminal Construction (KMTT)	Land acquisition & compensations	2	
		12 GRC sessions for the preliminary screening of the genuineness for claimant for entitlements	294	
		6 GRC sessions for the finalisation of the authenticity of claimants to be APs under KMTT	77	
		EAC meeting to approve entitlements	9	
		Effect on COVID-19 on APs on Livelihood restoration program survey	596	
		Covid-19 prevention awareness workshops		104
		Parking space and development of new 3-wheel culture		65
		Loss of income by IBZ of KMTT	1	
		Monitoring visits to APs to assess the performance of	231	

		livelihood activities		
	KCC Roof top Development	Awareness for Hela Bojun food sellers on new arrangements at KCC roof top		27
	DLB Road	Community consultation	19	7
	KMD Road	GRC session to resolved construction related grievances	12	
		Community consultation	94	54
2	Moragoda Ela-Main Canal-Temple By-pass	Construction related damages & issues	3	
		Land Issue	1	
3	Moragoda Ela Cross Drains- Package B	Construction related damages & issues	4	
4	Moragoda Ela Cross Drains -Package C	Construction related damages & issues	1	
5	Drainage -Pilot Ponds rehabilitation	2 informal discussions- regarding the commencement of constructions		12
	AB -21	Meeting with a fisheries societies on boat room constructions		10
		Meeting with public on ancient well and replacement of stone pillar		
	AB-31	Discussion with community on merging of an access road with AB-31		6

### **2.13.2 Consultations with Land Users and Resettled Families**

**134.** The social teams have been conducting consultations with the families impacted by the loss of land that they own or use, and the resettled families on a regular basis. There were few land issues at Moragoda Ela main canal (clearance of area for the construction of service road and side drains) and KMTT ( Mr. Peiris and Mr. Jayabdeen), and negotiations are under way to solve them.

**135.** Location specific issues such as clearance/ removal of acquired land areas, hanging roofs, boundary walls have been managed by the social team (in coordination with the land and the environmental management teams) even during Covid-19 pandemic.

### **2.13.3 Consultations with the Business Operators and Organizations**

**136.** The SCDP/LRP-NGO conducted several consultations with the union of the 3-wheel operators who were moved out from the GSBS and discussed about their problems. The initiatives taken to implement a pilot level program for 65 three- wheel operators aiming to change the prevailing 3-wheel culture in the city in a fitting manner with the improved KMTT service environment engineered by the project for the future. Accordingly, during 3rd quarter of 2020 this quarter measurements for making uniforms and the details for the proper identity cards for the 3-wheel operators were taken. SCDP/LRP-NGO planned to launch this program in October 2020 and arrangements have been made to fix meters for these 3 wheelers but none of these could be implemented.

**137.** The issue raised by the 3-wheel operators during 3rd quarter regarding accommodating one or two places for GSBS 3-wheels in other 3-wheel parks in the city which they wanted the SCDP to take-up with the KMC yet remains to be addressed.



#### **2.13.4 Consultations with the Administrative, Political and Religious Authorities**

**138.** The PIUs have been closely interacting with the administrative, political, and religious authorities at local and national levels. The Municipal Councils (MCs) as the owners of several subproject sites are partners in sub project implementation. The Divisional Secretary plays a key role in LARC and GRC. Therefore, out of all stakeholders who were engaged by the PIU, the interactions with the Municipal Commissioners and the DS have been the most frequent and thorough.

**139.** The PIUs in all regions are invited by the District Coordinating Committee for their monthly progress review meetings in which the SCDP interventions in development is one of the topics discussed.

**140.** Consultations with MCs revealed that the SCDP earned respect and appreciation for the investments made to support implementation of several essential infrastructure development projects in addition to support for services improvement and improve the livability of the city. They commended the safeguard policy implementation including the availability of grievances handling mechanism at SCDP projects although they cannot implement the same in their own funded projects. Due to unprecedented delays in construction works in Moragoda Canal-Package B & C subprojects including rectification of damages to public and private properties and the non-attendance to grievances of public the relationship between the GMC and the PIU has been deteriorating. However, KMC and JMC stated that they did not receive any serious grievances from APs in respect of land acquisition, compensation payments, resettlements etc. due to the safeguard policy and commitment of officers of the SCDP.

**141.** SCDP coordinates with the relevant experts, stakeholders, and communities in dealing with risks and impacts to cultural heritage from project activities. The main idea is to protect cultural heritage and support its preservation. For example, following the identification of adverse impacts on historical monument at Ch7+000 RHS on AB-21 road, the project consulted the stakeholders and the community. Thereafter, on 08.09.2020 it conducted a joint inspection involving the Archaeology Department, Consultant, Contractor, and relevant officers of SCDP. During this field visit a suitable site to relocate the monument in the same area was identified. The project entrusted the Archaeology Department to prepare a budget for the reinstallation of the monument and implement the same. The project committed to meet the cost.

**142.** SCDP commits itself to early and continuing engagement and meaningful consultation with the stakeholders to understand the risks to and impacts on the affected communities and design mitigation measures to address these concerns. For example, in the Kandy Component, the project engaged the KMC and the APs of the DLB subproject in the process of resettlement of 5 HHs and provided plots of lands in Pallekele to build houses. The resettled households are much better off compared to the pre-project situation. Similarly, in AB 21 subproject in the Jaffna Component, the project engaged the government officers, the local political authority as the affected asset owner (Valikamma South West PS) and the affected fishing community at Kakaitivu from early on. The PS was paid Rs. 4.5 Mn towards the reconstruction of the boat engine room and fuel storage facility that was affected due to the project. The PS was requested to liaise closely with the PIU to ensure reconstruction work without any hindrance. However, unlike in the case of Kandy local authority, Valikamam South West PS has taken hardly any initiative to honour its obligations until 3rd quarter of 2020. They acted only recently and finalised the location for the

boat engine room and assured to complete the constructions in 2021. This progress is being monitored by the provincial council and the chairman of DCC, the Minister of Fisheries.

## **2.14 Grievance Redress**

**143.** SCDP has established a grievance redress process for handling technical, land, environmental, social, entitlements and construction related issues of specific sub projects following the procedures with clear guidelines provided in the RPF. Accordingly, the Grievance Redress Mechanism (GRM) consists of four levels: (1) Community Development Officer of the Project Partner Agency (PPA) / Social Development Officer of the PIU, (2) Local Grievance Redress Committee (LGRC) at the PIU, (3) Project Director of SCDP-PMU, (4) Independent Grievance Panel (IGP). The maximum period for grievance redress is 5 weeks - one week each for the levels 1 to 3, and two weeks for the level 4.

**144.** The grievance redress procedure has been disclosed to the APs through consultations, awareness raising meetings and the project website. Apart from these, Social Teams have taken innovative actions from time to time to make APs and public aware on the grievance procedures. For example, Jaffna PIU introduced a sticker and Kandy PIU designed a handout. The number of grievances submitted by 1,119 persons including 294 claims for entitlements/compensation at KMTT implies the level of public awareness on GRC procedures of the SCDP.

**145.** The GR process of the SCDP adopted several important principles in response to the grievances of people. It clearly demonstrated the following (i) provision of opportunity for anyone to apply for project assistance if affected or feels excluded from project assistance due to some reasons (ii) fair hearing of grievance by main stakeholders prevent any influence or injustice (iii) assess the grievance from APs point of view and resolve the grievance to AP's satisfaction and (iv) accountable to people and the GOSL for funds disbursed to solve the grievance. According to the SCDP records, 90.4% (1,012 Nos.) of the grievances received from all sample subprojects have been resolved as at of Dec. 2020 and only 107 grievances are pending solution (Table 20).

**146.** Recording and documentation process of grievance at SCDP has improved overtime and made systematic. The records provide information on the name and address of the complainant, mode of complain, type and details of complaint, status of complaint in terms of action taken and who was involved. Details including the number of grievances received, resolved are reported at the project progress review meetings. As indicated in the last IEM report some overdue issues have been brought to the notice of the authorities by public through direct contacts and petitions. These were due to the public inconvenience suffered on account of uncleared worksites resulting from the prolonged delay in completion of civil construction works and the non-compliance by the contractors. In such events the PIU social team intervened to explain to the APs about the situation and the actions taken by the SCDP to manage the issues. The complainants have accepted the explanations.

**147.** The PIU obtains feedback from the complainants if they are satisfied with the solution. With this feedback of satisfaction, the grievance is considered solved and case closed. On the other hand, if no further action can be taken by the GRM to resolve an issue to the satisfaction of the complainant he or she is issued a letter stating the position taken by the project. Such cases are also considered closed. In this eventuality the complainant has access to the judicial system. Full records of the grievance handling are maintained by the PIU.

**148.** IEM observed a decline in the number of grievances reported from all subprojects during the year 2020. This is because (i) near completion of land acquisition and demarcation of boundaries, (ii) timely handling of construction related issues such as dust controls, stagnating of water on roads and other safety issues by the contractors, and (iii) close monitoring of social issues during the subproject implementation by the Social Team of the SCDP. There have been no grievances reported from AB 31, Moragoda Canal Pkg.-B Tomlin Park and KMTT subprojects during the last quarter of 2020.

**149.** However, IEM suspects that following the change of the administrative set-up of KMTT, there could be a possibility for the resubmission of grievances by some claimants who did not succeed in obtaining compensation after review of their claims previously. Hence, summaries of each GRC meeting including the decisions taken for each claim need to be properly documented with the signatures of GRC members included as essential. These summaries will be evidence for the impartial and fair process adopted by SCDP for solving grievances.

#### **2.14.1 Current Status**

**150.** The IEM team reviewed the records of the grievances and the process adopted by the project to resolve them and followed up with visits to several complainants as explained in the text below. During 2020 there were 12 preliminary grievance screening meetings and 8 GRC meetings conducted in Kandy and Galle regions respectively. As of 30 December 2020, out of a total of 1,121 grievances 1,012 had been resolved (Table 24).

**151.** Most of the grievance of APs in DLB, KMD and Moragoda Canal main and package B and C subprojects are related to property damages. The highest number of grievances was regarding technical faults. For example, there were 127 out 388 grievances in DLB road rehabilitation due to issues in relation to merging with by-roads, delays in restoring access to HHs, runoff water drained into houses and business places etc.

**152.** Exclusion of 294 persons from entitlements/compensation for the loss of income due to implementation of the KMTT subproject was the main grievance in 2020. They requested for inclusion in the compensation scheme to obtain benefits under resettlement and livelihood restoration and improvements. It is observed that the SCDP has resolved all these entitlement related grievances of KMTT during the year 2020 following procedures stipulated in the GRM.

**153.** During the last quarter of 2020, the Social Development Team of KMTT studied the claims and resolved 117 grievances at the field level in close interaction with the claimants. The authenticity of the balance 177 claims was examined through preliminary screening/investigation by a LGRC in 12 sessions at the field level. The identified 77 APs/claimants from the preliminary screening were invited to present their case with documentary evidence before the GRC comprising of SCDP, DS and KMC. For this process six GRC meetings were conducted which considered and accepted the claims made by 27 persons whose claims were genuine. The SCDP recommended the eligibility of these 27 APs to the Ministry of Urban Development & Housing on the eve of 2020 and is awaiting the approval for the inclusion in the list of APs of the KMTT for compensation and other R & R assistance. The 50 claimants who were disqualified during the GRC due to the inability to prove their presences at KMTT during the social survey were informed of their ineligibility in writing. Once the list of 27 APs is approved, they will be invited to present themselves before the EAC which may happen most probably in the first quarter of 2021.

**Table 24 : Details of Grievance Resolution as at December 2020**

<b>Name of Subproject</b>	<b>Tech.</b>	<b>Env.</b>	<b>Social/ Entitlement</b>	<b>Land</b>	<b>Safety/const related</b>	<b>Cumulative Total</b>	<b>Solved</b>	<b>Pending</b>	<b>Solved %</b>
KMTT	1	-	294	3	-	297	270	27	91%
DLB Road	130	106	67	17	68	388	358	30	92%
KMD Road	38	48	43	50	35	230	193	37	84%
Tomlin Park	3	8	10	0	0	21	21	0	100%
Moragoda Ela Main Channel	32	4	79	0	6	121	117	4	97%
Moragoda Ela Pkg.-B	0	0	2	1	1	4	4	0	100%
Moragoda Ela Pkg.-C	0	0	0	0	13	13	6	7	46%
AB31 Road	3	9	0	18	7	37	37	0	100%
AB 21 Road	5	2	0	0	1	8	8	0	100%
<b>Grand Total</b>	<b>212</b>	<b>177</b>	<b>495</b>	<b>89</b>	<b>131</b>	<b>1,119</b>	<b>1,012</b>	<b>107</b>	<b>90.4%</b>

**154.** There are 3 grievances from the businessmen outside the technical footprint of the KMTT subproject, two of them were submitted in 2019 and the other one is in 2020. Description of the grievances raised by Jayakody Newspaper Agent (Mr. JADJN Jayakuru) and Janatha Fruits Distributor (Mr. JPK Rajapathirana) located at Bandaranayake Mawatha in Kandy in 2019 just outside the KMTT footprint were given in the previous IEM reports. Due to the abandonment of the idea of Meda Ela diversion these persons were not listed as potential APs. Their businesses were located outside the KMTT technical footprint / impact zone. As such, there was no case for the assessment of their business income. However, Mr. UR Kafoor (“Laila Sarees” on Perdeniya Road) submitted a claim in 2020 indicating the loss of intended income due to the missed opportunity for renting of several shop spaces operated from the rear entrance of his building from Bandaranayaka Mawatha due to closure of the GSBS.

**155.** During 2019-2020 the SCDP has made several attempts to solve these issues. Accordingly, Jayakody Newspaper Agent was requested to submit a proposal to continue the newspapers distribution (load and unload into busses) from Bogambara temporary bus terminal including the space and time needed for this operation. He was informed by the Social Team of KMTT repeatedly that the arrangements can be made with the CRPTA if proposal is submitted. For the last 12 months there has been no response from the owner of the newspaper agency and the business continues as before.

**156.** Janatha Fruit wholesaler complained that his income has been reduced due to the closure of the GSBS. He says that loss of mobile vending opportunity at GSBS and ceasing of fruit delivery to outskirts by small businessmen (coming from suburbs) in busses reduces his daily turnover. He claims that some businessmen think that the fruit business is not operating at this place due to closure of the road. SCDP/Social Team and LRP-NGO planned to erect a hording at the entrance of KMTT from Peradeniya road to make public/businessmen aware that the fruit stall is still in operation. However, the KMC approval is yet to come.

**157.** The SCDP has already informed all these 3 APs that their claims for compensation cannot be addressed unless otherwise the KMTT-RAP is updated and include their names into the list of APs under KMTT subproject. SCDP foresees the probability of receiving more claims of this nature from other HHs and business ventures in the buffer zone of the KMTT if these grievances are entertained. However, within the project policy all genuine grievances must be compensated

and the project is ready with firm criteria to avoid grievances put forward by people for strange reasons.

**158.** During 2020 the construction works of DLB and KMD subprojects resumed with new contractors. The replacement contractors (Nimsara/ELS-JV) at DLB and KMD attended to the long pending grievances on access issues and succeeded in resolving most of them. During the last quarter 2020 grievances received were 14 and 7 solved. At present only 30 and 37 grievances are to be attended in DLB and KMT roads, respectively. Thus, the contractor who commenced the balance work between 0-2.66 km in DLB road project solved 32 grievances so far and allowed time for the family members of the other case to agree before undertaking the rectification work. About 50% of the outstanding grievances will be solved along with the final asphalt carpeting.

**159.** During 2020 the new KMD contractor addressed a public grievance caused by dumping of earth and other construction material by the previous contractor which blocked an irrigation source affecting Walala farming community. The farmers could not cultivate for almost four seasons which was a severe blow to their livelihood due to stagnation of rainwater in their paddy fields and vegetable plots during rainy season. Farmer Organisation is satisfied with the quality of rectification work which is better than before.

**160.** As per the SCDP records there were 37 grievances reported in the KMD road subproject during the last quarter of 2020 and of that 18 were resolved. At present the total unresolved grievances in KMD road project is 35 with the 17 unresolved grievances reported during the last quarter. Since most of these grievances are minor and construction related issues, they will be resolved by the new contractor within the construction period ends in July 2021.

**161.** Although there were restrictions to travel, IEM visited several APs who complained about the constructions. There is a new complain from Mr. Wijewardana after SCDP responded to his grievance regarding the retaining wall constructed by the project in between the house wall and the KMD road as his house wall is aligned with the ridge of the road. He is happy with the construction of the retaining wall but complained that water is seeping through the wall and floor into his house. He feels that due to this his house will be slipped and wanted SCDP to address this issue. IEM observed that the movement of storm water is disturbed just above the retaining wall constructed and the stagnant storm water due to the dumped earth on the road shoulder. This can be easily solved by levelling the road shoulder properly with little concrete. IEM advised Mr. Wijewardane to contact the social team to obtain assistance. This issue should be attended by the contractor.

**162.** A total of 26 grievances was reported from Moragoda Main Canal rehabilitation in 2020. These concerned cracks on houses, disagreement with the land acquisition, damages to the houses access and compensation for the major damages to houses etc. As of 30 Dec. 2020, 22 had been solved and 4 grievances remained to be solved.

**163.** The remaining grievances were those raised by Mr. Udaya Kusum, Mr. SDG Jayasekara, Mr. Saman Kushan regarding the damages to the residential building by civil works. The APs agreed for the compensation to be paid after the completion of the construction activities in their chainage. Due to slow progress of constructions these grievances will be addressed in 2021.

**164.** Although the SCDP made robust effort throughout year 2020, the issue of damages to Mrs. Jayathilaka's house has not been solved yet. Ms. Jayathilaka did not agree with the compensation

of Rs. 360,097.69 or cooperate with SCDP to solve the issue. The GRC referred the case to the NBRO for independent report to determine compensation. NBRO requested the AP to submit the GMC approved building plans and drawings. She did not turn-up for inquiry and instead initiated legal actions against the project. This may cause some delays for the completion of this part of the canal. Issue remains as before.

**165.** The resolving of the land issue related to the construction of service road and side drains from Samgiwatta bridge to Iron bridge is still pending. The service road and side drains cannot be constructed as per the design without further acquisition of small strips of land belonging to 7 HHs living along the canal. However, it is learned that the acquired lands up to half of the planned service road (starting from the Iron bridge) are Government lands and only two HHs have encroached the acquired areas and fixed their live fences. SCDP has stopped the acquisition of private lands due to limitation of the project period and the issue can be solved through one of the following alternatives: (i) GMC to convince two encroachers to reverse from encroached area already acquired by the SCDP (Government land) and re-establish the right boundaries to complete at least the half of the service road and side drains as planned. The balance part of the service road to be completed with a reduced width using only the available lands (iii) cease the construction of service road and side drain within this section of the canal. IEM believes that the road is equally important for GMC, PID and the residents of the area and hence the option-1 is the most feasible solution.

**166.** During the year 2020 an amicable settlement was reached on the grievance of Mr. KAH Chandrasiri, the owner of Pubudu timber shop. SCDP has made all efforts to resolve the issue and complete the constructions work nearby the timber shop. Project stakeholders such as GMC, DS, PID tirelessly assisted SCDP to settle the issue with participation in several technical review meetings. There were 4 technical review meetings held in June, July and August 2020 and convince AP to settle the issue amicably by accepting RS. 1.5Mn for the damages caused to the timber shop during the trenching of the Moragoda canal.

**167.** The grievances accumulated during the last 12 months at Moragoda Ela Cross Drains Package-C (Beligaha & Donald Janz) subproject totaled 13, and 6 of these were resolved. The balance 79 grievances were in connection with temporary relocation, damages or disturbance to house accesses, damaged fence of a school, damage to boundary wall etc. There were no grievances during the last quarter of 2020.

**168.** Inefficiency, negligence, irresponsible acts, delays in construction and construction related several major public grievances pending over nine months at Moragoda Ela package-B subproject (Bombe castle and Hirimbura) were the main issues faced by the PIU-Galle in 2020. The delays in solving public grievances were noticed by the local and national political authorities who expressed their displeasure over the delays in construction and criticized the performance of SCDP/Contractor about the way the public grievances are handled. They demand immediate actions. IEM observed that appropriate actions have been taken by the Contractor to rebuild the collapsed rear side wall of Karapitiya hospital land during sheet pile shoring for the construction of sub-canal and other construction related activities and abandoned constructions of Browns road culvert in order ensure public safety during the 4th quarter of 2020.

**169.** IEM observed that the some of the construction related social issues raised by the Mayor-GMC have been attended by the Contractor during the last quarter of 2020 as follows.

**170.** Completed the culvert on the main road to Karapitiya hospital which remained unattended/abandoned for the last nine months and eased inconvenience both commuters and the motorists.

**171.** Complete the fixing of cover slabs on the large drains beside the LEEDs international school which exposed students to health and safety risks and the children who play at Mahnda College cricket ground.

**172.** People take risk of walking along the gabion wall because of the water stagnated and mud deposited in the incomplete service road of the canal between Dangedara- Samgiwatta bridge. This road is a popular shortcut used by residents and commuters.

**173.** Water inflow to houses on Moragoda canal is one of the main concerns of people, local and national level political authorities. IEM observed that this issue has been little exaggerated as the referenced areas are situated low in elevation and often inundated during rainy season for many years. However, the main objective of this canal development subproject is to control the floods and hence the SCDP has an irrevocable responsibility to take necessary actions promptly to address these lapses (social and safety issues) which reflect badly on SCDP and hinder their good work. The issue needed a holistic approach to solve including undertaking a thorough study on hydraulic movement of Moragods canal during rain. Expert inputs from the hydraulic planner and modeler is needed to solve this issue.

**174.** IEM met the Mayor-GMC during October 2020 and he appreciated other SCDP works in Galle city such as Ocean Pathway, Moragods canal -Heen ela, rampart, public convenience etc. and the institutional development support to the GMC to make the city clean and improve the liveability of the city. He specially mentioned the importance and value of the provision vehicle yard for the GMC.

**175.** As of 30 December 2020 there were 40 grievances reported from AB 31 and AB 21 road rehabilitation projects in Jaffna region. During the last quarter of 2020 there were only 3 grievances, all from AB 21 road and all of them were resolved.

**176.** Clearance of 2 feet width of the encroached reservation of the natural path of the drainage by a framer for merging of Vallipuram Hindu kovil road to AB 31 main road with right standard is still pending. The farmer is not convinced yet to move back to his fence although several discussions were conducted with farmer by the PS and the SCDP social/environment team. Residents and farmers do not agree with the suggestion by the PS to reduce the width to 10.5 feet which makes it difficult for large harvesting machinery and other vehicles to move into their fields if the entrance of the road with slight bend is narrowed. IEM observed that instead of SCDP the PS should take a lead role and solve the issues even using the powers vested in them as the referenced area is public property.

**177.** Overall, the APs expressed satisfaction over the GRM involving communication and the interventions by the social teams of the SCDP and the Contractors. Common response was that things could have been worse had it not been for the project GRM.

**178.** The SCDP is assisted by project-based Coordinators (Volunteers) to address grievances at local level. The Contractors in all subprojects have employed Social and Environmental Officers to handle grievances including environmental matters. Some of these officers are young and have little experience in social safeguards implementation but they are catching up their role and

responsibilities mainly due to close monitoring and guidance by SCDP social team and the World Bank. It is observed that the PIU social teams attend to safeguards issues promptly in all regions and maintains close relationship with APs including those who have major grievances.

### **2.15 Drainage: Rehabilitation of Ponds in Jaffna Region**

**179.** According to the Water Resource Board report dated 18.02.2017 the number of ponds in Jaffna municipal and suburban areas is 47 of which 43 ponds are located within the JMC administrative area and owned by the JMC. 2 ponds are owned by Nallur PS and 2 belong to temples. The other comparatively large pond “Nandaveli pond” is managed by the Irrigation Department and provides irrigation water to farmers for cultivation.

**180.** Except for a few ponds, all ponds in the JMC area are polluted: Households in the surrounding area dump solid wastes and channel wastewater to the ponds. Some households have encroached on the pond beds filled with accumulated silt over time. Fast growing of algae in ponds provide evidence of household discharge of kitchen sullage into ponds covertly and directly. Ponds Rehabilitation is priority investment under drainage master plan. Rehabilitation all 43 ponds within Jaffna city will improve the scenic beauty of Jaffna city and attract local and foreign visitors.

**181.** Pillair Kovil kulam and Theverir Kulam ponds have been selected to develop under urban storm water drainage programme in Jaffna city on pilot basis. Design of the pond development has been discussed with the neighbourhood communities, obtained their blessings, and formed pond committees. IEM had an opportunity to observe the Teverirkulam pond committee meeting in the last quarter. IEM had meetings with both pond committees during this quarter. These pond committees were formed with the representatives of all neighbourhood social groups and with gender balance ensured as stipulated in the documents. Accordingly, the female representation in the pond committees of Pillarr Kovilkulam and Theverir kulam respectively correspond to 41% and 46% of all elected committee members. Theverir kulam pond committee is headed by Ms. Nallaiya Kujin Juliet, an active female social worker in the community. It is observed that members of Pond Committees are excited and enthusiastic about the planned rehabilitation work and assured unreserved co-operation during construction.

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### **2.15.1 Current Status**

**185.** SLLDC was awarded the contract to rehabilitate two pilot ponds. Accordingly construction of Pillair Kovilkulam commenced in August 2020, and as at Dec 2020 the physical progress is reported 30%. Adverse impact on constructions due to heavy North-East monsoon in Jaffna region all civil works were temporarily ceased in the 4<sup>th</sup> quarter of 2020. It is planned to recommence the civil work in Pillair Kovilkulam in February 2021 once the dry season is started.

**186.** According to the PIU-Jaffna the construction of Theverir Kulam pond will start in the second quarter of 2021 and complete before the next rainy season started in September 2021. Crack survey in a nearby building at Theverir Kulam pond was completed during 2020 Thus the construction of this pond could begin right after the monsoon in February 2021.

**187.** Two pond committees which exist in name were revived by the SCDP. They were made aware about the role and responsibilities expected from them during the last quarter and the reference period. Grama Niladhari (GN) play an effective role in mobilisation of neighbourhood communities.

**188.** In the third quarterly report IEM has proposed following actions to be implemented by the JMC to ensure the sustainability of the two ponds under constructions.

- JMC should play lead role during the implementation and O&M stages of the pilot pond rehabilitation project and promote community to assist GMC for O&M and vigilance on the safety of ponds toward long term sustainability
- Pond committee should be provided with authority to appear on behalf of JMC in order to prevent pollution by nearby residents and visiting public
- JMC should allocate funds from the annual budget for the O&M of these ponds and award contracts to the respective Pond Committee for minor repairs and regular cleaning of ponds.
- Present users of ponds should be educated on the new rules for the rehabilitated ponds; school van drivers and other parking around ponds should follow the rules.
- Rehabilitated ponds should be fenced and ensure the safety of children
- Link between users of walking paths around ponds and the Pond Committee should be established; request users to initiate some activities (street drama, drawing session for children of the neighbourhood and users) to keep the ponds clean and tidy
- Pond Committee should make these ponds common assets useful for all
- O&M mechanism including procedures should be formulated promptly.

### 3. SOCIAL SAFEGUARD COMPLIANCE STATUS

**189.** This section presents the findings of the IEM in terms of the status of compliance against the safeguards commitments and provides brief explanations and recommendations. Status of compliance were indicated as Y = the commitment has been fully met; P = partial compliance / in progress; N = non-compliance.

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
<p>Overall Objective: To avoid or minimize involuntary resettlement and, where this is not feasible, to assist displaced persons in improving or at least restoring their livelihoods and standards of living in real terms relative to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher</p>	Y	<p>Livelihood restoration of the displaced persons is a key objective of the resettlement plans developed for the subprojects. RP/ ARAP focus on the entitlements, income and livelihood restoration / improvement, institutional arrangements for implementation of these plans, monitoring and provides an implementation schedule.</p> <p>In addition to internal monitoring, the project has an independent external monitor to assess the RAP implementation process.</p> <p>Multiple actions were taken to restore the livelihood APs of KMTT. An easily accessible job bank at the information cell established at the railway station premises to help APs. NGO was hired to provide technical assistance to KMTT-APs on livelihood improvement / restoration.</p>	<p>Livelihoods of 811 persons involved in established businesses and mobile vending were affected (temporarily (349) or permanently (462). Of that 741 restored or improved their livelihoods.</p> <p>Apart from this livelihood of 317 who worked as shop assistants (247), 3-wheel operators (65) &amp; occupants in public spaces (5) were paid reasonable compensation.</p> <p>70 APs opted to retire.</p> <p>SCDP assessed the need for revising RAP of KMTT to assist the affected people in the IBZ due to unforeseen issues. It accommodated the genuine grievances of 27 APs who had been excluded from the social survey and the IOL.</p> <p>SCDP should formulate an appropriate and firm criteria within the project social safeguard policy framework to avoid irrelevant and strange grievances</p>
<p>Minimize human displacement and resettlement wherever possible; Explore viable design and site alternatives to avoid impacts on productive land and</p>	Y	<p>The selected subprojects are rehabilitation projects aiming to improve existing public infrastructure in use such as roads, markets, bus stand, public convenience, drainage structures etc. where there was no need to explore total design alternatives.</p>	<p>Public consultations an on-going activity.</p> <p>SCDP to persuade the nearby business owners to renovate their business places to align with the KMTT development.</p>

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
economic assets, shelter, and cultural properties		<p>However, community consultations led to design changes to minimize impacts on productive lands and assets of people and secure their wellbeing. Examples:</p> <p>Consultations with host communities (e.g. in Samagi Mawatha) and business operators in the buffer zone to address access issues during and after the construction of KMTT.</p> <p>Consultations with the Farmer organizations at AB 21 road project and other stakeholders such as Agrarian Service, Divisional Secretary, RDA for the inclusion of Salinity barriers (this will control the saline water intrusion from lagoon during rainy season and retain the required quantity of fresh water in the paddy fields) into the design.</p> <p>AB 31 road has been slightly shifted to keep more space for the temple front due to request of temple and devotees.</p> <p>Walkway for the children and elderly persons was included in the design to construct behind the Bo-Tree of AB31 road to ensure their safety when passing through.</p> <p>Walkways for the public were included into the designs of ponds in Jaffna implemented on pilot basis due to request of stakeholders including residents of the areas.</p> <p>Design changed to reduce land acquisition and avoid relocations of substantial number of households located at hospital road junction to Navanthurari Junction on AB 21 road. The originally planned two lane road and cycle lane were omitted.</p>	<p>Provide access to these building to transport materials if they agree to develop their buildings. Link these building with KMTT by providing access through the sidewalk of the KMTT.</p> <p>Complete the 5 culverts out of 19 at AB 21 road as per the design given by the Irrigation and Agrarian Service Department. Agree with JMC on the O&amp;M mechanism for the public ponds before the commencement of constructions. Technical assistance to be given to JMC by SCDP to legalize Pond Committees and provide them custodian status.</p> <p>Redesign of a culvert on AB-21 road with skew angle culvert to avoid an issue with the resident who constructed a motorable access 30 years ago.</p> <p>The main reason for avoiding land acquisition involving resettlement of the people was that they had been internally displaced for several occasions during conflict.</p>
Identify all project impacts and record all losses properly; Through screening, census, and socio-economic surveys of the affected	Y	Social team conducted initial screening exercises to identify impacts and risks. Social impact assessments, Census surveys to identify, assess and address economic and social impacts and determine resettlement plans where 200 persons or more (20	Impact assessments/ Census surveys and preparation of ARAP/RAP were outsourced. PMU coordinated and PIU supported all outsourced assignments, and

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
<p>population, identify, assess, and address the potential economic and social impacts caused by involuntary taking of land or involuntary restriction of access to legally designated parks and protected areas.</p>		<p>families as per NIRP) are affected were outsourced.</p> <p>The results have been documented in SSR, ARAP and RAP according to the relevant formats / guidelines provided in the RPF for specific sub projects. These activities were carried out prior to taking possession of land required for the project.</p> <p>i. SCDP taken action to update the social surveys and IOLs to ensure the inclusion of genuine APs for project assistance</p> <p>ii. SCDP ready to revise the RAPs to ensure the inclusion of genuine grievances for compensation even outside the subproject technical boundary proper</p>	<p>particularly the KMTT RAP preparation given the complexity, nature and scale of IR impacts. Based on these documents, the PMU updated data for resettlement implementation. Through EAC subsequent genuine claims were entertained. Data base of all APs including inventory of assets is established at the PMU.</p>
<p>Land acquisition and involuntary resettlement activities will be integral part of the project planning and implementation</p>	Y	<p>LA and R&amp;R costs were upfront cost included in the project budget. Social team worked in coordination with the engineering team and the contractors on RAP/ARAP preparation. Compensation and resettlement activities were completed before site clearance and the award of contracts for civil works.</p> <p>In case of disputes, compensation money has been deposited in courts pending settlement.</p> <p>Expenditures on rectification of damages including the stabilization of embankments with soil nailing were met by construction budget.</p> <p>Physical displacement occurred in 3 projects (DLB road rehabilitation involving 5 households, Moragoda Ela rehabilitation involving 43 households and KMD road moving 1 household).</p> <p>Out of 11 temporarily relocated residential households 6 returned home after construction was over.</p>	<p>44 residential households self-relocated; Resettled households are better off.</p> <p>5 households temporarily relocated will return after the railway quarters are constructed. PIU Jaffna should be prepared for the temporary relocation of 4 households whose houses might be affected during AB 21 rehabilitation</p> <p>Total of 1,752 APs were paid Rs. 1,075 Mn in compensation for 24.818 ha of land in 2496 lots acquired. Of this, Rs. 67.808Mn were deposited in courts for 296 APs in disputed acquired lands (Jaffna 229, Galle 66, and Kandy 1).</p> <p>Encroachments of acquired lands were cleared prior to the completion of subproject and handing over to the relevant PPAs</p>

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
<p>Inform and hold public consultations with affected people and other stakeholders such as registered Civil Societies during planning and implementation</p>	<p>Y (Ongoing)</p>	<p>Consultations with the APs, host communities, have been undertaken as a continuous process in the project cycle involving the design/ planning stage, implementation stage, and in respect of the completed resettlement, in post-implementation and monitoring.</p> <p>APs have been informed of their rights and they have been consulted as regards resettlement options, feasible alternatives and assistance needed.</p> <p>Opportunities were provided to the APs to participate in planning and implementation of resettlement programmes including developing and implementing the procedures for determining eligibility for compensation benefits and assistance as well as measures to rebuild houses, relocate and restore livelihoods.</p> <p>There are no indigenous people among the affected populations. APs belonged to all ethnic and religious groups and all were equally and fairly treated. No one was excluded. APs consisted of titleholders, leaseholders, and non-titleholders such as squatters, temple tenants, mobile vendors, the vulnerable groups who were included in the consultation process. Awareness programmes covered the host communities as well. All ethnic groups and religious groups were covered.</p> <p>RPF, site-specific RAP and ARAP have been disclosed in the project areas and copies are available at the LPMU and project partner agencies. These documents have also been disclosed in the project website and the World Bank's InfoShop. However, they are not available in Sinhala and Tamil. For KMTT, a dedicated information cell has been established at site.</p>	<p>PMU assumed responsibility. During the initial consultations community contact points were identified. Where the construction programme failed to adhere to the schedule, APs encountered problems and the volunteers faced difficulties in managing solutions. Contractors announced the construction schedules/ heavy vehicle movements in the neighborhoods.</p>
<p>Include gender considerations into social management and resettlement planning</p>	<p>P</p>	<p>Gender dis-aggregated data have been collected during census surveys and used in resettlement planning. Special attention was paid on women-headed households in the relocation and post-</p>	<p>LRP-NGO who provides livelihood restoration service conducted a training needs assessment. It revealed greater women</p>

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
		<p>resettlement process with targeted livelihood assistance. Women's needs and concerns were considered in relocation and resettlement. Community volunteers included women. Compensation was deposited in the jointly managed accounts of both spouses.</p>	<p>participation in services than men.</p> <p>Another survey regarding the Covid-19 impact on APs is completed</p>
<p>Assist the APs to restore, and ultimately to improve, their livelihoods to conditions equal or better than their earlier status</p>	<p style="text-align: center;">Y (Ongoing)</p>	<p>Compensation money has been promptly paid and effectively used by and large, and the majority expressed satisfaction with the compensation amount.</p> <p>While the compensation money was paid in full prior to land taking in the name of the AP in a bank.</p> <p>Submission of Business Plan to EAC was one strategy to ensure the APs initiatives for the livelihood improvement.</p> <p>Withdrawal of compensation from bank accounts was conditional upon the SCDP endorsement. This restriction was removed after some time. However, most APs agreed that if not for this condition they would have wasted the compensation money.</p> <p>Considering that the APs are members of urban communities SCDP strategy was to provide services based on livelihood activities and their performance improvement.</p> <p>The Entitlement Matrix (EM) determines for compensation for loss of non-land assets and resettlement assistance to all APs whether physically or economically displaced, irrespective of their ownership status. RPs /ARAPs have developed procedures for eligibility as per RPF. Cut-off date for eligibility is the date of census for the non-titleholders, while Section 2 Notification is the COD for the titleholders.</p> <p>Non-titleholders have been paid compensation for the development value within the land they occupied.</p>	<p>LRP-NGO must change the approach in favour of grassroots and participatory approach involving persuasion and education, and devise flexible strategies integrating behavioural changes. SCDP together with the service provider must re-visit the livelihood restoration programme and set priorities, redefine roles, identify activities and order them sequentially. LRP-NGO must re-assess the AP performance and target the lagging APs. PIU and LRP-NGO must share information.</p> <p>Due to negligence or intentionally allowing for lapsing of third-party insurance coverage by contractors by not making relevant premia. This has an adverse effect on APs who needs rectifications of damages due to constructions.</p> <p>It is necessary for SCDP to check the present status of third-party coverage of insurance and continue monitoring.</p> <p>591 APs at KMTT were included in the entitlements scheme although they have no legal right of lands or shops or space where they carried out livelihood activities.</p>

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
		<p>Where relocation was involved transport allowance, cost of temporary accommodation and other assistance was provided.</p> <p>Where damages occurred during constructions they were attended promptly and due compensation paid adequately to build new houses or rectify damages.</p> <p>Compensation at replacement cost without depreciation has been paid for the loss of assets in addition to R&amp;R assistance, including for the non-titleholders. Owners or contractors attended to restoration work.</p> <p>The social team has been conducting household visits to track the changes in the livelihood strategies and identify problems in restoring livelihoods. Most importantly, the relocated persons have gained social status as landowners whereas previously they were squatters.</p> <p>Expertise of the NGO for the livelihood restoration was mobilized to assist APs at KMTT</p>	<p>The consultant visited the resettled families and received positive feedback regarding their standard of living and livelihoods.</p> <p>In the case of permanently relocated 48 households, moving out has not had any significant impact on livelihoods because they continue with their previous means of livelihood.</p>
<p>Special support to enhance Project benefits for the vulnerable households</p>	<p>P</p>	<p>Social team provided special support to enhance project benefits to the vulnerable households (elderly and physically disabled, female-headed households).</p> <p>SCDP is a ‘Specified Project’ empowered to have LARC and Super LARC to provide humanitarian assistance and special assistance especially to those who cannot be compensated under the LAA. Entitlement Assessment Committee determines compensation for non-land based economic displacement.</p> <p>Social team prepared APs for interactions with the EAC members. All people affected are ensured benefits, and no one was left out from benefits / entitlements.</p>	<p>LRP-NGO identified 78 vulnerable APs out of 163 and work with them especially 12 female APs to start some sort of livelihood activities</p> <p>LRP-NGO has contacted vulnerable APs during Covid- 19 pandemic and link them with Divisional Secretaries to obtain GOSL assistance.</p> <p>Social team takes an additional effort to trace vulnerable APs who have not turned-up for the EAC and collected their entitlement cheques</p>

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
<p>Grievance and monitoring procedures will be in place</p>	<p>P</p>	<p>Fair and accessible GRM with committees at 5 levels (SDO at the PIU ; Local Resettlement Committee at the resettlement location; GRC at PPA; PD at the PMU; Independent Panel at the ministry) has been set up as per RPF guidelines.</p> <p>People contacted the PIUs or informed the officers in the field on their grievances</p> <p>All grievances are recorded and SOs visit the sites and investigate the reported issues. Prompt actions are taken to resolve the grievance. SOs attend to all grievances of APs during emergency relocations and monitor their status. Feedback from APs is obtained to assess the level of their satisfaction on resolved grievances</p> <p>All members of GRC at all levels are committed and perform in an extraordinary manner to promptly resolve grievances as far as possible. Consultant independently reviewed selected cases and got a feedback. They discussed about compensation issues at the EAC. As such, they do not seem to differentiate GRM as a separate unit. Need for LRC did not arise due to the permanently relocated persons, excepting 2, choosing to self-relocate. Some vendors at KMTT regretted understating their income from business due to fear of being subject to pay income tax.</p>	<p>SCDP commitment to resolve grievances are demonstrated by the success rate of resolving.</p> <p>It is necessary to take prompt actions to resolve the grievances of 93 APs pending.</p> <p>Out of a total of 1,119 grievances 1,012 or 90.4% were resolved.</p> <p>294 persons complained that they were not included under KMTT compensation packages although they were carrying out some economic activities at KMTT during the survey. Team comprising of SCDP, DS and KMC screened the claims for authenticity of these claims and identified only 27 genuine APs and processed for cash compensation.</p> <p>During 4th quarter of 2020 PPA members of GRC met 12 occasions to carry out the preliminary screening of 294 claims at KMTT. After screening of 77 claimants another 6 GRC meetings were conducted to assess the eligibility of claimants and qualify to be forwarded to EAC. GRC identified only 27 genuine APs during this long and time-consuming process.</p>
<p>Resettlement planning will take account of the local socio-economic development context</p>	<p>P</p>	<p>Kandy, Galle and Jaffna are situated in specific development contexts. Resettlement planning considered current/planned development projects in the area, including poverty alleviation programmes. GRM recognizes the existing mechanisms of dispute resolution and included these as part of the overall mechanism. Furthermore, NGOs, community leaders, social organizations have been</p>	<p>SCDP planned for resettlement site. Displaced residential households, though were interested in project sponsored resettlement, changed their minds and opted to self-relocate after receipt of cash compensation which was way above their expectations.</p>



<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
		actively involved in resettlement planning and implementation.	
Resettlement planning and implementation will comply with the legal and policy provisions of the Sri Lanka and the WB safeguard policies (comply with the latter in case of conflict amongst them).	Y	Procedures and guidelines set out in the RPF were followed in resettlement planning and implementation to ensure consistency with the WB OP 4.12. All resettlement instruments and the relevant reports were cleared by the WB before implementation. During implementation WB undertook supervision and monitoring visits in addition to periodic implementation support missions whose recommendations were complied with. There was no case for invoking WB safeguards policies.	Required lands were acquired within the legal framework of Sri Lanka.  Calculation of compensation and entitlements were made on market rate. Resettlement assistance ensures the better livelihood status of APs than now.
Establish mechanisms to ensure sustainable self-management of the resettlement sites	Not Applicable	The project adopted participatory planning for relocation process to ensure that the social networks of affected groups are not adversely affected. Almost all APs opted to self-relocate in the city or at the periphery. As such, there was no resettlement scheme sponsored by the project requiring self-management.	All self-relocated APs in alternative housing structures which are of better quality and larger in size than what they occupied before. Now, they are owners of valuable properties.
Ensure Health and safety of public, APs and the employees of the Contractors	Y	<p>Prompt actions were taken to temporary relocations when emergency situations. Also needs of temporary relocations are identified and prepared prior plans. Arrangements are made for temporary housing for the relocated families including rent payment and transport facilities etc.</p> <p>Contractors taking maximum precautions for the safety of public. All possible actions such as sign boards, safety tapes and traffic control barriers and safety lights at night are placed at all worksites. PMU awarded small contracts to complete abandoned work at danger spots on public roads where the contracts were terminated due to low performance. This ensures public safety during the time gaps of appointing of new contractors. Contractors conducted several health and safety sessions for their workers</p>	<p>Already 12 temporary relocations were organized at DLB road and Moragoda ela rehabilitation projects at a cost of Rs. 3.4 min.</p> <p>Several temporary relocations were identified at Moragoda ela and 4 at AB 21 road. Necessary actions are planned to be taken when the construction starts close to these houses.</p> <p>Safety and health measures were taken at all 4 roads construction sites in all three regions</p> <p>SCDP has taken several measures to award local level contracts to attend to public safety issues at constructions sites.</p>

<b>RPF Commitment/ Principle</b>	<b>Status of Compliance (Y/P/N)</b>	<b>Comments/ Findings</b>	<b>Remarks/ Recommendations</b>
		<p>and other employees including the SCDP staff.</p> <p>Where labour camps are maintained maximum actions are taken to safeguard health and safety of workers and staff members.</p> <p>Special health and safety measures are adopted due to the pandemic Toolbox meetings are conducted for workers regularly and emphasized the importance of safety and health measures to be taken during work.</p> <p>Tariff controlling is carried out by contractors in all 4 roads</p> <p>rehabilitation program during the day time.</p>	<p>The PMU awarded 3 small contracts to rectify damaged structures to ensure public safety at KMD road. A new approach / mechanism is needed to attend such incidents promptly in future</p> <p>Workers were educated to ensure following health guidelines during Covid-19 and masks, sanitizers provided to the workforce. Contractors maintain registers to gather information of visitors to the offices.</p>

#### **4. CONCLUSIONS AND RECOMMENDATIONS**

**190.** SCDP is Category ‘A’ project which includes sub projects categorized as ‘B’ and ‘C’ with respect to safeguards policy. Separate resettlement plans have been prepared for the sub projects in ‘A’ and ‘B’ categories to mitigate and address the involuntary resettlement impacts of the projects and the related losses. Social screening reports have been prepared for category ‘C’ projects. Resettlement plans have been prepared in accordance with the Land Acquisition Act 1950, National Involuntary Resettlement Policy 2001 and the World Bank’s OP 4.12 on involuntary resettlement. Project specific Resettlement Policy Framework is in place. SCDP is recognized as a ‘Special Project’ that offers more benefits to the affected persons than in similar other cases. Following the Bank’s adoption of the Environmental and Social Framework containing 10 Standards the project management is taking action to ensure more comprehensive coverage of social issues including benefit sharing by the affected people in addition to the payment of compensation at replacement value and restoration and improvement of livelihoods.

**191.** The project deserves commendation for many of the steps it has taken as part of social safeguards management. There are no indigenous people living in the sub project influence areas or affected by the interventions. Majority of the affected women and men are Sinhala, Tamil or Muslim. However, the project treats all APs equally where land acquisition is required which displaces people, economically or physically. Work opportunities have been provided to the APs and women empowerment has been supported. Grievance Redress Mechanism is in place and functional. Genuine claimants have been supported and through mutual understanding grievances have been resolved. Safeguards management undertaken as a shared responsibility of the social, land and environmental management divisions of the PMU/PIU has broadly met the requirements.

**192.** However, there are some gaps and delays in attending social safeguard issues, which are mainly due to the incomplete construction related work, and to weaknesses in the internal processes and work organization. There are several areas of work that need further steps to ensure tracking social progress, documenting good practices and lessons learned, stakeholder engagement, full impact mitigation, and benefit sharing in accordance with the World Bank standards.

**193.** The following areas needing attention to improve performance in social safeguard management are highlighted:

- Documentation of good practices and lessons learned in consultation, participation, stakeholder engagement, gender mainstreaming, benefit sharing
- Livelihood restoration and mitigation measures with focus on gender and vulnerability
- Engagement of stakeholders with focus on women and vulnerable groups
- Quality monitoring of grievance redress system: Categorize grievances and requests for information, time taken to resolve, declare in the web
- Internal communication, information dissemination and coordination
- Information dissemination

- Engagement of project partner agencies in safeguards management: Record the experiences gained highlighting the areas for improvement
- Review of allocation of social staff among different sub projects paying attention on the severity and nature of issues
- Review the relationship with the contractor staff with respect to addressing social safeguards issues.
- Continue engagement with the APs, change the focus in monitoring depending on the site-specific situations
- Unresolved grievances which are found to be not genuine should be concluded
- Opportunity to be provided to all PIU staffs of SCDP to share their experience- technical and social safeguard etc.
- Co-opting public officers on secondment to PMU/PIU/Firms engaged by the SCDP

**194.** Conduct awareness among the business owners adjacent to the KMTT to encourage them to refine their business culture and consumer items aligned to the modern multi-modal transport facility that will be developed. Information on the finalized design and the proposed management structure must be included in the topics discussed

**195.** Encourage design changes to avoid residential land acquisition accompanied with relocation. However, conduct awareness programmes where additional land becomes required later with the DS playing a key role in explaining project-specific compensation procedures and with recent examples from the same project.

**196.** Pay special attention on the APs whose livelihoods have been adversely impacted but who have not started alternative economic activities. Identify through close interaction their issues and conduct individual needs-based livelihood restoration strategies. Topics for discussion/ awareness should include, among others, planning of business, conducting simple market surveys, deciding on selection criteria, proper utilization / investments of the seed fund, facing the challenges posed by Covid-19 pandemic.

**197.** Where residential houses of the poor and vulnerable are affected, aid in terms of preparation of house plans, obtaining building approvals from authorities and monitoring the construction work etc. regardless of the payment of compensation.

**198.** Rectification of damages to the houses and other structures in a better condition is a notable intervention of SCDP in safety and social safeguard compliance. Hence, it is important to compile the cost details of damage rectifications, construction of accesses, hand railings, structures for the temporary relocation of businesses and the direct cash payments by the contractor or by SCDP directly to the APs. Social Teams of all regions must pay due attention on this matter.

**199.** Tree planting at suitable sections in KMD road is necessary. Therefore, it is necessary to make durable arrangements with the RDA to maintain the planted trees considering that it takes three years for the saplings to gain the normal root system and become fully established on the ground.

**Annex-1: Detailed Summary of Sub Project by Sub-components, SCDP**

No.	Name of the Sub Project	Type of Strategic Intervention	Project Impact Category	Type of Safeguard Instrument	Implementation Status
	<b>Kandy City Region</b>				
1	Rehabilitation of Arthur's Seat Viewing Deck at Rajapihilla Mawatha	2	C	SSR	Completed
2	Improvements of Municipal Car Park Roof Top	1	B	A-RAP	On-going
3	Improvements to Tomlin Park	2	B	A-RAP	On-going
4	Lakeside Walkability Improvements Project-Stage I	2	C	SSR	On-going
5	Rehabilitation of George E De Silva Park	2	C	SSR	Completed
6	Lakeside Walkability Improvements Project-Stage II	2	C	SSR	On-going
7	Rehabilitation of Meda Ela	1	C	SSR	Completed
8	Rehabilitation and Construction of Silt Traps (05 Nos.)	1	C	SSR	Completed
9	Rehabilitation of Heelpankandura and Rajapihilla	1	C	SSR	Completed
10	Rehabilitation of Underground Storm Water Drainage	1	C	SSR	On-going
11	Rehabilitation & Improvements of Katugastota-Madawala-Bambarella (B205) Road section from Katugastota to Madawala (from 0+000km to 6+250km) and Madawala-Digana (B256) Road (from 0+000 to 8+100km)	1	A	RAP	On-going
12	Rehabilitation & Improvements of Dharmasoka Mawatha (B550) from 0+000 km to 3+390 km(Including Buwelikada Sharp End	1	A	RAP	On-going
13	Rehabilitation of Dunumadalawa Water Treatment Plant and WTP.	1	C	SSR	Completed
14	Construction of 03 Nos. of Ground Reservoirs - Dangolla, Heerassagala Lower and Heerassagala Middle for Kandy Water Supply.	1	C	SSR	Completed
15	Improvements of WTP, intake, Weir and Sludge Treatment Plant – Gatambe	1	C	SSR	Completed
16	Construction: Transmission bus terminal, Bogamabara, Kandy south, Torrington and Clock tower),	1	C	SSR	Completed
17	Construction of KMTT	1	A	RAP	Procurement
18	Transmission Mains (WTP-HG): The proposed subproject is aimed to enhance the service delivery by KMC in the city limit	1	C	SSR	Completed
19	Bus Parking at Nuwarawela Land	1	C	SSR	Dropped
20	Institutional Capacity Enhancement	3			On-going
	<b>Galle City Region</b>				
21	Rehabilitation of Fort Ramparts Walkway(Earth works/Walkway)	2	C	SSR	On-going
22	Ocean Pathway Fast Track - Phase 01	2	C	SSR	On-going
23	Reconstruction of Beligaha, Samagiwatta Kanampitiya Bridges Across Moragoda Ela	1	C	SSR	Completed

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24	Reconstruction of Kahaduawatta Bridge across Moragoda Ela on Galle-Beddegama Road	1	C	SSR	On-going
25	Rehabilitation of Moragoda Ela-Main Canal & Temple By-pass	1	A	RAP	On-going
26	Rehabilitation of Moda Ela, Kepu Ela & 07 nos. of Cross Drains in Galle	1	C	SSR	Completed
27	Rehabilitation of Moragoda Ela-Cross Drains Package A (Heen Ela, Heen Ela Cross Drain 1 and Heen Ela Cross Drain 2) in Galle	1	B	A-RAP	Completed
28	Rehabilitation of Moragoda Ela-Cross Drains Package B (Bombe castle and Hirimbura) in Galle	1	B	A-RAP	On-going
29	Rehabilitation of Moragoda Ela Cross Drains - Package C ( Beligaha & Donald Janz) in Galle	1	B	A-RAP	On-going
30	Reconstruction of Didiswatta Bridge	1	B	A-RAP	Procurement
31	Reconstruction of Railway Bridge across Moda Ela	1	C	SSR	On-going
32	Rehabilitation of Dharmapala Park	2	C	SSR	On-going
33	Reconstruction of Milidduwa Bridge across Moragoda Ela	1	B	A-RAP	Procurement
34	Walkability Improvement along Havelock Road	2	C	SSR	Dropped
35	Construction of Warehouse for GMC	1	C	SSR	On-going
36	Reconstruction of Milidduwa Foot Bridge	1	C	A-RAP	Completed
37	Institutional Development & Goods & Equipment	3			On-going
	<b>Jaffna City Region</b>				
38	Improvement of Puloly Kodikamam Road Section-AB31	1	A	RAP	On-going
39	Rehabilitation of AB 21 from Navanthurei junction to Ponnalai Road:	1	A	RAP	On-going
40	Drainage Improvement: 2 pilot ponds embankment preservation and de-siltation	1	C	SSR	Ongoing
41	Construction and Rehabilitation of public conveniences in Jaffna city	1	C	SSR	Completed
42	Urban Streets and Mobility Enhancement	2	B	SSR/A-RAP	Design Stage
43	Adaptive reuse and Conservation of the old Kachcheri Building site Jaffna	2	C	SSR	Design Stage
44	Reinstatement Rehabilitation of Drainage System along Kachcheri Forest Lane and Jammuna Road & Grusoult Road	1	C	SSR	Completed
45	Urban Upgrading: Public and Pocket Parks	1	C	SSR	Ongoing
46	Institutional Development & Goods & Equipment	3			On-going

Note: Description of type of strategic intervention

Code	Category of Strategic Intervention
1	Integrated urban services improvement to enhance functional aspects of the cities
2	Public urban space enhancement to improve the attractiveness and livability of the cities.
3	Capacity development

**Annex-2: Activities Conducted for the Annual Report 2020, Kandy, Galle & Jaffna Regions**

<b>Date/period</b>	<b>Location</b>	<b>Activity</b>
Dec.2020 and Jan 2021	PMU and PIU offices	Literature review and data collections
Between 2/1/2021 and 15/1/2021	KMTT	<b><u>Interviews with 8 APs at KMTT:</u></b> Mr. UDN Geetahnjith, Reial shop at Galagedara Mr. DMWN Dissanayaka, Garmant business, Galagedara Mr. IM Shafeekdeen , Motorspare business, Geliyoa Mr. Casim Nizar, Road side fruit Stall, Penideniya Mr. G. Somaweera, Tailor ,Katukele Lake Road, Kandy Mr.Chnadrika Ranawera, Katukele Lake Road, Kandy Mr. Sarath Kumarasinghe, Ogastawatta-Telephone interview Mr. Rohan Chaminda, Nagastenna-Telephone interview
15/1/2020	KMTT	Interviewed 3 Mobile vendors at Bogambara Bust stand
7/1/2020	Tormlin Park	<b><u>Interviews with 2 APs</u></b> Mr. KP Anura, communication / toy shop owner Mr. Chandrasekara, Retail shop and refreshments shop
21/1/2021	Dharmashoka Mawatha	<b><u>Interviews with 4 APs- checked about their pending grievance s</u></b> Ms. Nayana Access issues need to be fully rectified Mr. KG Somawathi, rectified the access with hand riling Mr. MD Gunasekara, Access to be rectified with hand railing Ms. Ranasinghe , Access to be rectified
21/1/2021	Dharmashoka Rd	<b><u>Meeting with Nimsara Contractor</u></b> Mr.N.M.G.Nissanka Consultant ,Social & Environment Mr.S.C.D.P. Kumara Site Engineer Mr. H.M. Herath Safety Officer
2/1/2021	Katugastota – Digana Rd.	<b><u>Interview with 3 APs</u></b> Ms. Namali Nawartahna, Walala -cover slabs for drain at entrance Mr. I K Periris, Menikhinna - Menikhinna Ms. AE Wijewardana /Thushani P. Jayarathna, Madawala- house cracks & retaining wall rectified but complain about the seepage of stormwater into the house
22/1/2021	PPA	<b><u>KII with KMC- over the phone</u></b> Mr. Jayamini Abeywickrama Municipal Engineer
Dec. 2020 and Jan 2021	PIU, Kandy	<b><u>KII with project officers:</u></b> Mr. Peiris, Deputy Project Director Mr. Thilak Wickramasinghe (APD,(Social) Ms. OLD Sajeevani, Social Officer, KMTT Ms. Maheshika, Social Officer Mr. KB Wickramsinghe , Social Officer Mr. Veihushan Suresh, Civil Engineer
15 -16/12/2020	Moragoda Ela Main canal	<b><u>Interviews with APs</u></b> Mr. KH Chandrasiri, Pubudu Timber store,hop Ms. MKC Priyadharshanie, house will temporary remove during construction if needed, GMC special approval need to build a house in small land. Ms. Kulawathi and Mr. Dharmasiri, additional land acquisition fo the widening of service road entrance at Kahaduawatt bridge

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16/12/2020	Moragoda Ele Pkg.-B&C	<b><u>Observed the progress on reported issues 2 APs intervied</u></b> Mr. KB Saranapala-Pkg. C- delayed access issue Mr. AJM Ariff, Pkg-B- Temporary relocation due to possible house damage due to civil work
15/12/2020	Moragoda Ela Pkg. B & C	<b><u>KII with Contractors Staff</u></b> Mr. Samera Minhara , Environment & Social Officer, Nawaloka Mr. PR Ranjith, Environment & Social Officer, SLLRC
15/12/2020	PIU Office, Galle	<b><u>KII with PIU Galle</u></b> Mr. Sepala Manamperi, DPM Social Ms. Nadeesha Kalapani – Land Officer
16/12/2020	Institutional Development, GMC – Galle	<b><u>Meeting with with JCK Constructions Warehouse</u></b> AIB Deegalla, Resident Engineer Mahinada Keerthirathna , Assitant Resident Engineer Mahesh Mahagodage, Site Engineer
6/1/2021	AB 21 Road	<b><u>Meeting with 5 APs of AB 21 Road- Kakathiue Fish Market</u></b> Mr. K.Pushparajaj , Secretary of the Fisheries Society Mr. T.Vijayapalan, Member of Fisheries Society Mr. A.Vasanthan, Mmber of Fisheris Socity Mr. S Thirupan, Fishman Mr. N Vignashwaran, Caretaker of the Boat Engine room
6/1/2021	AB 21 Road	<b><u>KII with Staff of the Contractor</u></b> Mr. Denation Croos, Social Officer, Siera Constructions Mr. P. Muralitharan, Environment Officer Siera Constructions Mr. Samssoon, Safety Officer Mr. Dias, Site Engineer , Siera Constructions
6/1/2021	AB 31 Road	<b><u>KII - Maga Constructions Staff</u></b> Mr. Ruwan Kariyawasam, Project Manager Mr. S. Pararajah, Safty Officer Mr. K. Prasanthan, Social & Env. Officer
6.1.2021	Pond Rehabilitation	<b><u>Interview Representatives of Pond Committee</u></b> Mr. T. Puspharaja, Rsident of Pillair Kovil kulam Mr.T.Michael, Committee member
6&7/1/2021	SCDP –Jaffna PIU	<b><u>KII with SCDP officers in Jaffna PIU</u></b> Mr. Mauyran, Deputy Project Manager Mr. E. Thevarasa, Senior Social Officer Ms. S. Vijitha, Environment. Officer
31.12.2020	NGO-LRP (Janathakshan)	<b><u>KII with service provider for the Livelihood Restoration Program (LRP) for the APs at KMTT</u></b> Ms. Amila Wijesinghe, Field Manager,NGO-LRP Mr. Indika Priyanthalal, Project Coordinator , NGO-LRP