

# **Assam Inland Water Transport Project**

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## **Final Social Management Plan (SMP) for**

**Construction of Terminal and Riverine Infrastructure  
at Guwahati Gateway Terminal/ Lachit Ghat, Assam**

**Employer:  
Assam Inland Water Transport Development Society, (AIWTDS)  
Government of Assam**

**Country: India**

## Contents

|       |  |    |
|-------|--|----|
| 1.    | EXECUTIVE SUMMARY .....                                | 6  |
| 1.1   | PROJECT BACKGROUND .....                               | 6  |
| 1.2   | PROJECT DESCRIPTION .....                              | 6  |
| 1.3   | SOCIAL MANAGEMENT PLAN .....                           | 6  |
| 1.3.1 | OBJECTIVES OF THE SMP .....                            | 6  |
| 1.3.2 | POTENTIAL NEGATIVE SOCIAL IMPACTS .....                | 7  |
| 1.3.3 | COVID-19 CONSIDERATION AND PREVENTION .....            | 7  |
| 1.3.4 | CONSULTATION AND PUBLIC PARTICIPATION .....            | 7  |
| 1.3.5 | CAPACITY DEVELOPMENT AND TRAINING .....                | 8  |
| 1.3.6 | DISCLOSURE .....                                       | 8  |
| 2.    | INTRODUCTION .....                                     | 9  |
| 3.    | PROJECT DESCRIPTION .....                              | 9  |
| 4.    | SOCIAL MANAGEMENT PLAN .....                           | 10 |
| 4.1   | INTRODUCTION .....                                     | 10 |
| 4.2   | OBJECTIVES OF THE SMP .....                            | 10 |
| 4.3   | PURPOSE OF THE SMP .....                               | 10 |
| 4.4   | PRELIMINARY SOCIAL ASSESSMENT .....                    | 11 |
| 4.4.1 | LAND REQUIREMENT FOR THE PROJECT INVESTMENT .....      | 11 |
| 4.4.2 | SOCIO-ECONOMIC PROFILE OF PROJECT INFLUENCE AREA ..... | 11 |
| 4.4.3 | HIGHLIGHTS OF THE FINDINGS OF THE STUDY .....          | 12 |
| 4.5   | LEGISLATIVE AND POLICY CONSIDERATIONS .....            | 13 |
| 4.6   | SUMMARY OF SOCIAL IMPACTS .....                        | 15 |
| 4.6.1 | POTENTIAL NEGATIVE SOCIAL IMPACTS .....                | 15 |
| 4.6.2 | LABOUR INFLUX RISK ASSESSMENT .....                    | 15 |
| 4.6.3 | CITIZEN ENGAGEMENT .....                               | 15 |
| 4.6.4 | CONTRACTOR CODE OF CONDUCT .....                       | 16 |
| 4.6.5 | COVID-19 CONSIDERATION .....                           | 16 |
| 4.7   | SOCIAL MANAGEMENT .....                                | 18 |
| 4.8   | SMP BUDGET .....                                       | 18 |
| 5.    | SOCIAL MANAGEMENT PLAN .....                           | 18 |
| 5.1   | PRE- CONSTRUCTION PHASE .....                          | 19 |
| 5.2   | CONSTRUCTION PHASE .....                               | 21 |
| 6.    | IMPLEMENTATION OF THE SMP .....                        | 26 |
| 7.    | GRIEVANCE REDRESS MECHANISM .....                      | 26 |
| 7.1   | GRIEVANCE REDRESS MECHANISM (GRM) .....                | 27 |
| 7.2   | GRIEVANCE HANDLING PROCEDURE .....                     | 28 |
| 7.2.1 | GRIEVANCES HANDLED BY THE DIVISIONAL LEVEL GRC .....   | 28 |

|       |  |    |
|-------|--|----|
| 7.2.2 | GRIEVANCES HANDLED BY THE PMU LEVEL GRC .....  | 28 |
| 7.3   | WORLD BANK'S GRIEVANCE REDRESS.....  | 29 |
| 8.    | MONITORING, EVALUATION AND REPORTING.....  | 30 |
| 8.1   | MONITORING AND EVALUATION PROCESS.....   | 30 |
| 8.2   | INSTITUTIONAL ARRANGEMENTS FOR C-ESMP AND H&S PLAN REPORTING.....                                  | 31 |
| 9.    | DISCLOSURE.....  | 31 |
| 10.   | CAPACITY BUILDING TRAINING .....   | 32 |
|       | ANNEX 1 GUIDANCE FOR (CONTRACTOR) EMPLOYERS .....  | 33 |
|       | ANNEX 2 CONTRACTOR'S CODE OF CONDUCT .....   | 38 |
|       | ANNEX 3: ENVIRONMENTAL AND SOCIAL GUIDELINES FOR CONTRACTORS.....                                  | 41 |
|       | ANNEX 4 LIST OF PARTICIPANTS IN FGDS.....  | 43 |
|       | ANNEX 5 STAKEHOLDER WORKSHOP AT GUWAHATI ON 4TH FEBRUARY 2019, AT CIRCUIT HOUSE,<br>GUWAHATI ..... | 50 |
|       | ANNEX 6 CHECKLIST FOR TRACKING LABOUR-RELATED ISSUES.....  | 52 |

## **Abbreviations**

|         |  |
|---------|--|
| CCMP    | Contractor Camp Management Plan                                    |
| CESMP   | Contractor's Environmental and Social Management Plan              |
| EHS     | Environmental Health and Safety                                    |
| SIA     | Social Impact Assessment   |
| SMP     | Social Management Plan   |
| SMF     | Environmental & Social Management Framework                        |
| SS      | Social Safeguards  |
| GoA     | Government of Assam  |
| GRC     | Grievance Redress Committee  |
| GRM     | Grievance Redress Mechanism  |
| PAP     | Project Affected Persons   |
| PPE     | Personal protection Equipment                                      |
| QA      | Quality Assurance  |
| SFO     | Safeguard Focal Point  |
| WB      | World Bank   |
| A&M     | Approach & Methodology   |
| AIPCL   | Assam Inland Ports Corporation Ltd                                 |
| AIWTCL  | Assam Inland Water Transport Corporation Limited                   |
| AIWTDS  | Assam Inland Water Transport Development Society                   |
| AIWTP   | Assam Inland Water Transport Project                               |
| AoI     | Area of Influence  |
| CBO     | Community Based Organizations                                      |
| CEP     | Citizen Engagement Plan  |
| CIA     | Cumulative Impact Assessment                                       |
| CV      | Curriculum Vitae   |
| CWC     | Central Water Commission   |
| DBFOT   | Design Build Finance Operate and Transfer                          |
| DAIWTDS | Directorate of Assam Inland Waterway Transport Development Society |
| DPR     | Detailed Project Report  |
| EA      | Environmental Assessment   |
| EHS     | Environmental, Health and Safety                                   |
| EIA     | Environmental Impact Assessment                                    |
| ESE     | Environmental, Social and Economic                                 |
| ESHS    | Environmental, Social, Health and Safety                           |
| FGD     | Focus group Discussion   |
| GDI     | Gender Development Index   |
| GII     | Gender Inequality Index  |

|           |  |
|-----------|--|
| GIS       | Geographic Information System  |
| GoA       | Government of Assam  |
| GRM       | Grievance Redress mechanism  |
| HDI       | Human Development Index  |
| HFL       | High Flood Level   |
| IEC       | Information, Education, Communication  |
| IPDP      | Indigenous People Development Plan   |
| IR        | Inception Report   |
| IWAI      | Inland Waterways Authority of India  |
| IWT       | Inland Waterways Transport   |
| IBRD      | International Bank for Reconstruction and Development  |
| IDA       | International Development Association  |
| IPP       | Indigenous Peoples Plan  |
| RAP       | Resettlement Action Plan   |
| MIS       | Management Information System  |
| MoEF& CC  | Ministry of Environment, Forests and Climate Change  |
| MMTPA     | Million Metric Ton Per Annum   |
| MPR       | Monthly Progress Report  |
| NGO       | Non-Governmental Organization  |
| O&M       | Operation and Maintenance  |
| PAP       | Project Affected persons   |
| PAF       | Project Affected Family  |
| PDP/F     | Project Displaced Person/Family  |
| PIA       | Project Influence Area   |
| PMU       | Project Management Unit  |
| QC        | Quality Control  |
| RFCTLAR&R | Right or Fare Compensation and Transparent Land Acquisition -<br>Rehabilitation and Resettlement |
| RFP       | Request for Proposals  |
| R&R       | Resettlement & Rehabilitation  |
| RAP       | Resettlement Action Plan   |
| SA        | Social Assessment  |
| SCC       | Special Conditions of Contract   |
| SEESA     | Strategic Environmental, Economic and Social Assessment  |
| SIA       | Social Impact Assessment   |
| SMF       | Social Management Framework  |
| SMP       | Social Management Plan   |
| SPMG      | State Project Management Group   |
| TL        | Team Leader  |
| TNA       | Training Needs Analysis/Assessment   |
| TORs      | Terms of Reference   |
| VR        | Village Road   |
| WB        | World Bank   |

## 1. Executive Summary

### 1.1 Project Background

Government of Assam decided to transform the quality of inland water transport services, integrating high quality passenger and vehicle ferry services and inland water freight system towards a wider transport system, with the support of the World Bank and established the Assam Inland Water Transport Development Society (AIWTDS) to prepare and implement this project viz 'Assam Inland Water Transport Project'

### 1.2 Project Description

The Project's Development Objectives are to (a) improve passenger ferry infrastructure and services in Assam, and (b) to improve the institutional capacity and framework. The Project has three main components and eight sub-components collectively intended to tackle the regulatory, operational and infrastructure challenges of the sector. The three main components are:

1. Institutional, regulatory and safety strengthening (estimated cost USD 20 million). This component will include:
  - a. Technical assistance: sector planning, design and roll-out of new Regulatory Authority, business planning for Assam Shipping Company and Assam Ports Company; training of staff to fulfill new roles in the restructured industry (USD 8 million);
  - b. Safety management: river navigation aids, night navigation technology on some routes, and emergency response system (policy, procedures, vessel and equipment) (USD 12 million).
2. Fleet safety improvements and modernization (estimated cost USD 25 million). This will include financing of:
  - a. GoA incentive scheme (known as Jibondinga) to assist industry transition to the new regulatory regime; it is designed to support the scrapping and replacement of unsafe or obsolete private vessels and replace them with new vessels, or retrofit existing but acceptable vessels with modern marine engines and safety equipment (USD 10 million);
  - b. procurement of new vessels for the Assam Shipping Company (USD 15 million).
3. Improvement in terminal infrastructure (estimated cost USD 105 million). This will finance:
  - a. provision of priority terminals for the Guwahati and Majuli Island ferry routes (USD 70 million); and
  - b. provision of terminals on several other mainly rural routes, to be selected (USD 35 million).

### 1.3 Social Management Plan

#### 1.3.1 Objectives of the SMP

The objective of the SMP is to ensure that all steps are taken to address the potential social impacts of the project. The SMP:

1. Draws together the measures proposed to mitigate negative, and to maximize positive social impacts
2. Define a proposed institutional structure to govern the implementation of the SMP
3. Defines the specific actions required, roles and responsibilities for these actions, timetables for implementation, and associated costs; and
4. Describes capacity building and training requirements for the implementation of the SMP.
5. The SMP components, institutional and training needs, and budget are summarized

### **1.3.2 Potential Negative Social Impacts**

The key social impacts are: labour-management issues, such as delayed/unpaid payment of wages, lack of facilities for labour, labour rights issues (working hours, rest, etc.), environmental and social incident (e.g. injuries/fatality, human trafficking, child labour, etc.) including the potential risks relating to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH ) risk. The labour influx and SEA/SH risks are expected to be low, as the sub-project activities are not expected to involve a large number of labourers from outside the project's area of influence. The SMP include measures for labour influx risk mitigation and adequate measure for prevention of SEA/SH risk- (see Annex 2 contractor's code of conduct). These negative impacts are predicated to happen during the implementation and operation phases of the project. This SMP is prepared to outline the types of control measures that must be implemented to reduce social risks during the construction of the subproject

### **1.3.3 COVID-19 Consideration and Prevention**

The Bank ESF/Safeguards Interim note forms the basis for the development of the Occupation, Health, and Safety Plan. The plan includes measures to avoid or minimize the chance of infection and planning what to do if either project workers become infected or the work force includes workers from proximate communities affected by COVID-19 for details see COVID-19 considerations in construction/civil works projects as Annex 1. This note is intended to guide the contractor and relevant staff on how to address key issues associated with COVID-19. The contractor must also exercise appropriate precautions against introducing the infection to local communities as set out in this document.

### **1.3.4 Consultation and Public Participation**

During the preliminary survey and site screening for the proposed sub-project all relevant parties were consulted. A stakeholder consultation meeting was also held on February 4, 2019 in Guwahati with all stakeholder. The participants included representatives from State Pollution Control Board, Guwahati Smart City Project, Forest Department, Agriculture Department, PWD, EIA & SIA, ISBP and ISDP consultants, Officers from IWT and such other institutional stakeholders. Draft SMF and SIA for the proposed sub-project was presented to the stakeholders for their opinion and feedback, on the basis of which the documents were further revised. Additionally, an online stakeholder consultation on the draft SMP for the sub-project was conducted on July 15, 2021 at Guwahati. During this meeting, the participants were briefed on the proposed sub-project activities, national and WB requirements,

GRM procedure, including the potential adverse risks and impacts with mitigations measures. Participants feedbacks has been incorporated into the SIA and SMP.

### **1.3.5 Capacity Development and Training**

The SMP capacity strengthening measures will cover the following staffing:

- PMU/PIU staff
- Technical Supervision Consultant
- Grievance Redress Committees and nodal staff for GRM
- Contractor's staff

The training can be provided by the PMU and the Technical Supervision Consultant's staff overseeing environmental, social, health and safety issues. If required, an external resource person can be brought in for providing specific trainings to the staff. The contractor's Environmental, Social, Occupational, Health and Safety (ESOHS) officer will be responsible for capacity building and awareness raising of contractor's staffing and workers.

The key topics of capacity development and training are: E&S risk and impacts mitigations, contractor's code of conduct (CoC), GRM management; Occupational, Health and Safety (OHS) measures, labor risk management; World Bank and national requirements (laws and regulation, for instance labor laws); COVID-19 measures, basic facilities for workers at worksite, labor influx and sexual exploitation and abuse (SEA) and sexual harassment (SH) issue.

### **1.3.6 Disclosure**

This SMP has been prepared based on the site-specific SIA and approved SMF/RPF for the project. The draft version of the site-specific SIA and SMP was consulted upon on July 15, 2021. The final version of the SIA and SMP, after Bank approval would be publicly disclosed on July \_\_\_\_, 2021 and on the World Bank external website. The final version will also be disclosed in accessible locations. The SMF/RPF of the Project was disclosed on February 4, 2019 by AIWTDS in Assamese in relevant places and the English version of the SMF/RPF was disclosed at the World Bank's external website on May 3, 2019.



## 2. Introduction

The Brahmaputra, running through the heart of the state, provides a vital link for both urban and rural ferry services which are the single most important transport mode for many sections of the population in Assam. The DIWTA, established in 1958 and part of the Assam Transport Department, is responsible for developing, maintaining and regulating IWT services in the state. It also operates and maintains many of the passenger transport services, ferry terminals and navigation aids on both Brahmaputra and Barak Rivers. The ferry industry as a whole is characterized by an aging and poorly equipped fleet. Most of the demand is now met by the informal sector operating traditional country boats without supporting infrastructure and the existing terminal facilities and navigational aids are insufficient.

In this backdrop, Government of Assam decided to transform the quality of inland water transport services, integrating high quality passenger and vehicle ferry services and inland water freight system towards a wider transport system, with the support of the World Bank and established the Assam Inland Water Transport Development Society (AIWTDS) to prepare and implement this project viz 'Assam Inland Water Transport Project'.

## 3. Project Description

The Project's Development Objectives are to (a) improve passenger ferry infrastructure and services in Assam, and (b) to improve the institutional capacity and framework. The Project has three main components and eight sub-components collectively intended to tackle the regulatory, operational and infrastructure challenges of the sector. The three main components are:

1. Institutional, regulatory and safety strengthening (estimated cost USD 20 million). This component will include:
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  - b. Safety management: river navigation aids, night navigation technology on some routes, and emergency response system (policy, procedures, vessel and equipment) (USD 12 million).
  
2. Fleet safety improvements and modernization (estimated cost USD 25 million). This will include financing of:
  - a. GoA incentive scheme (known as Jibondinga) to assist industry transition to the new regulatory regime; it is designed to support the scrapping and replacement of unsafe or obsolete private vessels and replace them with new vessels, or retrofit existing but acceptable vessels with modern marine engines and safety equipment (USD 10 million);
  - b. procurement of new vessels for the Assam Shipping Company (USD 15 million).
  
3. Improvement in terminal infrastructure (estimated cost USD 105 million). This will finance:
  - a. provision of priority terminals for the Guwahati and Majuli Island ferry routes (USD 70 million); and
  - b. provision of terminals on several other mainly rural routes, to be selected (USD 35 million).

## 4. Social Management Plan

### 4.1 Introduction

The site-specific Social Management Plan (SMP) is prepared to outline the type of control measures that must be implemented to reduce social risks during the implementation of the proposed Guwahati Gateway Ghat Rehabilitation activities. The potential environmental, social, health and safety risks of the project were identified during the preparation of the Environmental Management Framework (EMF) and Social Management Framework/Resettlement Policy Framework (SMF/RPF) and consulted with relevant stakeholders including community representatives from all relevant stakeholders of the project. The mitigation measures identified during that process are listed as specific commitments to direct performance criteria within the site-specific SMP for the project and the updated SMP complies with the principles and policies of the SMF of the AIWTP.

### 4.2 Objectives of the SMP

The objective of the SMP is to ensure that all steps are taken to address the potential impacts of the project. The SMP:

1. Draws together the measures proposed to mitigate negative, and to maximize positive social impacts;
2. Define a proposed institutional structure to govern the implementation of the SMP;
3. Defines the specific actions required, roles and responsibilities for these actions, timetables for implementation, and associated costs; and
4. Describes capacity building and training requirements for the implementation of the SMP.
5. The SMP components, institutional and training needs, and budget are summarized

### 4.3 Purpose of the SMP

The primary purpose of a SMP is to mitigate/reduce potential social impacts of planned activities and to ensure that all identified social risks expected to occur during rehabilitation and construction works at Guwahati Gateway Ghat are reduced to an acceptable level.

This will be achieved through the engagement of all relevant parties in social management. In particular, this will include integrating social management planning with design, rehabilitation & construction methods, and operation planning.

The requirements of this plan apply to all on-site work carried out. All contractors and suppliers will be bound to comply with the requirements of this plan, as well as Occupation, Health & Safety Plan and Contractor's ESMP (C-ESMP) to be prepared and implemented by the Contractor, in so far as they apply to the nature and scope of their work.

The scope of this plan embraces the risks created by the design of the Project, the short-term risks that will arise during the construction (the works the project is paying for), and any long-term risks that are influenced by the construction methods.

#### 4.4 Preliminary Social Assessment

##### 4.4.1 Land Requirement for the Project Investment

The proposed Guwahati Gateway Terminal/ Lachit Ghat was selected for the 1st phase implementation of the project. The extent of land required for the construction of the Ghat is shown below:

Table 1: Land requirement for GG Terminal

| Name of/<br>type of sub-<br>project    | Amount of<br>land<br>required (in<br>Acres) | Type of Land (private, government, community) |  |           |
|--|---|---|--|-----------|
|  |   | Private                                       | Government   | Community |
| Gateway of<br>Guwahati/<br>Lachit Ghat | 0.274 Acres                                 | Nil   | Yes ( <i>Directorate of<br/>Inland Water<br/>Transport</i> ) | Nil       |

Construction of approach road and the requirement of land are not considered in this.

##### 4.4.2 Socio-Economic Profile of Project Influence Area

Table 2: Socio-economic profile of Guwahati

| Demographics             | Female             | Male               | Total              | National Avg.                               |
|--------------------------|--------------------|--------------------|--------------------|---|
| Population               | 461990             | 495362             | 957352             | 1,210,193,422                               |
| Sex Ratio                | 933                |                    |                    | 940   |
| Literacy Rate            | 370238<br>(80.13%) | 423122<br>(85.41%) | 793360<br>(82.87%) | 74%   |
| SC population            |                    |                    | 67014<br>(7%)      | 18.46%                                      |
| ST                       |                    |                    | 38294<br>(4%)      | 10.97%                                      |
| Others                   |                    |                    | 852044<br>(89%)    | 70.56%                                      |
| Religious<br>Composition | Hindu              | Muslim             | Others             | Hindus- 79.8%<br>Muslims-14.2%<br>Others-6% |
|                          | 815499<br>(84.44%) | 119825<br>(12.45%) | 22028<br>(3.11%)   |   |

The Table shows the demographic details of the Guwahati metropolitan city compared to national averages. The proposed Guwahati Gateway terminal/ Lachit Ghat is in Ward No- 02 of Guwahati Municipal Corporation. It is the 7<sup>th</sup> most populous ward in the city. As per 2011 census report, the Guwahati metropolitan city has a population of 957,352 persons, of which 495362 (51.74%) are males and 461990 (48%) are females (2011 census).

Literacy rate shows a better status compared to the national average. SC and ST population percentage are as low as 7% and 4%, respectively. Eighty-five percent of the population belong to Hindu religion. Further, Guwahati has 39% (about 1.7 lakh) population engaged in either main or marginal works. 59% male and 18% female population are working population. 53% of total male population are main (full time) workers and 5% are marginal (part time) workers. Among women, 13% of them are main workers and 5% are marginal workers.

38% (6317) of the population are engaged in main or marginal works. Work participation rate of men in the ward is 55% and women is 19%. Among men, 47% are engaged as main workers and 8% are marginal workers. Among women, 14% are main workers and 5% are marginal workers.

#### 4.4.3 Highlights of the findings of the study

The table below summarises the findings of the social impact assessment:

Table 3: Findings of the social assessment

| Sub-project                      | Social Highlights   | Implications for the SMP   |
|----------------------------------|---|--|
| Gateway of Guwahati /Lachit Ghat | <p>South Guwahati is a metropolitan city, with urban and rural population.</p> <p>People use ferry service for their livelihood pursuits and travel up and down on regular basis.</p> <p>Presence of SC and ST population in the PIA is 7 % and 4%, respectively.</p> <p>Sixty-nine per cent of the people studied in the PIA were reported to be vulnerable categories.</p> <p>Women in the PIA have lower status with low education and low work participation rate. The prevalence of gender-based violence is high in Assam and discussions in the Focus groups revealed this to some extent.</p> <p>Majority of the workforce are unskilled workers, and skilled workers may have to be brought in for Project works. But considering the labor influx risks, due care needs to be applied to protect the interest of the natives to safeguard them from possible negative impacts.</p> <p>As per the DSR, location of ferry terminal at Guwahati Gateway is proposed after due analysis of geotechnical data, surveys and the land availability details collected from the Revenue Department. The land ownership details collected from the department are superimposed on the terminal building layout and it is observed that the land belongs to AIWTDS/ Government/DIWTA in the vicinity of the proposed location. The land required for South Guwahati terminal is 0.274 acres (0.154 Acres for 1<sup>st</sup> phase and 0.120 acres for the second phase)-land measuring 0B-2K-5L covered by Dag no: 33 and 0B-1K-5L covered by Dag no: 41 - total being 0B-3K-10L village Sahar Guwahati Part III under Guwahati mouza.</p> <p>The land is free of encroachment and there</p> | <p>Impact of the project on SC and ST people was considered in the SIA and SMP. There is no negative impact, but due care is taken to consider all possible development opportunities to such vulnerable categories.</p> <p>Measures addressing SEA/SH risks in the terminal design and construction related activities have been incorporated to provide adequate security and facilities for women, children, persons with disability and senior citizens.</p> <p>Measures have been incorporated to address risks related to labour influx and labour management.</p> <p>No persons will be directly impacted by this project except shifting of two common property resources such as ticket counter and a water kiosk. The location also includes an approach road with wall protections leading to the riverbank. All these can be retained with required modifications and hence is not counted as impacted structures.</p> |

|  |   |  |
|--|---|--|
|  | is no impact on non-titleholders resulting to the loss of livelihood. |  |
|--|---|--|

#### 4.5 Legislative and Policy Considerations

Legislation and policies that are relevant for the construction of the Guwahati Gateway Terminal are summarized in Table 4.

**Table 4: Summary of relevant legislation and policies**

| Jurisdiction | Legislation or Policy          | Relevance                       |
|--------------|--------------------------------|---------------------------------|
| World Bank   | Operational Policy (OP/BP4.01) | Environmental/social assessment |

|   |   |  |
|---|---|--|
|   | Operational Policy (OP/BP 4.04)   | Natural Habitats   |
|   | Operational Policy (OP/BP 4.36)   | Forestry   |
|   | Operational Policy (OP/BP 4.10)   | Indigenous Persons<br><i>PIA does not fall under the Scheduled Tribe area</i>                                    |
|   | Operational Policy (OP/BP 4.11)   | Physical Cultural Resources (Chance Find Procedure for accidental finds)   |
|   | Operational Policy (OP/BP 4.12)   | Involuntary Resettlement<br><i>No land acquisition will take place and no land related impacts are expected.</i> |
| <b>Relevant Legislations formulated by the Govt. of India</b> | <i>RFCTLAR&amp;R Act, 2013, Assam RFCTLAR&amp;R Rules, 2015</i>   | Management of land acquisition and compensation  |
|   | <i>Person with Disabilities (Equal Opportunities, Protection of Rights and Full participation) Act, 1985 and Rules 1996</i>   | Socially inclusive terminal design considerations  |
|   | <i>Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redress) Act, 2013</i><br><br><i>Maternity Benefit Act, 1961</i><br><br><i>Minimum Wage Act, 1948</i><br><br><i>Payment of Wages Act 1936</i><br><br><i>Inter-State Migrant Workmen's (Regulation of Employment and Conditions of Service) Act, 1979</i><br><br><i>Contract Labour (Regulation &amp; Abolition) Act 1970</i><br><br><i>Child Labour (Prohibition and Regulation) Act 1996 along with rules, 1998</i><br><br><i>Payment of Gratuity Act 1972</i><br><i>Trade Union Act 1926</i><br><br><i>Employee's Compensation Act, 1923</i><br><br><i>Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996</i><br><br><i>[The recently enacted Codes on Wages, Social Security,</i> | Labour Management  |

|  |  |  |
|--|--|--|
|  | <p><i>Occupational Health and Safety and Industrial Relations, which cover the aforementioned laws are relevant for this project]</i></p>                                    |  |
|  | <p><i>Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities) Rule, 1989 and Rule 1995.</i></p> <p><i>Panchayat Extension to Scheduled Area Act (PESA).</i></p> | <p>Rights of persons belonging to Scheduled Caste and Scheduled Tribe category</p> |

## 4.6 Summary of Social Impacts

### 4.6.1 Potential Negative Social Impacts

The key social impacts are: labour-management issues, such as delayed/unpaid payment of wages, lack of facilities for labour, labour rights issues (working hours, rest, etc.), environmental and social incident (e.g. injuries/fatality, human trafficking, child labour, etc.) including the potential risks relating to Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH ) risk. The labour influx and SEA/SH risks are expected to be low risk, as the sub-project activities are not expected to involve a large number of labourers from outside the project's area of influence. The SMP include measures for labour influx risk mitigation and adequate measure for prevention of SEA/SH risk- (see Annex 2 contractor's code of conduct). These negative impacts are predicated to happen during the implementation and operation phases of the project. This SMP is prepared to outline the types of control measures that must be implemented to reduce environmental and social risks during the construction of the subproject.

### 4.6.2 Labour Influx Risk Assessment

Most of the unskilled workers will be recruited locally in the project area- only specialized staff are expected to be recruited from outside. The specialized staff from outside will make about 20 percent and will be residing in labor camps of the setup by the contractor. There will be a proper location selected for labor camp in the project area. The camp site will be chosen in consultation with the officials as well as community representatives which is away from the residential areas and water resources, latrines for the workforce and waste-water management, etc. will be taken into consideration. As unskilled workers will be recruited locally, the overall social impacts anticipated from the labor influx of workers and followers in the selected site. Therefore, the labor influx-related mitigation measures are likely able to be addressed solely through this site-specific SMP. This site-specific SMP includes the contractor's code of conduct (see annex 2), which will be followed.

### 4.6.3 Citizen Engagement

Consultations were held during social screening, census and socio-economic survey including before the preparation of site-specific SMP. On 8<sup>th</sup> October 2018, a stakeholder consultation was organized in Guwahati to discuss the findings of the screening and scoping exercise. Participants raised their concerns about ferry interruption during construction period. More emphasis has been placed on ensuring

that all groups within communities are aware of the GRM and how to access it. Training will be given to GRC members so that they can address complaints at the local level more effectively.

There was also stakeholder consultation meeting held on 4<sup>th</sup> February 2019 in Guwahati with all stakeholder. The participants included representatives from State Pollution Control Board, Guwahati Smart City Project, Forest Department, Agriculture Department, PWD, EIA & SIA, ISBP and ISDP consultants, Officers from IWT and such other institutional stakeholders. Draft SMF and SIA for priority Ghats was presented to the stakeholders for their opinion and feedback. Lastly, an online as well as physical stakeholder consultation on the draft SIA and SMP for the sub-project was conducted on July 15, 2021 at Guwahati. During this meeting, the participants were briefed on the proposed sub-project activities, national and WB requirements, GRM procedure, including the potential adverse risks and impacts with mitigations measures. Participants feedbacks has been incorporated into the SIA and SMP.

#### **4.6.4 Contractor Code of Conduct**

The contractor will carry out their work, including addressing risks of sexual exploitation and sexual abuse, and sexual harassment as per this code of conduct. This Code of Conduct applies to all staff, laborers, and other employees at the worksite or other places where the works are being carried out. It also applies to the personnel of each sub-contractor and any other personnel assisting in the execution of the project. All such persons are referred to as “Contractor’s Personnel” and or subject to this CoC. This code of conduct identifies the behavior required from all contractor personnel.

The project work must be an environment where unsafe, offensive, abusive, or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

The Contractor shall ensure that each Contractor’s Personnel is provided a copy of this Code of Conduct, written in a language comprehensible to that person, and shall seek to obtain that person’s a signature/fingerprint acknowledging receipt of the same. The Contractor shall also ensure that the Code of Conduct is visibly displayed in multiple locations on the Site and any other place where the works will be carried out, as well as in areas outside the Site accessible to the local community and project-affected people. The posted Code of Conduct shall be provided in languages comprehensible to Contractor’s Personnel, Employer’s Personnel and the local community and training will be conducted to ensure all the personnel including the laborers and staff do understand and abide by the contents of the Code. The code of conduct for contractor personnel is included under annex 2.

#### **4.6.5 COVID-19 consideration**

The contractor should incorporate appropriate measures to avoid or minimize the chance of infection and planning what to do if either project workers become infected or the workforce includes workers from proximate communities affected by COVID-19. The Bank ESF/Safeguards Interim note forms the basis for the development of the Occupation, Health, and Safety Plan (see Annex-1). The plan includes measures to avoid or minimize the chance of infection and planning what to do if either project workers become infected or the workforce includes workers from proximate



communities affected by COVID-19. The contractor must also exercise appropriate precautions against introducing the infection to local communities

### **The Contractor responsibilities**

- To take all necessary precautions to maintain the health and safety of the Personnel.
- To appoint a health and safety officer at the site, who will have the authority to issue directives to maintain the health and safety of all personnel authorized to enter and or work on the site and to take protective measures to prevent accidents.
- To ensure, in collaboration with local health authorities, that medical staff, first aid facilities, sick bay, ambulance services, and any other medical services specified are always available at the site and any accommodation.
- To ensure suitable arrangements are made for all necessary welfare and hygiene requirements and the prevention of epidemics.
- To put in place workplace processes for supplier Personnel to report work situations that are not safe or healthy.
- Give supplier's Personnel the right to report work situations which they believe are not safe or healthy, and to remove themselves from a work situation which they have a reasonable justification to believe presents an imminent and serious danger to their life or health (with no reprisal for reporting or removing themselves).
- Require measures to be in place to avoid or minimize the spread of diseases including measures to avoid or minimize the transmission of communicable diseases that may be associated with the influx of temporary or permanent contract-related labor.
- To provide an easily accessible Grievance Redress Mechanism (GRM) to raise workplace concerns.
- Workers should be encouraged to use the existing project GRM to report concerns relating to COVID-19, preparations being made by the project to address COVID-19 related issues, how procedures are being implemented, and concerns about the health of their co-workers and other staff.

### **Assessing Workforce Characteristics**

The contractor is expected to engage a group of workers who may not reside in facilities for accommodation. However, they should conduct assessing these different aspects of the workforce which will help in identifying appropriate mitigation measures.

- The contractor should prepare a detailed profile of the project work force, key work activities, schedule for carrying out such activities, different durations of contract, and rotations (e.g. 4 weeks on, 4 weeks off).
- This should include a breakdown of workers who reside at home (i.e. workers from the community), workers who lodge within the local community, and workers in on-site accommodation. Where possible, it should also identify workers that may be more at risk from COVID-19, those with underlying health issues, or who may be otherwise at risk.
- Consideration should be given to ways in which to minimize movement in and out of site. This could include lengthening the term of existing contracts, to avoid workers returning home to affected areas, or returning to site from affected areas.

- Workers accommodated on-site should be required to minimize contact with people near the site, and in certain cases be prohibited from leaving the site for the duration of their contract, so that contact with local communities is avoided.
- Consideration should be given to requiring workers lodging in the local community to move to site accommodation (subject to availability) where they would be subject to the same restrictions.
- Workers from local communities, who return home daily, weekly, or monthly, will be more difficult to manage. They should be subject to health checks at the entry to the site and at some point, circumstances may make it necessary to require them to either use accommodation on-site or not to come to work.

#### 4.7 Social Management

AIWTDS safeguards team during the process of social assessment and preparation of SMP identified social risks arising from all phases of the activities under Component 3 of the project. The team also recommended the adoption of specific mitigation measures to either reduce risks assessed as high or medium to lower or ensure that risks assessed as low do not increase.

#### 4.8 SMP budget

The estimated costs for various activities for social management under the subproject is Rs. 4500000.00. The cost is based on the rough estimation of the AIWTDS team which could be varied based on the specific mitigation activities and the contractor financial estimate, which will be submitted during the bidding process.

Table 3. SMP roughly estimated cost

| Item of SMP  | Duration  | Estimated costs |
|--|---|-----------------|
| Training for contractor staff on contractor's code of conduct, SEA/SH, labour management, grievance management, etc. | Actual, before and during the project implementation time | 150000.00       |
| Social safeguards training including training of staff on GRM.<br><br>GBV training (SEA, SH and HT)                  | Actual, before and during the project implementation time | 200000.00       |
| Environmental, Social, and Health and Safety Officer hired by contractor, for on-site supervision                    | Actual, during the project implementation                 | 200000.00       |
| Total (Rs.)  |   | 450000.00       |

## 5. Social Management Plan

**5.1 Pre- Construction Phase**

Table 4. a – Implementation of Tendering Phase Mitigation Measures

| Activities/<br>Concerns | Potential<br>impacts  | Assessed<br>Risk level | Mitigation<br>measures   | Monitoring<br>Indicators   | Institutional Responsibilities |                           | Estimated Cost   |
|-------------------------|---|------------------------|--|--|--------------------------------|---------------------------|--|
|                         |   |                        |  |  | Implementation                 | Supervision               |  |
| Pre-<br>bidding         | Submission of tenders that fail to address social issues.<br><br>Contractor failure to attend pre-bid meeting<br><br>Contractor failure to understand all social issues relating to bid preparation | Low                    | Introduce a requirement for mandatory attendance at pre-bid meetings as a requirement for submission of a conforming tender<br><br>Include site inspection on pre-bid meeting agenda<br><br>Provide details of social requirements to Contractors in the bidding documents | Potential bidders advised in writing of mandatory attendance at pre-bidding meetings as a requirement of tender.<br><br>Site inspection included as part of pre-bid meeting<br><br>SMP included in bidding documents | AIWTDS                         | Supervision<br>Consultant | Contractor to include Social mitigation measures in design documents and obligation to prepare and implement Contractor's ESMP (C-ESMP) and Health & Safety Plan |
| Bid<br>evaluation       | Selection of Contractor with little or no understanding of social requirements<br><br>Selection of Contractor that has made no allowance for social   | Medium                 | Include social requirements in BOQ, as well as Health and Safety requirements.<br><br>Provide recognition of contractor costing of social items in a bid evaluation  | Modified BOQs include social mitigation measures<br><br>Bid evaluations include an assessment of contractors' costs for implementing social mitigation measures.   | AIWTDS                         | Supervision<br>Consultant | Contractor to include social requirements in BOQ, preparation and implementation of C-ESMP, as well as Health and Safety requirements.                           |

|                                       |   |  |   |   |  |  |  |
|---------------------------------------|---|--|---|---|--|--|--|
| requirements in determining bid price | Limited implementation of social requirements | Failure to take social requirements into the account during bid evaluation | Assess if social requirements are considered during the bid evaluation. | AIWTDS safeguard focal point reviewed and provided inputs during the bid evaluation process |  |  |  |
|---------------------------------------|---|--|---|---|--|--|--|

| Activities/Concerns  | Potential impacts   | Assessed Risk level | Mitigation measures  | Monitoring Indicators   | Institutional Responsibilities |   | Estimated Cost  |
|--|---|---------------------|--|---|--------------------------------|---|---|
|  |   |                     |  |   | Implementation                 | Supervision   |   |
| Preparation of Contractor ESMP (C-ESMP) and Occupation, Health and Safety Plan | Increased risk of workforce injury.<br><br>Failure of contractor to abide by labour standard requirements pertaining to community & labor health and safety, including labor welfare. | Medium              | Include requirement for C-ESMP and Occupation, Health and Safety Plan in specifications<br><br>Provide trainings on health, safety and labour welfare requirements to the employees as per existing laws and regulations | Acceptable C-ESMP and Occupation, Health and Safety Plan included in specifications<br><br>Written confirmation of C-ESMP and Occupation, Health and Safety Plan acceptance by Safeguard team<br><br>Labor awareness level increased on | Contractor                     | AIWTDS Safeguard team<br><br>Supervision Consultant | Contractor to include training for labor management and community safety. |

|   |   |        |  |   |            |   |   |
|---|---|--------|--|---|------------|---|---|
|   |   |        |  | labour welfare rights including occupational health and safety requirements   |            |   |   |
| Erection of contractor workers' camp                    | Location in unsuitable site that may adversely impact community health and safety                             | Low    | Identify suitable camp site in consultation with project officials and local authorities<br><br>Obtain relevant approvals for camp location      | The suitable camp site identified<br><br>Relevant approvals obtained for a camp site.                               | Contractor | AIWTDS Safeguard team<br><br>Supervision Consultant |   |
| Contractor provide evidence of key staff qualifications | Low-quality \ unacceptable work.<br><br>Failure of contractor to provide evidence of key staff qualifications | Medium | Include requirements for key staff qualifications in bidding documents.<br><br>Non-acceptance of Contractor work plan until evidence is provided | Bidding documents include a requirement for contractors to provide documentary evidence of key staff qualifications | AIWTDS     | Supervision Consultant                              | Contractor to account for designated staff in bidding document. |

## 5.2 Construction Phase

Table 4.b – Implementation of construction phase mitigation measures:

| Activities       | Potential impacts        | Assessed Risk level | Mitigation measures      | Monitoring Indicators             | Institutional Responsibilities |                         | Estimated costs                 |
|------------------|--------------------------|---------------------|--------------------------|-----------------------------------|--------------------------------|-------------------------|---------------------------------|
|                  |                          |                     |                          |                                   | Implementation                 | Supervision             |                                 |
| Labor management | Delayed and unpaid wages | Medium              | Include requirements for | Workers and other parties receive | Contractor is responsible for  | The PMU and Supervision | Contractor to include estimated |

|  |   |        |   |  |   |   |   |
|--|---|--------|---|--|---|---|---|
| risk   | to workers and suppliers<br><br>Contractor's inability to provide adequate facilities for workers at worksite and work camp |        | bidders in the bidding documents<br><br>Include requirements for contractor in the contractor documents. This will include a) labor management obligations with effective non-compliance remedies which will be applied where there is a breach; and b) E&S guarantee which can be applied against contractor in case of non-compliance with the labor management requirements. | their wages and payment on timely manner as per the requirements of relevant labour laws.<br><br>Employee registers (attendance, wages, overtime) maintained on site.<br><br>Basic facilities (gender segregated toilets, canteen, creche facilities, etc.) established at worksite as per relevant labour laws. | labor management risk (timely wages and payment and provision of facilities as outlined in the SMP and contract document) | Consultant to conduct regular monitoring and oversight and report SMP implementation (along with labor risk management) on quarterly basis. | cost for labour management and appropriate trainings in bidding document. |
| Safety hazards due to increased traffic especially for children and elderly people | Accident and incident risk  | Medium | Traffic Management Plan addressing general access<br><br>Safety and security actions and procedures to protect the  | Ensure the TMP is prepared and available at the project site   | Contractor  | Supervision Consultant  | The cost is included in the EMP   |

|   |   |     |   |   |                   |                        |  |
|---|---|-----|---|---|-------------------|------------------------|--|
|   |   |     | local community   |   |                   |                        |  |
| Risks related to community health and safety including SEA/SH | <p>Community safety issues.</p> <p>Risks related to labor influx</p> <p>Local community complaints and inconvenience from project activities</p> <p>Local community to push for hiring residents instead of outsiders.</p> <p>Risks of transmission of communicable diseases including Covid-19, HIV/AIDS, etc.</p> | Low | <p>Contractor to comply with safety guidelines and ensure compliance of Code of Conduct by all workers.</p> <p>Undertake community and stakeholders' consultation</p> <p>Disseminate information on grievance redressal mechanism (guidelines and SOP) among community members.</p> <p>GRC at community and project level including toll-free project helpline no. to register and redress grievances in a timely manner.</p> | <p>Monitor contractor performance related to safety and health issue</p> <p>No. of grievances received and redressed by multiple intake channels including GRC at the community and project level.</p> <p>No. of local workers hired by the contractor during the construction period</p> <p>No. of trainings and awareness camps on Covid-19, HIV/AIDS, GRM organised on site and with host community.</p> | Contractor<br>PMU | Supervision Consultant | <p>Contractor to include community safety and labor influx risk training to bidding document</p> <p>PMU will conduct training for GRC members regarding the Grievance Redress Mechanism, Grievance Registration, and community disputes resolution</p> |

|  |              |     |   |   |            |                        |  |
|--|--------------|-----|---|---|------------|------------------------|--|
|  |              |     | <p>A clause to be included in the contract to mandate the hiring of local over those from outside</p> <p>Contractor to ensure compliance of guidelines on management of Covid-19 pandemic</p>   |   |            |                        |  |
|  | SEA/SH risks | Low | <p>Contractor to setup an Internal Complaints Committee (ICC) and provide trainings as per the requirements of the Sexual Harassment at the Workplace (Prevention, Prohibition and Redressal) Act, 2013</p> <p>Mandatory training and dissemination of information related to SEA/SH risks,</p> | <p>ICC setup by the contractor</p> <p>No. of complaints redressed by the ICC</p> <p>No. of trainings and awareness camps on SEA/SH organised on sites.</p> <p>No. of trainings and awareness camps on Worker's Code of Conduct organised on site.</p> | Contractor | Supervision Consultant | <p>Costs of trainings and awareness camps conducted on SEA/SH risks, Covid-19, HIV/AIDS to be included in the bidding document</p> <p>Dissemination activities on GRM, SEA/SH, Covid-19, HIV/AIDS undertaken by contractors to be included in the cost estimation.</p> |



|  |  |  |   |  |  |  |  |
|--|--|--|---|--|--|--|--|
|  |  |  | lawful conduct of workers and consequences for failure to comply with law.<br><br>Contractor to ensure that each contractor's personnel is provided with a copy of the Code of Conduct and obtain that person's signature on receipt. |  |  |  |  |
|--|--|--|---|--|--|--|--|

## 6. Implementation of the SMP

This Social Management Plan (SMP) must be in place and operational before the commencement of work at the site. The main contractor should prepare and implement the Contractor's ESMP (C-ESMP) and Occupation Health and Safety Plan (H&S Plan). AIWTD Steam will be responsible for ensuring the overall implementation of the C-ESMP and H&S Plan prepared by the Contractor and the sub-project SMP. Other key parties in the SMP implementation will be the Technical Supervision Consultant and the Contractor. The Contractor recruits a qualified and certified Environmental, Social, Health and Safety staff to prepare and implement the C-ESMP and H&S Plan.

The Technical Supervision Consultant will ensure the adequate implementation of the C-ESMP and further monitor, review, maintain and update the plan as necessary during the project. One hard copy of the C-ESMP and H&S Plan and associated plans will be maintained by the Technical Supervision Consultant for the duration of the contract. The Consultant will ensure that each subcontractor is provided with relevant parts of the C-ESMP and H&S Plan for the preparation and planning of their works. Where any change is made to this plan that has the potential to impact on the health and safety of the workforce, the environment, or the work's quality, the Supervision Consultant must ensure details of this systemic change are effectively communicated to the site workforce and relevant stakeholders.

The AIWTD S safeguards team, Technical Supervision Consultant and Contractor's Social and Environmental and Health & Safety Specialist will be responsible for ensuring appropriate corrective action is taken by the Contractor for any failure to implement required mitigation measures during the construction of the terminal.

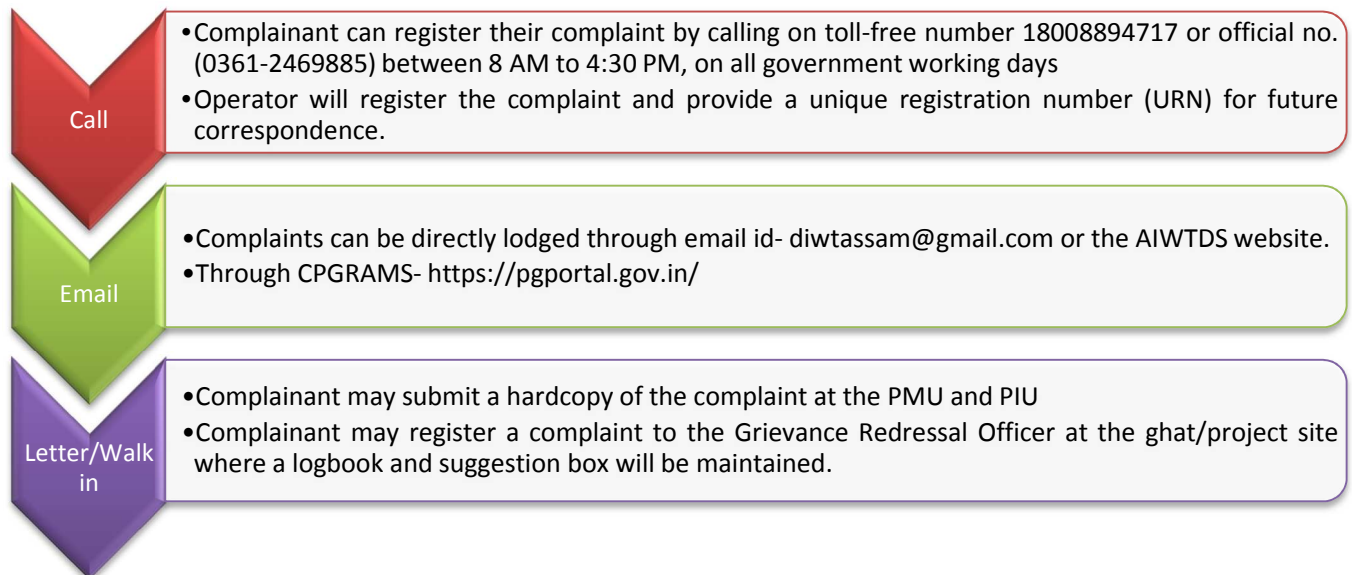
Where contractual agreements are entered into for work associated with development of the terminal, AIWTP will ensure:

- Inclusion of the SMP in contract document(s) for all work to be undertaken by the contractor.
- Compliance by contractor with the requirements of the C-ESMP and Occupation H&S Plan.

Independent Consultants (Safeguard Monitoring Consultants) will also be deployed to do third party monitoring of the environmental and social safeguard aspects, on a quarterly basis. The objective of the assignment is to carry out a quarterly review of social and environmental safeguard activities being implemented in the project and provide specific recommendations to mitigate the issues identified during the review period.

## 7. Grievance Redress Mechanism

All complaints can be registered through multiple grievance uptake channels, such as toll-free Helpline, email, or by letter to the Grievance Redressal Committees (a divisional level or upper level GRC) or through walk-in and by registering a complaint on grievance logbook kept at each project site (terminal/ Ghat) or suggestion box. A complaint can be registered directly to the PMU through any of the following modes and, if necessary, anonymously or through third parties.



The designated Grievance Redressal Officer at the PMU and the sub-project will maintain a complaint register that records details of all complaints received, action taken, where necessary, and any corrective actions or procedural changes implemented to prevent a recurrence. The initiator of the complaint will be advised of the results of all investigations and actions taken. The register maintained at the sub-project site will be regularly audited by the PMU to ensure timely response to complaints.

AIWTDS has prepared a GRM guidance note (manual) and Standard Operating Procedure (SOP) for the AIWTP project which will be used for this sub-project. The project has established a two-tier GRM with GRCs established at the PMU and divisional level to address grievances linked to the Project.

### 7.1 Grievance Redress Mechanism (GRM)

The following will be responsible for GRM:

**Grievance Redressal Officer.** At the PMU, the Advisor (Administration) will be the designated officer for GRM. At the sub-project site (terminal/ghat), government officials from the Directorate of Assam Inland Water Transport have been designated as Grievance Redressal Officer (GRO) for registration of complaints. The GROs who are usually the first point of contact will be maintaining a complaint logbook at all sites.

**Grievance Redressal Committees (GRC)** will be set up at the AIWTDS, Project Management Unit (PMU) and in each of the Divisional Office, which is the Project Implementing Unit (PIU) to address complaints related to resettlement and rehabilitation assistance, land related disputes, construction induced impacts, environment, health and safety, harassment, quality and efficiency of services related to the project including workers' complaints. The GRCs have been notified at both the PMU and Divisional level vide issuance of Govt. Order dated 9<sup>th</sup> August 2019. The composition of the GRC at both levels are:

| GRC at the PMU  | GRC at the PIU   |
|---|--|
| State Project Director – Chairman.<br>Advisor (Administration) in PMU –Designated | Additional Deputy Commissioner of concerned district- Chairman |

|   |   |
|---|---|
| Officer for GRM<br>Social Development Specialist- Member<br>Representative from the Revenue Department – Member<br>HR & Admin Manager – Member<br>Selected NGO representative- Member | Divisional Executive Engineer- Convener<br>Social Specialist in the Divisional office- Member<br>Local Village Panchayat/Council President or authorised representative –Member<br>Supporting NGOs (for implementing RAP)– Member |
| Support Staff   | Support Staff   |
| Two Office Management Executives (OMEs)   | Social Specialist at the Divisional Office/PIU  |

**Contractor** will be responsible for addressing grievances of the construction workers at the project site. Where the aggrieved workers wish to escalate their issue or raise their concerns anonymously and/or to a person other than their immediate supervisor, the workers may raise their issue with the Supervision Consultant, GROs or the PMU.

**Designated Service Provider and Internal Complaints Committees (ICC):** AIWTDS has a Memorandum of Understanding with *One Stop Centres*, a specialised government funded organisation working on GBV<sup>1</sup> including state-run helpline nos. 181 (women) and 1098 (children) for referring project beneficiaries or members of project-affected communities (women and children) sexual exploited and abused project workers or co-passengers. Complaints related to sexual harassment at the workplace will be dealt by the ICC established by the PMU and the contractors, respectively as per the provisions of the law.

## 7.2 Grievance Handling Procedure

### 7.2.1 Grievances handled by the Divisional level GRC

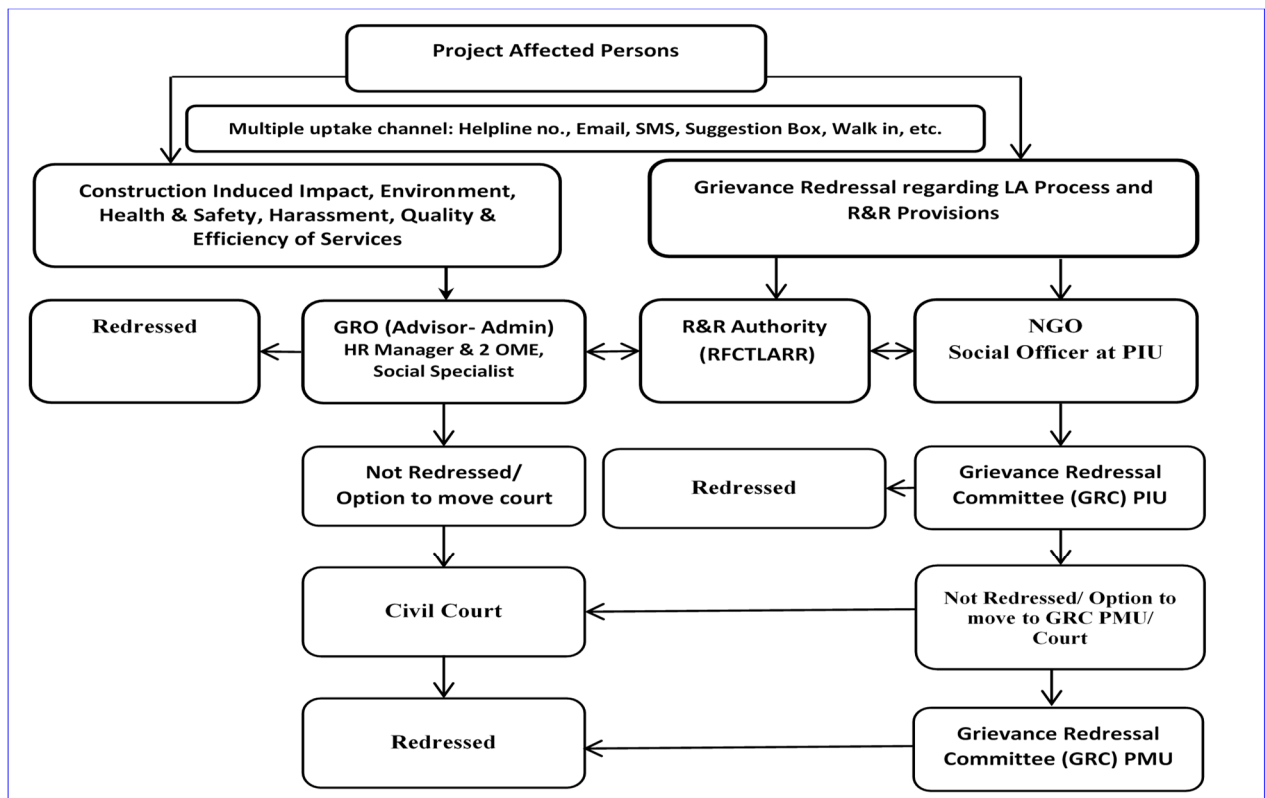
1. GRC will specifically address grievances related to resettlement and rehabilitation assistance, land related disputed or construction induced impacts. The GRC will meet once in 15 days but may meet more frequently, depending upon the number of such cases.
2. On receiving the grievance, GRC will register the complaint in the Logbook and acknowledge the receipt of complaint to the complainant within 7 days (through a message notification). Consequently, GRC will fill out the grievance registration form.
3. The GRC may undertake site visits, ask for relevant information from other government and non-government agencies, community members, etc. for due diligence on the case.
4. Once the case is concluded, GRC will fill in the grievance closure form and a copy of the form will be submitted to the complainant. The decision will be intimated to the complainant within a period of one month (30 days) from the date of receipt of complaint.
5. The decision of the GRC will not be binding i.e. decision of the GRC does not debar the complainant from taking the issue to the appellate authority or to the court of law.

### 7.2.2 Grievances handled by the PMU level GRC

1. Complainants who wish to submit an appeal to the higher authorities, can approach the GRC at the PMU. On receipt of a complaint at the PMU, following steps will be taken:

2. Issue an acknowledgement to the complainant (via message notification) within 7 days of filing an appeal.
3. The PIU GRC have to submit the grievance registration form, grievance closure form and any other information gathered during the proceeding, to the GRC at PMU.
4. All grievances will be registered into the logbook by the PMU, to enable grievance tracking and review.
5. If required, enquiries /consultations maybe done further to collect requisite information about the case
6. GRC will be convened to discuss the case and resolve the issue within 30 days of receipt of complaint. Details of the resolved cases will be documented in the grievance closure form and a copy of the form will be submitted to the complainant.
7. The decision will be communicated to the complainant, but it will not be binding on him/her. If the issue is not resolved, the complainant can approach the civil court.

The project's GRM Manual details out processes to be adopted for project related complaints received from all uptake channels. It also includes template for complaint logbook, grievance registration form and grievance closure forms to be maintained at both the PMU and divisional level.



### 7.3 World Bank's Grievance Redress

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project-affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred or could occur, as a result of

WB's non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been allowed to respond. The process to submit complaints to the World Bank's corporate Grievance Redress Service (GRS) is provided at <http://www.worldbank.org/GRS>. The process on how to submit complaints to the World Bank Inspection Panel is provided at <http://www.inspectionpanel.org>.

## 8. Monitoring, Evaluation and Reporting

### 8.1 Monitoring and Evaluation Process

Monitoring and evaluation of the project activities is to be done in a period manner (monthly/quarterly/ half yearly/annually) to ensure that the set milestones of the project are met with and in line with the requirements of the SMF/RPF/IPDF and sub-project specific SMP including C-ESMP. The project is responsible for internal monitoring on regular basis with the help of the safeguards team in the PMU of AIWTDS.

**Monitoring by AIWTDS staff:**The PMU will carry out concurrent monitoring of SMP implementation through the divisional level PIU/officials and prepare monthly and quarterly progress report in terms of physical and financial progress. Additionally, the monitoring process will also look into: grievance management; public consultation and information dissemination to PAPs on benefits; compliance of safety measures; labour standard compliance of all physical investments; training and capacity building; citizen engagement to assess users' satisfaction; labour influx and sexual exploitation and abuse/sexual harassment (SEA/SH) risks and gender mainstreaming. The monthly internal monitoring reports will be submitted to the PMU by the end of 1st week of the subsequent calendar month. The progress report will be reviewed by the PMU and comments if any, will be communicated to the AIWTDS officials at the site for immediate action.

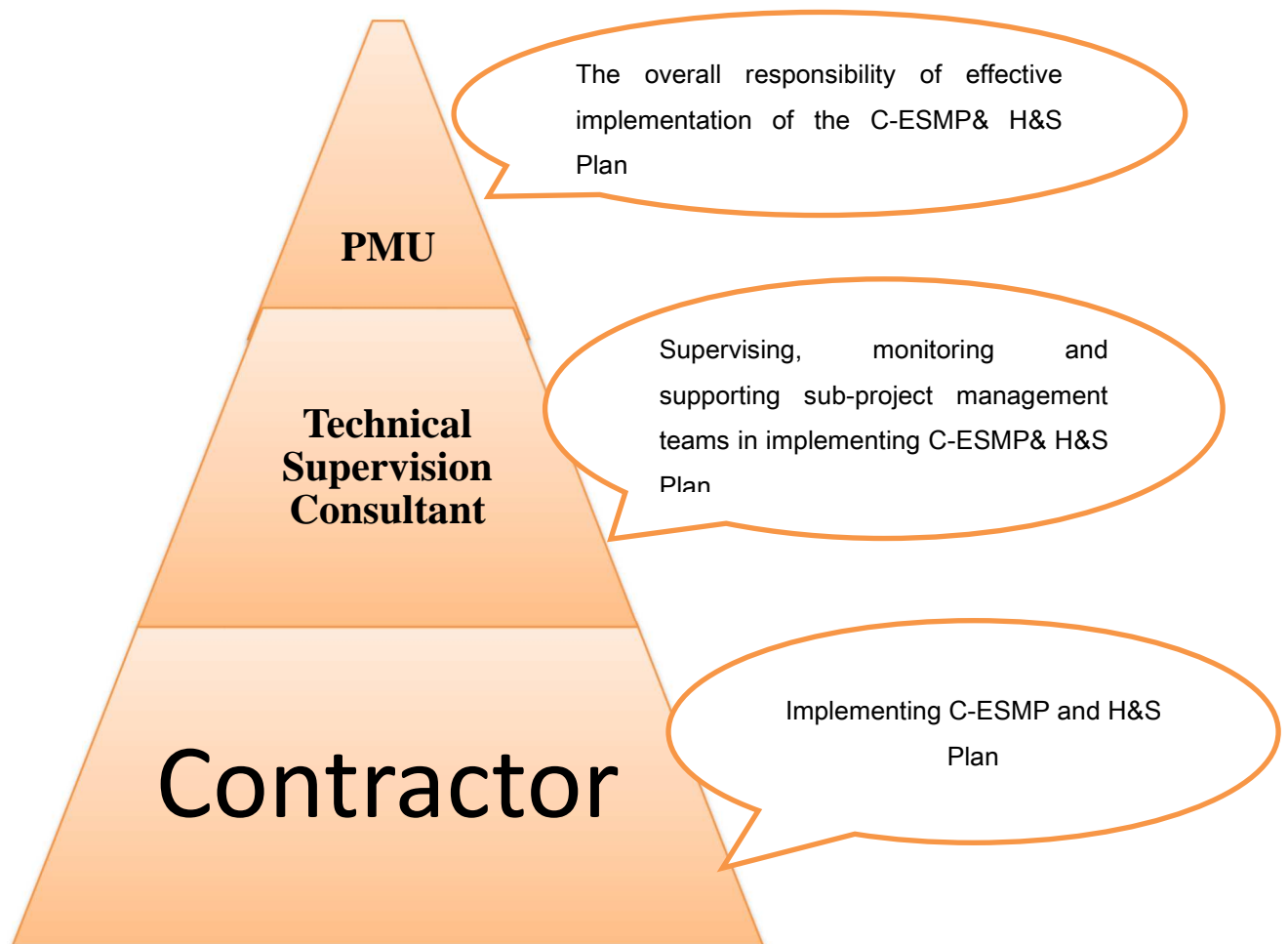
**Monitoring by Technical Supervision Consultant:**The technical supervision consultant will supervise and monitor the activities of the sub-project during the time of implementation, which will include supporting and guiding the implementation and compliance on safeguards; documentation of various processes related to the implementation of SMP; sensitization and helping build capacity of the AIWTDS officials and contractor towards the implementation of the SMP provisions and assisting in preparing monthly progress and quarterly process documentation reports. The technical supervision consultant will also supervise and monitor labour standard compliance during the construction phase. They will conduct periodic site visits to identify potential challenges faced in the project implementation and support to take timely corrective measures, if needed. A copy of the quarterly report will be made available to the World Bank by the PMU.

**External Evaluation by Third Party Consultant:**Services of an external consultancy firm (third party) i.e. safeguard monitoring consultants (SMC) will be deployed to carry out external evaluation on a quarterly basis. They will especially monitor implementation and impact of social and environmental safeguard aspects, including impact of construction related activities from the perspective of health, safety and security of the workers and the host community, grievance management, labour laws compliance and prevention of communicable diseases and risks related to SEA/SH and labour influx.

**Monitoring Indicators:**Some of the monitoring indicators for social development activities are:

- Percentage of grievances satisfactorily resolved within stipulated timeframe: 70%
- No. and type of IEC activities undertaken to disseminate information on GRM
- No. and nature of complaints received from women under the project
- No. of SEA/SH cases adjudicated by the AIWTDS and contractor's ICC and resolved.
- No. of skilled/ unskilled/ professional women employed in the project construction works.
- No. of female employees who have accessed employee welfare schemes and benefits under labour laws.
- No. of trainings and awareness camps on SEA/SH, Covid-19 and HIV/AIDS organised at the construction sites.
- No. of trainings on workers' Code of Conduct and labour laws compliance
- No. of trainings for IWT staff on GRM including RTI, labour standard compliance including HR policies, safety and security of women (including gender sensitization)

## 8.2 Institutional Arrangements for C-ESMP and H&S Plan Reporting



## 9. Disclosure

This Social Management Plan (SMP) has been prepared based on the site-specific SIA and approved SMF/RPF for the project. The draft version of the site-specific SIA was consulted

upon on July 15, 2021. The final version of the SIA and SMP, after Bank approval would be publicly disclosed on July 26<sup>th</sup>, 2021 and on the World Bank external website. The final version will also be disclosed in accessible locations. The SMF/RPF of the Project was disclosed on February 4, 2019 by AIWTDS in Assamese in relevant places and the English version of the SMF/RPF at the World Bank's external website on May 3, 2019.

## 10. Capacity Building Training

Outlines the proposed training for project staff as well as employees of the Contractor are presented in the table given below:

| No | Training Recipients   | Mode of Training               | Social Aspect to be covered   | Training Conducting Agency                                  | Training conducting Date                           |
|----|---|--------------------------------|---|---|--|
| 1. | AIWTDS Staff (PMU and Divisional level)& Supervision Consultant | Seminar<br>Workshop<br>Lecture | <ul style="list-style-type: none"> <li>Relevant Laws and Regulation/standards and Acts</li> <li>SMP and SMF/RPF overview</li> <li>EHS guidelines and pros and cons</li> <li>Grievance redressal mechanism</li> <li>Prevention of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)</li> </ul>  | Env. and social specialists<br><br>External resource person | Before and during the project implementation phase |
| 2. | Contractor staff  | Seminar<br>Workshop<br>Lecture | <ul style="list-style-type: none"> <li>Relevant Laws and Regulation/standards and Acts</li> <li>C-ESMP, SMP and SMF/ RPF overview</li> <li>EHS guidelines and pros and cons</li> <li>Grievance redressal mechanism</li> <li>STD, HIV/AIDS, and other transmitted disease issues including Covid-19 protocols.</li> <li>Code of Conduct (including GBV risks)</li> </ul> | Contractor  | Before starting implementation activities          |
| 3. | HR staff, GRO, ICC and GRC (PMU and Divisional level)           | Seminar<br>Workshop<br>Lecture | <ul style="list-style-type: none"> <li>Project's grievance redressal mechanism (Guidance manual and SOP)</li> <li>Relevant laws and regulations such as the Right to Information Act, the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.</li> <li>Gender sensitization</li> </ul>   | Env. and social specialists<br><br>External resource person | Before and during the project implementation phase |



|  |  |  |                           |  |  |
|--|--|--|---------------------------|--|--|
|  |  |  | and changing social norms |  |  |
|--|--|--|---------------------------|--|--|

**ANNEX1 Guidance for (contractor) Employers**

**Practical steps that contractors can take to avoid an outbreak of COVID-19**

It is possible to catch COVID-19 either by breathing in droplets coughed up or exhaled by a person with COVID-19 or by touching eyes, nose or mouth after handling a contaminated object or surface. All sections of society – including businesses and employees – must play a role if we are to stop the spread of this disease. The following practical steps are suggested to prevent the spread of COVID-19.

Steps will vary depending on the nature and location of the industry, potential exposure to the virus, supply chains, etc. The following steps and measures are far from exhaustive and should be reviewed and updated as the situation evolves to identify the business activities that could expose workers or others.

**How can I immediately manage the risk of COVID-19 spread in my organization?**

If a company does not have a risk assessment process in place, then it can follow a hierarchy of control approach to identify and mitigate risks.

- Promote and enforce frequent hand washing and respiratory hygiene.
- Discourage touching eyes, nose, and mouth.
- Ensure the workplace is clean and hygienic, and regularly disinfect surfaces and objects.
- Advise laborers and other employees to stay at home when sick and to seek medical advice if they have a fever, cough, and/or difficulty breathing.
- Practice social distancing among the labor and other personnel, where recommended.
- Stay informed and follow advice from international health organizations such as the WHO and national health organization and government.
- Identify which workers can work from home, if possible, and provide them with the appropriate technology.
- Encourage alternative methods for interaction where possible, for example, phone calls instead of in-person meetings.
- Avoid customary social contact (e.g. handshakes)
- Companies that have fingerprint biometric systems should consider replacing them with card entry systems
- Make hand sanitizer and/or ablution facilities with soap available in all areas where the risk of transmission is identified (e.g. upon entry to the premises, in the canteen, in toilets, etc.)
- Where hand sanitizer is not available due to shortages, the importance of personal hygiene and the practice of proper hand washing with soap will be essential Where possible, consider the use of infrared laser thermometers to check workers' and visitors' temperature before entering the premises

- Where possible, reduce the number of workers in the workplace to enable social distancing, supported by appropriating additional space, e.g. conference rooms, to allow people to spread out.
- Develop measures to ensure the temporary transfer of responsibilities of affected persons to their colleagues.
- Identify areas of transmission risk through e.g. food preparation, engagement with the public, etc., and implement appropriate measures in line with international recommendations of personal protective equipment (PPE).
- Communicate good practices to workers and visitors at key areas, such as entry points, through posters and signs as well as reminders from designated staff like receptionists
- Companies with direct-to-consumer sales should consider hygiene practices when dealing with cash and products.
- Consider whether transmission could occur through materials e.g. packaging, loading, unloading, and respond accordingly.
- Where possible, communicate with surrounding communities and supply chain to confirm awareness of the virus and discuss good hygiene practices and precautionary measures
- If restrictions on on-site access will impact the community, e.g. by closing access paths, clearly communicate this with community leaders and discuss the implications.

#### **What could a risk management framework for COVID-19 entail?**

Contractors should consider developing specific policies and procedures to prevent, identify, mitigate, and respond to instances of COVID-19 in a formalized manner. These should be informed by the risk identification and mitigation process below and may include:

- Prevention procedures covering basic hygiene, cleaning and disinfection, PPE, customer engagement, supplier management, and visitor management
- Policies and procedures on how to determine and manage suspected and identified cases
- Updated working condition policies as appropriate
- Stakeholder engagement procedures where operations or changes to operations might impact the community

Once developed, policies and procedures should be communicated clearly to workers and, as applicable, to contractors/sub-contractors, workers in worker accommodation sites, visitors, customers, supply chain, and the surrounding community. They should be reviewed in line with the latest advice and requirements from regional and international authorities. Some companies may be required to report cases and/or follow specific protocols, in line with national mandates.

If current employment policies are inadequate to protect in the case of a worker or worker family member illness, or in case of reduced or closed operations, companies should review and – if at all possible – update policies and procedures to cover these extenuating circumstances. These circumstances may include but are not limited to sick leave, extended paid leave, leave for caretaking responsibilities, contractor payment terms, flexible working, etc.

It may be appropriate to develop and communicate a clear policy of non-discrimination to reduce stigma so that employees feel safe reporting illness of themselves or within their families. All policies and procedures should be communicated alongside contact information and access to a grievance mechanism should employees have questions or concerns.

### **How can the contractors improve communication with workers/employees and other stakeholders?**

The contractors need to provide clear and regular communication about preventive measures and precautions to workers and, where applicable, subcontractors, the supply chain, customers, and the wider community. The main contractor should consider providing regular updates to the entire workforce, including the subcontractors, with information on:

- Current status of COVID-19 and how it may impact the workforce and, as appropriate, other relevant stakeholders.
- Summary of how different areas of the business will operate and key risk mitigation priorities
- Actions being taken on different areas including travel, working from home, meetings, conferences, screening processes, social distancing in the office, hygiene, and transportation
- Workers' rights including information on relevant workplace flexibilities and protections including medical evidence requirements for sickness, sick leave, and pay, working from home
- If appropriate, and in close consultation with local health authorities, updates on any cases within the workforce and advice for anyone who might have come in contact with the affected individuals
- What is needed from the workforce (mindset, hygiene, personal health)
- Request workers to inform management of suspected cases within their families and social circles (respect national laws on data privacy)
- Any new standards being implemented e.g. approvals for or cancellation of all non-essential travel and conferences

### **How do the contractors deal with worker camps, e.g. at remote construction sites?**

People living in large workers' camps and camp-like settings (hereinafter called collective sites) can be particularly vulnerable to COVID-19 in part because of the health risks associated with movement/migration and also living in crowded places. Actions should aim to:

- Communicate: Communicate critical risk and information to all communities, and counter misinformation:
- Provide clear and unequivocal messages focusing on (i) what people can do to reduce risk (ii) which actions to take if they think they may have COVID-19 and (iii) the measures that are put in place and why.
- Do not instill fear and suspicion among the population: Do not use medical language in communication with the general public (for example say 'people who may have COVID-19' instead of 'suspected cases').
- Perceptions: rumors and feedback from camp residents and host communities should be monitored and responded to through trusted communication channels, especially to address social stigma.

- Prepare and Prevent: Limit human-to-human transmission, including reducing secondary infections among close contacts and healthcare workers, preventing transmission amplification events, strengthening health facilities:

(i) Promote basic infection prevention (refer to “How can I immediately manage the risk of COVID-19 spread in my organization?” in this document).

(ii) Wherever possible, reduce overcrowding: If possible, re-plan the site, taking into consideration adequate infection prevention and control, social distancing, crowd management, camp access, and prevent the large gathering of people. Plan modalities of services and activities on-site, like canteens and shops (food and other distributions, etc.) in light of these measures; consider alternative means to provide for such services. Negotiation for additional space for potential isolation needs to be carried out, ahead of cases being identified.

(iii) Personnel (Facility services, e.g. canteen staff) working in collective sites need to understand the risks of COVID-19 introduction and propagation at the site, be trained and monitored on self-protection measures and the rational use of Personal Protection Equipment (PPE) (technical guidance link). Personnel with potential risks of exposure to COVID-19 off-site shall not come to work for 14 days after the day of exposure; those experiencing signs and symptoms suggestive of COVID-19 should not be allowed to work at the site either until COVID-19 is ruled out and/or they have fully recovered.

(iv) Should a COVID-19 case be confirmed at a site, personnel and residents who are identified as contacts shall follow the procedures applied by the national authorities for contacts, for self-quarantine, and/or monitoring? There should be mechanisms in place to ensure that personnel and residents in isolation can continue receiving essential services available on site. Follow your national guidelines for reporting to the authorities.

v. When a COVID-19 case is confirmed at a collective site, contacts need to be identified and monitored for 14 days, even when quarantine or isolation is not possible. Emphasis should be on the restriction of contact with others and limitation of movements outside of the home. Of importance in this context is the consideration of cultural/social coping mechanisms linked to the scarcity of space in available accommodation. Consider obstacles to women’s and girls’ access to support services, especially those subject to violence or who may be at risk of violence in quarantine.

- Care: Identify and provide optimized care for infected patients early.

(i). Health facilities capable of providing clinical care for a suspect and confirmed cases of COVID-19 need to be identified, and the necessary coordination is established for referral, treatment, and discharge.

(ii). Site business continuity plans should be developed for the event of a temporary absence of a significant number of personnel and external disruptions related to COVID-19 propagation, to ensure essential services are maintained to the best extent possible, including through the strengthening of community mechanism for governance and self-management.

(iii). Should it be feasible and required, a plan for site decongestion needs to be developed which should be coordinating with all stakeholders to ensure the availability of hygiene supplies crucial to prevent COVID-19 infections.

(iv). Ensure routine health services remain available to all site residents and host communities inside the health facility's catchment area. It is important to separate people accessing routine services from the suspect and confirmed COVID-19 cases.

(v). Procurement plans need to take into consideration the size of the population to be served, site residents and surrounding host communities, and potential market disruptions. –Important: Make sure that contractors/third-party camp providers follow the same recommendations and support them if they lack capacity and knowledge. Implementation should be monitored.

### **How can the contractor psychologically support the employees?**

It is important to maintain frequent and supportive communication between management and workers. Given uncertainties about COVID-19, staff morale should be monitored. Companies might expect to face increased absences due to illness and the desire not to spread the infection to other employees or for fear of contagion. Where possible, clearly communicate that employment contracts will be honored in case of absence due to illness to discourage workers from coming in sick.

It has been reported that the increased number of people staying at home also increases the risk for domestic violence. To support the health of your employees, advocate a policy of open ears and raise awareness for the topic.

### **Which security implications might face?**

Companies/contractors should be vigilant concerning risks to workers arising from potential social unrest associated with COVID-19. Should social conditions deteriorate, and companies feel that their workers are at risk, they should discuss with their security providers the best way to ensure worker safety while maintaining business continuity.

## **ANNEX2 Contractor's CODE OF CONDUCT**

The contractor will carry out their work, including addressing the risks of sexual exploitation, sexual abuse, and sexual harassment as per this code of conduct.

This Code of Conduct applies to all staff, labourers, and other employees at the worksite or other places where the works are being carried out. It also applies to the personnel of each sub-contractor and any other personnel assisting in the execution of the project. All such persons are referred to as "Contractor's Personnel" and or subject to this CoC. This code of conduct identifies the behavior required from all contractor personnel.

The project workplace must be an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

### **Required Conduct**

Contractor's personnel shall-

1. Carry out his/her duties competently and diligently
2. Comply with this code of conduct and all applicable laws, regulations, and other requirements, including requirements to protect the health, safety, and well-being of other contractor's personnel and any other person
3. Maintain a safe working environment including by:
  - a) Ensuring that workplaces, machinery, equipment, and process under each person's control are safe and without risk to health
  - b) Wearing required personal protective equipment
  - c) Using appropriate measures relating to chemical, physical and biological substances and agents; and
  - d) Following applicable emergency operating procedures.
4. Report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health
5. Treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers, or children
6. Not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Contractors or Employers Personnel
7. Not engage in Sexual Exploitation, which means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. In bank-financed operations/projects, sexual exploitation occurs when access to or benefit from bank-financed goods, works, consulting, or non-consulting services are used to extract sexual gain
8. Not engage in sexual abuse, which means that actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions
9. Not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage
10. Complete relevant training courses that will be provided related to the environmental and social aspects of the contract, including on health and safety matters, sexual exploitation and abuse, and sexual harassment.
11. Report violations of this code of conduct; and

12. Not retaliate against any person who reports violations of this code of conduct, whether to the bank or the ministry or who makes use of grievance mechanism for contractor's personnel or the project's Grievance Redress Mechanism.

The contractor will be responsible to provide orientation to employees and labors on the project workplace code of conduct. AIWTDS will make sure that all members of the project are well informed about the project workplace CoC.

**Forced Labor:** There shall be no use of forced labor, including prison labor, indentured labor, bonded labor, or other forms of forced labor.

**Child Labor:** No person shall be employed under the age of 14 years for hazardous work in compliance with the Child Labour (Prohibition and Regulation) Act, 1986.

**Freedom of Association and Collective Bargaining:** Employers shall recognize and respect the right of employees to freedom of association and collective bargaining.

**Hours of Work:** Employers shall not require workers to work more than the regular and overtime hours allowed by the law of the country where the workers are employed. The regular workweek shall not exceed 48 hours per week/ 9 hours per day. Employers shall allow workers at least 24 consecutive hours of rest every seven days. All overtime work shall be consensual. Employers shall not request overtime regularly and shall compensate all overtime work at a premium rate. Other than in exceptional circumstances, the sum of regular and overtime hours shall not exceed 48 hours over a period of four weeks as per the Minimum Wages Act, 1948.

**Gender-Based Violence (GBV):** The Contractor shall prohibit gender-based violence (GBV) and discrimination based on gender etc. The PMU/PIU will maintain outreach to law enforcement and legal services for women, children, and teenagers, to facilitate prompt and effective responses when needed. The Grievance Redress Mechanism includes a specific mandate to address any kinds of gender-based violence.

**Compensation:** Every worker has a right to compensation for a regular work week that is sufficient to meet the worker's basic needs and provide some discretionary income. Employers shall pay at least the minimum wage or the appropriate prevailing wage, whichever is higher, comply with all legal requirements on wages, and provide any fringe benefits required by law or contract. Where compensation does not meet worker's basic needs and provide some discretionary income, each employer shall work with the PROJECT to take appropriate actions that seek to progressively realize a level of compensation that does.

**Impacts on Host Communities from temporary Project Induced Labor Influx:** The construction of the terminal may not require a large influx of labour from outside of the project area. Most of the unskilled workers will be recruited locally in the project area- only specialized staff are expected to be recruited from outside. The specialized staff from outside will make about less than 20 percent and will be residing in labour camps in the selected area. The distance of the project and contractor's campsites should be away from the community settlements. Therefore, there will be no risk associated with the contractor's workforces on the host communities like social conflicts, the influx of additional population, increase in traffic and related accidents. However, the mitigation measures are already given in the SMP and some additional mitigation measures are recommended for the contractor as part the SMP and contractor's CESMP;

- The contractor is bound to give preference to the local people for skilled and unskilled labors. In urban and peri-urban settings, it is usually less difficult to find qualified local workers, in this kind of circumstances; the contractor will be allowed to outsource the skilled labor. The contractor will make efforts to train the local force for the enhancement of their skill level.
- A grievance redress mechanism (GRM) for workers and the host community is an integral part of the SMP, the contractor and the project management staff will follow the procedural mechanism of GRM during the construction period.

### **Raising Concerns**

If any person observes behaviour that he/she believes may represent a violation of this code of conduct, or that otherwise concerns him/her, he/she raise the issue promptly. This can be done in either way; (a) through phone call via the number provided in the GRM (b) through email to the GRM focal point (c) or in-person to GRM focal point.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. All reports of possible misconducts are seriously taken and will investigate and take appropriate action. There will be no retaliation against any person who raises a concern in good faith about any behaviour by this Code of Conduct. Such retaliation would be a violation of this code of conduct.

### **Consequences of violating the code of conduct**

Any violation of this code of conduct by the contractor's personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

The Contractor shall have a Code of Conduct for the Contractor's Personnel. The Contractor shall ensure that each Contractor's Personnel is provided a copy of this Code of Conduct, written in a language comprehensible to that person, and shall seek to obtain that person's signature.

Acknowledging receipt of the same. The Contractor shall also ensure that the Code of Conduct is visibly displayed in multiple locations on the Site and any other place where the Works will be carried out, as well as in areas outside the Site accessible to the local community and project-affected people. The posted Code of Conduct shall be provided in languages comprehensible to Contractor's Personnel, Employer's Personnel, and the local community.



### **ANNEX3: ENVIRONMENTAL AND SOCIAL GUIDELINES FOR CONTRACTORS**

The following guidelines will be part of the contractual agreements for each sub-project:

The contractor should install the workerscamp on areas far enough from water points, houses, and sensitive areas in consultation with the community. He/she should select good quality sanitary equipment and install it in thecamp.

The contractor should manage all activities in compliance with laws, rules, and other permits-based on-site regulations (what is allowed and not allowed on worksites).

A contractor has the responsibility of health and safety on worksites and should protect neighboring properties, inform the client if the land is found to be contaminated.

The contractor should ensure the permanence of the traffic and access of neighboring populations during the works to avoid hindrance to traffic, they also have the responsibility to protect and provide health and safety measures to staff working on work sites. To protect soil, surface, and groundwater the contractor should avoid any wastewater discharge, oil spill, and discharge of any type of pollutants on soils, in surface or ground waters, in sewers, and drainage ditches.

The Contractor should protect the environment against exhaust fuels and oils, dust, and other solid residues. The Contractor should dispose of oil and solid waste materials appropriately and provide adequate waste disposal and sanitation services at the rehabilitation site.

The contractor for proper waste management should install containers to collect the wastes generated next to the areas of activity. The contractor should avoid degradation and demolition of private properties; therefore he/she should inform and raise the awareness of the populations before any activity causing degradation of natural vegetation and resources and if there was any damage to private/public property compensates beneficiaries before any work.

The Contractor should use a quarry of materials according to the mining code requirements and compensate planting in case of deforestation or tree felling.

The Contractor should manage waste properly and do not burn them on-site and also should provide proper storage for materials, organize parking, and displacements of machines in the site.

The Contractor should care about speed limitation of worksite vehicles and cars and allow the access of public and emergency services to the worksite.

The contractor should install signalling of works, ensure no blockage of access to households during rehabilitation and/or provide alternative access, provide footbridges and access of neighbours and endure rehabilitation of proper drainage on the site.

The Contractor should respect the cultural sites, ensure security and privacy of women and households close to the camps and safely dispose of asbestos.

The Contractor should consider impacts such as noise, dust, and safety concerns on the surrounding population and schedule rehabilitation activities accordingly.

The Contractor should develop maintenance and reclamation plans, protect soil surfaces during rehabilitation, and re-vegetate or physically stabilize eligible surfaces, preserve existing fauna and flora and preserve natural habitats along streams, steep slopes, and ecologically sensitive areas.

The Contractor has to prevent standing water in open rehabilitation pits, quarries, or fill areas to avoid potential contamination of the water table and the development of habitat for disease-carrying vectors and insects.

## ANNEX 4 LIST OF PARTICIPANTS IN FGDS

### Community Consultations in South Guwahati (LachitGhat PIA)

| FGD-Gender groups- ward-2 Guwahati Municipal Corporation |                      |                        |         |            |     |                |        |
|--|----------------------|------------------------|---------|------------|-----|----------------|--------|
| #  | List of participants | Education              | Caste   | Occupation | Age | Marital status | Income |
| 1  | PompiRajkhuwa        | 10 <sup>th</sup> class | General | Teacher    | 25  | Married        | 8000   |
| 2  | Patima Das           | 10 <sup>th</sup> Class | OBC     | Housewife  | 29  | Married        | No     |
| 3  | Sandhya Rani Das     | 12 <sup>th</sup> class | OBC     | Housewife  | 34  | Married        | No     |
| 4  | SandhyaBordoloi      | B.A                    | General | Shop owner | 40  | Married        | 10000  |
| 5  | Momi Das             | 8 <sup>th</sup> Std    | OBC     | Shop owner | 33  | Married        | 7000   |

### Labour groups-South Guwahati

|   | Name             | Age | Education        | Livelihood |
|---|------------------|-----|------------------|------------|
| 1 | Rabul Islam      | 33  | 0                | Labour     |
| 2 | BiresharHazarika | 38  | 0                | Labour     |
| 3 | Romesh Das       | 70  | B.A              | Labour     |
| 4 | Niha Begum       | 45  | 0                | Labour     |
| 5 | KeshopMech       | 38  | 10 <sup>th</sup> | Labour     |

### Community Consultations in North Guwahati

| FGD-Gender groups |                      |                  |         |            |     |                |                |        |
|-------------------|----------------------|------------------|---------|------------|-----|----------------|----------------|--------|
|                   | List of participants | Education/ class | Caste   | Occupation | Age | Marital status | No of children | Income |
| 1                 | Sewali Das           | 6                | SC      | Housewife  | 21  | Married        | 1              | 12000  |
| 2                 | Biva Das             | 9                | SC      | Housewife  | 46  | Married        | 1              | No     |
| 3                 | DebalataHazari       | 5                | SC      | Housewife  | 56  | Widow          | 3              | No     |
| 4                 | Priyanka Das         | 11               | SC      | Student    | 18  | Unmarried      | 0              | No     |
| 5                 | KalpanaHazarika      | 12               | SC      | Housewife  | 35  | Married        | 1              | No     |
| 6                 | GulapiHazarika       | 2                | SC      | Housewife  | 39  | Married        | 1              | 10,000 |
| 7                 | MuhiniHazarika       | 10               | SC      | Housewife  | 40  | Married        | 1              | 10,000 |
| 8                 | RatnaHazarika        | 7                | SC      | Housewife  | 36  | Married        | 2              | 20,000 |
| 9                 | DuluMoniHazarika     | 10               | SC      | Housewife  | 31  | Married        | 1              | 20,000 |
| 10                | PurobiMudo           | 12               | SC      | Housewife  | 20  | Unmarried      | 0              | 20,000 |
| 11                | DipaliHazarika       | 3                | SC      | Housewife  | 45  | Married        | 3              | 3000   |
| 12                | Renu Das             | 5                | General | Housewife  | 57  | Unmarried      | 0              | 4000   |
| 13                | Mina Devi Das        | 10               | SC      | Housewife  | 25  | Married        | 2              | 3000   |
| 14                | SashiProbha Mahajan  | 8                | OBC     | Housewife  | 57  | Married        | 2              | 3000   |
| 15                | NirupomaKalita       | 12               | General | Housewife  | 57  | Widow          | 3              | 5000   |

|    |               |    |    |           |    |           |   |      |
|----|---------------|----|----|-----------|----|-----------|---|------|
| 16 | Gitashri Das  | +2 | SC | Student   | 18 | Unmarried | 0 | No   |
| 17 | Pallabi Das   | 9  | SC | Housewife | 26 | Married   | 2 | 6000 |
| 18 | Manorama Das  | 9  | SC | Housewife | 51 | Married   | 2 | 6000 |
| 19 | Soya Das      | 2  | SC | Housewife | 60 | Married   | 4 | 5000 |
| 20 | Bidyawoti Das | 3  | SC | Housewife | 65 | Widowed   | 4 | 3000 |

#### FGD with Labour groups

|    | Name                | Age | Education | Livelihood |
|----|---------------------|-----|-----------|------------|
| 1  | PadipChoudhuri      | 50  | 7         | Labour     |
| 2  | M.D..NululChoudhuri | 53  | 5         | Labour     |
| 3  | BhiguBaishya        | 55  | 9         | Labour     |
| 4  | Dhanjit Into        | 30  | 10        | Labour     |
| 5  | HasanBoro           | 52  | 4         | Labour     |
| 6  | Gopal Sharma        | 54  | 0         | Labour     |
| 7  | Akshoy Sharma       | 45  | 0         | Labour     |
| 8  | Manoranjan          | 65  | 5         | Labour     |
| 9  | Arvinda Sharma      | 50  | 0         | Labour     |
| 10 | Durgeshwar          | 69  | 3         | Labour     |
| 11 | NipenDeka           | 36  | 9         | Labour     |
| 12 | SubulDeka           | 35  | 10        | Labour     |
| 13 | MahromHakali        | 53  | 8         | Labour     |
| 14 | Santosh Das         | 43  | 9         | Labour     |
| 15 | BhaluBoisa          | 50  | 7         | Labour     |
| 16 | Subhan Ali          | 32  | 4         | Labour     |
| 17 | Sahiful Ali         | 25  | 9         | Labour     |
| 18 | JahirulMondal       | 28  | 10        | Labour     |
| 19 | Smili Ali           | 30  | 8         | Labour     |
| 20 | Mihit Ali           | 22  | 7         | Labour     |

#### FGD with general public

| Sl No. | Name              |
|--------|-------------------|
| 1      | Ratna Das         |
| 2      | Tinku Das         |
| 3      | Rubul Das         |
| 4      | Dipen Das         |
| 5      | Purna Chandra Das |
| 6      | Ajay Das          |
| 7      | Tarun Das         |

| Annexure -5(A)   |   |              |   |   |
|--|---|--------------|---|---|
| Comments and Suggestions on Social Part of Screening and Scoping |   |              |   |   |
| Sl. No.  | NAME & DESIGNATION                                    | Dept         | COMMENTS/SUGGESTIONS  | REMARKS   |
| 01.  | Mr. L. Nath,<br>Jr. Engineer<br>(9864066886)          | IWT<br>Assam | The following aspect is to be addressed during project implementation- <ul style="list-style-type: none"> <li>Educate local community</li> <li>Maximum involvement of community so that community should not be deprived.</li> <li>During construction of any terminal etc., it should be sustainable.</li> <li>The river Brahmaputra is a diverse river so during project implementation no major livelihood is to be disrupted.<br/>(Compensation)</li> </ul> | Project related Information Education and communication (IEC) will be a part of the project strategy<br>Participatory decision making through stakeholder interactions, FGDs etc incorporated<br>Designs are appropriate<br>Impact on livelihood will be studied and appropriate compensations will be effected |
| 02.  | Mr. D K<br>Chakravarty,<br>AEE<br>(9613074344)        | IWT<br>Assam | <ul style="list-style-type: none"> <li>Maximum employment generation to be created.</li> <li>Optimum use of river related resources for all round development of the society.</li> <li>Ethnic culture of the society to be protected/safe guarded.</li> <li>Tourism potential of the state to be developed.</li> </ul>  | Labour Influx management plan will consider this.<br>Protection of cultural heritage is considered important and action will be taken<br>Improved infrastructure will invariably attract more tourists Focused approaches are required and will be recommended to Govt.   |
| 03.  | Mr. S. Ahmed,<br>Jr. Engineer<br>(9706054324)         | IWT<br>Assam | Provision for unemployed youth's engagement at river terminal facilities for establishing small shops etc.  | Maximum involvement of local people in construction works will be ensured   |
| 04.  | Mr. Diganta Talukdar,<br>Jr. Engineer<br>(9435340085) | IWT<br>Assam | <ul style="list-style-type: none"> <li>Provision of financial assistance according to the need of river site inhabitants and awareness of safe travels including developing high-tech ticketing devices for frequent and prompt movement of ferry users.</li> <li>Combine efforts with irrigation, water resource</li> </ul>  | R&R plan will be prepared and implemented to compensate the loss incurred by impacted people.<br>Modernization of ferry services will consider such suggestions.<br>Integrated action by the institutional stakeholders is planned in the project design. Consultations are done for this purpose.              |

|     |   |                         |  |  |
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|     |   |                         | and public health dept.  |  |
| 05. | Mr.KaustabhRakshit,<br>Technical Superintendent<br>(9435009229) | IIT Guwahati            | <ul style="list-style-type: none"> <li>• How many you have collected?-20%</li> <li>• Why you have not surveyed in Majuli?</li> <li>• How Many community you have covered?</li> <li>• How many questions you have asked?</li> <li>• Do you have the phone no. of the interviewed person?</li> <li>• How many shops in the Ghat from pan shop to hotel?</li> <li>• How many fishing boats are there?</li> <li>• Effect of flood on the water-way-transportation?</li> <li>• How many local persons hired for the survey?</li> <li>• Have you meet Gaon Panchayat leader before survey?</li> </ul>                | Question is about primary data collection. The data collection is yet to start and all the concerns will be addressed and considered. Sample design was explained. Majuli is in the list for data collection. Gaon Panchayat has been considered for KII. Data collection mode, sampling ,survey agency engaged etc were explained |
| 06. | Mr. Islam Laskar,<br>President<br>(9435062116)                  | Senior Engineers' Forum | <ul style="list-style-type: none"> <li>• Modern rate transport system has already been delayed for river Brahmaputra and Barak. Today's event should have been done much earlier than today. Is it agreed – yes/no</li> <li>• Whether any study has been carried out to assess what percentage of pressure on road surface transport will be reduced/relieved by virtue of promoting water transport system with modern technology. This may partially disrupt road transport, it is desired in this age of disruption.</li> <li>• Adequate facility for food/snacks/tea-coffee is most wanted like</li> </ul> | Feasibility studies have analyzed the transport loads by road and water transport. More preference given to water transport based on such concerns only. Facilities for refreshments, cafeteria etc will be there in the design.   |

|     |  |             | Airlines/Railways.   |   |
|-----|--|-------------|--|---|
| 07. | Mr. A. HarshaVardhan, Consultant (7738830613)      | KPMG        | <ul style="list-style-type: none"> <li>As river is following into Bay of Bengal, any impact due to oil spill/sitting will be felt by communities downstream.(until Bangladesh)</li> <li>*have the communities downstream and not just the area of development taken as impacted stakeholders in the target group.</li> <li>*Will the project have any issues related to Trans-boundary objection from Bangladesh.</li> </ul> | <p>Water quality issued analysed as part of EIA study<br/>Project Impact area includes 10 km radius surrounding the project sites.<br/>Overall impact analysed through secondary data analysis.</p> <p>No trans boundary issues</p>   |
| 08. | Mr.Vinuthne, Programme Officer (9903177355)        | Oxfam India | <ul style="list-style-type: none"> <li>In South Salmara District, one village was totally erased and migrated to nearby villages. Is there any house construction, any financial assistance?</li> <li>In South Salmara, due to erosion, school was erosion twice. And then is no ferry for end of the Manichar area. Is there any plan?</li> <li>Somewhat child details have to include in study.</li> </ul>                 | <p>Flood situation of the river analysed in EIA studies.<br/>House construction assistance given to those who lose their residence due to the project. If any.<br/>Resettlement and Rehabilitation entitlement policy of state of Assam have such provisions and is adapted for this project.</p> |
| 09. | Mr.Balin Das, Superintending Engineer (8811023706) | A.S.T.C     | Transportation plays a vital role for development of society/locality. Hence we have to provide them last mile connectivity. This can be done by coordinating with local transport and transport department (ASTC)   | Yes. Integrated approaches need to be considered and will be recommended in the studies.  |
| 10. | Dr.RajibSutradhar, Asst. Professor (9873647887)    | O/C DISCO   | Whether any assessment or consideration given to settlement of those dependent on existing ferry facilities? Who will run the proper ferry facility?   | Yes. Social Impact Assessment studies will consider such issues. Private and Public ferry services will continue to operate with better facilities.   |
| 11. | Mr.Dr. A Sarma, Sr. River Engineer (9706768066)    | General Co  | <ul style="list-style-type: none"> <li>Have you conducted the SWOT analysis for each of the ghats proposed? In specific what are your</li> </ul>   | Yes. Studies analyse the positive and negative issues of each Ghat under this project. All negative impacts will be mitigated through appropriate actions.  |

|     |   |                                       |  |  |
|-----|---|---------------------------------------|--|--|
|     |   |                                       | <p>threat perceptions owing to development of the ghat areas.</p> <ul style="list-style-type: none"> <li>The private boat operators are generally affected. What alternative arrangements have been made or suggested to earn their livelihood?</li> <li>Issue of encroachment needs to be highlighted.</li> </ul> | <p>Private ferries will not be totally banned. Better employment opportunities and conditions are there in the project. For any livelihood loss due to the project compensation will be paid.</p>  |
| 12. | Mr.R.K.Dutta, Jr. Engineer (9085158544)                           | IWT                                   | <ul style="list-style-type: none"> <li>Floating township considering the land scarcity.</li> <li>Tourism development for tourist.</li> </ul>   | <p>Further Tourism possibilities will have to be considered by the Govt</p>  |
| 13. | Mr.SujitRanjan Nath, Jr. Engineer (9435734276)                    | IWT                                   | <ul style="list-style-type: none"> <li>To generate the source of livelihood of local people.</li> <li>To promote tourism and development economy of the state.</li> </ul>  | <p>Yes. The project provides several opportunities to provide additional employment and income</p>   |
| 14. |   | North East Network                    | <ul style="list-style-type: none"> <li>How do you plan to compensate for the loss of common property resources and livelihood of people?</li> <li>How will the low income group of commuters be able to access the ferries if the cost of the tickets is high?</li> </ul>  | <p>Compensation for livelihood loss will be given as per the R&amp;R matrix in RFCTLARR act and rules adapted by GoA in 2015.</p> <p>The cost of tickets will never be high just because better facilities are provided through this project</p> |
| 15  | Mr.ParthaJyoti Das , Head (Water, Climate & hazard ) (9435116558) | Aaranyak                              | <p>Name of indigenous communities like “Miris” and “Mikirs” should not be used. These are Objectionable terms. Instead, you should say “Misings” and “Karbhis”</p>   | <p>Yes. well taken</p>   |
| 16. | K. G. Debkrori Consultant (9435405572)                            | Senior Engineers Forum, Guwahati(NER) | <ul style="list-style-type: none"> <li>Out of two river ecosystem, the social part belongs to terrestrial ecosystem. So selection of Ghats needs various consideration particularly demarcation of flood Planes</li> <li>The platform is ramp appears to be adjustable with ****(katarline) in</li> </ul>          | <p>EIA concern.<br/>Design concerns will be addressed by ISDP consultants.<br/>Approach roads to Ghats are also considered by the authorities.</p>   |



|  |  |  |   |  |
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|  |  |  | <p>different seasons. While constructing the foundation on the river bank failure of one jetty near straight bridge should be kept in view.</p> <ul style="list-style-type: none"><li>• The depth water on either shore should be studied for easy movement of passenger traffic.</li><li>• Nos. of passenger calculated should be viewed in respect of road transport passengers.</li><li>• Eight side of the Ferry Ghats should have good approach to be linked to main road.</li></ul> |  |
|--|--|--|---|--|

**Annex 5 Stakeholder workshop at Guwahati on 4th February 2019, at Circuit House, Guwahati**

The ESIA Consultants presented the SMF framework and the participants sought clarifications. The Participants includes Officials from ISBP, ISDP , State Pollution Control Board, Guwahati Smart City Project, Forest Department, Agricultural Dept, PWD, EIA&SIA consultants, Officers from IWT and such other institutional stakeholders.

| <b>Queries</b>  | <b>Project interventions</b>  |
|---|---|
| Participants asked about the employment potential of the project to the local people and chances for in-migration /labour influx and measures to control the same.  | These were discussed based on the strategies specified in the draft SMF/ RPF.   |
| Availability of Government land for construction purpose and design including indigenous design in some locations was also discussed and the design consultants present displayed their plans and designs | Emphasised on the need for integrating the requirements of vulnerable passengers, particularly women, children, differently abled, old and infirm in the terminals and ferries through universal design specifications. |



**ANNEX 6 CHECKLIST FOR TRACKING LABOUR-RELATED ISSUES**

| 1. PROJECT DATA |   |                            |                            |
|-----------------|---|----------------------------|----------------------------|
| 1.1             | Name of Project   |                            |                            |
| 1.2             | Duration  |                            |                            |
| 1.3             | Start Date  |                            |                            |
| 1.4             | Estimated Completion Date   |                            |                            |
| 1.5             | Location  |                            |                            |
| 1.6             | Name and Contact Information (email/phone) of Contractor          |                            |                            |
| 1.7             | Name and Contact Information (email/phone) of all sub-Contractors |                            |                            |
| 1.8             | Type of Project (project description)                             |                            |                            |
| 1.9             | Types of activities undertaken phase wise, with timeline          | Phase 1 (timeline)         | Phase 2 (timeline)         |
|                 |   | Phase 1 (type of activity) | Phase 2 (type of activity) |

| 2. LABOR PROFILE   |                              |                                    |               |               |
|--|------------------------------|------------------------------------|---------------|---------------|
| <i>This data is to be collected for each individual laborer working on the project, including temporary labor, labor hired through sub-contractors or labor contractors / groups</i> |                              |                                    |               |               |
| 2.1  | Number of laborers by sex    | Male                               | Female        | Total         |
| 2.2  | Number of laborers by skill  | Skilled                            | Semi-skilled  | Unskilled     |
| 2.3  | Number of laborers by origin | Local (same or adjoining district) | Other state   | Other Country |
| 2.4  | Number of laborers by age    | 14-18                              | 18-25         | 25-50         |
| 2.5  | Source of labor              | Contractor                         | Subcontractor | Independent   |
|  |                              |                                    |               | Other         |

| 3. WAGES |  |         |              |           |
|----------|--|---------|--------------|-----------|
| 3.1      | Amount of wages paid (men)   | Skilled | Semi-skilled | Unskilled |
| 3.2      | Amount of wages paid (women)   | Skilled | Semi-skilled | Unskilled |
| 3.3      | Rate of wages below, equal to or more than Minimum Wage?                                   |         |              |           |
| 3.4      | Frequency of payment (daily/weekly/monthly)  |         |              |           |
| 3.5      | Deductions made, if any (with details)   |         |              |           |
| 3.6      | Mode of Payment (cash / Bank transfer / cheques)   |         |              |           |
| 3.7      | Is overtime paid, and if so, at what rate?   |         |              |           |
| 3.8      | Is Overtime Register maintained at work-spot as per Form IV of Minimum Wages Central Rules |         |              |           |

|      |   |  |
|------|---|--|
| 3.9  | Is Muster maintained at work-spot as per Form V of Minimum Wages Central Rules            |  |
| 3.10 | Is Register of Wages maintained at work-spot as per Form X of Minimum Wages Central Rules |  |
| 3.11 | Is Labor provided with Wage Slip as per Form XI of Minimum Wages Central Rules            |  |
| 3.12 | How many hours is the working day?  |  |
| 3.13 | How many leaves in a week does the labor get?   |  |

| 4. MAINTENANCE OF OTHER LABOR RECORDS |   |
|---------------------------------------|---|
| 4.1                                   | Is a copy of photo ID of each labourer kept with the employer?  |
| 4.2                                   | Is verification of qualifications / experience for all semi-skilled and skilled labour done? If so, by which documents? |
| 4.3                                   | Is contact information of labour's next-of-kin kept for each labourer?  |
| 4.4                                   | How many labourers have been employed from State Employment Exchange?   |

| 5. FACILITIES |  |        |                 |          |  |
|---------------|--|--------|-----------------|----------|--|
| 5.1           | Details of labor camps   | Number | Permanent/Temp. | Location | Distance from nearest village/habitation |
|               |  | 1...   |                 |          |  |
|               |  | 2...   |                 |          |  |
| 5.2           | Type of housing in labor camp on leased land (temporary shelters / kuchha /pukka)              |        |                 |          |  |
| 5.3           | Is there any housing on public land like roadsides, open fields and other spaces?              |        |                 |          |  |
| 5.4           | Is there any housing in rented accommodation in residential areas? If so, who is it rented by? |        |                 |          |  |
| 5.5           | How many laborers have families on/near worksite?  |        |                 |          |  |
| 5.6           | Is drinking water available on site and at the campsite?                                       |        |                 |          |  |
| 5.7           | Are latrines and urinals provided on site and at the campsite?                                 |        |                 |          |  |
| 5.8           | Are First Aid facilities provided on site?   |        |                 |          |  |
| 5.9           | Does a doctor visit the worksite / campsite regularly?   |        |                 |          |  |
| 5.10          | Is there a tie-up with a hospital or dispensary near the worksite / campsite                   |        |                 |          |  |
| 5.11          | Is woolen clothing/rainwear provided?  |        |                 |          |  |
| 5.12          | Is there a provision for a crèche/nursery?   |        |                 |          |  |
| 5.13          | Is there a facility for cooking / canteen facility for all labor?                              |        |                 |          |  |
| 5.14          | Are leisure activities / facilities available for  |        |                 |          |  |

|      |  |  |
|------|--|--|
|      | all labor  |  |
| 5.15 | Is transport to and from the worksite provided to labor? |  |

| <b>6. SUPERVISION BY LABOR OFFICIALS</b> |  |  |
|--|--|--|
| 6.1                                      | Has the worksite / campsite been inspected by a labor official?  |  |
| 6.2                                      | How many times has the worksite / campsite been inspected by a labor official since commencement of work?              |  |
| 6.3                                      | What documents were inspected by labor officials?  |  |
| 6.4                                      | What documents were maintained and which ones were not?  |  |
| 6.5                                      | What directions were given by labor officials?   |  |
| 6.6                                      | What is the mode of compliance with such directions?   |  |
| 6.7                                      | Are you facing any legal proceedings on labor issues in Labour Court/ Commissioner for Employees' Compensation/ Other? |  |


| <b>7. ACCIDENTS, EMERGENCIES AND INCIDENTS</b> |  |  |
|--|--|--|
| 7.1  | What is the nature of accidents / emergencies usually occurring at a worksite like yours?  |  |
| 7.2  | Is a functioning First Aid available at the campsite / worksite?   |  |
| 7.3  | Is functioning fire-fighting equipment available at the campsite / worksite?   |  |
| 7.4  | Which is the nearest doctor / clinic / dispensary?   |  |
| 7.5  | Which is the nearest hospital?   |  |
| 7.6  | Which is the nearest Police Station?   |  |
| 7.7  | Are details of nearest doctor / clinic / dispensary / hospital / Police station available and prominently displayed at worksite / campsite?  |  |
| 7.8  | What is the system of informing next of kin?   |  |
| 7.9  | Do you have ESI / ECA coverage?  |  |
| 7.10   | What is your familiarity with accident reporting procedures?   |  |
| 7.11   | What is your familiarity with police reporting procedures?   |  |
| 7.12   | Has an Internal Complaints Committee been constituted and other appropriate measures undertaken at the workplace as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013? |  |

ANNEXURE: 7

STAKEHOLDER'S MEETING HELD ON 15<sup>TH</sup> JULY 2021 AT AIWTD SOCIETY FOR EIA/SIA  
OF GUWAHATI GATEWAY GHAT (TERMINAL)

895

*TOMES OF INDIA  
1st July 2021*

 **ASSAM INLAND WATER TRANSPORT DEVELOPMENT SOCIETY (AIWTDS)**  
**INVITATION FOR WORKSHOP**

The Transport Department of the Government of Assam has proposed to modernize and upgrade the Assam Inland Water Transport system with financial aid from the World Bank.

AIWTD Society is organizing a public consultation workshop to share the Environmental and Social Impact Assessment (ESIA) for the Guwahati Gateway Terminal project with its stakeholders. In view of this, a Consultative Workshop will be held for integrating valuable suggestions and opinions to improve the framework of the project and also present the findings and recommendations to a wider range of stakeholders. Public Consultation can be attended by any person including environmental groups, NGOs, residents and others located in and around the proposed project site likely to be affected. Oral/written suggestions if any can be made during the consultation workshop.

All stakeholders are requested to kindly make it convenient to attend the workshop to be held on 15.07.2021 from 10:30 AM at the office of AIWTD Society, Ulubari, Guwahati- 781007 and share their valuable feedback to the project.


Copies of all relevant documents are available at the AIWTD Society website <https://www.aiwtdsociety.in/>

N.B Prevailing SOP during the particular period will be followed for holding the Workshop.

**State Project Director**  
**Assam Inland Water Transport Development Society**  
**Ulubari, Guwahati-7**

Janasanyog /DF/254/21

*The Assam Tribune, 1st July 2021*

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**Sd/- State Project Director**  
**Assam Inland Water Transport Development Society**  
**Ulubari, Guwahati-7**

Janasanyog /DF/254/21

AXD MPA Kharber Am JUVY  
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|--|-----------------------|
| <p>অসম আভ্যন্তরীণ জল পরিবহন উন্নয়ন সমিতি (কর্মশালাৰ বাবে আখত্ৰণ)</p> <p>অসম চৰকাৰৰ পৰিবহণ বিভাগে বিশ্ব বেংকৰ পৰা লাভ কৰা আৰ্থিক সাহায্যৰে অসম আভ্যন্তরীণ জল পরিবহন ব্যবস্থাৰ আধুনিকীকৰণ আৰু উন্নীতকৰণৰ প্ৰত্যৰ আৰণৰূপে হৈছে।</p> <p>অসম আভ্যন্তরীণ জল পরিবহন উন্নয়ন সমিতিয়ে ওচৰাটী গেটৱে ট্ৰাৰ্ভিনেল প্ৰকল্পৰ বাবে সম্পন্ন কৰা পৰিবেশ আৰু সামাজিক প্ৰভাৱ মূল্যায়ন (EIA/SIA) ইয়াৰ অংশীদাৰসকলৰ সৈতে ভাগ বতৰা কৰিবলৈ এক বাজৰ্বা কৰ্মশালাৰ আয়োজন কৰিছে। ইয়াৰ পৰিবেশিকতত, প্ৰকল্পটোৰ পৰিণামি উন্নত কৰাৰ বাবে মূল্যবান পৰামৰ্শ আৰু সহায়ত একত্ৰিত কৰাৰ বাবে আৰু লগতে বিভিন্ন অংশীদাৰসকলৰ ওচৰত ফলাফল আৰু পৰামৰ্শ উপস্থাপন কৰাৰ বাবে এক পৰামৰ্শমূলক কৰ্মশালা অনুষ্ঠিত কৰা হ'ব। প্ৰত্যাৰিত প্ৰকল্প স্থানৰ আৰু-পাৰ্শ্ব অৱস্থিত আৰু এই প্ৰকল্পৰ প্ৰাৰ প্ৰভাৱিত হোৱাৰ সম্ভাৱনা থকা পৰিবেশ গোট, বেচৰকাৰী সংগঠন, আৰক্ষী আৰু অন্যান্য থাকোলা থাকিয়ে বাজৰ্বা কৰ্মশালাত অংশগ্ৰহণ কৰিব পাৰে। পৰামৰ্শ কৰ্মশালাৰ সময়ত কোনো ব্যক্তিৰ শৌখিক/নিৰ্বিত পৰামৰ্শ থাকিলে আগবঢ়াব পাৰে।</p> <p>সকলো অংশীদাৰক ১৫/৭/২০২১ তাৰিখে পুৱা ১০.৩০ বজাৰ পৰা উলুবাৰী, ওচৰাটী-৭৮২০০৭ত অৱস্থিত অসম আভ্যন্তরীণ জল পরিবহন উন্নয়ন সমিতিৰ কাৰ্যালয়ত অনুষ্ঠিত হ'বলগীয়া কৰ্মশালাত উপস্থিত থাকি এই প্ৰকল্প সম্পৰ্কে বহুমূলীয়া পৰামৰ্শ আগবঢ়াবলৈ অনুৰোধ জনোৱা হৈছে।</p> <p>সকলো প্ৰাসংগিক নথিপত্ৰৰ প্ৰতিলিপি অসম আভ্যন্তরীণ জল পরিবহন উন্নয়ন সমিতিৰ ৱেবছাইট <a href="http://www.assamwaterways.in">www.assamwaterways.in</a> ত উপলব্ধ।</p> <p>বিঃদ্রঃ কৰ্মশালা অনুষ্ঠিত কৰাৰ বাবে নিৰ্দিষ্ট সময়ছোৱাত চলিত এই আ'পি, অনুসৰণ কৰা হ'ব।</p> <p style="text-align: right;">ৰাজ্যিক প্ৰকল্প সঞ্চালক<br/>অসম আভ্যন্তরীণ জল পরিবহন উন্নয়ন সমিতি<br/>উলুবাৰী, ওচৰাটী-৭</p> | <p>জনসংযোগ ২৮৪ ২১</p> |
|--|-----------------------|



7/15/2021 Email

Assam Inland Water Transport Development Society

Addl. State Project Director

Regards,

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**invitations**  
14 KB

**From :** official@aiwtds.in  
**Subject :** Invitation to attend a Stakeholders Consultation & Virtual Meet' of Assam Inland Water Transport Project on 15th July 2021 from 10.30 AM onwards.

**To :** ssmensun@gmail.com, sms1972@gmail.com, ishanusah@gmail.com, goswamialakax14@gmail.com, mdnhrasm@gmail.com, nulfmassam@gmail.com, asrfrms india <asrfrms.india@gmail.com>, asrfrms pm sckmc <asrfrms.pm.sckmc@gmail.com>, pallavi@schkak@gmail.com, sajjeeda secygoa <sajjeeda.secygoa@gmail.com>, manjari boorthakur <manjari.boorthakur@gmail.com>, iwalgih@yahoo.co.in, wrd.assam <wrd.assam@hotmail.com>, ceogndaphy@gmail.com, mdsnarquwahahat@gmail.com, guwahatcom@gmail.com, jdgmc ghy <jdgmc.ghy@gmail.com>, labourcommissionssoreassam@yahoo.com, bsarnah44@gmail.com, saswati choudhury <saswati.choudhury@gmail.com>, kajyanautust@yahoo.com, rajbstrtrahar@gmail.com, kalpana sarathy <kalpana.sarathy@tiss.edu>, abhinandan saikia <abhinandan.saikia@tiss.edu>, asaikia77@gmail.com, rajdeep singha <rajdeep.singha@tiss.edu>, ritabrahma@gmail.com, Director iie <director@iie.gov.in>, anupjyoti@qtr82@gmail.com, Brahmantra <bhrd-ghy@nic.in>, Jusmitab@gmail.com, sde aiwtds <sde.aiwtds@gmail.com>, arpanadarmar@anias.in

Tue, Jul 13, 2021 12:47 PM

7/15/2021 Email

chandan@tezu.ernet.in, socibezu@gmail.com, hocenvv@itg.ac.in, anamika barua <anamika.barua@gmail.com>, chandan@itg.ac.in, shabeenasaikia@gnahati.ac.in, alpanaborgohain@gnahati.ac.in, assammahila@yahoo.com, rgnhno@gmail.com, info@cmi/northwest.com, cmign@yahoo.com, surjyabordoloi@yahoo.com, acrd1975@gmail.com, preha z <preha.z@hotmail.com>, ngo vasu <ngo.vasu@gmail.com>, ajagarocialc@rediffmail.com, nilanj@northeastnetwork.org, iccvastb@rediffmail.com, info@iccvastb.org, shishusarathi@gmail.com, sco.pion2002ngo@gmail.com, mbiswas@unicef.org, indran2810@gmail.com, ankitachandranath@gmail.com, abhappa@gmail.com, drjagadishbhera@gmail.com, jitensarandfarsa@gmail.com, Jyarendra baruah <Jyarendra.baruah@sygenta.com>, info@bhogajalpan.com, mehfuzhirsalim@gmail.com, gunajit bayen <gunajit.bayen@vestb.com>, AKASH DEEP <ceo-fremaa@assam.gov.in>, Ranjesh Ray Baruah <ceo-fremaa@assam.gov.in>, ABHISHEK PAUL <sss-fremaa@assam.gov.in>, rupankar choudhury <rupankar.choudhury@gmail.com>, itaiwtds@gmail.com, rohinikaita@gmail.com, rahul c das <rahul.c.das@gmail.com>, gautamdos@gmail.com, akdth@gmail.com, AIWTD Society <dir-iwtds-assam.gov.in>, jpsheetabrorah@gmail.com, pushpankhi@gmail.com

**Dear Sir/ Madam,**

Greetings!

The Government of Assam has proposed to modernize and upgrade the Assam Inland Water Transport system with the financial assistance from World Bank and has entrusted Assam Inland Water Transport Development Society (AIWTDs) to develop and implement the various components of the project.

As a part of the project component, a "Stakeholders Consultation & Virtual Meet" is being organized on **15th July 2021 from 10.30 AM onwards** to appraise the present status of the project in terms of Environment/ Social Impact Assessment Studies to a wide range of stakeholders, and to seek their feedback with the view to validate the major findings of the various studies.

We would be most grateful if you could attend the meeting virtually and share your valuable insights for implementation of the project. In case you are unable to attend the meeting, we request you to kindly depute a representative from your esteemed organisation for the same. The link for the meeting will be sent accordingly.

Request you to kindly confirm your participation to Mr. Nabin Sarma at [sde.aiwtds@gmail.com](mailto:sde.aiwtds@gmail.com) or [aiwtds.assam@gmail.com](mailto:aiwtds.assam@gmail.com). You may also call on +91 700299351.









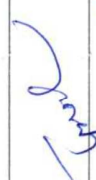
Looking forward to your early confirmation and participation in the workshop.

Regards,

ATTENDANCE SHEET  
ASSAM INLAND WATER TRANSPORT DEVELOPMENT SOCIETY  
WORKSHOP OF ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT FOR  
GUWAHATI GATEWAY GHAT (TERMINAL) UNDER AIWT PROJECT

DATE: 15.07.2021

| Sl. No | Name of the Participant      | Designation/ Organisation     | Contact details/ Email ID            | Signature |
|--------|------------------------------|-------------------------------|--------------------------------------|-----------|
| 1.     | Mr. Adil Khan, IAS           | SPD, AIWTDS                   |                                      |           |
| 2.     | Mr. Gautam Das, ACS          | Addl. SPD, AIWTDS             |                                      |           |
| 3.     | Mr. Rahul Ch. Das, ACS       | Dy. SPD, AIWTDS               |                                      |           |
| 4.     | Mr. R N Kalita, IRTS (Retd.) | Advisor, AIWTDS               |                                      |           |
| 5.     | Pabitra Das                  | E.E (m) W.R. Dept.            | 91353 81829<br>pabitra02@gmail.com   |           |
| 6.     | K. Boyan                     | S.E (P)                       | 94353-21015<br>kaplboyan62@gmail.com |           |
| 7.     | Tapan W Das.                 | DDF, Assam, GtW               | 9706346327                           |           |
| 8.     | Ashish Das                   | FDO, Directorate of Fisheries | 9851014826                           |           |
| 9.     | Geeta Reddy. S               | GM / Tractebel                | 9989010583                           |           |

| Sl. No | Name of the Participant   | Designation/Organisation                         | Contact details/ Email ID | Signature   |
|--------|---------------------------|--|---------------------------|---|
| 10.    | Suresh Chakraborty        | Working President<br>Sankarwan Bhalaya Guwahati. | 9859944518                |  |
| 11.    | Abhijit Sarma             | Secy. Sakarwan<br>Bhalaya Guwahati.              | 9864505537                |  |
| 12.    | Musfiqur Rahman           | Addl. Director, IWT                              | 9435118088                |  |
| 13.    | Commisere Ke Chandrakumar | IPP,<br>Mamoni Yuva Mandali                      | 9957576674                |   |
| 14.    | Rahul Sharma              | UPNORhone, The<br>River Island Tezpur            | 9435264781                |    |
| 15.    | Mrida Panam Nath          | Secy, Sanaradan<br>Devakoya Gadh.                | 9365934322                |    |
| 17     | Ambika Prasad Sarmah      | President<br>Anandika Bhalaya                    | 9435344879                |    |
| 15-    | Nabhi Sanyal.             | Secy, AWTIS                                      |                           |    |
| 16     | Jusanta - Parah           | EE, AWTIS  |                           |    |

**Invitation to attend a 'Stakeholders Consultation & ...** Chat Files Meeting Notes Whiteboard + **Join**

AIWTD Society joined the meeting.

AIWTD Society named the meeting to Invitation to attend a 'Stakeholders Consultation & Virtual Meet' of Assam Inland Water Transport Proje...

sde.aiwtds (Guest) and 4 others were invited to the meeting.

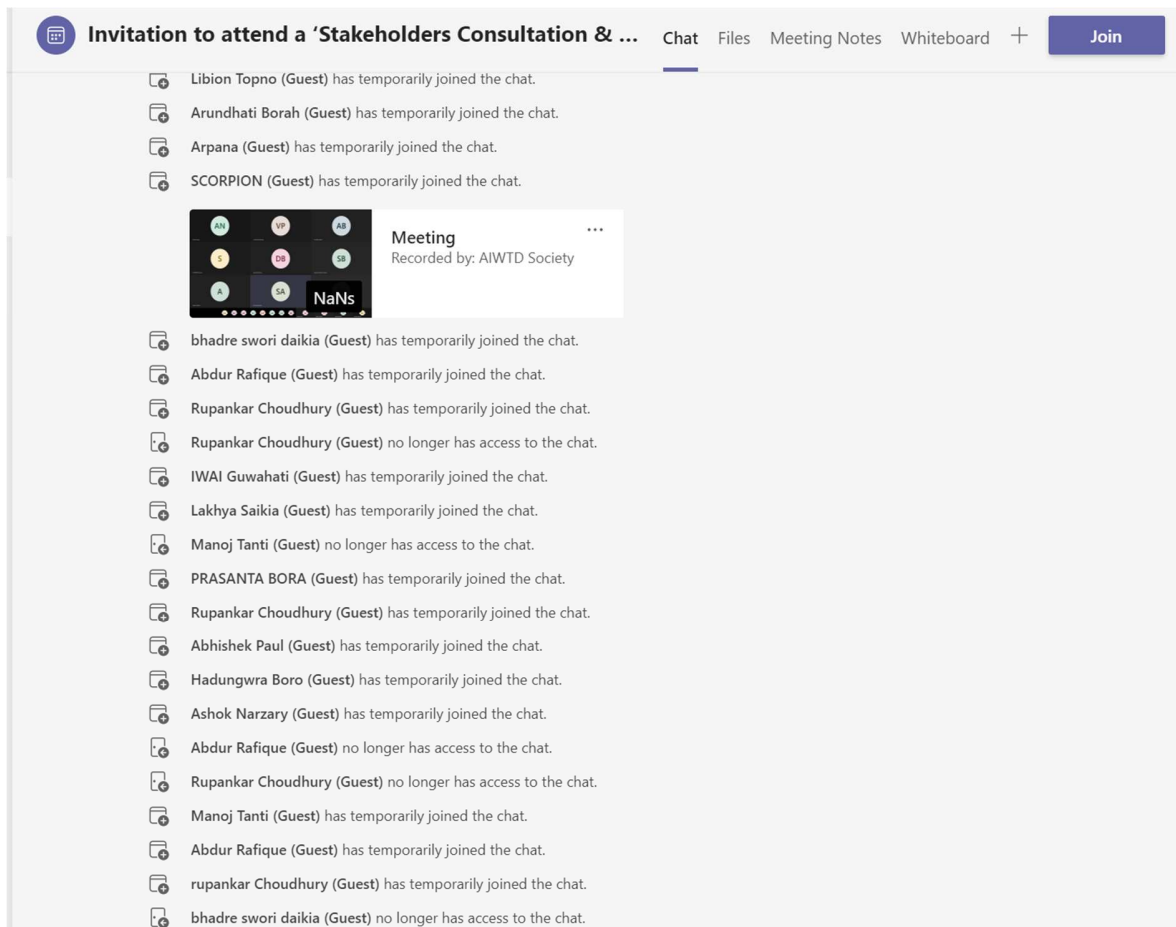
Today

Meeting ended 0s 10:06

**Attendance report**  
Click here to download attendance report

Meeting started 10:08

- Surjya Kr Bordoloi (Guest) has temporarily joined the chat.
- Vinuthna Patibandla (Guest) has temporarily joined the chat.
- Saiful Islam (Guest) has temporarily joined the chat.
- Rashidul Islam (Guest) has temporarily joined the chat.
- Roshida khatun (Guest) has temporarily joined the chat.
- Dipankar Brahma (Guest) has temporarily joined the chat.
- Hadungwra Boro (Guest) has temporarily joined the chat.
- Shruti Arora (IN) (Guest) has temporarily joined the chat.
- Prabal Sen (Guest) has temporarily joined the chat.
- Kaustubh Rakshit (Guest) has temporarily joined the chat.
- Anamika Barua (Guest) has temporarily joined the chat.
- Manoj Tanti (Guest) has temporarily joined the chat.
- Hadungwra Boro (Guest) no longer has access to the chat.
- Libion Tonno (Guest) has temporarily joined the chat.



Invitation to attend a 'Stakeholders Consultation & ...

Chat Files Meeting Notes Whiteboard + Join

- Libion Topno (Guest) has temporarily joined the chat.
- Arundhati Borah (Guest) has temporarily joined the chat.
- Arpana (Guest) has temporarily joined the chat.
- SCORPION (Guest) has temporarily joined the chat.

**Meeting**  
Recorded by: AIWTD Society

- bhadre swori daikia (Guest) has temporarily joined the chat.
- Abdur Rafique (Guest) has temporarily joined the chat.
- Rupankar Choudhury (Guest) has temporarily joined the chat.
- Rupankar Choudhury (Guest) no longer has access to the chat.
- IWAI Guwahati (Guest) has temporarily joined the chat.
- Lakhya Saikia (Guest) has temporarily joined the chat.
- Manoj Tanti (Guest) no longer has access to the chat.
- PRASANTA BORA (Guest) has temporarily joined the chat.
- Rupankar Choudhury (Guest) has temporarily joined the chat.
- Abhishek Paul (Guest) has temporarily joined the chat.
- Hadungwra Boro (Guest) has temporarily joined the chat.
- Ashok Narzary (Guest) has temporarily joined the chat.
- Abdur Rafique (Guest) no longer has access to the chat.
- Rupankar Choudhury (Guest) no longer has access to the chat.
- Manoj Tanti (Guest) has temporarily joined the chat.
- Abdur Rafique (Guest) has temporarily joined the chat.
- rupankar Choudhury (Guest) has temporarily joined the chat.
- bhadre swori daikia (Guest) no longer has access to the chat.

**Invitation to attend a 'Stakeholders Consultation & ...** Chat Files Meeting Notes Whiteboard + **Join**

manoj ianti (Guest) has temporarily joined the chat.  
Abdur Rafique (Guest) has temporarily joined the chat.  
rupankar Choudhury (Guest) has temporarily joined the chat.  
bhadre swori daikia (Guest) no longer has access to the chat.  
RRR (Guest) has temporarily joined the chat.  
Shobhit Chepe (Guest) has temporarily joined the chat.  
RRR (Guest) no longer has access to the chat.  
rupankar Choudhury (Guest) no longer has access to the chat.  
Abdur Rafique (Guest) no longer has access to the chat.  
Abdur Rafique (Guest) has temporarily joined the chat.  
rupankar Choudhury (Guest) has temporarily joined the chat.  
rupankar Choudhury (Guest) no longer has access to the chat.  
Prabal Sen (Guest) no longer has access to the chat.  
Prabal Sen (Guest) has temporarily joined the chat.  
Arundhati (Guest) has temporarily joined the chat.  
rupankar Choudhury (Guest) has temporarily joined the chat.  
Ashok Narzary (Guest) no longer has access to the chat.  
Arundhati (Guest) no longer has access to the chat.

**PS** 12:04  
I congratulate the esteemed Department for coming up with yet another developmental milestone. Please excuse me as I have to leave. I have just one question that I am posting after this. Thanks for the invitation and best wishes.

How are you going to look at the water quality especially during the construction phase as that has an impact on the aquatic diversity including the Gangetic Dolphins.

Unknown User left the chat.  
Ashok Narzary (Guest) has temporarily joined the chat.

Type a new message

an impact on the aquatic diversity including the Gangetic Dolphins.

- Unknown User left the chat.
- Ashok Narzary (Guest) has temporarily joined the chat.
- Ashok Narzary (Guest) no longer has access to the chat.
- Ashok Narzary (Guest) has temporarily joined the chat.
- Abdur Rafique (Guest) no longer has access to the chat.
- Hadungwra Boro (Guest) no longer has access to the chat.
- PRASANTA BORA (Guest) no longer has access to the chat.
- Hadungwra Boro (Guest) has temporarily joined the chat.
- rupankar Choudhury (Guest) no longer has access to the chat.
- Libion Topno (Guest) no longer has access to the chat.
- Arpana (Guest) no longer has access to the chat.
- Dipankar Brahma (Guest) no longer has access to the chat.
- SCORPION (Guest) no longer has access to the chat.
- IWAI Guwahati (Guest) no longer has access to the chat.
- Ashok Narzary (Guest) no longer has access to the chat.
- Hadungwra Boro (Guest) no longer has access to the chat.
- Arundhati Borah (Guest) no longer has access to the chat.
- Surjya Kr Bordoloi (Guest) no longer has access to the chat.
- Roshida khatun (Guest) no longer has access to the chat.
- Abhishek Paul (Guest) no longer has access to the chat.
- Rashidul Islam (Guest) no longer has access to the chat.
- Lakhya Saikia (Guest) no longer has access to the chat.
- Manoj Tanti (Guest) no longer has access to the chat.



অসম আভ্যন্তৰীণ জল পৰিবহন উন্নয়ন সমিতি  
(অসম চৰকাৰৰ পৰিবহন বিভাগৰ অধীনস্থ স্বতন্ত্ৰ সংস্থা)

Assam Inland Water Transport Development Society

(An Autonomous Body under the Transport Department, Government of Assam)

3<sup>rd</sup> floor, Directorate of Inland Water Transport, Ulubari, Guwahati – 7::email:

No. AIWTDS/97/2018/Pt-II/

Dated: 20.07.2021

Minutes of the Stakeholder's Consultation on EIA/ SIA Studies for Construction of Terminal and Riverine Infrastructure at Guwahati Gateway Ghat held virtually as well as physically on 15<sup>th</sup> July 2021 at AIWTD Society Conference Hall from 10.30 onwards.

The Stakeholder's Consultation on EIA/ SIA Studies for Construction of Terminal and Riverine Infrastructure at Guwahati Gateway Ghat was held virtually as well as physically on 15<sup>th</sup> July 2021 at AIWTD Society Conference Hall from 10.30 onwards under the Chairmanship of Sri. Gautam Das, ACS, Addl. State Project Director and Director, Inland Water Transport in presence of Sri. R N Kalita, IRTS (Retd.), Advisor Transport and other Officials of Inland Water Transport and AIWTD Society Officials and invitees.

1. The meeting started with a welcome note by Sri. Gautam Das, ACS, Addl. State Project Director and Director, Inland Water Transport welcoming all the participants in the Stakeholder's meet.
2. An overview of all the components of the project was briefed in details by Sri. R N Kalita, IRTS (Retd.), Advisor Transport to the participants where he emphasized on the safety and security concerns of the country boats and the passengers travelling regularly which are being addressed in the project by introducing the scheme which is one of its kind and style in the name of 'Jibondinga' an incentivization scheme for country boats owners. He also elaborated on issues of night navigation, improvement of infrastructure of terminals/ ghats and various other aspects related to Inland Water Transport of the state which are the foresightedness of the project. He also enlightened the participants on the Guwahati Gateway Ghat (Terminal) and how it would be a state of the art infrastructure and how people of this region would avail the various modern transportation facilities correlated with it for innumerable years to come.
3. This was followed by power point presentations by Jusmita Bora, Environmental Expert and Nabin Sarma, Social Development Expert of the AIWTD Society on the various issues pertaining to Environment and Socials aspects of the project and they have been taken care of as per the World Bank guidelines and the various findings of the studies related to Environment and Social Impact Assessment of the project in terms of Guwahati Gateway Ghat (Terminal).

The following were the feedbacks from the participants as indicated below:

| Name of the Participant   | Details of Feedback  | Comments from AIWTDS   |
|---|--|--|
| Sri. Suresh Ch. Bhattacharya<br>Working President,<br>Sukreswar Devalaya,<br>Guwahati | He expressed concern on the following issues.<br>When the construction work will start.<br>He informed that there are various functions related to the Sukreswar temple such as Shivaratri, Ashoka Ashtami in the month of March-April and the month of Shraavan (July- Aug) which | Addl. SPD, AIWTD Society informed the tender will be floated very soon and construction work will start as soon as the work is awarded after completion of formalities.<br>He also elaborated on the various other issues and said adequate safety |





অসম আভ্যন্তৰীণ জল পৰিবহন উন্নয়ন সমিতি  
(অসম চৰকাৰৰ পৰিবহন বিভাগৰ অধীনস্থ স্বতন্ত্ৰ সংস্থা)

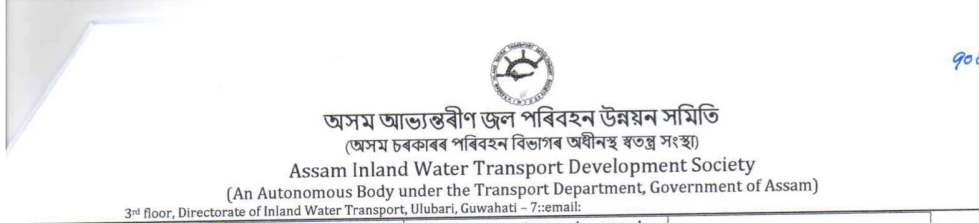
Assam Inland Water Transport Development Society

(An Autonomous Body under the Transport Department, Government of Assam)

3<sup>rd</sup> floor, Directorate of Inland Water Transport, Ulubari, Guwahati – 7;email:

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|   | <p>are considered to be holy months every year where devotees in large numbers take holy bath in the river and drink the water as part of rituals. Apart from that last rites of the deceased are also performed by their family members every day for a period. In the above circumstances Sukreswar Temple which is within the close vicinity of the terminal where the construction will take place, adequate measures should be adopted so as to keep the water free from pollution in order to maintain safety standards for any health related hazards for the devotees. It was also suggested that a road from the terminal to the temple be provided for the devotees coming via ferry.</p> | <p>measures will be taken considering the various festivals related to Sukreswar Temple, Guwahati, regarding the issue it was informed that no such planning has been taken up as of now and after a patience hearing the Temple Authorities expressed their satisfaction.</p> |
| Sri. S K Bordoloi, Centre for Rural Deveopment      | <p>The following matters were highlighted:<br/>Adequate measures should be adopted in terms of Gender related issues during and after the construction and implementation period.<br/>Proper approach roads should be constructed keep in view all aspects such as Gender, Sr. Citizens etc.<br/>Alternative Skill trainings for loss of livelihood for concerned.<br/>All safeguards issues should be addressed.</p>   | <p>Addl. SPD, AIWTD Society informed that there is no loss of livelihoods in this project. However they same will be considered for other projects when implemented and other issues as per feedback received will be strictly adhered during all phases of the project.</p>   |
| Sri. Debojit Goswami, Scorpion NGO, Guwahati        | <p>This is a wonderful initiative by the AIWTD Society and best wishes for early implementation.</p>  | <p>AIWTD expressed gratitude.</p>  |
| Er. K Bayan, Superintending Engineer, PWD, Guwahati | <p>It was suggested that a Bus Bay may be planned in the vacant area from road to the terminal within the vicinity of the project if permitted or proposal may be sent to PWD for taking up the same. This would avoid the traffic congestion in the area to a</p>  | <p>Addl. SPD and Advisor AIWTD Society appreciated the suggestion and informed necessary initiative would be taken in a positive direction.</p>  |



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|   | great extent and regular ferry commuters can on board the bus immediately coming out of the terminal.   |  |
| Vinuthna Patibandla, OXFAM India                              | The following were the feedbacks:<br>Erosion related issues in areas of terminal construction should be taken up with line departments.<br>Proper approach road towards the terminals to be constructed as during floods and rainy season roads become very dilapidated making is difficult for users as in case of Dhubri and Majuli.<br>Gender related issues should be given adequate importance.<br>A study may be conducted for taking adequate measures to avoid disturbances in road connectivity to the terminal during flood reason. | AIWTDS responded that necessary initiative would be take up with all concerned departments.  |
| Prabal Sen, Programme Associate, NE Zone, CARITAS INDIA (NGO) | How the AIWTD Society is going to look at the water quality especially during the construction phase as that has an impact on the aquatic diversity including the Gangetic dolphins.  | Preventative measures are incorporated in the EMP for GGG terminal construction phase as well as operational phase and will be strictly followed. Regular monitoring of water quality as prescribed in the EMP will be adopted for preventing water pollution during all phases. |

1. The meeting concluded with vote of thanks by Sri. Gautam Das, ACS, Addl. State Project Director and Director, Inland Water Transport for the energetic participation in the Stakeholder's meet seeking all round co-operation for the implementation of the same.

Addl. State Project Director  
Assam Inland Water Transport Development Society

Contd.....



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অসম আভ্যন্তৰীণ জল পৰিবহন উন্নয়ন সমিতি  
(অসম চৰকাৰৰ পৰিবহন বিভাগৰ অধীনস্থ স্বতন্ত্ৰ সংস্থা)  
Assam Inland Water Transport Development Society  
(An Autonomous Body under the Transport Department, Government of Assam)  
3<sup>rd</sup> floor, Directorate of Inland Water Transport, Ulubari, Guwahati - 7::email:

Memo No. AIWTDS/97/2018/Pt-II/

Dated: 20.07.2021

Copy to:

1. The State Project Director, AIWTD Society, Ulubari, Guwahati – 781007.
2. The PS to the Principal Secretary to the GoA, Transport Dept. and Chairman GB, AIWTDS, Dispur, Guwahati- 6 for kind appraisal.
3. The PS to the Hon'ble Minister, GoA, Transport Dept. Dispur, Guwahati- 6 for kind appraisal of the Hon'ble Minister.
4. All concerned.

  
Addl. State Project Director  
Assam Inland Water Transport Development Society

## Images of Stakeholder Meet





