

Gender Action Plan

Stages of the Project	Activities	Indicators	Responsibility
Construction	<p>Measures such as compliance with various labour welfare legislations which mandate the contractor to provide facilities, which would encourage more women to join the workforce, such as those pertaining to creches, working conditions and remuneration.</p> <p>Trainings and awareness camps on prevention and protection against GBV and HIV/AIDS</p> <p>Developing a code of conduct/SHW policy and setting up of ICC as per the mandate of SHW Act, 2013.</p>	<p>No. of skilled/ unskilled/ professional women employed in the project construction works.</p> <p>No. of female employees who have accessed employee welfare schemes and benefits under labour laws.</p> <p>No. of trainings and awareness camps on GBV and HIV/AIDS organised at the construction sites.</p> <p>ICC constituted at all establishments related to the project.</p>	Construction contractors Supervision Consultant AIWTDS
Operation	<p><input type="checkbox"/> Strict scheduling of the services – SMS alerts etc to update users/ Ticketing facilities in convenient places.</p> <p><input type="checkbox"/> Safety-displaying safety instructions, providing life jackets</p> <p><input type="checkbox"/> Women special boat service for ensuring IWT services that allow women to access distant market and return to expand scope of business for women traders</p>	<p>Display boards about boat schedules and strict adherence to the same.</p> <p>Training boat crew on safety. And gender sensitization.</p> <p>Introducing Women special boat services.</p>	AIWTDS
GRM	<p><input type="checkbox"/> Steps to limit overcrowding, Display boards to improve awareness of women rights, and GRM.</p> <p><input type="checkbox"/> By-stander vigilance to enhance the safety of the travel environment</p>	<p>Complaint Boxes in Ghats.</p> <p>Gender sensitization Display boards</p> <p>Dedicated hotline working for GBV issues</p>	AIWTDS/GRM systems

Livelihood supports to Women SHGs

In the social surveys and Focus Groups Discussions women explained that they are discriminated upon mainly because of their economic dependency. They demanded support to develop their skills for employment and provide various employment opportunities at the construction sites as well as in some schemes in connection with the Project. It has been suggested that skill development trainings are provided to women from impacted areas for additional employment and income generation. The supporting NGOs while preparing the

micro plans will conduct a training need Assessment and organise such training programmes in the community as part of the RAP.

Gender inclusive water transport system

As part of the IWT project gender sensitive Inland Water transport design and implementation must become top priority factors. Field data indicates perception of general lack of security and safety among women while using IWT. Strong steps must be built into the IWT transport system to ensure safety and security of women, children, infirm and differently abled.

Indigenous Peoples Development Plan (IPDP)

World Bank's safeguard policy statement for indigenous people ensures that for all projects that are proposed for Bank financing and affect Indigenous Peoples, a process of free, prior, and informed consultation should be done which in turn will result in broad community support to the project by the affected Indigenous Peoples. Such Bank-financed projects include measures to (a) avoid potentially adverse effects on the Indigenous Peoples' communities; or (b) when avoidance is not feasible, minimize, mitigate, or compensate for such effects. Bank-financed projects are also designed to ensure that the Indigenous Peoples receive social and economic benefits that are culturally appropriate and gender and intergenerational inclusive.

Indigenous Peoples Plan for various stages of Project Cycle

Stages	Procedures	Activities & Outcome
Preparation	<ul style="list-style-type: none"> Identify concerns/issues in relation to the project activities through Participatory Rural Appraisal (PRA) exercises 	<ul style="list-style-type: none"> Preparation of a list of issues during the social screening and scoping process
	<ul style="list-style-type: none"> Communicate with Autonomous District Councils/GaonPanchayat to carry out Free, Prior, Informed Consultation at the village level 	<ul style="list-style-type: none"> Information dissemination on the project and brief account of project implementation plans and framework held on February 7th
	<ul style="list-style-type: none"> Organize consultation with STs to inform about the project activities and benefits 	<ul style="list-style-type: none"> Stakeholders consultations and FGDs held at Majuli during the SIA.
	<ul style="list-style-type: none"> Identify key areas of constraints that may be improved through the project and develop detailed plan for tribal development 	<ul style="list-style-type: none"> List areas of constraints Number of consultations & signed minutes List of activities specifically targeting tribal development
Implementation	<p>One-time additional financial assistance of Rs. 50,000 to SC/ST PAFs who are displaced and require to relocate due to the project.</p>	<ul style="list-style-type: none"> List the no. of PAFs accruing the benefit.
	<ul style="list-style-type: none"> Employment to members from tribal community in carrying out actual construction work 	<ul style="list-style-type: none"> Number of STs employed
Operation	<ul style="list-style-type: none"> Improvement of terminals and ferry services to attract and promote 	<ul style="list-style-type: none"> % of tourists visiting historic sites, areas, museums, other

Stages	Procedures	Activities & Outcome
	tourism <ul style="list-style-type: none"> • Free Prior and Informed Consultation with the tribal communities. 	heritage attractions using the ferry
	<ul style="list-style-type: none"> • Capacity building of ST/SC and other vulnerable groups, and skill up-gradation for institutional strengthening. 	<ul style="list-style-type: none"> • Training calendar to be prepared • Number of trainings undertaken • Number of tribal members trained
	<ul style="list-style-type: none"> • Employment generation for ST in related sub project activities 	<ul style="list-style-type: none"> • Number of ST employed undertaking various activities under the project
	<ul style="list-style-type: none"> • Help build linkages with major government schemes for skill enhancement and improvement of ferry services (Jibondinga scheme). 	<ul style="list-style-type: none"> • Number of STs that have availed the Jibondinga scheme or similar incentive promotion schemes.
GRM	<ul style="list-style-type: none"> • Including a member of the ADC in the sixth schedule area in the GRC, to address R&R and land related disputes. 	<ul style="list-style-type: none"> • Number of grievances brought forward in ST areas and addressed.

Labour, Health and Safety

During the project implementation phase, labour, health and safety are some of the major areas where risks may emerge, and mitigation measures must be planned. The SIA revealed the lack of knowledge of labour welfare laws among the local workers. Labour unions are not reported from any of these villages, except in one place. Foreseeing the involvement of women both directly and indirectly in the construction activities, certain measures are required to be taken towards welfare of labourers in general and well-being of women and children in particular during the construction phase.

Furthermore, the construction contractor is responsible for providing temporary residential accommodation and other necessary infrastructure facilities as per the 'The Building and Other Construction Workers (regulation of employment and conditions of service) Act, 1996'. Women may participate as unskilled labourers during construction and steps should be taken to ensure their health, security and safety.

In lieu of the covid-19 pandemic, the contractor must ensure certain precautions and measures are taken to avoid any potential outbreak and risk to the community and the workers. This includes conducting a preliminary assessment and laying down adequate measures in the C-ESMP for health and safety including redressal of any concerns raised by the workers.

Provisions for Labourers in the Construction phase

The construction sites established by the contractor need to comply with all applicable labour laws. Accordingly, few recommendations are being made for the construction camp workers particularly to safeguard the interest of women working on site. Additionally, the supervision consultant and PIU will monitor the labour standard compliance during the construction phase.

The prevalence of sexually transmitted diseases and AIDS is often rampant in construction areas. High risk sexual behaviour gives rise to STDs and AIDS. In context of the vulnerability of the construction workers, awareness camps for persons, both in the construction camp and neighbouring villages and supply of condoms at concession rate and condom vending machines at specific locations can be considered.

All safeguard measures to manage the risks of Labour Influx management, mentioned in the SMF need to be ensured and monitored by the Divisional E&S Cell, with the support of NGOs.

Supporting NGO at the PIU

Contractor

The contractor will be responsible for the following activities:

- Recruiting local labourers to the maximum possible extent in coordination with the Divisional office
- Setting up of temporary shelters for labourers at appropriate locations as per specifications of the law.
- Complying with all labour laws including the norms regarding child labour, proper scheduling of works to ensure the protection of women.
- Participating and facilitating awareness of HIV/ AIDS in the campsites.
- Respond to queries and issues raised through the grievance redress mechanism and assist PMU /Divisional office in responding to the queries.
- Follow the instructions of the PMU and PIU

Livelihood Restoration and Income Generation Plan

Development project may have an adverse impact on the income of project-affected persons. The basic postulates of all developmental activities should be that no one is worse off than before the project. Restoration of pre-project levels of income is an important part of rehabilitating socioeconomic and cultural systems in affected communities. To achieve this goal, preparation of Income Restoration Plan should be done in consultation with the affected persons and they should explicitly approve the Plan.

Majority of the eligible families (approx. 9 PAFs) for income restoration earn their livelihood through petty businesses therefore, it is imperative to ensure that the PAPs can reconstruct their livelihood. The NGOs engaged in the implementation of the RAP will ensure that the PAPs are facilitated to obtain plots near their existing habitation to minimize disruption to their social network and normal work pattern.

Other short-term strategies for restoring their income during periods immediately before and after relocation/vacating includes providing the PAPs with adequate compensation prior to relocation/vacating the premises, along with transit allowances, one-time relocation allowance, free transport to resettlement areas or assistance for transport, transitional/subsistence allowances or grants until adequate income is generated, special

allowances for eligibility as vulnerable groups. With consideration of PAPs skills and the project's workforce requirement, PAPs access to project related employment opportunities to either work under the main investment project at the terminals during the operational phase or during the construction phase of the project, among others will be promoted.

It is to be noted that the PAPs in Guwahati Gateway Ghat shift their business to the adjacent land every year when the water level in the river rises during the flood season and return when the water recedes. Their livelihood further gets affected due to disruption of ferry services during the monsoon season and till recently, the ban of private ferry operators in the state. Due to such externalities, it is important to develop feasible long-term income generating strategies for the PAPs. Government of India along with the state governments runs various poverty alleviation programmes. Partnering NGO can facilitate PAPs to participate in these programmes as per their choices and skill requirement. The NGO will use the following parameters to identify an alternative livelihood/ income restoration scheme for each PAP:

- Education level of PAPs
- Skill possession
- Likely economic activities in the post displacement period
- Suitability of economic activity to supplement the income
- Market potential and marketing facilities

Some of the schemes which can be accessed by the PAPs through the NGOs include:

- Centralised Mahatma Gandhi National Rural Employment Guarantee Act which provides additional gainful employment for the unemployed population in rural areas, especially during lean agriculture season.
- *Support to Training and Employment Programme for Women (STEP), Indira Gandhi Matritva Sahyog Yojna, NaiRoshni and Sawayamsidha* which will socially and economically empower women PAPs.
- NGOs can also facilitate in accessing state run schemes such as *Baideu* and *Nabou* Schemes which are aimed at providing financial assistance to unemployed single women and widows. Under the Baideu scheme, one-time financial assistance of Rs. 10,000 will be given to each unmarried unemployed woman of 45 years and above from BPL families. Under Nabou scheme, a one-time financial assistance is provided to unemployed widows.
- National Rural Livelihood Mission (NRLM) - National Rural Livelihood Mission (NRLM) is a poverty alleviation project implemented by Ministry of Rural Development, Government of India. This scheme is focused on promoting self-employment and organization of rural poor. The basic idea behind this programme is to organize the poor into SHG (Self Help Groups) groups and make them capable for self-employment. Govt of Assam is implementing this scheme in selected areas which can be requested to be extended to these Project areas and NGOs can facilitate to support the women to organise and strengthen SHGs and provide skill development training to initiate livelihood activities.

Strategic interventions such as establishing training needs; identification of skills; hiring training staff; providing training to interested PAPs; ensuring that PAPs take up their new vocation; mid-term evaluation and corrective measures if required; and concurrent monitoring will be undertaken by the Social Specialist at the PIU through the contracted NGO.

Chapter 8. Grievance Redress Mechanism (GRM)

Existing Web-enabled GRM system and Hotline

AIWTD has adopted a Centralized Public Grievance Redress and Monitoring System (CPGRAMS) which is an online web-enabled system developed by NIC, in association with the Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and at any time (24x7) to the concerned Ministries/Departments/Organisations who scrutinize and take action to redress these grievances. Grievances can be tracked through the system generated unique registration number.

In addition, AIWTD has a department website wherein complaints can be lodged at the following email id- diwtassam@gmail.com. A dedicated helpline no. for grievance redressal has been setup at the PMU, AIWTD office, Guwahati (0361-2469885) where project related complaints can be registered at any time.

Review of the Existing GRM Systems

At present, the web-enabled CPGRAMS and the helpline no. does not have dedicated staff at AIWTD to operate the two systems. The helpline no. and email are being internally monitored by the Deputy Director, however there are no systematic procedures to track and assess progress in resolving the grievances reported through it. CPGRAMS, on the other hand generates a unique registration no. which facilitates the process of tracking.

The CPGRAMS has a process of acknowledgement and follow-up integrated into the system, which lacks in the dedicated helpline no. and email. Both, CPGRAMS and the helpline no./email id have not been adequately advertised or communicated to the public.

The existing GRM systems although seems responsive to the needs of the project, requires major overhauling to address the aforementioned gaps. The dedicated helpline no. must be *toll-free* to ensure accessibility to all. AIWTD has designated the Advisor (Administration) in PMU as the Officer in charge of GRM who will be assisted by HR & Admin Manager and 2 Office Management Executives (OMEs) for addressing complaints through multiple grievance uptake channels (telephone, online, SMS, suggestion box, etc.). Additionally, a standard operating procedure/handbook for addressing grievances should be developed and it must include the following elements:

- *Purpose for the Helpline:* Complainants that the helpline is intended to serve and what are their needs.
- *Scope of services:* Type of service the helpline will offer (e.g. information, referral, support, redressal, etc), nature of grievances (public safety, harassment, quality & efficiency of services, disaster management, R&R, Environment Health & Safety, construction-induced impact, etc.) and languages spoken by the helpline staff; Generating of unique registration no./token id for monitoring of grievances; and an SMS system for acknowledgement and follow-up.
- *Operation of the helpline, including human and financial resources required:* Operational procedure for responding, staff and budget/logistics needed to support its operation.

- It is crucial to provide *training and supervision of helpline staff*, both to ensure they have relevant information to provide, necessary skills and related competencies for each mode of delivery: telephone, online or SMS.

There should be public awareness program conducted among the affected communities and other stakeholders about grievance process. The purpose would be to inform local communities, and other stakeholder about grievance service. It is also important to highlight that complaint can be registered through multiple grievance uptake channels, such as helpline, email, by letter to the GRCs (a divisional level or upper level GRC) or walk-ins and registering a complaint on grievance logbook to be provided at each project site/Ghat or suggestion box.

There should be specific procedures for Gender Based Violence (GBV) including confidential reporting with safe and ethical documenting of GBV cases. AIWTDS should have anMoU with specialised cells/organisations or state-run women helpline for referring victims of harassment to these organisations.

Grievance Redress Committee (GRC) at the PIU

A divisional level Grievance Redressal Committee (GRC) will be formed by the Project Authority (vide issuance of Govt. Order) at the time of preparation of the RAP cum IPDP. The GRC will comprise Divisional Executive Engineer; Additional Deputy Commissioner of concerned district; Social Specialist- PIU, representatives of the concerned Village Panchayat/Council President or his/her authorised representative and supporting NGOs for implementing the RAP.

Grievances of PAPs in writing will either be brought to GRC for redressal by the supporting NGO or received through any other channel. The NGO will provide all necessary help to PAPs in presenting his/her case before the GRC. The GRC will respond to the grievance within 7 days. Grievances brought to the GRC shall be redressed within a period of one month (30 days) from the date of receipt of grievance. The decision of the GRC will not be binding to PAPs i.e., decision of the GRC does not debar PAPs taking recourse to court of law. The GRC will meet once in 15 days but may meet more frequently, depending upon the number of such cases. GRCs will continue to function during the life of the Project including the defects liability period. Broad functions of GRC are as under:

- Record the grievances of PAPs, categorize and prioritize them and provide solution to their grievances related to resettlement and rehabilitation assistance, land related disputed or construction induced impacts.
- The GRC may undertake site visit, ask for relevant information from other government and non-government agencies, etc in order to resolve the grievances of PAPs.
- Fix a time frame within the stipulated time period of 30 days for resolving the grievance.
- Inform PAPs through the supporting NGO about the status of their case and their decision to PAPs.

Indigenous Peoples Development Plan (IPDP)

World Bank's safeguard policy ensures that for all projects that are proposed for Bank financing and affect Indigenous Peoples, a process of free, prior, and informed consultation should be done for broad community support to the project. Such Bank-financed projects include measures to (a) avoid potentially adverse effects on the Indigenous Peoples'

communities; or (b) when avoidance is not feasible, minimize, mitigate, or compensate for such effects. Bank-financed projects are also designed to ensure that the Indigenous Peoples receive social and economic benefits that are culturally appropriate and gender and intergenerational inclusive. The RAP-cum-IPDP for the three priority sites have been prepared due to the presence of large no. of ST population within the project influence area. Although there is no direct impact on ST families, some indirect impact may be there on tribal communities in the project influence areas, such as the Mishing tribe who rely on the Ghat/ferry services for daily commute to access market, work, medical facilities and educational institutions. The project will also have an impact on the livelihood of the riverine tribal community, which predominantly are weavers and cultivators.

Indigenous Peoples Plan for various stages of Project Cycle

The following Table 10.1.summarises IPDP stages throughout the project cycle

Table 10-0-1: Indigenous Peoples Plan for various stages of Project Cycle

Stages	Procedures	Activities & Outcome
Preparation	Identify concerns/issues in relation to the project activities through Participatory Rural Appraisal (PRA) exercises	Preparation of a list of issues during the social screening and scoping process
	Communicate with Autonomous District Councils/GaonPanchayat to carry out Free, Prior, Informed Consultation at the village level	Information dissemination on the project and brief account of project implementation plans and framework held on February 7 th
	Organize consultation with STs to inform about the project activities and benefits	Stakeholder consultations and FGDs held at Majuli during the SIA.
	Identify key areas of constraints that may be improved through the project and develop detailed plan for tribal development	Rate of poverty and periodic floods in the area has an adverse impact on the livelihood of the tribe who mostly dwell near the bank of the river. Project will facilitate access to short-term and long-term economic opportunities, particularly to women weavers. Both sites, in North Guwahati and Majuli has huge potential for tourism. It is likely that tourism will expand more in these areas with the improvement of IWT.
Implementation	One-time additional financial assistance of Rs. 50,000 to SC/ST PAFs who are displaced and require to relocate due to the project.	6 no. of PAFs (SC) accruing the benefit.
	Employment to members from tribal community in carrying out actual construction work	Number of STs employed
Operation	Improvement of terminals and ferry services to attract and promote tourism Free Prior and Informed Consultation with the tribal communities.	% of tourists visiting historic sites, areas, museums, other heritage attractions using the ferry
	Capacity building of ST/SC and other vulnerable groups, and skill up-gradation for institutional strengthening.	Training calendar to be prepared Number of trainings undertaken Number of tribal members trained
	Employment generation for ST in related sub project activities	Number of ST employed undertaking various activities under the project
	Help build linkages with major government schemes for skill enhancement and improvement of ferry services (Jibondinga scheme).	Number of STs that have availed the Jibondingascheme or similar incentivization schemes.

Stages	Procedures	Activities & Outcome
GRM	Including a member of the ADC in the sixth schedule area in the GRC, to address R&R and land related disputes.	Number of grievances brought forward in ST areas and addressed.

Other key areas of interventions for promotion of Culture & Heritage

Lack of access to economic opportunities and economic disparity of tribal population seems to be entrenched in Majuli. Furthermore, ineffective IWT services and lack of connectivity has rendered the place inaccessible for social enterprises such as tourism. While considering the tourist potentials in these areas, AIWTDS can further explore the possibility of promoting the tribal communities unique cultural and traditional practices, handlooms and handicrafts at the terminals and ferries operated by IWT. At the same time measures must be in built to preserve their cultural diversity by ensuring minimal or no over intrusion to culture zones. Some of the possible measures that IWT may consider are:

- Ferry boats and terminals can be further developed and enriched by display of paintings, wall art and artefacts of indigenous groups.
- Special zones and artefact centres can be arranged in the terminal areas to create opportunities to display and sell products of indigenous communities.
- Guides can be selected from the indigenous community, trained and supported to guide tourists accessing the information desk at the terminals.

Labour, Health and Safety

Often developmental activities call for supply of labour forces and attract workers from different parts of the country. If not but to check, such trends can become a heavy burden on the resources, infrastructure, capital, social fabric, culture and economy of the affected area.

Assam serves as the most important corridor that connects North-Eastern region to the rest of India, and India to its neighbouring countries. Due to its geographical placement, Assam is already subjected to severe migrations (interstate and cross border migration) from neighbouring areas, putting severe strain on the existing resources and its limited land area. Mass protests held against the recently tabled "Citizenship (Amendment) Bill, 2016" which seeks to legitimize the status of illegal immigrants, is a testimonial of prevalent social conflicts within the community which can easily be exacerbated by the influx of labours.

The State also reports higher instances of poverty and unemployment. Despite the abundant supply of raw materials, the lack of proper infrastructure limits Assam's potential to a producer rather than a distributor of profitable end products.

Another challenge salient to Assam is the population displacements due to floods. The Brahmaputra River poses a significant challenge to riparian communities who are often forced to move, due to floods. They are faced with heavy losses of property, land, household, agricultural products, animals and life, often causing severe economic and social distress to the inhabitants. Furthermore, insurgency and social conflicts in the recent past puts heavy strain on the social and economic equilibrium of the State.

Labour Influx Risk Assessment

The exact number of skilled and unskilled labourers required for the construction works on site is not yet clear. But the influx of workers and followers can lead to adverse social and environmental impacts on local communities, especially if the communities are rural, remote or small. However, the current project for development of IWT involves both rural and urban areas of Assam. While some Ghats are located in typical urban centres like Guwahati and Jorhat, others are located in remote rural settings of Majuli. Furthermore, IWT services offers one of the most important modes of connectivity for multiple sections of population, especially in rural areas.

Out of the total migrants, the interstate migrant into Assam contributes about 2.39 per cent and 1.93 per cent during 1991 and 2001. In both years, Bihar contributed to the highest volume of interstate migrants as about 36.31 per cent and 33.50 per cent respectively, followed by West Bengal (17.62 per cent and 19.19 per cent) and Uttar Pradesh (10.17 per cent and 9.72 per cent). According to the 2011 Census, net interstate migration rate for Assam during 1991-2011 is estimated at -2.02%. The share of interstate migration has increased from -0.69% to -2.02% from 1991 to 2011. Influx of migrants from the different states of India can be attributed to the existence of labour market and employment prospects in the destination area.

Based on this assessment, potential adverse impacts of labour influx have been enumerated below:-

- Labour influx may influence the demographic composition of the existing mass of population in riparian areas, where there already seems to be a decline of man-land ratio, shortage of food, settlement pattern, and ethnic differences.
- Increased demand and competition for local social and health services, as well as for goods and services, which can lead to price hikes and crowding out of local consumers. SIA of three priority sites indicated low capacity of the community to manage and absorb the incoming labour force. This is particularly relevant for Assam, as it already deals with such risk from cross border and interstate migration.
- Bearing in mind the present socio-political environment, temporary labour influx due to the project may amplify social conflicts between the local community and the construction migrant workers.
- Project may result in increased rates of illicit behaviour and harassment, which is a real threat for Assam which has reported high incidence of crime against women according to the National Crime Record Bureau.
- SIA of three priority sites revealed that the project will directly impact the livelihood of affected families who earn their living through petty businesses and agricultural activities (marginal/small) in the project area. It is therefore imperative to ensure that the PAPs can reconstruct their livelihood. The temporary labour influx may increase competition for jobs and have an impact on wage distribution.

While most of these potential impacts are identified in the Social Impact Assessment (SIA) carried out for the sub-projects, they may become fully known only after a project contractor is appointed to take decisive actions on sourcing the required labour force. It is vital to develop a dynamic plan for addressing risks associated with labour influx before the stipulated work starts. It is also important to update such plans as necessary to reflect project improvements and developments that result from the course of project implementation. Overall, adequate monitoring and adaptive management of the potential

impacts from labour influx are crucial for properly addressing and mitigating the risks involved.

Recommended Mitigating Measures

- The Project contractor to ensure equal payment for equal work and no discrimination in hiring based on gender, age, or ethnicity
- The most effective mitigation measure against labour influx is to reduce it. Unskilled workers are available in plenty, and many of them are migrating in search of employment. The contractor is responsible for recruitment of labourers for construction work. Specifications on employment of local workforce including women should be reflected in the civil works bidding documents and subsequent contracts to ensure that the contractors fulfil these commitments. Locals including women may be screened further for skills, and adequate orientations can be provided to recruit for the work. AIWTDS can prepare a roster of interested workers and their skills. The lists can be provided to contractors at the pre-bid meetings for recruitment consideration.
- The project contractor needs to prepare a site-specific Labour Influx Management Plan and/or a Workers' Camp Management Plan. This plan will include specific measures that will be undertaken to minimize the impact on the local community, including elements such as worker codes of conduct, grievance redressal, skills development, training programs and awareness generation on HIV/AIDS and gender-based violence (GBV) for the workers and host community. A Workers' Camp Management Plan will also address specific aspects of the establishment and operation of the workers' camps in compliance with relevant labour laws. The plan should include appropriate screening and monitoring mechanisms for addressing non-compliance.
- Adequate measures will be taken to ensure safety and security of women within the community and at the construction site. A security personnel will be deployed at the construction sites, and emergency nos. including contact details of local law enforcement officers, project's helpline no., existing state-run women helpline nos. will be prominently displayed at the site. The contractors will ensure that an Internal Complaints Committee (ICC) for each establishment is set-up to meet their corporate requirement and legal mandate under the Sexual Harassment at the Workplace Act, 2013.
- Health problems of the workers should be taken care of by providing basic health-care facilities through health centres temporarily set up for the construction camp. The health centre should have the requisite staff, free medicines and minimum medical facilities to tackle first-aid requirements or minor accidental cases, linkage with nearest higher order hospital to refer patients of major illnesses and critical cases.
- Awareness camps on HIV/AIDS for both, construction workers and neighbouring villages must be organised at regular intervals by NGOs empanelled with NACO.
- It is expected that among the women workers there will be mothers with infants and small children. The provision of a day care crèche as per the Building and Other Construction Workers (regulation of employment and conditions of service) act, 1996 is the contractor's responsibility. The crèche should be provided with trained women to look after the children.

- In case work schedule extends up till night, it should be ensured that women workers are exempted night shifts.
- Media/IEC Specialist at the PMU must prepare and disseminate IEC materials on labour welfare and compliance. Additionally, the supervision consultant and PIU must monitor the labour standard compliance during the construction phase, as per the format provided in **Annexure.7**. The PIU with the support of the supervision consultant must document and furnish a monthly report on labour standard compliances including implementation of site-specific Labour Influx Management Plan/ Workers' Camp Management Plan and construction induced grievances to the PMU.

The following **Table no11.1**. describes the cross-cutting mitigation measures related to labour influx to be adopted for each priority site under the AIWT project:

Table 11-0-1.Labour influx-cross-cutting issues	
Elements	Measures
Assess the magnitude of labour influx, relevant contextual factors, and related legal & institutional framework	<ul style="list-style-type: none"> • Unskilled workers are expected to be largely recruited locally in the project area. All these locally recruited will continue living in their homes, except where work sites are far away from their settlements, in which case they would reside in the labour camps, as would workers from outside the immediate alignment.
Contractually bind the Contractor to carry out social impact mitigation	<ul style="list-style-type: none"> • The Contractor is explicitly required under its contract to abide by the provisions of the site-specific SMP. • Before work begins, the Contractor is required to obtain approval for its Contractor's camp, including plan for implementation of social and environmental risks, including labour influx. • The works contract specifies the sanctions that the Contractor will face if the contractor-related provisions of the site-specific SMP is not adhered to, including by sub-contractors. • The Contractor is required to have specific and qualified key staff (Social expert) to manage social mitigation and implement the project's safeguard instruments. The contractor safeguards expert will be responsible to verify compliance with and implementation of all mitigation measures. Physical works can only commence once these key staff are engaged.
Establish a mandatory Code of Conduct for workers	<ul style="list-style-type: none"> • The Contractor must establish and enforce the employees' Code of Conduct (CoC), including prevention of HIV/AIDS/STCs, prohibition of gender-related violence, treatment of minors, and other behaviours affecting community residents. PMU will review and approve the CoC before physical works commence. • The Contractor is required to implement the CoC. • The Contractor's social team is required to provide training to all

	workers on the CoC. The training will be applied to 100% of the workers. PMU will monitor compliance.
Reporting and auditing	<ul style="list-style-type: none"> The PMU will prepare regular reports on the Contractor's compliance with all social impact mitigation plans.
SOCIAL IMPACTS	
Potential Adverse Impacts	Mitigation Measures
Aggravation or exploitation of social conflicts	The SIA of the pre-identified sites have carefully analysed and taken into account pre-existing cultural or social differences among groups in the project area.
Increased burden on public service provision, increasing costs to or crowding out the local population	Labor camps will provide their own water supply, electricity, wastewater treatment, solid waste disposal, medical services and transportation services, with no negative impacts on the supply of such services to local residents.
Resettlement, compensation related to labour camps	Sites for labour camps in project areas are most often on land leased for the duration of project execution, thereby avoiding any land acquisition.
Increased risk of communicable diseases	The Contractor's social team is required to provide training to all workers on HIV/AIDS/STD prevention, in coordination with the local health service and with additional support of specialized entities in the project area. The training will be applied to 100% of the workers. PMU monitoring agent will monitor compliance.
Gender-based violence and misconduct	The Contractor is required to fully enforce compliance by its workers with the Code of Conduct, GBV action plan, including application of sanctions.
Illicit behaviour and crime affecting the local population	<ul style="list-style-type: none"> The Contractor is required to monitor the entry and exit of all personnel and visitors in and out of the labour camp. PMU and the Contractor 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.
Child labour and school dropout	<ul style="list-style-type: none"> The works contract includes a clause prohibiting the economic exploitation of minors and employment that is deemed dangerous, which interferes with education and/or risks their health or physical mental, spiritual moral or social development.

<p>Camp-related traffic and safety</p>	<ul style="list-style-type: none"> • The Contractor in and around the camps, must provide signage, traffic control personnel, barriers, lighting, reflectors, proper pedestrian access, and public information on grievances. • In reviewing the terminal design, the PMU will undertake a safety audit. • Contractor will prepare a Traffic Management Plan which will require approval by the PIUs.
<p>Labour conditions</p>	<ul style="list-style-type: none"> • The Contractor will be required to prepare and obtain approval of an Occupational Safety and Health (OHS) plan for its workers at the work site and in the labour camps. • The Contractor must abide by the applicable labour laws of India and the norms for design, construction and management of labour camps per “Labour Accommodation: Processes and Standards”, a Guidance Note by IFC and the EBRD, found at the following link: http://www.ebrd.com/downloads/about/sustainability/Workers_accommodation.pdf
<p>Closure and site restoration</p>	<p>The work camps’ closure and site restoration, including removal of buildings and ancillary facilities, rehabilitation of access ways, removal of all materials and equipment, restoration of the topography to its original state, and replanting of trees and other vegetation should be a part of the contractor’s Workers’ Camp Management Plan.</p>
<p>Training and awareness of staff, workers and community on Covid-19 pandemic (prevention, protection and response)</p>	<p>Workers need to be provided with regular trainings to understand their situation, and how they can best protect themselves, their families and the community. This training or awareness building can be extended to the community members. They should be made aware of the procedures that have been put in place by the project, and their own responsibilities in implementing them. Some of the aspects to be covered for training and awareness generation include:</p> <ul style="list-style-type: none"> • Understanding of how they are expected to behave and carry out their work duties. • Addressing issues of discrimination or prejudice if a worker becomes ill. • Use of safety procedures, use of construction PPE, occupational health and safety issues, and code of conduct, taking into account that work practices may have to be adjusted. • Understanding the trajectory of the virus and what to do if a worker displays symptoms.

Other measures for response to Covid-19 Pandemic

Considering the recent Covid-19 pandemic, the following measures must be taken by the contractor to prevent and protect the community and workers from a potential outbreak:

1. Contractor will prepare an **assessment of workforce employed at the site**. The assessment must include detailed profile on workforce such as 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.

2. Contractor will provide a detailed plan on Covid-19 Prevention and Response. These include -
 - Precaution taken to ensure that there is **minimal exposure** among workers and contact with the community
 - **Response mechanism** in case of potential breakout of Covid-19
 - Safeguards to ensure that all project workers are protected from exploitative work conditions. It would also be important to ensure that all **eligible workers are given BOCW registration**, to be able to avail of benefits which are either under existing welfare schemes or provided as a part of the Covid-19 relief package. The Contractor must also ensure **registration for contract labour and inter-state migrant workers as per the Contract Labour Act, 1970 and Inter-State Migrant Workmen Act, 1979**; including their registration for coverage under the Employee State Insurance Corporation (ESIC)/Employee Provident Fund Organisation (EPFO).
 - Strengthen the use of **project grievance mechanism by workers to report concerns relating to COVID-19** including concerns about the health of their co-workers and other staff.

3. Contractor and Supervision Consultant to **designate senior personnel as a focal point to deal with COVID-19 issues**. This person can be responsible for coordinating preparation of the site and making sure that the measures taken are communicated to the workers, those entering the site and the local community.

Relevant Labour Laws applicable during Construction

The construction sites and camp sites established by the contractor needs to comply with all applicable labour laws, some which are listed below.

Table 11-2 : Relevant Labour laws

1.	The Payment of Gratuity Act 1972	Gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if an employee has completed 5 years' service or more or on death at the rate of 15 days wages for every completed year of service. The Act is applicable to all establishments employing 10 or more employees.
2.	Trade Union Act 1926	The Act lays down the procedure for registration of trade unions of workmen and employers. The Trade Unions registered under the Act have been given certain immunities from civil and criminal liabilities.
3.	Workmen's Compensation Act, 1923	The Act provides for compensation in case of injury, disease or death arising out of and during the course of employment.
4.	The Building and Other Construction Workers (Regulation of Employment	All the establishments who carry on any building or other construction work and employ 10 or more workers are covered under these Acts. All such

	and Conditions of Service) Act, 1996	establishments are required to pay cess at the rate not exceeding 2% of the cost of construction as may be notified by the Government. The Employer of the establishment is required to provide safety measures at the building or construction work and other welfare measures, such as Canteens, First – Aid facilities, Ambulance, Housing accommodations for workers near the work place etc. The Employer to whom the Act applies has to obtain a registration certificate from the Registering Officer appointed by the Government.
5.	Child Labour (Prohibition and Regulation) Act; 1986	The Act prohibits employment of children below 14 years of age in certain occupations and processes and provides for regulation of employment of children in all other occupations and processes. Employment of Child Labour is prohibited in the Building and Construction Industry.
6.	Inter-State Migrant Workmen's (Regulation of Employment and Conditions of Service) Act, 1979	The Act is applicable to an establishment which employs 5 or more inter-state migrant workmen through an intermediary (who has recruited workmen in one state for employment in the establishment situated in another state). The Inter-State migrant workmen, in an establishment to which this Act becomes applicable, are required to be provided certain facilities such as housing, medical aid, travelling expenses from home upto the establishment and back, etc.
7.	Contract Labour (Regulation & Abolition) Act 1970	The Act provides for certain welfare measures to be provided by the Contractor to contract labour and in case the Contractor fails to provide, the same are required to be provided, by the Principal Employer by law. The Principal Employer is required to take Certificate of Registration and the Contractor is required to take license from the designated Officer. The Act is applicable to the establishments or Contractor of Principal Employer if they employ 20 or more contract labour.
8.	Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013:	This Act defines sexual harassment in the workplace, provides for an enquiry procedure in case of complaints and mandates the setting up of an Internal Complaints Committee or a Local Complaints Committee
9.	Minimum Wages Act 1948	The Employer is supposed to pay not less than the Minimum Wages fixed by appropriate Government as per provisions of the Act if the employment is a scheduled employment. Construction of Buildings, Roads, Runways are scheduled employments.
10.	Payment of Wages Act 1936	It lays down the mode, manner and by what date the wages are to be paid, what deductions can be made from the wages of the workers.
11.	Employer's Liability Act, 1938	This Act protects workmen who bring suits for damages against employers in case of injuries endured in the course of employment. Such injuries could be on account of negligence on the part of the employer or persons employed by them in maintenance of all machinery, equipment etc. in

		healthy and sound condition.
12.	Employees State Insurance Act 1948	The Act provides for certain benefits to insured employees and their families in case of sickness, maternity and disablement arising out of an employment injury. The Act applies to all employees in factories (as defined) or establishments which may be so notified by the appropriate Government. The Act provides for the setting up of an Employees' State Insurance Fund, which is to be administered by the Employees State Insurance Corporation. Contributions to the Fund are paid by the employer and the employee at rates as prescribed by the Central Government. The Act also provides for benefits to dependents of insured persons in case of death as a result of an employment injury.
13.	The Personal Injuries (Compensation Insurance) Act, 1963	This Act provides for the employer's liability and responsibility to pay compensation to employees where workmen sustain personal injuries in the course of employment.
14.	Industrial Employment (Standing Order) Act 1946	It is applicable to all establishments employing 100 or more workmen (employment size reduced by some of the States and Central Government to 50). The Act provides for laying down rules governing the conditions of employment by the Employer on matters provided in the Act and get the same certified by the designated Authority.

Civil Works and Social Impacts

The AIWTDS is in the process of preparation of Detailed Project Report and the Bid Document for the development of the upcoming proposed state of the art riverside transport terminal proposed at Guwahati Gateway Ghat. The preliminary estimates cost of the works combined for the development of this terminal shall be approx INR **xxxxx** Cr.

The envisaged/ proposed state of the art terminal shall comprise of a multi-storeyed terminal complex which will contain adequate facilities and amenities, provisions for berthing, boarding & de-boarding of passengers, loading & unloading of cargo, bank protection, navigation aids and other auxiliary support systems.

In order to increase the last mile connectivity, existing approach road to terminal connecting nearby main roads shall also be undertaken in this development. The terminals components (comprising of fixed and modular floating structures) shall be designed in such a way that modularization of design elements is feasible and these customizes design models can be used and developed for future infrastructural interventions. The terminals development shall be developed following the EPC (Engineering, Procurement Construction) BOQ contract

basis process of construction based on the recommendations drawn from the outgoing consultancy assignments.

The terminals shall be developed in such a way that the ferry services can be operated for all the seasons of the year (monsoon and lean) ensuring perennial availability of the services to the commuters. The provisions made in the designs of the terminals shall be gender inclusive such that it will be suitable for all female commuters (pregnant women etc) as well as differently – abled people ensuring ease of access while commuting. The terminals will be designed in a manner so as to increase tourism within the area, which is widely known for its local cultural heritage.

The upcoming three terminal design options are developed considering following options as per the possibility of annual siltation and Pneumatic Ramps with

1. Fixed berthing line and Floating ramp design
2. Varying berthing line and Floating ramp design
3. Moving Berthing line and Fixed ramp design;

The impact of construction sites of this Ghat in the PIA tends to attract more attention, due to their importance to the passengers using the water transport for various purposes including economic activities taking place in the villages. Typical negative impacts during construction works include shifting of the Ghat to an adjacent site for continuing the transport services during the construction phase. This will not be a problem in this priority Ghat as the adjacent areas can be used as alternative Ghats.

Provisions for Labourers in the Construction phase

The construction sites will be established by the contractor which needs to comply with all applicable state and national laws. Accordingly, specific recommendations are being made for the construction camp workers.

During the project implementation phase, labour, health and safety are some of the major areas where risks may emerge, and mitigation measures have to be planned. The construction contractor is responsible for providing temporary residential accommodation and other necessary infrastructure facilities as per the Building and Other Construction Workers (regulation of employment and conditions of service) Act, 1996. Women may participate as unskilled laborers during construction and hence, steps need to be taken to ensure their health, security and safety.

The construction contractor is responsible for hiring their labour force who may or may not be locally sourced. Thus, an influx of male and female migrant workers and their families is anticipated. Foreseeing the involvement of women both directly and indirectly in the construction activities, certain measures are required to be taken towards welfare of labourers in general and well-being of women and children in particular during the construction phase, as discussed in chapter 11. The construction phase is expected to be

completed by 18months.During this phase no significant negative impacts are , other than those discussed above are expected to impact the users.

