

# Semi-Annual Social Monitoring Report

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Project number: 34304-043

Period: January – June 2017

NEP: Kathmandu Valley Water Supply  
Improvement Project

Prepared by Project Implementation Directorate, Kathmandu Upatyaka Khanepani Limited (KUKL), Government of Nepal for the Asian Development Bank.

This social monitoring report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

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ADB Loan no 2776

## **Semi Annual Report (January to June 2017)**

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## A. Executive Summary

The proposed Kathmandu Valley Water Supply Improvement Project<sup>1</sup> will support the ongoing efforts of the Government of Nepal towards improving the water supply services in Kathmandu Valley. The project will invest in bulk water transmission and distribution network improvement systems, and will complement past and ongoing Asian Development Bank (ADB) projects.<sup>2</sup> The resultant synergy is expected to lead to increased efficiencies, greater improvement in service delivery, and higher impact on health outcomes and quality of life for inhabitants of Kathmandu Valley. This semiannual report presents the Resettlement Plan (RP) implementing status from January to June 2017. It is being implemented by the Project Implementation Directorate (PID), Kathmandu Upatyaka Khanepani Limited (KUKL), who will address any resettlement impacts, permanent or temporary, during project implementation.

The overall project is classified as category B in accordance with ADB Safeguard Policy Statement (SPS). ADB's SPS covers both temporary and permanent impacts

There is no land acquisition under the proposed project activities. Required land for the project structures was previously acquired under the ADB Loan 1820. Altogether 594 businesses in narrow streets are identified those experience partially affected during the pipe laying time. Till now impact are avoided by good traffic management and time. Efforts are continue to avoid the adverse impact.

A total of twenty consultative meeting were held in community to disseminate project information and project entitlements. The meeting covered issues of community participation as well as and other project related activities. The regular meeting with community is continuous.

The PID KUKL has been addressing grievance resulted from project activities. During the reporting period 90 cases of grievances has been filed in project. The grievances related to rehabilitation damaged of utility during pipe laying period, rehabilitation of retaining walls and house connection. Most of them are handled immediately based on project entitlement framework. No cases of grievance is pending to settle. The implementing body has set up institutional requirement for the implementation of RP and the RP implementation is continuous.

## B. Project description

Melamchi Water Supply Project (MWSP) has been implementing since December 2000, aiming to improve the overall of water supply and wastewater systems of the Kathmandu Valley. MWSP covers parts of the Indrawati and Bagmati watersheds and project areas include districts of Kathmandu, Lalitpur and Bhaktapur. The key water diversion facilities, headwork and diversion tunnel and access roads are located within Sindhupalchowk district, whereas, the water treatment plant at Sundarijal, water distribution network, balancing reservoirs and the other Ancillary structures are located within Kathmandu Valley. The implementation of the project was affected during the conflict period due to various local and national issues. In the meantime some of the donors withdrew their support for the project in 2005 and 2006.

Later in 2008, MWSP was split into two distinct subprojects: (i) Subproject 1: Melamchi River Water Diversion Project covering all project activities in the Melamchi Valley, including the Water

<sup>1</sup> The project was prepared through PPTA 4893-NEP: Preparing the Kathmandu Valley Water Distribution, Sewerage, and Urban Development Project, approved on 13 December 2006. Due to restructuring of ongoing loans, the work of PPTA started in 2009, and final report was submitted in May 2010.

<sup>2</sup> Loan 1820-NEP (SF): Melamchi Water Supply Project was approved on 21 December 2000, and became effective on 28 November 2001. Loans 2058/2059-NEP (SF): Kathmandu Valley Water Services Sector Development Program were approved on 18 December 2003, and became effective on 7 December 2004.

Diversion Tunnel (WDT) and Water Treatment Plant (WTP); and (ii) Subproject 2: Kathmandu Valley Water Supply and Sanitation Project to undertake distribution network improvement inside Kathmandu Valley. The implementation responsibilities were entrusted to Project Implementation Directorate (PID), which was formed under the Kathmandu Upatakaya Khanepani Limited (KUKL) Board of Directors, through a MOU signed on 19 April 2009 between Government of Nepal (GoN) [Ministry of Finance (MoF), Ministry of Physical Planning and Works (MPPW)], Kathmandu Valley Water Supply and Management Board (KVWSMB), KUKL and Asian Development Bank (ADB). Resettlement Plans have been prepared with the entitlements, assistance and benefits, provision of business, institutional arrangements, tasks and responsibilities of the each level of the agencies involved in resettlement planning for the project.

Under the present loan from ADB (Loan No.2776). Scopes of the subproject-2 are as follows:

- Immediate improvements of water supply services in Kathmandu valley through augmentation of surface and groundwater sources;
- Water quality improvement related works;
- Rehabilitation and improvement of water supply and sewer networks at the primary, secondary and tertiary levels as well as house connections in parts of KUKL service area;
- Design and construction of the Bulk Distribution System (BDS);
- Improvement of the Service Management system of KUKL
- Provide project management support to PID

The ADB Public Communication Policy (PPC 2011) refers the Safeguards Policy Statement (SPS 2009) with respect to information disclosure related to project safeguard documentation states that ADB shall post on its website the safeguard document submitted by the borrower and or/ client. These safeguard documents include Resettlement and Indigenous People Plan (RP & IPP), and the social and safeguard monitoring reports. To comply with the PCP of ADB, the KUKL,PID shall submit one semiannual monitoring reports periodically over the total implementation period of the project, covering Environment, Resettlement and safeguard issues. This also has been spelled out in the project document and loan covenant of KUKL that the borrower/client shall submit the aforesaid reports to ADB.

The Kathmandu Valley Water Supply Improvement Project is classified B for involuntary resettlement and category C for indigenous people.

### **C. Scope of social safeguard impacts**

The covenants of loan agreement with ADB requires that Resettlement Framework (RF) documents be complied during the implementation of project in accordance with ADB's SPS 2009 and RF prepared for the project and agreed between the Borrower and ADB. Any projects that involve land acquisition and resettlement impacts to be prepared RPs and other safeguard reports as required under the scope of approved RP.

There are no cases of displacement of people, other than temporary relocation of hawkers and mobile vendors during construction in DNI works. The construction time there are temporary inconveniences such as increased vehicle movements that affect the pedestrians of the immediate vicinity of the work. Based on final detail design updated resettlement plan has been submitted to ADB. RP's have identified a total of 594 business vendor's experience (DNI Package I -302 DNI Package II-174 and DNI Package III – 118) partial disturbance due to the project activities. The estimated compensation amount for budget purpose is \$ 10,484.62. Similarly, during the preparation of detailed project due diligence reports for each BDS packages have been prepared

and approved by ADB. Table no. 1 below shows that summary of project activity and identified project impacts.

**Table no 1 Summary of Project description and identified impacts**

**Table no 2 Project progress and identified impacts**

Package	Project Activities	Number of affected business	RP status
<b>DNI Package</b>			
Package I	Pipe laying work Territory Main HDEP pipe 142,878 m Secondary Main pipe 38,033 and Primary DI pipe 6,344. The total pipe length is 187,255 meter	302	Submitted updated RP to ADB
Package II	Pipe laying work Territory Main HDEP pipe 189,443 m Secondary Main pipe 50,128 and Primary DI pipe 10,514. The total pipe length is 213, 159 meter	174	Submitted updated RP to ADB
Package	Pipe laying work Territory Main HDEP pipe 5,265 m Secondary Main pipe 44,733 and Primary DI pipe 13,161. The total pipe length is 213, 159 meter	118	Submitted updated RP to ADB
<b>Total</b>		<b>594</b>	
<b>BDS Package</b>			
PS I	Construction of three reservoirs Arubari tank 8500 CU.M. Capacity, Mahankal Chaur -2 tank 8000 CU.M. Capacity and New Bansbari tank 9500 CU.M Capacity. The size of pipe varies from 400 mm to 1400 mm. The total length of pipe for this package is 10.043 Km	No IR Impact Due Diligence Report	DDR is prepared and submitted to ADB
PS III	Construction of one water reservoir in Balaju with 7000 CU.M. Capacity. The length of pipe lying for this package is 15.57 Km and the, size of pipe varies from 500 to 1000 mm	No IR Impact Due Diligence Report	DDR is prepared and submitted to ADB

**Table 2 Project progress in against impacts**

Package	RP Status	Identified Impacts	Impact during construction	Progress	Remarks
DNI I	Updated and submitted to ADB	302	No impact	Physical: 71.55% Financial: 71.78%	Impact are avoided by good traffic management consultation, communication with community and construction time
DNI II	Updated and submitted to ADB	174	No impact	Physical: 77.00 % Financial: 64.03%	Impact are avoided by good traffic management consultation, communication with community and construction time
DNI III	Updated and	118	No Impact	Physical:	Impact are avoided by good

	submitted to ADB			69.94% Financial: 66.90%	traffic management consultation, communication with community an construction time
BDS I	DDR submitted	No	No Impact	Physical: 69.00% Financial: 66.11%	Impact are avoided by good traffic management consultation, communication with community an construction time
BDS III	DDR submitted	No	No Impact	Physical: 73.07% Financial: 56.53%	Impact are avoided by good traffic management consultation, communication with community an construction time

*Source: Resettlement Plan, project progress report*

The above table no 2 describes project progress and impact address status. The RP identified certain vendors and vendors that will experience short disturbance during civil work. Till the reporting period, the impacts are avoided by good traffic and construction time management.

#### **D. Compensation and Rehabilitation**

The Land Acquisition Act (LAA) 2034 (1977A.D) sets out compensation standards and benefits such as compensation for lost assets at market value, provision for alternative land and compensation for standing crops and trees. To cover resettlement-related needs of the Project Affected Persons (PAP's), under Loan the project, it has prepared a Resettlement Policy Framework (RPF). The policy also ensures benefits to non-titled persons such as encroachers and squatters with appropriate displacement allowances for relocation and income restoration assistance. The Compensation Determination Committee (CDC) headed by Chief District Officer is responsible for evaluation of property and its compensation. The RP emphasizes that compensation should enable project-affected people to maintain the existing to better standard of living.

Project entitlement has provisioned to provide compensation packages for vendors, business shop that experience complete closure during pipe lying for more than three days. Similarly, compensation packages at full replacement cost for land in other private property acquired for project purpose including additional allowances and assistances.

During the time of project preparation resettlement plan for each DNI packages and due diligence reports for BDS packages have prepared and approved by ADB, The short term impacts were observed in narrow streets during pipe lying work of DNI packages. For this, loss assessment was carried out and compensation packages have been proposed in resettlement plan. During the time of construction to the extent possible the impacts are avoided and minimized through prior consultation and proper traffic management. So, the impacts have not experienced. Similarly, in pipe lying works of BDS impacts are mitigating following DNI steps.

Similarly, the rehabilitation of public facilities/utilities requires to accomplish as trench opening and filling work complete. Most of the public facilities are rehabilitated in same day. The project has developed and implemented a separate package for rehabilitation of road and other associated facilities disturbed during pipe lying works.



## **E. Public participation and consultation**

While implementing the RP, an extensive consultation program with project affected people, vendors and land owner was carried out, in line with the requirements pertaining to receive compensation and compensation determination procedure. The public, business owners, affected people and shopkeepers were informed about the possibility of disruption to the business. The consultation also focused for on entitlement matrix of the project and compensation receiving procedure. The tools used for consultations were stakeholder workshops and meetings, interviews, structured questionnaires, and focus group discussions (FGD). These consultations provided inputs for identification of the felt needs of the communities, and the relevant stakeholders. During the consultation the participants put queries about the project implementation methodology, entitlement matrix, documents required to receive compensation, local people support to facilitate project activities and employment opportunities. The project team briefed the information based on the scope of project. The detail of public consultation is presented in below **Table no. 3**

Beyond the regular communication, newsletter is regularly published and disseminating in each project event and activities. The newsletter has been produced in local Nepali language. The content of newsletter is project progress and the mechanism of grievance handling. Similarly, the project has prepared five short films that describes the project progress status and situation of water demand in Kathmandu valley. The documentary has become popular and effective means of information dissemination. It also includes the mechanism of grievance handling and current project situation. The films are presented before the opening of each formal and informal community level meetings.

**Table No.3 Public Consultation Matrix**

Month	Nn. of Participants	Location	Participants attended	Topic/issues discussed	Information
January	Male: 83 Female: 10	BDS and DNI area	Municipal officials, Project team, Local vendors, TLO members, local people	Local employment, Compensation for business disruption, quality of works, Quality of Works, Entitlements matrix, construction time	Construction time will be less traffic period, priority to local people in job, compensation will be provided
February	Male: 121 Female: 11	BDS and DNI area	Municipal officials, Project team, Local vendors, TLO members, local people		Quality of works will be maintained and disseminated project entitlements, less traffic time
March	Male: 129 Female: 23	BDS and DNI area	Municipal officials, Project team, Local vendors, TLO members, local people	Traffic diversion, business disruption, quality of works	Appropriate diversion and compensation package, quality maintained
April	Male: 35 Female: 5	BDS and DNI area	Municipal officials, Project team, Local vendors, TLO members, local people	Wage discrimination, Compensation package, construction time	No discrimination in wage rate, construction time will be in less traffic period and complete rehabilitation work immediately
May	Male: 72 Female: 12	BDS and DNI area	Municipal officials, Project team, Local vendors, TLO members, local people	Compensation providing authority construction time	Compensation by KUKL, construction time will be in less traffic period and complete rehabilitation work immediately
June	Male: 65 Female: 8	BDS and DNI area	Municipal officials, Project team, Local vendors, TLO members, local people	Entitlements matrix, compensation providing authority construction time	Discussed entitlement matrix, KUKL authority for compensation construction time will be in less traffic period and complete rehabilitation work immediately

## **F. Grievance Redress Mechanism**

A grievance redress mechanism (GRM) has been established to receive, evaluate, and facilitate the resolution of affected people's concerns, complaints, and grievances about the social and environmental performance at the level of the project. The Safeguard officer from PID has been assigned as coordinator for grievance handling. The GRM aims to provide a trusted way to voice and resolve concerns linked to the project, and to be an effective way to address affected people's concerns. During the reporting period about 89 grievances were filed in project office. Most of the complaints have been settled instantly in activating first and second level of grievances. Most of the grievances are related with house connection and reinstatement of damaged public utilities and proper settlement mock out from trench digging. The details of grievance and their status is attached in annex V.

## **G. Institutional Arrangement**

PID KUKL entrusted with the responsibilities for planning, design, and implementation of the project. The PID KUKL is also responsible to ensure compliance with safeguard requirements of the Government and ADB and for day-to-day monitoring of project progress, including the implementation of resettlement provisions in the project and produce progress report on all aspects concerning to planning, implementation and monitoring of the land acquisition and resettlement issues. A safeguard unit is established for the implementation of safeguard documents and above mentioned issues. The unit leads by senior divisional engineer, legal officer and sociologist. All the post are filled by KUKL-PID. Similarly, Design, Supervision and Management Consultant (DSC) have been engaged to carry out the detail design, supervision and management of the projects. The DSC Social Safeguard Specialist is responsible to facilitate CAPC in field level and closely work with PID for safeguard implementation. The PID has also engaged Community Awareness and Participation Consultation (CAPC) to carry out the community mobilization activities. The CAPC is also responsible for the implementation safeguard related activities and RP implementation in field level.

## **H. Monitoring Results/Finding**

Up to the reporting period, the implementation of RP is continuing. The impacts are able avoided by good traffic and time management in construction time. The safeguard team has been working closely with construction supervision team to avoid the adverse impact. The grievances related to social safeguard is treated immediately within the project entitlement framework and the numbers of grievances related to social safeguard are significantly high. Community level groups (Tole Lane Committee) - TLO are formed in each DNI and BDS service area to facilitate the project during civil work.

The implementing, monitoring, and reporting of the resettlement activities are undertaken by the project. The implementing and monitoring of resettlement activities has been carried out by CAPC and relevant officer to each project visiting the sites during working hours. The project has also monitoring the status of work, problems, mitigation measures adopted by the contractors etc. Such information has been presented in Consultant's monthly report Environmental and Social Safeguards. Resettlement Plans have been prepared with the entitlements, assistance and benefits, provision of business, institutional arrangements, tasks and responsibilities of the each level of the agencies involved in resettlement planning for the project.

## **I. Compliance Status**

One full time Senior Environmental Officer in PID KUKL has been recruited since the beginning of project. DSC-5 has also mobilized Social Safeguard Specialist from May 2017. The expert for the implementation of RP and monitoring of safeguard activities have been recruited. Covenants written into loan agreement that is related to resettlement safeguard are listed in Table no. 5, with the status of compliances up to the reporting period.

**Table no.5 Status of Resettlement & Social Safeguard Issued of the Project**

<b>Covenant</b>	<b>Safeguard Applicability</b>	<b>Status of Compliance</b>
<b>Resettlement: The Borrower, PID, KUKL shall ensure that:</b>		
The project involves involuntary resettlement so RP will be prepared based in Resettlement Framework (RF) agreed upon the Borrower and ADB, the borrowers land acquisition act 2034 and ADB's Safeguard Policy Statement ( 2009)	Directly applicable; compliance with both ADB and GoN requirements	Complied with
The RP that has been prepared and agreed by the Borrower ADB shall be updated and provide to ADB for review and clearance following detailed design and prior to civil works contract awarded	The RP has been prepared based on RF and being updated periodically and forwarded to ADB for review	Complied with;
All affected persons are given adequate opportunity to participate in the resettlement planning and implementation	Public participation basis for resettlement planning	Complied with
The RP will be disclosed to the affected persons, who are compensated and assisted prior to displacement from their house, land and assets, before commencement of any works	Required by RF	Complied with
Additional assistance is provided for vulnerable groups	Required by RF	Complied with
Works contracts under the project include requirements to comply with RPs;	Required by RF	Complied with
Implementation of the RP is monitored internally by the PID and reported to ADB semiannually	Include as fundamental aspect of safeguard reporting	Complied with
Affected persons have an opportunity to express grievances at appropriate levels, and each levels are instructed to resolve disputed and implement measures promptly in accordance with the grievance redress process outlined in the RP	Purpose of grievance redress mechanism	Complied with

#### **J. Follow up Action and Recommendations**

The monitoring of social safeguard activities and implementation of will be continued during the project implementation. The project will involve in following action for the implementation of RP.

- Facilitate for compensation, if the vendors experience complete closed for three days during excavation and pipe lying period from PID KUKL office.
- Facilitate Grievance Handling: It will be facilitated mobilizing GRC team to address the claims, obstruction and grievances. The team will verify the case related to compensation claims and resettlement close collaboration with project affected families.
- CDC meetings will be organized if required.

- The regular follow up and monitoring of safeguard compliance will be continued. The project team will be involved in monitoring and provide instruction, if, falls to compile the safeguard compliance to contractor
- Consultation and dissemination: It will be conducted regular consultative meeting with project affected people and other stakeholder to overcome the possible social problems and right information dissemination. The consultative meeting will be conducted in each project constructed are and inclusive.
- Facilitation to CAPC in field level in handling grievances and other safeguard related activities.

**Annex I**  
**Photographs**



A picture of compensation distribution



Consultation meeting at Buddhanagar



Secretary from ministry inspecting construction work



Orientation of safeguard



Construction management at night



A picture of compensation distribution



Community Meeting at Asan

**Annex II**  
**Minute of Consultation Meetings**



Sl No	Name	Designation	Phone No	Address
1	Dr. Mani Sankar	MD	9541222555	
2	Dr. Sankar	MD	9541222555	
3	Prasanna	MD	9541222555	
4	Dr. Sankar	MD	9541222555	
5	Dr. Sankar	MD	9541222555	
6	Dr. Sankar	MD	9541222555	
7	Dr. Sankar	MD	9541222555	
8	Dr. Sankar	MD	9541222555	
9	Dr. Sankar	MD	9541222555	
10	Dr. Sankar	MD	9541222555	
11	Dr. Sankar	MD	9541222555	
12	Dr. Sankar	MD	9541222555	
13	Dr. Sankar	MD	9541222555	
14	Dr. Sankar	MD	9541222555	

Municipality, Bangalore. Branch Office, T

2. દાલ ફુલપાંચર દેડો આદર્શ દુધ : ગિનાઈ સર્વિસ

[illegible]

M-J 23	દામ મેજન	PID/Engineer	9841256194	
M-J 24	મેરી વધુ સુધાર	PID/KUKL/APC/Responsible	985189045	
M-J 25	રાજી લાલ દાસ	PID/KUKL/DSC-3/	984177837	
M-J 26	વિનય પટેલ	M.S.DV/PR Manager	9851119913	
M-J 27	અમલગત નિર્માણ	રુચિલ	9851082120	
M-J 28	મણુ ભટ્ટ	રુચિલ	9851105511	
M-J 29	સુરેશ માવ ગાંધી	રુચિલ	9849560422	
M-J 30	રવિન્દ્ર મહેતા	રુચિલ	9841358870	
M-J 31	શુભ માવ ગાંધી	"	9849560422	
M-J 32	દરિદ્રતા મહેતા	"	9849560422	
M-J 33	પદ્મનાભાઈ મહેતા	"	9849560422	
M-J 34	જીવાલ માલી	"	9849560422	
M-J 35	પ્રમિત માવ શાસ્ત્રી	"	9849560422	
M-J 36	ચોગેશ માલ	"	9849560422	

**ફલપલ તથા નિર્ણય**

૧) આયોજના કાર્યાન્વયન નિર્દેશનાલયેલે વિતરણ સમ્પાલ સુધાર-૧૦ અન્તર્ગત રુચિલે શરેયામા પદ્મનાભાઈ તથા દામ મેજન જેને કામ કાનસુન પદિ જેને કુરા ઉપમોક્તા તથા સ્થાનિયહરતા આયોજના પદાધિકારીકાટ જાનકારી ગરાદયો । યસ ઉપમોક્તા સંદાકાટ આવશ્યક પત્રાચાર જેને ૨ જાનકારી લિને નિર્ણય ગરિયો ।



૩-૧ M-36  
 ૩-28 F-1  
 ૩-8 T-37

आज्ञा प्राप्त २०२३ साल फागुन १६ गते गामवाट आयोजना कार्यलयम निर्देशनालय गन्तव्यी दुप  
 आयोजना-२, नं ५३ म. नं पा वडा नं १२ डडेलु DNI-10 मा 600 mm को (DI) पाईप बिस्थापन गर्ने  
 समयमा आयोजित गम्तव्य वैयक्तिक <sup>720</sup> PID, DSC-3, CAPC. Contractor तथा स्थानीय  
 वासिन्दाहरूकोमिन्न बसोजिम दुपस्थिती रहेको ।

क्र.सं.	नाम	हेगाना	नमबर नम्बर	रम्भाक्षर
M-0	१. <u>रामेश्वर खरेल (720)</u>	डडेलु	१८३१२११३२	<u>रामेश्वर</u>
M-1	२. <u>राजेश्वर खरेल (720)</u>	डडेलु	१८२९०००२२२	<u>राजेश्वर</u>
M-2	३. <u>महेन्द्र खरेल</u>	डडेलु	१८२९०००२२२	<u>महेन्द्र</u>
M-3	४. <u>महेन्द्र खरेल</u>	डडेलु	१८०३२५०१०१	<u>महेन्द्र</u>
M-4	५. <u>निजाम खरेल</u>	DSC-3/PID/LukL	१८३१२२३७८८	<u>निजाम</u>
M-5	६. <u>निजाम खरेल</u>	डडेलु	१८२९०००२२२	<u>निजाम</u>
M-6	७. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-7	८. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-8	९. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-9	१०. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-10	११. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-11	१२. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-12	१३. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-13	१४. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-14	१५. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-15	१६. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-16	१७. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-17	१८. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-18	१९. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>
M-19	२०. <u>निजाम खरेल</u>	डडेलु	१८३१२२३७८८	<u>निजाम</u>

निर्णयहरू :

- को म नं. पा वडा नं १२ डडेलु नोक देखि वजु होतलसम्म  
 600 mm को को (DI) पाईप जोडन बाँधेर सार्व-दाता तर्फको  
 स्थानीय वासिन्दाहरूसँगै वजु र उपस्थितिमा  
 काम सुरु गर्ने निर्णय गरियो ।

७-० H-३  
 ७-१० I-०  
 ०-५ T-१६

निजाम  
निजाम  
निजाम

### Annex III

#### Communication material and News Letter



## काठमाण्डौ उपत्यका खानेपानी लिमिटेड खानेपानी तथा सरसफाई आयोजना आयोजना कार्यान्वयन निर्देशनालय

### पाईपलाईन विछ्याउने र निःशुल्क धारा जडान गर्ने सम्बन्धी सूचना

भेलम्बीको पानी काठमाण्डौ उपत्यकामा वितरण गर्ने काठमाण्डौ महानगरपालिका, ललितपुर उपमहानगरपालिका बडा नं. को सडक/मार्ग/गल्लीमा फोक वितरण प्रणाली/वितरण सुब्बा/धारा जडानको लागि पाइप विछ्याउने कार्य भित्रि २०७३ देखि सुरु हुने व्यहोरा जानकारी गराउँछौं। साथै निर्माणधीन पाइपलाईनबाट हालसम्म धाराको महशुस पुग्नु गरिका सविकका काठमाण्डौ उपत्यका खानेपानी लिमिटेडका घाटको घर-घरमा निःशुल्क धारा जडान गर्ने व्यवस्था गरेकोले यस निर्देशनालयबाट निर्माणस्थलमा छटिएका कर्मचारीहरूलाई आफ्नो धाराको महशुस तिरको फाटोको प्रतिनिधि उपलब्ध गराउने वा तत्कालका लागि धारा जडान कराम धरिदिनहुन अनुरोध छ।

काठमाण्डौ उपत्यका खानेपानी लिमिटेडका घाटक हुन बाँकी घरघनीहरूले निम्न कारगजात सहित काठमाण्डौ उपत्यका खानेपानी लिमिटेडको सम्बन्धित शाखा कार्यालयमा पठाउनु अनिवार्य दिनु हुन अनुरोध छ।

#### नयाँ धारा जडान गर्न आवश्यक कारगजातहरू

१. नागरिकताको प्रतिलिपि।
२. जग्गासूची प्रमाणपत्रको प्रतिलिपि।
३. नापी नक्साको तस्वीर।
४. घरघन निर्माणको इजाजत प्रतिलिपि।
५. सम्बन्धित बडा कार्यालयको सिफारिस।
६. सँथियारको धाराको घाटक संख्या एवं एरिया नम्बर।
७. निवेदकको हालसालै खिचेको पासपोर्ट साईजको फोटो।

व्यवस्थित सहर निर्माणका लागि एक युगमा एक पटक हुने वस्तु तूला सँरचना निर्माणका क्रममा हाल काठमाण्डौ उपत्यकामा आयोजना कार्यान्वयन निर्देशनालय पाइपलाईन विछ्याउने कार्यमा व्यस्त छ। यस क्रममा सर्वसाधारण, पैदलयात्री, न्यानीय वसिन्दा तथा सवारी साधनको बाधाग्रहमनमा पर्ने जाने बसुविधाका लागि निर्देशनालय क्षमायाचना गर्दछ। जतनमा, विद्यमान पाइप विछ्याउने कार्य चाँडो भन्दा चाँडो सम्पन्न गर्ने उपत्यकाबासीहरूको सक्रिय सहयोग र सहभागिताका लागि निर्देशनालय विनम्र अपिल गर्दछ।

पुनराव धारा जडान एवं कसैले रकम माग गरेमा वा कुनै समस्या परेमा निम्न डेगामा गुनासो वता गराउन हुन अनुरोध छ।

फोन नं: ४२२२९८६, ४२४८९१६

आयोजना कार्यान्वयन निर्देशनालय, अनामनगर, काठमाण्डौ



## Government of Nepal, Melamchi Water Supply Sub-Project 2 Project Implementation Directorate/Kathmandu Upatyaka Khanepani Limited

*Improvements in water, sanitation and sewerage management  
Lay the base for a developed society; make a city beautiful and efficient*

### Preparation for Water Distribution



*Night time pipe line work*

The Project Implementation Directorate, Kathmandu Upatyaka Khanepani Limited is working at high speed to complete laying the water distribution lines for Melamchi Drinking Water Project inside Ring Road of Kathmandu valley. Necessary preparation work to

distribute water received at Sundarjal through a tunnel of Melamchi Project to the houses of valley residents is going on passionately. At present, pipe-laying work is going on in about 40 places in the valley day and night. About one thousand two hundred workers along with their supervisors and administrators are working day and night.

The Directorate has a plight to dig up roads to lay distribution pipes. The Directorate is following environmental and social safeguard compliance while digging up the roads. In busy roads, the Project has a policy to dig up roads at night and cover it up before morning. Taking into account the environmental and public health considerations, the Directorate is restoring roads as soon as pipelines are laid. Efforts have been made to sweep the road and sprinkle water to control dust. The Directorate is dedicated to overcome all obstacles through extensive public participation and committed to supply Melamchi water - a project of national pride - to the households of Kathmandu. The Directorate heartily requests for proactive support and coordination from Valley residents in this task.

### Minister for Water Supply and Sanitation takes stock of the Project

At an event organized at the Project Implementation Directorate on March 13, Minister for Water Supply and Sanitation, Mr Jivan Bahadur Shahi, took information of the progress on Directorate's work. On the occasion, Project Director, Mr Tresh Prasad Khatri, informed the departmental minister about the construction works going on under the Directorate, their management and the existing challenges. At the event, Minister Shahi also took information about the works being done by Melamchi Water Supply Development Board, Kathmandu Valley Water Supply Management Board, Kathmandu Upatyaka Khanepani Limited (KUKL) and Nepal Drinking Water Corporation.



*Minister for Water Supply and Sanitation, Jivan Bahadur Shahi and Secretary of the Ministry, Bhim Prasad Upadhyaya getting briefing about project*

### Directorate Awarded



*Mr Tresh Prasad Khatri, Project Director of PII, receiving Project performance Award from former Secretary, Mr Shanta Raj Subedi*

Asian Development Bank has awarded Kathmandu Valley Water Supply Improvement Project (KVWSIP) as the best among the projects implemented in Nepal in 2016 AD. Necessary distribution network is being prepared to distribute water from Melamchi Project under the

Project Implementation Directorate, Kathmandu Upatyaka Khanepani Limited (Melamchi Sub-Project-2). Finance secretary, Mr Shanta Raj Subedi, handed over the award to Director of Project Implementation Directorate, Mr Tresh Prasad Khatri, amidst a function organized on February 26, 2017.



## Observation visit and Interaction of the MPs

Development Committee members of the legislative parliament had a field observation visit on November 17, 2016 to review the progress and learn about the challenges faced by Project Implementation Directorate in its work for Melamchi water distribution.

The team of MPs led by development committee chairperson Mr. Rabindra Adhikari observed the under-construction infrastructure and discussed the project with concerned officials. At the outset of the event, Directorate Deputy Project Director Mr. Anil Bhadra Khanal briefed about the ongoing works of the project at the secretariat of the committee in Singha Durbar. He briefed about the Directorate's ongoing efforts, challenges and the upcoming works for expanding the distribution network.

Then, the MPs went to Tundikhel to observe the pipe-laying works for bulk distribution work going on in the Military parking area. After Tundikhel, the team went to Kupandole to observe the distribution network improvement, water reservoir at Khumaltar and pipeline expansion for bulk distribution system in Tribhuvan International Airport and Tilganga area.

Likewise, the MPs observed the under-construction water treatment facility in Sundarjal and learned about its progress and other technical issues. Mr. Ramesh Kumar Dawadi, Deputy Executive Director of Melamchi Water Supply Development Board informed them about the treatment facility. Speaking at the closing session of the event chairperson Mr. Rabindra Adhikari said, the tasks of the project should be completed within the stipulated dates to provide relief to the capital dwellers suffering due to water problem. Project Director Mr. Tirth Prasad Khatri thanked the MPs and expressed commitment to stay alert for the distribution of water to be received from the Melamchi Project.



Group Photo of MPs and Project team at Water Treatment Plant Sundarjal

## State Minister Khadka Inspects Project Works

State Minister for Water Supply and Sanitation, Mr. Deepak Khadka, took stock of work progress of Project Implementation Directorate on December 26, 2016. Secretary of the Ministry, Mr. Bhim Prasad Upadhyaya and KUKL General Manager, Mr. Mahesh Bhattarai also joined him. Project Director of PID, Mr. Tirth Prasad Khatri briefed state minister Khadka. After brief discussion state minister Khadka advised to make the work efficient and effective. Likewise, state minister Khadka and secretary Upadhyaya visited various construction sites in the valley on January 5, 2017.

They observed the under-construction water reservoirs in Panipokhari, Anarbari and Mahakalchaur and took stock of the progress. They also observed the water treatment facility in Sundarjal and the tunnel. In Sundarjal, Executive Director of Melamchi Water Supply Development Board, Mr. Ghanashyam

## Interaction with MPs



An interaction program on various aspects of Melamchi Project between MPs from Kathmandu valley and various agencies related to the project implementation was organized on January 06, 2017. Most MPs representing Kathmandu valley attended the interaction program organized by the Directorate.

Various issues related to Melamchi project and water distribution in the valley were discussed in the program. Mr. Sanjay Bikram Rana, Executive Director of Kathmandu Valley Water Supply Management Board, Mr. Ghanashyam Bhattarai, Executive Director of Melamchi Water Supply Development Board, Mr. Anil Bhadra Khanal, Deputy Director of Project Implementation Directorate, and Mr. Mahesh Bhattarai, General Manager of KUKL, informed about various aspects of the project and water distribution.

MPs raised various questions about water distribution in Kathmandu at the event. The MPs said, water distribution should not be limited to inside Ring Road only, but should be expanded to outside Ring Road too. They were curious on whether the Melamchi Water Supply Project would completely solve Kathmandu valley's water problems or not.

Chair of the event, Mr. Deepak Khadka, State Minister for Water Supply and Sanitation, said all efforts would be made to complete Melamchi project early. Mr. Bhim Prasad Upadhyaya, Secretary of the Ministry of Water Supply and Sanitation welcomed the MPs and said that the ministry is committed for long-term solution of Kathmandu's drinking water problem. Project Director of Project Implementation Directorate, Mr. Tirth Prasad Khatri informed about the various efforts undertaken to control dust from the roads in the course of digging roads for distribution pipeline.

Bhattarai, and the engineers involved in the construction of tunnel informed them about the various aspects of the construction.



State Minister for Water Supply and Sanitation Deepak Khadka and Secretary Bhim Prasad Upadhyaya during inspection visit of Anarbari SHI

### Updated Work Progress of the Directorate

Project Implementation Directorate, Kathmandu Upatyaka Khanepani Limited is working at high speed for the expansion of various types of pipeline for water distribution in Kathmandu valley. It is working day and night to complete all necessary infrastructures for water distribution before Melamchi tunnel is completed. The directorate is working in 40 places in the valley with a target to complete work before August/September, 2017. Over one thousand two hundred workers are deployed in these areas. The Directorate is installing Bulk Distribution System (BDS), Service Reservoir Tanks (SRT) and District Metering Area (DMA) and household connection.

#### Bulk Distribution System-BDS

Bulk Distribution System is being established to transfer water from Sundarijal to the reservoirs and from the reservoirs to the distribution network. The Directorate has already installed 42 kilometres of pipes of the 60-60 kilometres required. The BDS work is divided into four packages to expedite the work. In busy road sections, pipes are being laid at night. The roads dug at night are reinstated early morning for smooth traffic flow. This system is for water transfer and household connections are not installed under this system.

#### Distribution Network Improvement-DNI

The directorate will be installing 670 kilometres of pipeline under the Distribution Network Improvement. Pipeline is being laid by dividing the area inside Ring Road in Kathmandu Valley into three packages and 11 DNIs. So far, the Directorate has already laid about 555 km of pipelines.

#### Household Connection

Of the total 83,573 water-taps to be installed in Kathmandu valley the directorate has installed taps in about 37 thousand households so far.

### Work for four Services Reservoir Tanks started

Among the nine Services Reservoir Tanks (SRTs) to be constructed in various parts of the valley, in the second phase construction in Mahankal, Tigni, Katunje and Kirtipur has started. Land acquisition has completed for the three-million-litre water tank in Tigni. All land owners have received the compensation determined by the compensation determination committee. Likewise, preliminary work for the six-million-litre water tank in Katunje has also started. Land acquisition has completed, but some land owners are yet to receive compensation for their land. Construction contractors have already been deployed after assurance from land owners following various levels of discussion in coordination with CAPC. Construction of the six-million-litre water tank in Kirtipur has already started. Likewise, construction of eight-million-litre water tank in Mahankalchaur is progressing at high speed.



Service Reservoir Tank site of Tigni

### Community Awareness Program

Community Awareness and Participation Consultant (CAPC) under the directorate has been regularly running various programs to raise public awareness. Some of its works include informing the local public about the construction works from the directorate, coordination with the stakeholders, calling community level meetings and disseminating project messages to the target group through school programs. It also works in directing the construction contractor to restore any private or public assets damaged during the pipeline laying process, coordinating among inter-related agencies and addressing community grievances related to the project.

#### School Awareness Program

In the course of informing teachers and students about various aspects of Melamchi Water Supply Project, economical use of water and various aspects of health and sanitation 13 thousand 5 hundred pupils in 187 schools have been reached so far.

#### Community Meetings

Before beginning the DNI work in a particular area a construction schedule is prepared in coordination with the local people. For facilitation, 11 Tole Lane Organizations have been formed. The Tole organizations meet regularly. So far, over 8 thousand 8 hundred local people have participated in 522 such community meetings.

### Wastewater Treatment Plant

As a continuation of its efforts to construct waste-water treatment plants in Kathmandu valley, the Directorate is preparing to construct three more waste water treatment plants. The directorate is preparing to construct such treatment plants in Sullaghar, Kodku and Dhobighat. Sullaghar Treatment Plant will treat 14.2 million litres of water daily, while Kodku and Dhobighat treatment centres have the treatment capacity of 17.5 million litres and 37 million litres per day. A Chinese contractor has got the contract to design and construct the treatment plants

within the next 30 months. Construction contract was signed on January 26, 2017. The directorate has also started adding an additional unit in the Guleshwar treatment plant. After the construction and operation of these four new water treatment plants, waste water in Kathmandu will be treated before it enters the river system. The treatment plants are designed in such a way that greenery will be maintained in these areas and environment will be protected and various techniques will be adopted to remove the stench of the source water.



## Directorate's commitment on compliance with environmental and social safeguard standards



The Directorate called a press meet on February 17, 2017 to inform about its efforts to meet environmental and social safeguard compliance. State Minister for Water Supply and Sanitation, Mr Deepak Khadka, also addressed the press conference. Project Director of the Directorate Mr Tresh

Prasad Khatri informed about various efforts taken to reduce the inconveniences to local people in the course of pipeline-laying such as working during night, restoring the road immediately after laying the pipes. He also informed about sweeping and sprinkling water in very busy road sections as a short-term environment management measures.

At the event, State Minister Mr Khadka said, his ministry will not hesitate to take any actions to ensure that Melamchi water reaches Kathmandu residents' home by the stipulated time. On the occasion, Mr Kenichi Yokoyama, Country Director of Asian Development Bank, said efforts from everyone would be necessary to complete the project on time. Mr Anil Bhadrin Khanal, Deputy Director of the Directorate, Mr Animesh Bhattarai, General Manager of KUKL and Ramesh Kumar Sharma on behalf of the construction contractors answered various queries of journalists.

## Construction of Service Reservoir Tanks

The Directorate is constructing nine Service Reservoir Tanks (SRT) in various places of Kathmandu valley to store and distribute the water received from Melamchi project to the consumers. The total storage capacity of these nine tanks is 65 million litres. The construction work has been grouped in four packages. Of the nine SRTs, five will be constructed before August/September 2017.

S.N	Package	Details	Total area (Cu. Mtrs.)	Current Status	Progress in percentage
1	Package-1	Anandham	8,500	PCW Work Completed	66.66%
2		Mahankalchaur	8,000	Plaster, Finishing and Guard-house work going on	
3		Hazibaur	9,500	Plaster, Finishing and Guard-house work going on	
4	Package-2	Panipokhari	7,500	Plaster work going on	87.16%
5		Khatapalau	9,500	Water-pooling work going on	
6	Package-3	Halau	7,000	All plaster work completed	96%
7	Package-4	Kotipaur	6,500	Tying reinforcement foundation	13%
		Tigani	3,000	1.2 metres of stem-wall plastered	23%
		Bhadrapur	6,500	Work yet to start	

## Details of Distribution Network Improvement in Kathmandu Valley

Package	DNI Pipe laying areas
Package 1	DNI 1: Inside areas of Lamjung, Tangal, Bhupavimbhal, Naxal, Dillibazar, Sineha Durbar One, Mailheba, Thapatala to Bupauli River crossing, Teku, Bidmarnati corridor and Newroad.
	DNI 2: Inside areas of Dhobikhola, Gairahala, Bhimsingola, Singha Durbar, Patalimalla, Dillibazar, Bhakti area, Hanuwigara and Ratipal. DNI 6: Inside areas of Pulchowk, Mangalbag, Gurko, Sotobaga, Mahabimbati, Kamakani and Juvamahal.
Package 2	DNI 3: Inside areas of Satoth, Putana Bimbatar, Tilganga, Sundhariga, Tinkote, Madan Bhondari Path, New Baneswar, Bighi Bazar, Dhobikhola.
	DNI 4: Areas of Anamnagar, Bynka, Manigaur, Bholsikhola, Rajubazar, Minority Hospital Road, Thapathali Chowk and Managhar Chowk.
	DNI 5: Inside areas of Kopanchole, H.N. Park, Shankhamul, Manohara Shola, Balkumari, Ringroad, Gaudin, Mangalbag, Pulchowk, Hotel Humilaga, Jwanti Chowk and all areas within Kopanchole.
	DNI 7: Areas within Bahadurpur, Sordhanta, Lalitpur, Kantipuri, New Road, Hanumanthola, Hishamudi bridge, Embarasmitra temple area and all areas inside Bahadurpur.
Package 3	DNI 8: Areas within Teku area, Kaptadole, Kaptadole, Pulchowk, Juvamahal, Kamakani, Bimbimbati, Ringroad, Sanyal bridge, Hanuati River corridor to all areas within Teku area.
	DNI 9: Areas within Bagmati River-Tinkote, Kateswar, Juvanti, Manohara Shola, Shankhamul (Daxu) area.
	DNI 10: Areas within Namchi Chowk, Balga Chowk, Bishamul Bridge, Dalia, Bhimsingpur and areas within Hanuati Chowk.
	DNI 11: Areas within Kalanki, Soltamode, Kalumati, Kateswar, Teku area, Rajju, Ring road and all areas within Kalanki.
Package 4	DNI 1: A, B, C, E, G, H, I, J, K All areas not covered by the DNI 1-11.
	A: Chauri Bafal area, B: Sanyal area, C: Chauri west part, E: Gaudin Bupar area, Myagi, Naya Bazar, G: Sanyal, Kanibari, Lazimul and some parts of Panipokhari, H: Panipokhari, Bahuwara area, I: Naryanpur Chowk to Naryal Naya, areas of Chinese and Russian embassy, Bishamul, Sundardevi, J: Shaukha Park, Juvamahal, Hanuati, Sanyal and some areas of Bishamul, K: Bishamul and Soltamode area.

Ministry of Water Supply and Sanitation and Project Implementation Directorate/Kathmandu Upatyaka Khanepani Limited apologizes for inconveniences faced by the general public in the course of implementation of the mega-project and appeals for everyone's support in this endeavour.

**For grievances and feedback**  
Kathmandu Upatyaka Khanepani Limited  
**Project Implementation Directorate**

Anamnagar, Kathmandu  
Phone No. 4222986, 4224988 (Extension 131), Fax 4224057  
www.kukplid.org.np



**Annex: 1V**

**Sample of Grievance registration form**

**PROJECT IMPLEMENTATION DIRECTORATE  
KATHMANDU UPATYAKA KHANEPANI LIMITED  
MELAMCHI SUB PROJECT-2  
Grievance registration form**

Date of Complain:

- 1. Name of affected person/community:**
- 2. Contact address:**
  - Street/Tole :
  - Village/Municipality :
  - Ward No :
  - Telephone/Mobile No:
- 3. Grievance/complain in detail:**
- 4. Possible solution of grievance and satisfaction by the affected person/community with date:**
- 5. Signature:**

**ANNEX V *List of Grievances handled during reporting period***

S.N	Date	Complainer	Location of complain	Issue of complain	Methods of settlement	Status
1	1 January	Raja Ram Shahi 9841636505	Ashok Binayak Marga, Ward No.19 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
2	1st January, 2017	Prem Shrestha 9841525146	JharasiKhel, DNI8 KUKL/DNI/Package III- 2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
3	1st January, 2017	Uttam (Nepal Telecom) 9851109678	Naxal, DNI2 KUKL/DNI/Package I- 2776	Damage of Telecom utilities while pipe laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	solved
3	3 January	Saroj Shrestha 9861390320	Nani Sahab chowk, Ugratara Galli Ward No.27 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)		Solved
4	3 January	Deepak Poudel 9856025435	Pragati Marga, Anamnagar Ward No.32 DNI-KUKL/DNI/Pkg II- 2776	House Connection Missing (Claim due to lack of information/House connection missing)		Solved
5	3 January	Krishna Man Singh 9841959862	Indrachowk Club Ward No.25 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)		Solved
6	3 January	Alok Rejeriya 9851134907	Tanka Prsd Ghumti Sadak Ward No.32 DNI-KUKL/DNI/Package II-2776	Damage of KUKL existing pipe while pipe laying work (Utility maintenance)		Solved
5	3 January	Sabina Bhattarai 9819380103 9842747149	GairiGaun Ward No.9 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)		Solved
6	3rd January	Narayan Baral 9862027315	Sahnyoginagar DNI9 KUKL/DNI/Package III- 2776	Damage of Sewerage pipe line (Utility maintenance)	Co-ordination with DSC-3, contractor & community people(TLO)	Solved
7	4th January	Saroj Gopali	Jhamsikhel DNI8 KUKL/DNI/Package III- 2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	solved
8	4th January	Rudra Baraiti 9851070524	Saraswati Nagar, Bhrikuti Chowk, Primary line KUKL/DNI/Package I- 2776	Damage of KUKL existing pipe line & Sewerage Pipeline while pipe laying work (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	solved
9	5th January	Krishna Prasad Oli 9849055761	Gopi Krishna Hall (chabahil) BDS 1	Air Pollution (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
10	6 January	Laxman Malakar 9841556618	ThapaGaun, Ward No.10 DNI- 2KUKL/DNI/Package II- 2776	No Reinstatement in front of Everest hotel (Maintenance/Reinstatement of road)		Solved
11	6 January	Rajendra Manandhar 9841060522	Chakeba Marga, Ward No.20 DNI- 2KUKL/DNI/Package II- 2776	No Reinstatement (Maintenance/Reinstatement of road)		Solved
12	6 January	Luendra Kumar Rai 9843390666	Kumud Devkota, Om Shanti Chowk Ward No.34 DNI- 2KUKL/DNI/Package II- 2776	House Connection Missing (Claim due to lack of information/House connection missing)		Solved
13	8th January	Arjun Raj Karnikar 9841379888	Chawsipakha Marga, Ward No.20 DNI- 2KUKL/DNI/Package II-	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved

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14	9th January	Saroj Shrestha 9841363138	Makhan Galli, Ward No.25 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
15	9th January	Jagendra Singh 9841259208	Manmohan Hospital, Ward No.16 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
16	9th January	Hari Dahal 9841720500 Durga Bahadur Thapa 9841318134 (Basanta Tole Sudhar Samittee)	MachaPokhari Chowk BDS 2	6" inch distribution water pipe line & House connection damaged (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
17	10th January	Sarbajya Bajracharya 9849181562	Masa Galli, Ward No.17 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
18	10 January	Rajendra Bista 9841241997	Jhamsikhel. (Tika School to Gyanodaya Library) DNI8 KUKL/DNI/PackageII- 2776	Pipeline connection not done completely as a result road pitch work delay. (Others)	Co-ordination with DSC-3, contractor & community people(Ward Members)	Solved
19	10 January	Surya Bahadur & sons 4-219068	Nyakatwa, Ason DNI 7 KUKL/DNI/PackageII- 2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
20	11 January	Bahu Ram Adhikari 9851058282	Sorkhakhutte (Manmohan College). Ward No.16 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
21	11 January	Saroj Shrestha 9861390320	Makhan Galli, Ward No.25 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
22	11 January	Gajalaxmi Tamrakar 9841379888	ChawsePakha Marga, Ward No.20 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
23	12 January	Gopal Malli 9841709976	Thahiti Chowk, Ward No.18 DNI-KUKL/DNI/Package II-2776	No Reinstatement Properly (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
24	15 January	Bina Shakya 9851001357	Maruhiti, Ward No.18 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
25	15 January	Krishna Bahadur Muharjan Macha Kaji Maharjan 9841353387	Tanka Prsd Ghumti Sadak, Maitighar Mandala Ward No.11 DNI-KUKL/DNI/Package II-2776	Damage of existing KUKL Pipeline during pipe Laying work( Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
26	16 January	Bijay Upadhye 9841354457	Chokhachen Galli, Ward No.25 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
27	16 January	Kasturi Pradhan 9841719392	Gautami Buddha Marga, Ward No.32 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved

28	16 January	Upendra Poudel 9849943283	Devkota Marga, Ward No.34 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
29	17 January	Jivan Ruwali 9841481647	J. P Marga, Ward No.17 DNI-KUKL/DNI/Package II-2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
30	17 January	Man Kumari Magar 9861936294	Bakhundole Chowk, DNI- 8 KUKL/DNI/Package III- 2776	Block Pavement not done from 1 Month (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
31	18 January	Mukesh Dangol 9841250629	Ghattekulo, Janapath Marga DNI 2 KUKL/DNI/Package I- 2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
32	19 January	Sankar Prsd Lamichane 9803397887 9851085060 9841362112	Gaurab Marga, Maitighar Mandala Chowk, Ward No.11 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
33	19 January	Purushwotam Shakya 9841251635	Maitighar Mandala Chowk, Ward No.11 DNI-KUKL/DNI/Package II-2776	House Connection Missing in 20-25 Household (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
34	20 January	Rajendra Manandhar 9841060522	Khwoye Keba Marga, Ward No.20 DNI-KUKL/DNI/Package II-2776	Damage of existing KUKL Pipeline during pipe Laying work (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
35	22 January	Jeenesh Adhikari 9851112345	Sinamangul, Prachin Galli DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
36	22 January	Deepa Raj Bhandari 9841893549	Tilganga Awas Chettra, Shree Krishna Bhawan, DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
37	22 January	Dheraj Tuladhar 9851128982	Balkumari, Ason, DNI- 7, KUKL/DNI/Package II- 2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
38	22 January	Basu Dev Giri 9841228936	Narayangwor Marga, Ward No.10 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
39	23 January	Buyan Bahadur Shrestha 9851004711	Bhakti Thapa Marga, Bidhui Bikash Bibhag, Ward No.10 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
40	25 January	Sarbhaya Bajracharya 9849181562	Masa Galli, Ward No.27 DNI-KUKL/DNI/Package II-2776	No Reinstatement (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
41	25 January	Gita Kumari Shahi 9841738754	Prayag Marga, Ward No.34 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
42	25 January	Sita Khanal 9847184938	Ghattekulo DNI 2 KUKL/DNI/Package I- 2776	Block Pavement not done (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
43	25 January	Rudra Bantali 9851070524	Saraswati Nagar, Bhrikuli Chowk, Primary line KUKL/DNI/Package I- 2776	No site clearance since 25 Days (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved

44	26 January	Murari ji 998510412	Kupandole DNI 8 KUKL/DNI/Package II- 2776	Damage of existing KUKL Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	solved
45	26 January	Rajani Amatya 9843235889	Tengal, New Bahal, Ward No.28 DNI-KUKL/DNI/Package II-2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
46	28 January	Krishna Man Singh 9841326081	Chokhachen Galli, Ward No.25 DNI-KUKL/DNI/Package II-2776	No Reinstatement (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
47	30 January	R.B Shrestha 9851027139	Chaskibari Marga, Ward No.16 DNI-KUKL/DNI/Package II-2776	No Reinstatement completely (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
48	31 January	Ek Prad Lamsal 9849292113	Lainchaur - Pani Pokhari Primary Line KUKL/DNI/Package I- 2776	Air Pollution (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
49	1 February, 2017	Laxman Pokhrel 9867333480	Hanumanthan DNI- KUKL/DNI/Pkg II-2776	Damage of existing KUKL, Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved
50	1 February, 2017	B R Shrestha 9851027139	Chakshibari Marga, J.P Road DNI- KUKL/DNI/Package II- 2776	Damage of existing KUKL, Pipeline during pipe Laying work (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
51	1 February, 2017	Deepak Sharma 9851093048	Hanumanthan DNI- KUKL/DNI/Package II- 2776	Damage of existing KUKL, Pipeline since 20 days during pipe Laying work (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
52	2 February	Anir Shahi 9851002856	Ping Nani, Ward No. 20 DNI- KUKL/DNI/Package II- 2776	House Connection Missing (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	solved
53	3 February	Shambhu Ratna Tamrakar 014260994	Maru Ping Nani Chowk, Ward No.-20 DNI- KUKL/DNI/Package II- 2776	No Reinstatement Properly (Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
54	4 February	Tirtha Maharjan Macha Kaji Maharjan	Siddicharan Marga DNI-10 KUKL/DNI/Package III- 2776	Damage of existing KUKL, Pipeline during pipe Laying work (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
55	4 February	Puruswotham Shrestha Preeti Moktan 9849105772	Banasthali Marga DNI-10 KUKL/DNI/Package III- 2776	Damage of existing KUKL, Pipeline during pipe Laying work (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
56	5 February	Rabindra Thapa 9841245491	Koteshwor, Himali Marga DNI-9 KUKL/DNI/Package III- 2776	Water leakage from Connected pipe at Himali Marga (Utility maintenance)	Co-ordination with DSC-3, contractor & community people	Solved
57	6 February	Chiniya Lal	Ason Bahal, Ward No.-30 KUKL/DNI/Package II- 2776	Not Remove Excess soil (Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
58	6 February	Radhey Shyam Shrestha 9818933318	Siddicharan Marga DNI-10 KUKL/DNI/Package III- 2776	Damage of existing KUKL, Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved
59	6 February	Ajay Youzon 9808229521	Siddicharan Marga DNI-10 KUKL/DNI/Package III- 2776	Damage of existing KUKL, Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved

60	8 February	Narayan Poudel 9851003493	Guras Thunga Galli, Ward No.-10 DNI- KUKL/DNI/Package II- 2776	Not Remove Excess soil(Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
61	12 February	Sita Thapa 9860126680	Hadigan DNI-2 KUKL/DNI/Package I- 2776	Damage of existing KUKL Pipeline during pipe Laying work since Six month(Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved
62	13 February	Ram Sharan Thapaliya 9851020680	Chakshibari Marga, Ward No.-16 DNI- KUKL/DNI/Package II- 2776	No Reinstatement Properly(Maintenance/Reinstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
63	14 February	Nabin Ranjitkar 9841360496	Dhungedhara, Bhimsestan, Ward No.- 20 DNI- KUKL/DNI/Package II- 2776	Not Remove Excess soil(Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
64	14 February	Deepak Raj Bhandari 9841893549	Tilganga Awas Chetra, Ward No.-9 DNI- KUKL/DNI/Package II- 2776	Missing of House Connection (Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
65	1 March	Sarbagya Bajracharya 9849181562	Ward No.-27 DNI-7 KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
66	1 March	Sanjeev Man Pradhan 9851034645	Thamel Marga, Ward No.- 29 DNI- KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
67	1 March	Krishna Sundar Shrestha 9849946037	Makhan Mahadev Galli, Ward No.- 25 DNI-7 KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
68	2 March	Surendra K.C 9841362630	Prachin Galli, Ward No.- 10 DNI-3 KUKL/DNI/Package II- 2776	Damage of existing Malachi Pipeline during building of house(Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved
69	2 March	Saroj Shrestha 9861935622	Ason, Ward No.- 27 DNI- 7 KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
70	6 March	Suryagar Tuladhar 9851024994	Gangala Marga, Ward No.-18 DNI-7 KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
71	9 March	Sarbagya Bajracharya 9849181562	Jagat Sunder Marga, Ward No.-27 DNI-7 KUKL/DNI/Package II- 2776	Not Remove Excess soil(Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
72	14 March	Kumar Das Amatya 9843255889	Bangemuda, New Baha Ward No.- 28 DNI-7 KUKL/DNI/Package II- 2776	Not Remove Excess soil(Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved

73	16 March	Anil Man Singh 9841687830	Swoyambhu, Siddharan Sadak DNI-10 KUKL/DNI/Package III- 2776	Damage of existing KUKL Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved
74	19 March	Chiniyalal Bajracharya 9841272155	Ason Bahal, Ward No.-30 DNI-7 KUKL/DNI/Package II- 2776	No complete Reinstatement(Maintenance/Rei nstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
75	19 March	Kamalgar Tuladhar 9851054673	Gangalal Marga, Ward No.-18 DNI-7 KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
76	19 March	Suraj Rajkarnikar 9851049178	Bhotabiti, Sojha Galli, Ward No.-30 DNI7- KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
77	21 March	Gautam Shapit 9813809700	Ward 28, New bahal, DNI7- KUKL/DNI/Package II- 2776	Damaged of melanchi pipeline while building house (Structural damage)	Co-ordination with DSC-3, contractor & community people	Solved
78	23 March	Ranjita Giri 9849429253	Shaktibinayak Marga, Ward No.- 9 DNI- KUKL/DNI/Package II- 2776	House Connection Missing(Claim due to lack of information/House connection missing)	Co-ordination with DSC-3, contractor & community people	Solved
79	24 March	Nar Hari Kurki 9843483094	Basbari BDS 01/01 2776	Damage of compound wall (Structural damage)	Co-ordination with DSC-3, contractor & community people	Solved
80	28 March	Deepak Sagar Singh 9841208348	Siddidhar Marga, Ward No.-27 DNI-7 KUKL/DNI/Package II- 2776	No Reinstatement(Maintenance/Rei nstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
81	2 April	Shree Krishna Thapaliya 9841259848	Amrit Marga, Ward No:- 30 & 29 KUKL/DNI/Package II- 2776	Excess soil not removed(Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
82	3 April	Yogesh Khadki 9841243566	Kamaladi, Ward No:- 30 KUKL/DNI/Package II- 2776	Not Remove Excess soil(Dumping of construction material)	Not Remove Excess soil(Dumping of construction material)	Solved
83	11 April	Birendra Shakya 9841420282	Lukhushi, Patan DNI- 6 KUKL/DNI/Package I- 2776	Not Remove Excess soil(Dumping of construction material)	Co-ordination with DSC-3, contractor & community people	Solved
84	15 April	Hemanta Raj Baidya 9851032518	Ringroad, Thasikhel(Close to Prativa Co-operative) KUKL/DNI/Package I- 2776	Damage of Melanchi pipe while sewerage work by sewerage department. (Structural damage)	Co-ordination with DSC-3, contractor & community people	Solved
85	18 April	Bishnu Prasad Sherchan 9851026889	Ward No.11,Civil Mall Back Gate KUKL/DNI/Package I- 2776	Damage of Melanchi pipe while sewerage work by sewerage department. (Structural damage)	Co-ordination with DSC-3, contractor & community people	Solved
86	24 April	Anjali 01-4253967	Ward No:- 20, Bhimsensthan KUKL/DNI/Package II- 2776	No reinstatement(Maintenance/Rei nstatement of road)	Co-ordination with DSC-3, contractor & community people	Solved
87	27 April	Subarna Bahadur Thapa 9851064595	Ward No.10, Thapagaun, Bhaktithapa Sadak KUKL/DNI/Package II- 2776	Damage of Melanchi pipe while sewerage work by sewerage department. (Structural damage)	Co-ordination with DSC-3, contractor & community people	Solved



88	4 May	Hem Ratna Tuladhar 9841372002	Ward No:-27 Asan Galli KUKL/DN1/Package II- 2776	Damage of existing KUKL Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved
89	7 May	Roban Shrestha 9813711909	Ward No:-10 Thapagaun KUKL/DN1/Package II- 2776	Damage of existing KUKL Pipeline during pipe Laying work (Maintenance of utility)	Co-ordination with DSC-3, contractor & community people	Solved