

**KERALA SOLID WASTE
MANAGEMENT PROJECT**

ADDENDUM TO ESMF

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ESMF describes the rules, guidelines, and procedures to assess the environmental and social impacts of the project activities and to specify measures to reduce, mitigate or offset adverse social and environmental impacts and to enhance the positive impacts of the project activities. The same shall be amended from time to time with prior informed consultation with stakeholders. The stakeholder consultation meetings were conducted in 15 ULBs.

LIST OF STAKEHOLDERS

Sl. No.	Subject of Meeting	Participants
1	Social Monitoring Framework(SMF)	<ol style="list-style-type: none"> 1. Rag pickers 2. Waste dealers 3. Haritha Karma Sena Members 4. General HH 5. Kudumbashree members 6. Ward Councilors
2	Resettlement Policy Framework (RPF)	<ol style="list-style-type: none"> 1. People living near the dumpsite/MCF,RRF 2. NGO representatives 3. Village officers, Retired Government officers 4. Haritha Karma Sena leaders 5. CDS Kudumbashree 6. Councilors
3	Tribal Development Framework (TDF)	<ol style="list-style-type: none"> 1. Community leaders 2. Ooru moopans 3. Tribal HH 4. Social workers 5. Tribal Extension officer 6. Tribal promoters 7. Councilors

SUGGESTIONS AND RECOMMENDATIONS

The suggestions and recommendations of the stakeholders received in all consultation meetings are included in this report.

Level 1 Information's through key informant interviews

Level 2 Information's through Group discussions

SUMMARY OF STAKEHOLDER CONSULTATION MEETINGS

1. HARITHA KARMA SENA

SOCIAL RISK	SUMMARY OF INTERPRATATIONS
Health Support	<p>Only 5 % of the respondents said that they are availing benefits of one or other kind of welfare scheme of the Government. 41 % have medical insurance. It indicates a significant exclusion in availing of health care facilities and medical support.</p> <p>The majority of them are suffering from skin or respiratory illnesses regularly. It directly affects the living conditions of their families as 86% of them are the breadwinners of their families. So, it is suggested to provide them with medical insurance.</p> <p>45 % of them reported that they have no adequate restrooms or toilet facilities. This is correlated with the fact that 24% of this category of workers (eg. Alappuzha Municipality, Thiruvananthapuram Corporation) who do not have restroom or toilet facilities reported chronic health issues like urinary infections and skin and respiratory issues.</p>
Livelihood	<p>82 % of the respondents reported that they have no savings from their work, and it shows the difficult living condition of HKS members in general as 86 % of the respondents are the breadwinners of their families.</p> <p>The Municipalities and Kudumbashree must take initiative to engage the HKS to start some micro-level or small-scale enterprises to improve the income level to ensure better living conditions and to avoid dropouts from HKS.</p> <p>The majority of them are fully engaged with the existing works and reported that they have no time to engage in other activities. So, the ULBs need to enhance the regular collection at the HH level by enrolling all households in HKS and ensuring 100 percent collection of user fees also.</p> <p>The HKS must be provided with an adequate number of vehicles for the collection and transportation of waste to ensure the above.</p>
Grievance Redressal	The response shows that better GRM exists in the ULBs to

	resolve complaints. The project GRM can ensure 100 percent solutions for complaints.
OTHER RISKS	
Safety Risk	The correlation between the use of protective gear and skin diseases can be seen in the data. It is also visible that the use of proper equipment protective gear and restrooms and toilet facilities are directly connected with their health aspect as well as their living standards.
Gender-Based Violence	The report indicates that 32% of them faced some kind of GBV at their workplaces and it needs to be studied on a larger scale to understand the type of issues and resolution of them even when 58% of the complaints were solved properly. More care is needed in the matter since GBV in any manner will affect the functioning of HKS and waste collection activities at ULBs as well.
Ineffective Waste Management	Proper waste segregation at the HH level will make a positive impact on the overall well-being and improve the working conditions of HKS.
Community Engagement	It is found that, a strong local/community level engagement of HKS in training and capacity building to impart awareness on SWM. It can be further enhanced in schools and other institutions as well.
Social Stigma	While 95 % of the respondents led social campaigns or Capacity Building activities in any manner at the community level, there exists a significant social stigma from the public towards the HKS members. Respondents from Alappuzha Municipality specifically mentioned that some people even refuse to serve drinking water. The ULB-specific intervention/action plan like targeted IEC, ULB-level communication strategy, school-level interventions, etc. are needed to make a positive attitude among the public towards the HKS.
Capacity Building	Ten percentage of the respondents said that they are receiving regular training on SWM. There is a fact in relation to the response on community engagement, training, and attitude of the public that even if the community engagement of HKS is very strong and they are leading many local level training programs the attitude of the public towards them is still poor.

	A detailed situation analysis and problem identification need to be conducted to find out the reason for the attitude of the public towards them. Whether there is a need for a change in training content or presentation structure-, or a need for an SWM calendar for their daily operation etc.
Labor law Enforcement	Even though Kerala is having the highest rate of implementing welfare schemes, the HKS is still excluded from the special welfare schemes in other organized sectors introduced by the State government. So being a major stakeholder in waste management the HKS shall be provided with exclusive schemes to improve their living conditions.
Land availability	50 % of the respondents said that they have no adequate space or land to store the collected waste which causes a negative impact on public support, their own health, user fee collection, earnings, etc.
Communication	There exists a strong communication system at the Community level and ULB level.

2. RAG PICKERS

TYPE OF SOCIAL RISK	SUMMARY OF INTERPRETATIONS
Planning Process	Significant exclusion is observed in the planning process both at the Government level and ULB level in any matter of Waste management initiatives. The activities of rag pickers can be streamlined only if they are registered and institutionalized at the ULB level. Then only they can avail of any type of welfare scheme including basic livelihood opportunities.
SWM Services	The waste collection and transportation system are unscientific and there is no sufficient land for storing the collected waste from households and public places. The absence of a foolproof system invites negative attitudes from the public and some of the householders even refuse to avail of their service. They opined that if there is a system at ULBs to

	allow the wastepickers to collect and integrate them into the waste management chain, then it can provide visibility to them and enhance their income. The ULBs shall issue guidelines in this regard.
Grievance Redressal	Only 7 % of the respondents have complaints about the existing GRM system. They donot have adequate knowledge on the procedure for registering complaints. So,a strong IEC campaign is needed to provide awareness on the GRM systems. (90 % of the respondents are using smartphones;so, a basic awareness of registering complaints willenable them to use the system properly)
Health Support	99% of the respondents have health issues; but only 29 % of them have medical insurance. As the monthly income is depending on the waste they have collected, the quantity of the collection also correlates with their health condition of them.90 % of them are not using proper protective gear and equipment duringwaste collection and related works. Hence the health, living standards and awareness level areinterconnected. Government intervention is necessary to register them and enroll them in any medical insurance schemes.
OTHER RISKS	SUMMARY OF INTERPRETATIONS
Community support & Social stigma	The reason for poor community support and the social stigma towards wastepickers arethe same due to the reason mentioned under 'SWM'
Incidents of GBV	Incidents of GBV were noted in some ULBs(e.g., Kochi Corporation) but the respondents do not have the knowledge to lodge the complaints.It resultsin droppingout from the sector. Strong IEC campaign on GRM system is foundhighly essential.
Capacity building	None of them are getting any training or guidance on SWM services.
Organizational support	86 % of the respondents have no bank accounts or any other savings.

	Financial inclusion strategy needs to be implemented through SHG/ Joint liability group approach
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3. SCRAP DEALERS

TYPE OF SOCIAL RISK	SUMMARY OF INTERPRETATIONS
SWM Services	<p>While 26 % of the scrap dealers reported that they do not have adequate facilities to store and segregate the collected waste, 89 % are segregating the waste manually without any safety types of equipment or protective gear.</p> <p>It is observed in the existing system/process followed from collection to transportation the workers are highly exposed to health issues and are not having the facility to address the basic sanitation needs.</p>
SOCIAL RISKS	SUMMARY OF INTERPRETATIONS
Labor Law Enforcement	<p>There is no labor management/influx management plan implemented even though 94 % of the workers are migrant laborers.</p> <p>In addition to the lack of proper accommodation/refreshment facilities, they face discrimination in joining welfare schemes and getting guidance or training.</p> <p>It also leads to ineffective communication/communication barriers to avail benefits from labor department/other Government services</p> <p>IEC campaigns must be organized in their native languages and a proper labor management plan should be implemented in each unit of scrap dealers.</p>
Availability of land	17% of the respondents reported that they do not have land; some others are lacking in having proper facilities and some others' facilities are located at waterlogged areas.
Capacity Building	85 % of the respondents have not obtained any kind of training or orientation from the ULB, Suchitwa Mission, or any other agencies. departments
Organizational Support	There are significant obstacles to getting organizational support. It affects their license

	renewal and other legal and administrative procedures.
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4. KUDUMBASHREE

TYPE OF SOCIAL RISK	SUMMARY OF INTERPRETATIONS
Information	<p>70% of the respondents said that door-to-door campaigns create awareness more effectively than social media campaigns.</p> <p>The household-level campaign plays a vital role in creating awareness of source-level segregation. The neighborhood group meetings should set an agenda of SWM in all meetings and discuss the status of waste & user fee collection and at each ward.</p>
Planning Process&Organizational support	<p>73 % of the respondents reported that they are unaware of the SWM initiatives and fund allocation to SWM in the respective ULBs. As a key organization in SWM and sanitation activities in ULBs Kudumbashree leaders must be informed and participated in all planning processes related to SWM at ULB/Ward level.</p> <p>The current system and its gap in operational level can easily find out by the Kudumbashree ADS/CDS members and this obviously results in better planning and implementation to enhance community participation and successful operational system development.</p>
OTHER RISKS	SUMMARY OF INTERPRETATION
Accountability and Transparency	<p>67% of them are unaware about the vacancies in HKS and it shows the weak accountability and transparency in the selection of HKS. The eligible /interested candidates may be excluded from the selection process.</p> <p>Hence the selection process of HKS should be formalized and transparent. The monthly progress/ activity report of HKS can be published</p>

	on the notice board of ULBs.
Capacity Building	<p>They are getting training from Suchitwa Mission, KILA and Haritha Keralam Mission on various aspects of Waste management.</p> <p>When the attitude of the public towards HKS is considered, the training and awareness level of HKS is most important and here the content and duration of getting training by HKS is relevant. Even then, the data shows that the attitude of the public towards HKS is not so positive. It reiterates the need for a systematic approach toward capacity-building training and action plans for community engagement.</p>

5. MUNICIPAL OFFICERS

TYPE OF SOCIAL RISK	SUMMARY OF INTERPRETATIONS
Health Support	<p>54% of the municipal officers agreed with the statement of HKS/Kudumbashree members that only 10% of the HKS members are having medical insurance and avail of health care support.</p>
SWM Service	<p>64% of the respondents are of the opinion that fund for procuring user-friendly vehicles for waste collection is insufficient and hence waste collection is badly affected.</p> <p>The financial planning of SWM at the ULB level needs the participation of HKS/Kudumbashree members to enhance their presence in SWM Activities.</p>
Planning Process	<p>75% of the respondents opined that the ST households are excluded.</p> <p>81 % of them reported that SC households are excluded from the current system of planning. 93% of the respondents opined that SC households are excluded from the execution/implementation stage of the SWM activities at ULB/ward level.</p> <p>75% observed that ST population are also excluded.</p> <p>The ward-level operational strategy must be</p>

	developed during the planning and implementation phases of the SWM activities to ensure inclusiveness.
Ineffective GRM	Majority of the respondents have the opinion that more efficiency in the existing GRM system and the introduction of MIS is required to make it more user- friendly and to effectively resolve the issues within the stipulated time frame.
Enforcement of Labour Laws	46 % of them reported that they have received complaints on labor issues like working hours, insufficient facilities etc. from SWM workers. An exclusive labor management plan is needed in every ULB to mainstream the service of waste workers and ensure the minimum basic facilities including standard income and livelihood opportunities.
OTHER RISKS	SUMMARY OF INTERPRETATIONS
Lack of Community Engagement, Social Stigma and Engagement in planning process	It is observed that the public is not providing any suggestions or recommendations to ULB officers regarding the strengthening of SWM services. (e.g., Kochi Corporation and Chavakkad Municipality) 21% of them noticed social stigma of the public towards waste workers/HKS. Hence a grassroot level approach should be adopted to enhance the planning and implementation of SWM activities. The neighborhood groups of Kudumbashree can play a vital role in improving community engagement in SWM. Adequate training and guidance must be given to HKS and Kudumbashree leaders to disseminate the information from time to time.
Weak accountability and information	It is noted that the public is mostly unaware of the fund allocation and expenditure status (not only SWM projects but in general) of ULBs.
Livelihood of HKS Members & Availability of land	60 % of them reported that no micro enterprises exist in the ULBs for HKS members though there is plenty of scope for the same. 60% of the stakeholders say that there is a lack/unavailability of adequate space or land

	forthe storage of waste and it affects the segregation and transportation as well as regular collection of waste from households.
Capacity Building	54% of the municipal officers reported that trainingwere provided to HKS/other waste workers. It is seen that though trainings given to HKS, community engagement and interventions of HKS at ward level are relatively high, there exist social stigma and negativeattitude of the public towards HKS. This necessitates the need for gap analysisand subsequent ULB level intervention/action plan for HKS.

6. GENERAL HOUSEHOLDS

TYPE OF SOCIAL RISK	SUMMARY OF INTERPRETATIONS
Information & Ineffective waste management	<p>There is a significant information risk among the households as 86 % of the respondents are of the view that they haveno idea on proper management of waste generated.Most of them are burning the waste including plastic, clothes,leather,diapers, napkinsetc.They do not have ample knowledge on the proper management of e-waste and C&D wastes.</p> <p>The educational status of the respondents is above higher secondary level. The IEC/awareness strategy needs to be changed or modified to more citizen centric.</p> <p>It also correlates the data of trainings given by HKS membersto the public on SWM showing the need of modification of training plan and strategy of implementationfor proper segregation and disposal of biodegradable wastes at household level.</p>
Planning Process	The data proved the view of municipal officers thatthe 79% of the respondents (households) are unaware about the planning process or financial

	<p>provisions of SWM in their respective ULBs.</p> <p>Most of them are not involved in any level of planning of SWM activities and they are not getting informed by ULBs.</p> <p>They are in an assessment that the bottom-up approach is needed to enhance the SWM service system at every ULBs and there are geographical and social peculiarities which affects the SWM system in a particular area which are to be considered at the planning phase itself.</p>
Availability of Land	<p>43% of the respondents reported that they are lacking land for treating bio waste at household level.</p> <p>In general, the community level composting units are highly required at many ULBs as the households have no land for treating the bio waste at source level and the HKS can play a key role in operating community level composting units and they can be used this as an additional income option.</p>

7. WORSHIP CENTRE

TYPE OF SOCIAL RISK	SUMMARY OF INTERPRETATIONS
SWM Service & Ineffective Communication	<p>75 % of the respondents reported that they are not aware about the ULB level SWM service system and that they have their own SWM facilities. And 82% says that they do not get any information on planning of SWM initiatives.</p> <p>Some of them mentioned the unavailability of land for the treatment of bio waste. It correlates with the data of household level availability of land for bio waste composting units and the need of community level composting units or biogas plants.</p> <p>They have the opinion that the regular trainings/guidance are essential to purchase the</p>

	equipment's and machineries.
Capacity Building	65 % of them are aware about the process of SWM and methods of segregation and disposal. Proper trainings and IEC can help them to impart knowledge on the SWM methods to the devotees also.

RECOMMENDATIONS ON RPF

RISKS IDENTIFIED	SUMMARY OF SUGGESTIONS/RECOMMENDATIONS
Compensation	The disbursement of compensation for land acquisition as per the RECTLARRA act of 2013 is suggested to be not limited to fair value compensation but the actual market value to be considered.
Land Acquisition	Acquiring private land for SWM activities in Kerala is difficult and the delay in the settlement of compensation procedures will reflect in the implementation also.
Community Sensitization	The public is mostly unaware about the compensation procedures and acquisition methods and the functioning of SWM facilities to be implemented. 75 % of them have reported that community level sensitization on various acts and procedures related to land acquisition are to be organized at ULB level
Attitude of ULBs	70 % of the respondents state that there is a chance of resistance from ULB authorities to acquire land for regional facilities of SWM as more than one ULB are involved in it, they do not want to take the risk of acquisition and timely disbursement of compensation to avoid public protest against the implementation of regional facilities.

RECOMMENDATIONS ON TDF

RISKS IDENTIFIED	SUMMARY OF SUGGESTIONS/RECOMMENDATIONS
Information Exclusion	<p>82 % of the participants said that they have not participated in the planning process of SWM activities of respective ULBs and did not get any information on waste management process and segregation methods at household level or community level.</p> <p>It indicates the need of ULB/ward level IEC on waste management and ward/colony level strategy for information dissemination or pre informed meetings.</p> <p>63 % of them are using plastic waste as fuel for cooking.</p> <p>At ULB/ward level, the service of HKS can be used for awareness generation.</p>
GRM	<p>81% of the participants are unaware of the existing grievance redressal system in ULBs. They are raising complaints to the respective ward councilor's or HKS members.</p> <p>This correlates with the view of municipal officers that the ST households are not involved in SWM discussions and not lodging complaints on SWM through the existing system of ULBs(eg. Kattapana and Sulthan Bathery Municipalities)</p>
SWM Services	<p>Most of them reported that the HKS is not collecting waste from their premises and even they are not aware about the role of HKS.</p> <p>20% of the participants are interested in joining HKS as a service provider, after getting proper training.</p> <p>It indicates the fact that the service of ST</p>

	<p>youth/interested persons can be used as HKS in tribal colonies to collect and transport the waste so that the colony members are accepting them easily and the IEC can be imparted through theirlocal language.</p>
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