

Social Due Diligence Report

November 2018

Sri Lanka: Railway Efficiency Improvement Project

Construction of Passenger Facilities at Colombo Fort and Maradana Railway Stations

Prepared by the Project Management Unit, Colombo Suburban Railway Project, and Ministry of Transport & Civil Aviation for the Asian Development Bank.

CURRENCY EQUIVALENTS

(as of 14 October 2018)

Currency unit	–	Sri Lanka Rupee/s (SLRe/SLRs)
SLRe1.00	=	\$0.005891
\$1.00	=	SLRs169.74

ABBREVIATIONS

ADB	–	Asian Development Bank
FCSR	–	Colombo Suburban Railway Project
GRC	–	grievance redress committee
MOTCA	–	Ministry of Transport & Civil Aviation
PMU	–	project management unit
SLR	–	Sri Lanka Railways
TA	–	technical assistance

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I. INTRODUCTION

1. Sri Lanka Railways is a government department under the Ministry of Transport & Civil Aviation (MOTCA), which owns and operates approximately 1,500 kilometers of rail tracks, about 21 different types of 180 locomotives, 800 passenger coaches, about 1,500 freight wagons, and a signaling network. Established during the colonial period, Sri Lanka Railways (SLR) transports both passenger and freight. Current transport statistics of the country reveals that the present market share for passenger transport by rail is about 6.0% while the freight transport is only 1.0%.¹

2. The National Transport Policy of the Government of Sri Lanka has articulated a program to increase the market share for passenger and freight.² The program aims to modernize the railway transport system by enhancing the interconnection between different regions of the country both economically and efficiently. As indicated in the annual report 2017 of the Central Bank of Sri Lanka, the lack of timely investment in fleet replacement, lack of technology usage by SLR, and frequent trade union actions have resulted in overcrowding the trains and delays. These have reduced reliability of the railway transport system. The Colombo Suburban Railway Project (CSRP) has been initiated by MOTCA together with SLR to address some of these constraints. The MOTCA has requested Asian Development Bank (ADB) assistance to implement the program. The program aims to increase the railway market share to 10% of passenger and 5% of freight demand in 2020 and leverage the competitive advantage of rail transport in three market segments: suburban passenger services in Colombo and Kandy, redevelopment of freight transport to increase revenues, and export capacity, and long-distance express services where rail can compete with road and air transport. Specific investment priorities are to: (i) rehabilitate and increase rolling stock fleet; (ii) expand railway lines and improve track capacity; (iii) improve signaling and telecommunications; (iv) enhance railway stations, and ticketing and information systems; (v) improve railway land management; (vi) increase private sector participation; and (vii) rationalize subsidies and tariffs. The strategy complements urban and suburban transport strategies for Colombo and the Western Province, which notably emphasize the development of a rapid transit network and of multimodal transport hubs.

3. Under CSRP, ADB's interventions include (i) a technical assistance (TA) approved in 2015 to prepare a prefeasibility study for suburban railway network improvements; (ii) a TA loan, approved in 2016 for \$24.4 million to prepare feasibility and detailed design studies for four suburban lines; and (iii) a TA approved in 2017 to prepare a nationwide railway master plan.³ The Railway Efficiency Improvement Project (REIP). This project is the first physical intervention of ADB in the railway sector of Sri Lanka. Future assistance of ADB is expected to support the electrification and double tracking of Kelani Valley Line in 2020, followed by future improvements of the Main Line and Coast Line. The project will (i) improve the efficiency of suburban railway operations by addressing key operating bottlenecks through the modernization of the telecommunication, ticketing, operations headquarters, and train control center systems; (ii) upgrade the railway workshop at Rathmalana; (iii) improve railway safety through the construction of housing blocks to support future resettlement of informal dwellers, improvements of Colombo Fort and Maradana stations, and upgrade of a railway underpass; (iv) upgrade the capacity of the Sri Lanka German Railway Technical Training Center; and (v) support project implementation capacity and readiness, notably to support the future modernization of the Kelani Valley Line and other suburban lines. The project will increase the

¹ [Sri Lanka Railways website](#).

² Government of Sri Lanka, MOTCA. 2018. *National Transport Policy*. Colombo; and Government of Sri Lanka, Ministry of National Policies and Economic Affairs. 2017. *Public Investment Program, 2017–2020*. Colombo.

³ ADB. [Sri Lanka: Colombo Suburban Railway Project](#); ADB. [Sri Lanka: Transport Project Preparatory Facility](#); and ADB. [Sri Lanka: Railway Master Plan](#). Manila. The master plan will assess needs for institutional strengthening, identify and prioritize investments, support a tariff reform, and identify potential for private sector participation and development of freight supply chains. It is expected to be completed in October 2019.

efficiency and attractiveness of the railway system, thus, increasing its market share and financial sustainability, and reducing road congestion.

4. Improving the passenger facilities at railway stations of Colombo Fort and Maradana has been recognized as a long felt need and prioritized activities in order to facilitate the passengers and to prevent difficulties faced by them in using existing facilities which are in unhealthy condition due to lack of proper management and maintenance. In other words, most of these facilities, were constructed in colonial times and required modifications to suit for the current needs have not been done. For example, required facilities for differently-abled persons are not available especially in sanitary facilities and ramps or lifts to go from one platform to the other. Fort and Maradana railway stations are the largest railway transport hubs which link the roads system in the country and used by huge number of passengers' daily travel in trains. In order to cater the demand for passenger, facilities in both these two stations should be in proper standard level to facilitate daily commuters. Considering this situation, necessary places and facilities in both of these stations have been identified for prioritized improvements under a subcomponent in the REIP with loan facilities offered by ADB.

5. Identified improvements include construction of new commuter resting, drinking water fountains, information displays, and sanitary facilities available in the Colombo Fort and Maradana railway stations. Accessibility to these two stations shall be improved through modernization of the existing railway platform decks, staircases, and other accesses. This modernization shall also accommodate movement of disabled persons and loading/unloading of goods from trains.

6. Details of the civil work of the new improvements expected in both stations are presented in Annex 1. Location map of the proposed site for the new improvements are presented in Annex 2. All improvements planned for passenger facilities are located inside both railway stations as improvements and modernization of existing facilities within SLR owned premises. This report summarizes the social safeguard due diligence on the involuntary resettlement and indigenous peoples impacts and risks of constructing the new improvements envisaged in the construction activities.

II. OBJECTIVES AND METHODOLOGY

7. The objectives of this social due diligence report are to: (i) to confirm that the land selected for the component is a government property, (ii) determine the social impacts of constructing the new improvement facilities in both stations, (iii) recommend measures to address the impacts and risks, if any, in line with government policy and the ADB Safeguard Policy Statement.

8. After obtaining the footprint of the proposed constructions, the social safeguard team of the Project Management Unit (PMU) consulted the Divisional Secretary Colombo and Grama Niladharies of Fort and Maligakanda Grama Niladhari Divisions with respect to the ownership status of this land. The team also held discussions with officials from SLR and passengers travelling daily who use these facilities. These discussions helped us to understand nature of positive impacts which people will gain through the proposed project. The discussions and site investigations were carried out during the period from 15 to 18 October 2018.

III. SUMMARY OF DOCUMENT VERIFICATION AND FIELD OBSERVATIONS

9. Proposed new improvement facilities will be constructed inside of already existing two railway building complexes situated in the Fort and Maradana railway stations as shown in Figures 1 and 2. Proposed ground layout of items of the new improvements within the SLR premises is presented in Annex 3. Discussions with Divisional Secretary Colombo, and Fort

and Maligakanda Grama Niladharies of Grama Niladhari Divisions and relevant documents (including relevant maps and plans) confirmed that these lands (two railway stations premises) are government properties belonging to SLR. Therefore, acquisition of any private land for proposed development works does not arise.

10. Visit to the places where improvements were planned, confirmed that all places situated inside both railway stations off from the surrounding and have no encroachments. Below photographs taken at site illustrate this situation.

11. Further, the railway passengers were consulted that they will also get any additional services and/or facilities that would be provided to rail commuters. A summary of these discussions are presented in Table 1 below. The involuntary resettlement and indigenous people impact screening checklists for component are provided as Annex 4.

Table 1: Summary of Public Consultation

Location of Consultation	Comments Made by the Passengers	File Photo
Maradana Railway Station (21.10.2018) Common Toilets	<ul style="list-style-type: none"> All passengers expressed that existing sanitary facilities are not maintained properly. Doors of some male toilets are broken, some are not cleaned. Women toilets are also not maintained. If properly maintained, they opted to pay money for use of toilets. 	
Women waiting room.	<ul style="list-style-type: none"> Women passengers mentioned need of cleaning the waiting room. 	
Canteen	<ul style="list-style-type: none"> The passengers expressed that foods in the canteen are not in good quality. And needs cleanliness inside the canteen. 	

Location of Consultation	Comments Made by the Passengers	File Photo
Fort Railway station (21.10.2018) Waiting benches/chairs	<ul style="list-style-type: none"> • Women passengers expressed that available waiting chairs are not adequate in peak hours. • One buddhist incumbent mentioned that need of separate chairs or common section for religion clergies. 	
Sanitary toilets	<ul style="list-style-type: none"> • Passengers this station also mentioned need of proper maintenance in male and female toilets. 	



Figure 1: An Existing Toilet Facility at Colombo Fort Railway Station (With Poor Sanitary Conditions)



Figure 2: Improperly Built Drinking Water Fountain and Platform Deck Colombo Fort and Maradana Stations

IV. OTHER SOCIAL IMPACTS AND MITIGATION MEASURES

12. Health and safety of construction workers, SLR staff and passengers within railway premises shall be the key impact/ issue that needs to be addressed during construction stage. In order to avoid and mitigate such issues it is important to implement a stringent health and safety management plan during the construction stage.

13. There shall be no significant noise and vibration issues to nearby staff and passengers as there shall be no heavy foundation works which involve piling works. Since there are more people in morning and evening peak time within both railway stations, contractor can avoid working in such times to prevent creation of negative impacts like dust, noise, and vibration. Also, contractor can work if possible on weekend and holidays, as there will be less people gatherings on such days in both railway stations.

V. GRIEVANCE REDRESS MECHANISM

14. A three-level grievance redress mechanism shall be formulated for REIP. The first shall be at the site level where complaints will be directly received and addressed by the contractor, project implementation consultant, or PMU representative on site. The second shall be at the regional level and which shall address grievances that are simple but cannot be addressed at the site level. The Divisional Secretary will chair the regional level grievance redress committee (GRC). More complex grievances which cannot be addressed at the regional level and require inputs of Secretary for the Ministry will be addressed at the national level. Proposed grievance redress mechanism flow chart is attached as Annex 5.

15. Each GRC shall include at least one female member to represent the local community of women to exercise gender responsiveness. When grievances or complaints are submitted to the GRC, they will be treated equally irrespective of their gender.

VI. CONCLUSION

16. The assessment of potential land acquisition, involuntary resettlement and indigenous peoples impacts and risks for the proposed construction of new passenger facilities in both railway stations indicates that:

- (i) the railway passenger facilities situated on land lot identified for the proposed subproject components is a government-owned land; hence, no acquisition of private land is required;
- (ii) that there are no encroachments to the land or any structure that needs to be shifted;
- (iii) there are no impacts on indigenous people's communities;
- (iv) that the health and safety issues for workers, staff, and passengers of both stations shall be avoided and mitigated through the implementing a health and safety management plan; and
- (v) that adequate noise and vibration minimizing aspects to be incorporated to the detail designs of the new training wing.

ANNEX 1: PROPOSED SUBCOMPONENT OF THE PROJECT

1. The details of the civil work under the subcomponent are given below.
 - (i) The designs shall consider improvements to the accessibility to these two stations. Movement of differently-abled persons within the stations shall be considered when designing the platform decks, staircases, other accesses and toilets. Adequate number of drinking water fountains shall also be included in the designs. More number of information displays and rest areas shall be included in the designs. Rearranging the shops and other structures on the platform decks shall be considered to optimize the space usage in each platform deck.
 - (ii) Lighting and wiring shall also be considered for improvement in terms of illumination and energy saving. Use of renewal energy (i.e. photovoltaic generation) shall be considered as an alternate source of energy at these two stations.
 - (iii) New toilets shall be designed with septic tanks and soakage pits with adequate capacity and access for gully bowsers for removal of sludge.
 - (iv) Efficient and safe loading/unloading goods from trains shall also be considered in designing the platform decks.

2. All technical designs and provisions are in accordance to National Standards of Institute of Construction Training and Development and British Standards, Urban Development Authority guidelines, and will be done in close coordination with safeguard team of PMU.

ANNEX 2: RELATIVE LOCATIONS OF BOTH STATIONS IN A SATELLITE IMAGE



ANNEX 3: RESETTLEMENT AND INDIGENOUS PEOPLE IMPACT SCREENING CHECKLIST

A. Subproject details: Improvement of Passenger Facilities at Fort and Maradana Railway Stations

B. Information on Project/Subproject/Component:

- (i) Administrative division name: Colombo Divisional Secretary in Colombo District
- (ii) Location: Western Province, Sri Lanka
- (iii) Civil work details (proposed): Improvement of passenger facilities at Fort and Maradana Railway Stations
- (iv) Technical description: These works are related to the improvements and modernization for passenger facilities together with rearrangements for the existing commercial areas in both railway stations.

C. Screening Questions for Involuntary Resettlement Impact

Involuntary Resettlement Impacts	Yes	No	Not known	Remarks
Will the project include any physical construction work?	✓			Improvements and modernization of passenger facilities in railway stations
Does the proposed activity include upgrading or rehabilitation of existing physical facilities?	✓			
Will it require permanent and/or temporary land acquisition?		✓		
Is the ownership status and current usage of the land known?	✓			The land in which both railway stations is owned by SLR.
Are there any non-titled people who live or earn their livelihood at the site or within the corridor of impact (COI) / right-of-way (ROW)?		✓		
Will there be loss of housing?		✓		
Will there be loss of agricultural plots?		✓		
Will there be losses of crops, trees, and fixed assets (i.e. fences, pumps, etc.)?		✓		Four trees need to be removed.
Will there be loss of businesses or enterprises?		✓		
Will there be loss of incomes and livelihoods?		✓		

Involuntary Resettlement Impacts	Yes	No	Not known	Remarks
Will people lose access to facilities, services, or natural resources?		✓		
Will any social or economic activities be affected by land use-related changes?		✓		
Are any of the affected persons (AP) from indigenous or ethnic minority groups?		✓		

D. Involuntary Resettlement Impact

1. The PMU-CSR safeguard team confirms that the proposed subproject has no involuntary resettlement impact. Hence, a resettlement plan or corrective action plan is not required.

E. Screening Questions for Indigenous People's Impact

Key Concerns (Please provide elaborations on the Remarks column)	Yes	No	Not Known	Remarks
Indigenous Peoples Identification				
1. Are there socio-cultural groups present in or use the project area who may be considered as "tribes" (hill tribes, schedules tribes, tribal peoples), or "indigenous communities" in the project area?		✓		
2. Are there national or local laws or policies as well as anthropological researches/studies that consider these groups present in or using the project area as belonging to "ethnic minorities", scheduled tribes, tribal peoples, national minorities, or cultural communities?				No indigenous peoples - not applicable
3. Do such groups self-identify as being part of a distinct social and cultural group?				Not applicable
4. Do such groups maintain collective attachments to distinct habitats or ancestral territories and/or to the natural resources in these habitats and territories?				Not applicable

Key Concerns (Please provide elaborations on the Remarks column)	Yes	No	Not Known	Remarks
5. Do such groups maintain cultural, economic, social, and political institutions distinct from the dominant society and culture?				Not applicable
6. Do such groups speak a distinct language or dialect?				Not applicable
7. Has such groups been historically, socially and economically marginalized, disempowered, excluded, and/or discriminated against?				Not applicable
8. Are such groups represented as "Indigenous Peoples" or as "ethnic minorities" or "scheduled tribes" or "tribal populations" in any formal decision-making bodies at the national or local levels?				Not applicable
B. Identification of Potential Impacts				
9. Will the project directly or indirectly benefit or target Indigenous Peoples?				Not applicable
10. Will the project directly or indirectly affect Indigenous Peoples' traditional socio-cultural and belief practices? (e.g. child-rearing, health, education, arts, and governance)		✓		
11. Will the project affect the livelihood systems of Indigenous Peoples? (e.g., food production system, natural resource management, crafts and trade, employment status)		✓		
12. Will the project be in an area (land or territory) occupied, owned, or used by Indigenous Peoples, and/or claimed as ancestral domain?		✓		
C. Identification of Special Requirements <i>Will the project activities include:</i>				

Key Concerns (Please provide elaborations on the Remarks column)	Yes	No	Not Known	Remarks
13. Commercial development of the cultural resources and knowledge of Indigenous Peoples?		✓		Not required as there are no IPs
14. Physical displacement from traditional or customary lands?		✓		Not required as there are no IPs
15. Commercial development of natural resources (such as minerals, hydrocarbons, forests, water, hunting or fishing grounds) within customary lands under use that would impact the livelihoods or the cultural, ceremonial, spiritual uses that define the identity and community of Indigenous Peoples?		✓		Not required as there are no IPs
16. Establishing legal recognition of rights to lands and territories that are traditionally owned or customarily used, occupied or claimed by indigenous peoples?		✓		Not required as there are no IPs
17. Acquisition of lands that are traditionally owned or customarily used, occupied or claimed by indigenous peoples?		✓		Not required as there are no IPs

F. Indigenous People Impact

2. The PMU-CSR safeguard team confirms that the proposed subsection/ section/ subproject/component (tick as appropriate) has no potential to impact on indigenous peoples communities. Hence, an indigenous peoples plan /specific action plan is not required.

ANNEX 4: GRIEVANCE REDRESS MECHANISM PROCESS (FLOW CHART)

