REPUBLIC OF THE PHILIPPINES
POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato
Tel Nos. (083) 500-9261 ; 500-9314 ; 500-9430
Telefax No. (083) 500-8008
Email Address : pol_wd@yahoo.com.ph

Bid Bulletin No. 2

Additional Instructions to ALL PROSPECTIVE BIDDERS for the CONSTRUCTION OF POLOMOLOK WATER SUPPLY SYSTEM IMPROVEMENT PROJECT

1. The existing **ENVIRONMENTAL ASSESSMENT AND REVIEW FRAMEWORK** included in the Bidding Documents will be change to **ENVIRONMENTAL MANAGEMENT PLAN (EMP)**. Please see attach.

(SGD) ENGR. CECIL D. MIRASOL
BAC Chairperson

1 ENVIRONMENTAL MANAGEMENT PLAN (EMP) of the POLOMOLOK WATER DISTRICT SUBPROJECT

The EMP addresses the need for mitigation and management measures for the PolWD subproject. This includes: (i) mitigating measures to be implemented, (ii) required monitoring associated with the mitigating measures, and (iii) implementation arrangement. Institutional set-up is presented in the implementation arrangement and discusses the roles during implementation and the required monitoring. It also outlines the requirements and responsibilities during pre-construction, construction, and operation phases. The EMP shall be included in the contract documents to guarantee an environmentally responsible procurement. Tender documents and construction contracts shall include environmental management provisions on the following issues: (i) erosion and sediment runoff, (ii) noise and dust, (iii) vehicular traffic, (iv) construction wastes, (v) oil and fuel spillages, (vi) construction camps, and (vii) public safety and convenience.

A. Environmental Mitigation

Table 7-1 presents the information on: (i) required measures for each environmental impact that requires mitigation, (ii) locations where the measures apply, (iii) associated cost, and (iv) responsibility for implementing the measures. Details of mitigating measures are already discussed in **Section 5** where the need for mitigation of each impacts was determined in the screening process.

Table 7-1: Environmental Mitigation Plan

Project Activity	Potential Environmental Impact	Proposed Mitigation Measure or Enhancement Measure	Location	Mitigation Cost	Responsibility Implementation/ Supervision
PRE-CONSTRUCTION PHASE					
Excavation requirements	Excavation requirements	• Provision in tender documents that will require construction activities to be stopped immediately upon discovery of any archaeological and cultural relics and promptly reporting to the National Museum	Pipeline trenches, civil works excavations	Part of detailed design cost	Design Consultants/ LWUA Project Management Unit (PMU)
Social and community concerns	Potential nuisance and concerns from the public	• Consultation with the affected communities regarding the expected impacts and proposed mitigation measures of the project • Provisions in the tender documents addressing the potential nuisances and concerns from the public during construction phase	Pipelines routes, deep wells, and pumping stations	Part of detailed design cost	PolWD Project Implementation Unit (PIU), Design Consultants/ LWUA PMU
Preparation of detailed engineering design	Natural hazards, such as earthquake and flood	• Structural integrity of the water supply system shall conform with the requirements of the 2015 National Structural Code	All structural components	Part of detailed design cost	Design Consultants/ LWUA PMU

Project Activity	Potential Environmental Impact	Proposed Mitigation Measure or Enhancement Measure	Location	Mitigation Cost	Responsibility Implementation/ Supervision
		of the Philippines (NSCP) and the latest edition of the American Water Works Association (AWWA) Standards for wells, pipes, valves, and fittings • Projection of flood level using 50-year return period for catchment areas less than 40 km^2, and 100-year return period for catchment areas more than 40 km^2			
	Project-related complaints	• Establishment of a grievance redress mechanism (GRM).			PolWD PIU, PMU/ Supervision Consultant, LWUA
Site preparation	Tree cutting	• Assess the project area and pipe alignment and check if trees need to be cut. Establish ownership and Avoid cutting trees of ecological importance. • Identify the number of affected trees, apply for a tree cutting permit from the DENR and comply with all government requirements.	To be identified.	Included in construction contract cost.	Contractor/ PolWD PIU, PMU, Supervision Consultant, LWUA, DENR
	Improper EMP implementation	• Preparation of a Contractor's Environmental Management Plan prior to start of construction. The CEMP shall include specifications on requirements for dust control, erosion and sediment control, avoidance of casual standing water, management of solid wastes, workers' camp sanitation, pollution from oil, grease, fuel spills, and other materials due to the operation of construction machineries, safety and traffic management, avoidance of inconveniences to the public, air and noise pollution control. It shall also include guidance on the proper design of the construction zone, careful management of stockpiles, vegetation, topsoil, and vehicles and machinery.	All project sites	Included in construction contract cost.	Contractor/ PolWD PIU, PMU, Supervision Consultant, LWUA
	Non-compliance with government requirements	• All applicable government permits such as ECC/CNC, water permit, permit to operate, etc. shall be secured prior to start of construction.	All project sites	Included in construction contract cost.	Contractor PolWD PIU/ PMU, Supervision Consultant, LWUA
CONSTRUCTION PHASE					
Pipelaying and other civil works	Soil erosion and sediments from construction sites during rainy periods	• Minimize total exposed area • Use of structural erosion prevention and sediment control practices which may include: interceptor dikes, pipe slope	Pipelines routes, deep wells, and pumping stations	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants

Project Activity	Potential Environmental Impact	Proposed Mitigation Measure or Enhancement Measure	Location	Mitigation Cost	Responsibility Implementation/ Supervision
		drains, straw bale barriers, sediment traps, and temporary sediment basins			
	Nuisance / inconvenience to the public	• Minimize water supply cut-off periods and /or use of nighttime schedules, as well as announcement of water supply interruptions 2-3 days prior to actual cut-off • Avoid dumping of earth, stones, and solid wastes in water bodies	Pipelines routes	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants
	Nuisance from noise of construction equipment and vehicles	• All heavy equipment and machineries shall be fitted with noise dampening devices that are in good condition. • Inform workers to minimize their activities to avoid disturbing the nearby communities. Avoid operating noisy equipment during nighttime (22:00 – 06:00) • Vehicle horn signals will be kept at a low volume, if necessary.	Pipelines routes, deep wells, and pumping stations	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants
	Air pollution due to construction activities	• Water spraying for dust control • Construction materials with potential for significant dust generation shall be covered • Tarpaulin cover for trucks transporting loose construction materials • Avoid smoke belching equipment	Pipelines routes, deep wells, and pumping stations	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants
	Traffic congestion and hindrance to access	• Traffic diversion schemes and other traffic management plans should be properly coordinated with the LGU and the local office in charge of traffic management, and consulted with the stakeholders. • Prior to implementation of the traffic re-routing plan, the public must be informed in advance.	Pipelines routes	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants
	Pollution, accident, and health risks to workers	• All domestic wastes will be disposed of in accordance with the construction and operations waste management procedures. • Provision of sanitary or portable toilets to laborers • Implementing a solid waste management plan • Provision of surface runoffs control such as temporary diversion drains, catch drains, and silt-traps • Provision of personal protective equipment (PPE) to workers and requiring them to use PPE appropriate to their work	Workers camp; construction sites	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants

Project Activity	Potential Environmental Impact	Proposed Mitigation Measure or Enhancement Measure	Location	Mitigation Cost	Responsibility Implementation/ Supervision
		• Conduct HSE training to workers, including HIV and STD awareness			
	Hazard to public due to construction activities	• Implement road safety plan and safety measures including warning signs to alert people of hazards around the construction sites, barricades, and night lamps for open trenches in pipelaying	Pipelines routes, deep wells, and pumping stations	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants
	Increase employment opportunities	• A robust "local first" hiring policy will be designed and be implemented in coordination with local officials and community leaders especially at the barangay and municipal levels. • At least 50% hiring of unskilled labor from local residents will be implemented as per RA 6685. • No preference in terms of gender during the hiring process will be observed. • Adopt a just compensation scheme to avoid future labor and management conflicts.	Pipelines routes, deep wells, and pumping stations	No cost	Contractor/ PolWD PIU, Supervision Consultants
Rehabilitation and closure of construction sites	Improper closure of construction sites	• Removal and proper disposal of all construction wastes and implement surface restoration	Pipelines routes, deep wells, and pumping stations	Incorporated in construction contract	Contractor/ PolWD PIU, Supervision Consultants
OPERATION PHASE					
Water production	Health hazard due to delivery of poor water quality	• Water disinfection using chlorine • Water safety plan implementation • Regular water quality monitoring in compliance with the 2017 Philippine National Standards for Drinking Water (PNSDW)	Pipelines routes, and pumping station	Part of operation & maintenance costs	PolWD / LWUA
Water consumption	Pollution from increased generation of sewage and sullage	• Use of individual septic tanks system of water consumers	Subproject water supply service area	Cost of water consumers	Water consumer/ LGU
Groundwater pumping	Potential ground subsidence due to excessive pumping	• Groundwater pumping at lesser than the safe yield of each well	Pumping stations	No cost	PolWD / LWUA
Pumping station operation	Pumping station operational risk and safety	• Implementation of a health and safety program for its workers • Workers must be equipped with adequate Personal Protective Equipment (PPEs) especially when handling chlorine gas.	Pumping station	Part of capital, operation & maintenance costs	PolWD / LWUA
Abstraction of	Scarcity of water supply	• Integrated water resources management of a watershed	Watershed area of	Part of operation	PolWD / LWUA

Project Activity	Potential Environmental Impact	Proposed Mitigation Measure or Enhancement Measure	Location	Mitigation Cost	Responsibility Implementation/ Supervision
groundwater	and conflict in water uses	will be initiated by PolWD through a MOA with DENR.	South Cotabato province	cost	

Although details of the required mitigating measures are already discussed in the screening for impacts, the following items are discussed further to highlight their importance: (i) tender documents and construction contracts, (ii) contractor's environmental management plan, (iii) construction site management plan, (iv) water safety plan, (v) source protection study and wellhead protection plan, and (vi) unanticipated environmental impacts.

Contractor's EMP (CEMP). The CEMP shall be prepared by the civil works contractor prior to start of construction and needs to be approved by PolWD's PIU. This is a refinement of the PolWD subproject's EMP with details on staff, resources, implementation schedules, monitoring procedures and specific measures and procedures on how the contractor will implement the EMP during construction and allocate a budget. This will be the basis for monitoring the environmental performance of the contractor by the PMU, PolWD PIU, construction supervision consultants, and other monitoring parties. Moreover, the construction supervision consultant will be able to manage the specific items expected from the contractor regarding environmental safeguards. With the CEMP, PolWD can easily verify the associated environmental requirements each time the contractor will request approval for work schedules.

The CEMP shall provide details on specific items related to the environmental aspects during construction. It shall include specifications on requirements for dust control, erosion and sediment control, avoidance of casual standing water, management of solid wastes, workers' camp sanitation, pollution from oil, grease, fuel spills, and other materials due to the operation of construction machineries, safety and traffic management, avoidance of inconveniences to the public, air and noise pollution control. It shall also include guidance on the proper design of the construction zone, careful management of stockpiles, vegetation, topsoil, and vehicles and machinery

Water Safety Plan. Preparation of a water safety plan is advocated by WHO for ensuring the delivery of safe drinking water to the consumers using a comprehensive risk assessment and risk management approach that covers the process of sourcing water supply up to the distribution to consumers. Similarly, PolWD shall manage the environmental risk to its water supply system in a broader scale. A water safety plan shall enable PolWD to (i) prevent contamination of its water sources, (ii) treat the water to reduce or remove contamination that could be present to the extent necessary to meet the water quality targets, and (iii) prevent recontamination during storage, distribution and handling of drinking water. It is an approach that will clearly show the desire of the PolWD in applying best practices in ensuring delivery of potable water to its consumers.

Source Protection Study. Preparation of the source water assessment and wellhead protection study will be included in the water safety plan as the source protection study. A source water assessment evaluates the susceptibility of a water supply source to potential contaminants that could adversely affect the quality of water supply source identified which will then be used to prepare the wellhead protection plan. Wellhead protection prevents drinking water from becoming polluted by managing potential sources of contamination in the area with

influence to the groundwater supplies to the well. The wellhead protection plan includes designating the protection area or capture zone. A wellhead protection plan is particularly important for PolWD since its groundwater sources are within or near built-up areas and the risk of contamination of these sources is high.

Unanticipated Environmental Impacts. In case of occurrence of unanticipated environmental impacts during project implementation, PolWD shall prepare a supplementary environmental assessment and EMP to assess the potential impacts and outline mitigation measures and resources to address those impacts.

B. Environmental Monitoring

Table 7-2 presents the information on: (i) aspects or parameter to be monitored, (ii) location where monitoring is applicable, (iii) means of monitoring, (iv) frequency of monitoring, (v) responsibility of compliance monitoring, and (vi) cost of monitoring. The PMU shall prepare quarterly environmental monitoring reports to be submitted to LWUA management detailing the status of mitigating measures implementation.

Table 7-2: Environmental Monitoring Plan

Aspects / Parameters to be monitored	Location	Means of Monitoring	Frequency	Implementation Responsibility	Compliance Monitoring Responsibility	Monitoring Cost
PRE-CONSTRUCTION PHASE						
Specific provision in tender documents on archeological/ cultural relics	Pipeline trenches, civil works excavations	Verify draft and final documents	Twice – draft and final documents	Design consultants	LWUA PMU	Part of project management in detailed design (minimal cost)
Consultation meetings	Pipelines routes, deep wells, and pumping stations	Verify meetings documentation	After completion of meetings	PolWD, Design consultants	LWUA PMU	Part of project management in detailed design (minimal cost)
Specific provisions in tender documents on nuisance & concerns from the public	Pipelines routes, deep wells, and pumping stations	Verify draft and final documents	Twice – draft and final documents	PolWD, Design consultants	LWUA PMU	Part of project management in detailed design (minimal cost)
CONSTRUCTION PHASE						
Total area to be exposed; runoff flowing into disturbed sites	Pipelines routes, deep wells, and pumping stations	Visual inspection of sites; plans verification	Daily during rainy periods	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Water supply interruptions	Pipelines routes	Work schedules verification	Daily	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Materials and	Pipelines	Visual	Daily	Contractor	Construction	Part of

Aspects / Parameters to be monitored	Location	Means of Monitoring	Frequency	Implementation Responsibility	Compliance Monitoring Responsibility	Monitoring Cost
solid wastes dumped in water bodies	routes	inspection of sites			supervision consultants, PolWD PIU	consultant's construction supervision contract; minimal cost to PolWD PIU
Noise levels to comply with IFC-EHS noise guideline values.	Pipelines routes, deep wells, and pumping stations	Use of sound level meter	Daily	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Dust, cover of stockpiles, smoke belching vehicle and equipment	Pipelines routes, deep wells, and pumping stations	Visual inspection of sites	Daily	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Road closure and traffic rerouting; materials stockpiles; road restoration	Pipelines routes	Traffic plans verification	Weekly	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Sanitary toilets, garbage bins, runoff controls	Workers camps	Visual inspection of camps	Once before start of construction and once monthly	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Road safety plan; sign, barricades and night lamps	Pipelines routes, deep wells, and pumping stations	Visual inspection of sites	Daily	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Construction wastes	Pipelines routes, deep wells, and pumping stations	Visual inspection of sites	Once before final stage of demobilization	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Number of local labor employed	Pipelines routes, deep wells, and pumping stations	Verification of contractor's records	Once a month	Contractor	PolWD PIU	No cost
OPERATION PHASE						
E. Coli bacteria; PNSDW physical & chemical parameters	Pipelines, and pumping stations	Water sampling and laboratory test	Monthly for bacteria; annual for physical & chemical	PolWD	LWUA	Part of PolWD's operation cost
Septic tank of water	Subproject water supply	Visual inspection of	Once a year	Water consumer	LGU	Minimal cost

Aspects / Parameters to be monitored	Location	Means of Monitoring	Frequency	Implementation Responsibility	Compliance Monitoring Responsibility	Monitoring Cost
consumers	service area	sites				
Groundwater levels	Wells/ pumping stations	Use of groundwater level meter	Once a month	PolWD	LWUA	Minimal cost
Gas chlorine usage	Pumping stations	Verification of operation records	Once a year	PolWD	LWUA	Minimal cost

Project Performance Monitoring. Project performance monitoring presents the desired outcomes as measurable events by providing parameters or aspects that can be monitored and verified (**Table 7-3**). For preconstruction phase, the EMP requirements need to be incorporated in construction contracts to achieve an environmentally responsible procurement as a desired outcome. Construction phase desired outcomes include effective management of environmental impacts and reduce risk to public. For the operation phase, PolWD's water supply system must meet the drinking water standards (2017 PNSDW) for physical, chemical, and bacteriological parameters.

Table 7-3: Project Performance Monitoring

Desired Outcomes	Aspects / Parameters to be monitored	Means of Monitoring	Frequency	Implementation	Compliance Monitoring	Monitoring Cost
PRE-CONSTRUCTION PHASE						
Environmentally responsive detailed design	EMP requirements incorporated in detailed design	Verify detailed design documents; EMP requirements reflected in tender documents	Twice – (i) draft detailed design documents and (ii) prior to approval of final documents	PolWD, Design consultants	LWUA PMU	Minimal cost
Environmentally responsible procurement	EMP requirements incorporated in construction contracts	Verify construction contract documents	Prior to finalization of construction contract documents	PolWD PIU	LWUA PMU	Minimal cost
CONSTRUCTION PHASE						
Effective management of environmental impacts during construction	Number of public complaints on construction activities	Verification of contractor's records; PolWD's coordination with local officials	Once a month	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
Reduce risk to public during construction	Number of accidents involving construction activities	Verification of contractor's records; PolWD coordination with local officials	Once a month	Contractor	Construction supervision consultants, PolWD PIU	Part of consultant's construction supervision contract; minimal cost to PolWD PIU
OPERATION PHASE						
Conformance of Water quality to	Required drinking water	Water sampling and	Monthly for bacteria;	PolWD	LWUA	Part of PolWD's

Desired Outcomes	Aspects / Parameters to be monitored	Means of Monitoring	Frequency	Implementation	Compliance Monitoring	Monitoring Cost
drinking water standards	quality parameters (bacteria count, color, pH, turbidity, dissolved solids, hardness, alkalinity, manganese, iron, fluoride, chloride, sulfates, magnesium, calcium, carbonates, and bicarbonates)	laboratory test	annual for physical & chemical			operation cost

C. Implementation Arrangement

This subsection presents the: (i) institutional set-up, (ii) implementation schedule, (iii) required clearances and permits, and (iv) capability building

Institutional Setup. For this subproject, LWUA will serve as the executing agency, while PolWD will be the implementing agency. LWUA has overall responsibility for project coordination, implementation, and liaison with ADB and other government offices. A Project Management Unit (PMU) to be created by LWUA will be responsible for coordinating the implementation at the national level. A PMU staff shall be designated as the Environment Officer for the project. Before the commencement of the subproject, a team of consultants will assist LWUA's PMU and PolWD to ensure smooth implementation and secure required documents. PolWD will be responsible for the procurement of goods, works, and services. During construction and operation phase of the subproject, PolWD will oversee the implementation of the subproject. PolWD shall create a Project Implementation Unit (PIU) for the day-to-day management of the project and will work closely with LWUA's PMU. WDGRC will handle the grievance redress mechanism and promptly address the public's complaints about environmental performance of the subproject.

Environmental Corrective Action Plan. Should the mitigation measures indicated in the CEMP and EMP are observed to be inadequate during subproject implementation, the construction supervision consultants and PIU shall propose a corrective action plan to address this inadequacy and ensure compliance.

Environmental Monitoring Reports. During the construction period, the contractor shall submit to the PIU a monthly environmental self-monitoring report to be submitted to PIU, construction supervision consultants, and PMU. The PIU together with the construction supervision consultants, shall also conduct at least monthly site inspection to monitor EMP implementation and validate the contractor's environmental monitoring reports. Monthly reports of these monitoring activities shall be submitted to PolWD and the PMU. The PMU shall collate all the monthly data and prepare semi-annual environmental monitoring reports (SEMR) which shall be submitted by LWUA to ADB.

Implementation Schedule. The PolWD subproject is scheduled to start in the second quarter of 2020 and to be completed in October2021 PolWD shall ensure that construction contract provisions related to the EMP shall be included in the tendering stage.

Clearances and Permits. Under Philippine regulations, PolWD shall apply for an Environmental Compliance Certificate (ECC) from the EMB Region XII for the proposed augmentation of the existing water supply system and Water Permit from the NWRB. Securing the ECC from EMB Region XII will cost PhP 5,055.00 while applying for Water Permit from NWRB will cost PhP 7,200.00. Both permits will be secured prior to implementation of the subproject. Tree cutting permits will be secured from EMB Region XII by the contractor, if trees have to be cut.

Capability Building. Capacity building activities for LWUA, the project management unit (PMU) and PolWD on ADB processes such as environmental and social safeguards, gender mainstreaming, procurement, disbursement and financial management will be provided under the WDDSP. Other trainings necessary for an efficient implementation of the subproject will be identified and added in the future.

GRIEVANCE REDRESS MECHANISM

A common grievance redress mechanism (GRM) will be established at the PolWD to receive, evaluate, and facilitate the resolution of affected persons (APs) concerns, complaints, and grievances about the social and environmental performance related to the various subprojects. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the subproject. This mechanism shall be disclosed in public consultations during detailed design and in meetings during the construction phase.

PolWD shall appoint a Social Development and Safeguards Officer (Safeguards Officer) in the Project Implementation Unit (PIU), and will form the Water District Grievance Redress Committee (WDGRC) to be chaired by the Water District-General Manager. Members shall include the following: (i) the contractor's highest official at the site such as the Construction Manager or the Construction Superintendent, (ii) barangay officials, (iii) concerned NGOs, and (iv) women's organizations. Creation of the WDGRC and its operation shall be included in appropriate sections of the civil works contract. Expeditious resolution of complaints during construction is important since activities are sometimes continuous and can easily change the landscapes within a week. For the quick filing of complaints, the WDGRC shall prepare a form to be used for the filing of grievances/complaints. The use of form will also facilitate the filing of complaints by illiterate persons. A sample grievance registration form is in **Annex 3**.

The steps to be followed in filing complaints and the procedures for redress are the following: (i) complainant shall provide the background and file the complaint verbally or in writing to WDGRC. The WDGRC secretary shall assist the complainant in filling-up the complaint form; (ii) within 2 working days, the WD-PIU head contractor's representative, and complainant shall discuss if the complaint can be resolved without calling for a WDGRC meeting; (iii) if the complaint cannot be resolved by the WD-PIU head and contractor's representative, a WDGRC meeting shall be called with the complainant to resolve the complaint within 5 working days; (iv) if the complaint cannot be resolved, the complainant shall raise the issue to the Barangay officials where Barangay rules and regulations are followed for the amicable settlement of disputes at the Barangay level without judicial recourse; and (v) if the complaint cannot be resolve at the Barangay level, the complainant shall seek recourse with the courts. If the complaints are based on violations of the ECC terms and conditions, the complainant has an option to also bring the issue to DENR EMB-Regional Office. Error! Reference source not

found. shows the grievance redress process.

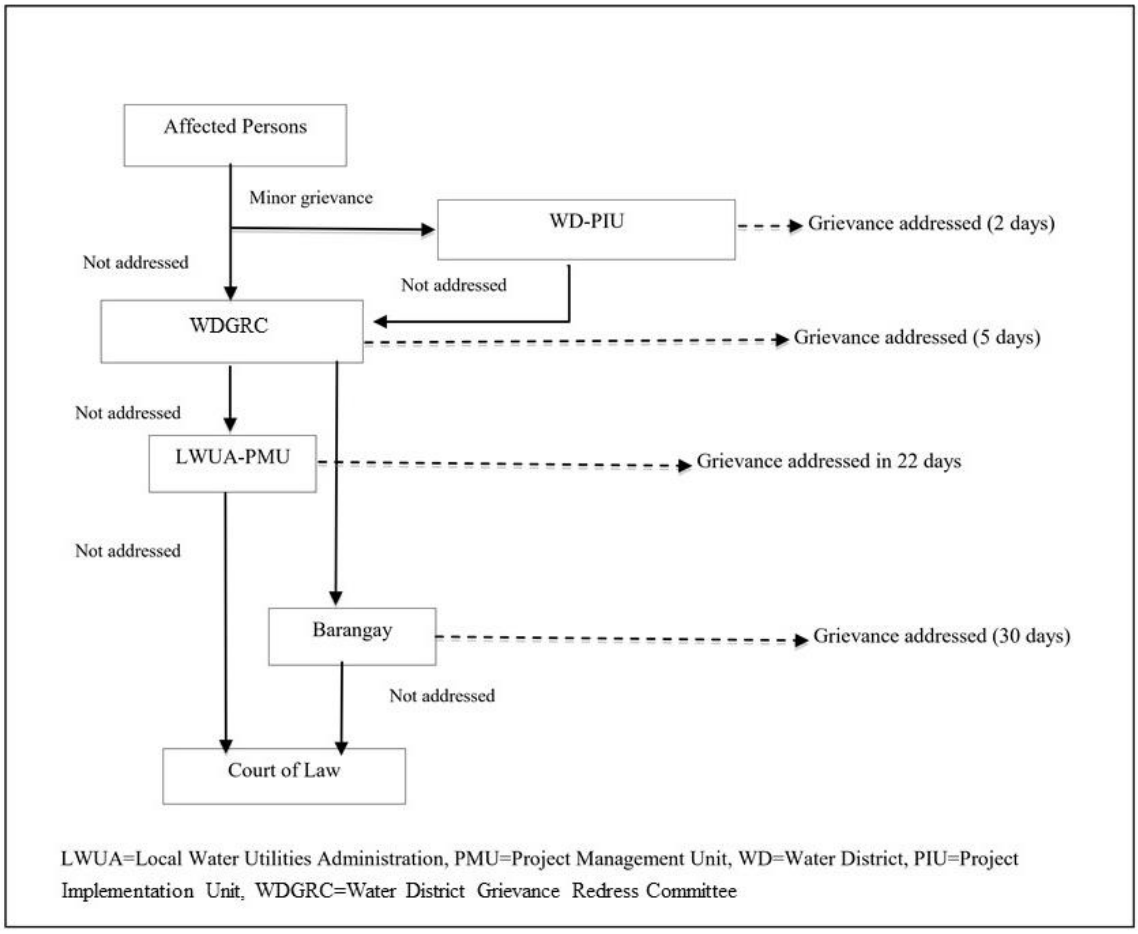

Figure Error! No text of specified style in document.**-1: Proposed Grievance Redress Process**

Recordkeeping. Records will be kept by the PolWD-PIU of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions and the date these were in effect, and final outcome.

Costs. All costs involved in resolving the complaints (meetings, consultations, communication, and information dissemination) will be borne by PolWD.

Complaints to the Department of Environment and Natural Resources. Complaints about environmental performance of projects issued an Environmental Certificate of Compliance (ECC) can also be brought to the attention of DENR-EMB. The process of handling such complaints is described in the Revised Procedural Manual (2007) for the IRR of PD 1586. The steps that DENR-EMB may follow in handling complaints are: (i) DENR-EMB shall verify if the complaint is actionable under PD.1586, (ii) within 72 hours from receipt of a complaint DENR-EMB will send the proponent a Notice of Alleged Violation (NAV) and requests for an official reply as to why the proponent should not be penalized, (iii) DENR-EMB may conduct field validation, site inspection and verification or other activities to assess or validate the complaint. The proponent is allowed to respond within seven days. Proponent's failure to respond to the NAV and further notices will force DENR-EMB to take legal actions. DENR may issue a Cease and Desist Order (CDO) to project proponents which shall be effective immediately based on: (i)

violations under the PEISS, and (ii) situations that present grave or irreparable damage to the environment. PD 1586 also allows DENR to suspend or cancel the proponent's ECC if the terms and conditions have been violated.