

# Resettlement Plan

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## BAN: Dhaka Water Supply Network Improvement Project (DWSNIP) – ICB Package 2.12 (Zone 7)

Prepared by Dhaka Water Supply and Sewerage Authority, Government of Bangladesh for the Asian Development Bank.

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## CURRENCY EQUIVALENTS

(as of 3 March 2016)

Currency Unit	–	Tk
Tk1.00	=	\$0.01276
\$1.00	=	Tk 78.4000

## ABBREVIATIONS

ADB	–	Asian Development Bank
ARIPO	–	Acquisition and Requisition of Immovable Property Ordinance
BPL	–	below poverty line
CRO	–	Complaint Receiving Officer
DESWSP	–	Dhaka Environmentally Sustainable Water Supply Project
DMA	–	District Metered Area
DSK	–	Dushtha Shasthya Kendra
DTW	–	Deep Tubewell
DWASA	–	Dhaka Water Supply And Sewerage Authority
DWSNIP	–	Dhaka Water Supply Network Improvement Project
EMP	–	Environmental management plan
FGD	–	focus group discussion
GoB	–	Government of Bangladesh
GRC	–	grievance redressed cell
GRM	–	grievance redress mechanism
HDD	–	Horizontal Directional Drilling
HEED	–	Health Education and Economic Development
HDPE	–	High-Density Polyethylene
ICB	–	international competitive bidding
IWM	–	Institute of Water Modeling
JVC	–	Joint Verification Committee
NGO	–	nongovernmental organization
NRW	–	non revenue water
PB	–	pipe bursting
PMU	–	Project Management Unit
PMUK	–	Padakhap Manabik Unnayan Kendra
POPI	–	People's Oriented Programme Implementation
PVAC	–	Property Valuation Advisory Committee
RAC	–	Resettlement Advisory Committee
ROW	–	right of way
SPS	–	Safeguard Policy Statement
SUK	–	Somaj Unnayan Kendra
UPVC	–	Unplasticized Polyvinyl Chloride

## WEIGHTS AND MEASURES

Km	–	Kilometer
m <sup>2</sup>	–	square meter
Mm	–	Millimeter
m <sup>3</sup>	–	micrograms per cubic meter

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## EXECUTIVE SUMMARY

1. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building.<sup>1</sup> DWSNIP impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-2020,<sup>2</sup> and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.<sup>3</sup> The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured. The outputs will be DWASA's (i) distribution network strengthened; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

### A. Project Description:

2. DWASA has made consistent efforts in improving distribution network of water supply, including through ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity to optimize operational and financial performance; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to develop a new surface water scheme to augment water source and reinforce the distribution network. Under these on-going projects, distribution network improvement (DNI) works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water (NRW) reduction in each DMA. Commissioned DMAs have achieved uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15% with the current average of 4.95%,<sup>4</sup> assured good quality potable water directly from taps without any other treatment, and authorized or legalized 9,500 connections. A remaining challenge for DWASA is to enhance the efficiency gains throughout its service area and reduce overall physical losses and nonrevenue water, which is still estimated to be about 26%.

3. Package 2.12 under DWSNIP will provide water supply network in zone 7 locations. The project requires rehabilitation of around 192 km of water distribution network complete with DTW (deep tube wells) and pump stations. The proposed project when implemented will distribute water, with the "District Metering Area" (DMA) approach, to locations of "Dhaka South".

4. **DMA Selection: Sample DMA:** Two DMA (2) out of nineteen (19) DMA locations in zone 7 were selected for the draft Resettlement Plan preparation. The selection primarily was

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<sup>1</sup> ADB. 2007. *Report and Recommendation of the President to the Board of Directors: Proposed Loans and Technical Assistance Grant to the People's Republic of Bangladesh for the Dhaka Water Supply Sector Development Program* (Loan 2382 and 2383-BAN). Manila; ADB. 2013. *Report and Recommendation of the President to the Board of Directors: Proposed Loan and Administration of Loan to the People's Republic of Bangladesh for the Dhaka Environmentally Sustainable Water Supply Project* (Loan 3051-BAN). Manila. These two loans finance some of feasibility studies of this project.

<sup>2</sup> Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-FY2020*. Dhaka.

<sup>3</sup> Government of Bangladesh, Policy Support Unit, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives. 2014. *National Strategy for Water Supply and Sanitation*. Dhaka.

<sup>4</sup> Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

based on certain criteria such as population density, market places location importance etc. All sample DMA locations were finally selected by the NGO<sup>5</sup> and XEN<sup>6</sup> of the DWSNIP project in

5. **Resettlement Plan:** The Resettlement Plan for Package 2.12 is based on the outline module designs prepared prior to detail project design for implementation. The Resettlement Plan is prepared for zone 7 of proposed 19 DMA locations. The entitlement for compensation and assistance as describe in this Resettlement Plan is based on Government of Bangladesh's Acquisition and Requisition of Immovable Property Ordinance, 1982 (ARIPO) and ADB's Safeguard Policy Statement (SPS) 2009 requirements for involuntary resettlement category B projects. The RP will be updated upon the completion of final detail design during project implementation.

6. **Involuntary Resettlement Impact.** The identified potential involuntary resettlement in zone-7 area will impact (i) 86 semi-permanent structures owned by 86 families temporarily during the construction; (ii) livelihood of 86 shop/stall owners temporarily during the construction; and (iii) 23 workers of the affected shops will also have their daily income affected temporarily during the construction. All the affected business owners can return to the original sites once the construction is completed.

7. **Categorization.** The DWSNIP project is classified as Category B in accordance with ADB SPS, 2009. ADB's SPS covers both temporary and permanent impacts to both titled and non-titled persons, and includes both physical and economic displacement.

8. **Consultation and Disclosure.** Census of the affected people was conducted in the month of November and December. This was followed by four (4) focus group discussions in which the information on the project was disclosed / shared with the affected people and community people. The project cut-off date was established during that time as December 2015.

9. **Institutional setup.** DWASA will be the executing agency for the project. A PMU has been established in DWASA headed by a Project Director. Under the overall guidance of PMU and two Deputy Project directors will execute the Resettlement Plan. The PMU will be responsible for implementing and monitoring safeguards compliance activities, public relations activities, gender mainstreaming activities, and community participation activities.

10. **Resettlement Budget.** The resettlement cost for the implementation of the Package 2.12 is estimated at USD \$ 6,222.02 which will be met from counterpart (government) funds.

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<sup>5</sup> NGO was recruited to support the preparation of the draft Resettlement Plan.

<sup>6</sup> Executive Engineer of DWASA

## I. PROJECT DESCRIPTION

### A. Introduction

1. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building.<sup>7</sup>

2. **Enhancing efficiency gains.** Development of urban infrastructure in Bangladesh has not kept pace with rapid urbanization. The provision of drinking water in Bangladesh's capital city Dhaka has been particularly challenging. Dhaka's population has been growing at 3.6% per annum since 2005, much higher than the national average of 1.1%, leading to increasing demand for drinking water supply.<sup>8</sup> DWASA, the water utility for Dhaka, serves 13.5 million people,<sup>9</sup> and has made continuous efforts to improve its distribution network, among others, with support of two ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to augment surface water source and improve parts of the distribution network (footnote 1).

3. Under these on-going two projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA. Commissioned DMAs show good progress, which record uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15% with the current average of 4.95%,<sup>10</sup> assured good quality potable water directly from taps without any other treatment and authorized or legalized 9,500 connections.

4. A remaining challenge for DWASA is to enhance the efficiency gains throughout its service area and reduce overall physical losses and nonrevenue water which is still estimated to be about 26%. In areas not covered by the ongoing projects, water losses remain the major cause of insufficient service delivery. Reduction of water losses will increase water availability for households, thereby reducing households' use of suction pumps, and underground storage reservoirs. Reduction in nonrevenue water with appropriate tariff level will also generate additional revenues for DWASA to further improve their services.

5. **Impacts, Outcome, and Outputs.** The project impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-

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<sup>7</sup> ADB. 2007. *Report and Recommendation of the President to the Board of Directors: Proposed Loans and Technical Assistance Grant to the People's Republic of Bangladesh for the Dhaka Water Supply Sector Development Program* (Loan 2382 and 2383-BAN). Manila; ADB. 2013. *Report and Recommendation of the President to the Board of Directors: Proposed Loan and Administration of Loan to the People's Republic of Bangladesh for the Dhaka Environmentally Sustainable Water Supply Project* (Loan 3051-BAN). Manila. These two loans finance some of feasibility studies of this project.

<sup>8</sup> United Nations Department of Economic and Social Affairs. 2015. *World Urbanization Prospects: The 2014 Revision*. New York.

<sup>9</sup> DWASA is a service oriented autonomous commercial organization, entrusted with the responsibility of providing water supply, sewerage disposal, and storm water drainage services to the urban dwellers of Dhaka city.

<sup>10</sup> Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

2020,<sup>11</sup> and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.<sup>12</sup> The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured.

6. The outputs will be DWASA's (i) distribution network strengthened; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

- (i) **Output 1: Distribution network strengthened.** Further to the ongoing work of two ADB-financed projects,<sup>13</sup> the proposed project will contribute to improving the distribution network in Dhaka city including (i) new DMAs not financed by the ongoing loans in seven zones;<sup>14</sup> and (ii) additional financing to complete civil work contracts of DMAs under DWSSDP.<sup>15</sup> The project will extend new or regularized connections to low-income communities where they rely on illegal water lines or private vendors and pay higher charges.
- (ii) **Output 2: Sustainable DMA management capacity enhanced.** Managerial and technical capacity of DWASA will be strengthened to sustain nonrevenue water at a low level. The project will assist DWASA in (i) preparing and implementing a sustainable nonrevenue water reduction plan;<sup>16</sup> (ii) strengthening monitoring capacity at the zone level with renewed standard operating procedures,<sup>17</sup> upgraded training modules, and supervisory control and data acquisition system (SCADA) and piloting automated meter reading; and (iii) enhancing in-house design capacity for sustainable DMA management.
- (iii) **Output 3: Capacity for quality service delivery enhanced.** The project will support DWASA to (i) prepare and implement operational and financial improvement plan through improving the existing 5-year corporate business plan;<sup>18</sup> (ii) enhance its capacity for planning, design, construction supervision and project management; (iii) prepare and implement public awareness program for demand control, water conservation, and health and hygiene; (iv) enhance quality of service delivery to low-income communities including slums and informal settlements; (v) prepare and implement water quality monitoring system; (vi) implement gender action plan; and (vii) enhance project readiness of future investment.<sup>19</sup>

<sup>11</sup> Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-FY2020*. Dhaka.

<sup>12</sup> Government of Bangladesh, Policy Support Unit, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives. 2014. *National Strategy for Water Supply and Sanitation*. Dhaka.

<sup>13</sup> In two on-going projects, DWASA has been rehabilitating existing water supply network in its five zones (Zone-3, 4, 5, 8, 10) and part of Zone-9 under DWSSDP; and Zone-6 under DESWSP out of ten administrative zones.

<sup>14</sup> The proposed project will cover DMAs of seven zones (Zone-1, 2, 3, 4, 7, 9, 10) for serving the improved water to 6.5 million people with rehabilitated and new or regularized 234,000 connections.

<sup>15</sup> The estimated cost of ADB's additional financing portion is \$36.9 million due to increased requirements of work and goods and price escalation.

<sup>16</sup> Sustainable NRW reduction plan will include the long-term and annual targets of NRW; optimal DMA based organizational restructure; incentive mechanism; asset management plan, budget requirement, and training plan.

<sup>17</sup> Standard Operating Procedure will include water loss assessment; water balance calculation; leakage management including pressure management, repairs, and active leakage control; asset management; and smart water management of IT devices.

<sup>18</sup> The existing 5-year corporate business plan comprises of sub-plans such as investment plan, financial plan, tariff plan and human resource development plan. In addition, the proposed project will include the sustainable non-revenue water reduction plan, water quality monitoring plan, and demand management plan in order to address next challenges for improving the quality of service delivery of DWASA.

<sup>19</sup> DWASA will engage consultants to prepare future projects mainly for sewerage management.

7. The Resettlement Plan (RP) for Package 2.12 is based on the preliminary designs prepared during project implementation. This compensation and entitlement of this RP is based on Government of Bangladesh's Acquisition and Requisition of Immovable Property Ordinance, 1982 (ARIPO) and ADB's Safeguard Policy Statement (SPS) 2009 requirements for involuntary resettlement category B projects.

## **B. Proposed Water network Components**

### **1. Improved Water Network**

8. **Project Description:** Package 2.12 will cover zone 7 locations. This requires rehabilitation of around 192 km of water distribution network, complete with DTW (deep tube wells) and pump stations. The proposed service will distribute water with the "District Metering Area" approach. However, exact DMA locations and boundaries are yet to be finalized. Layout design and network mapping also have not been prepared for package - 2.12.

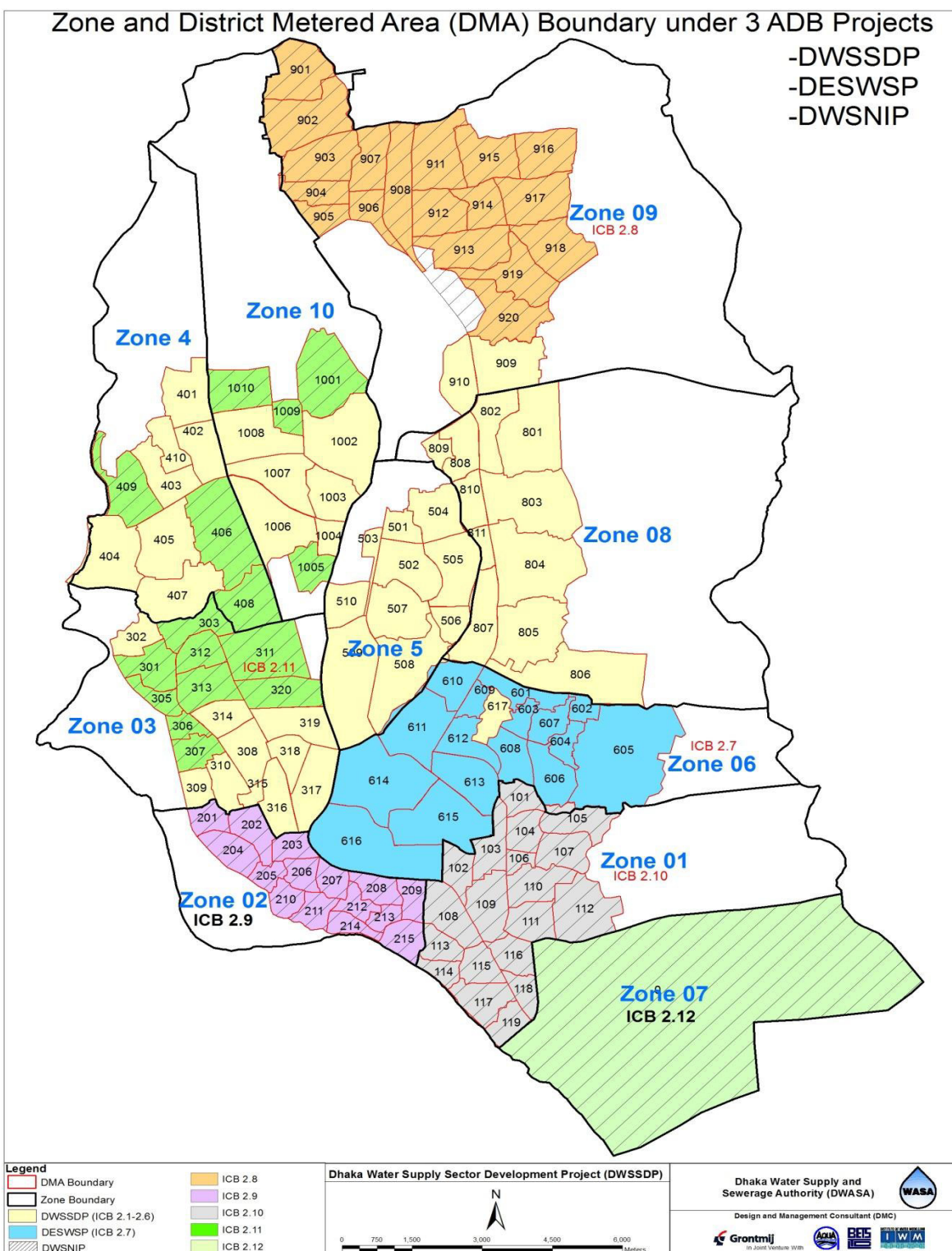
**Table 1: Details Package of DWSNIP**

<b>Package Number<sup>5</sup></b>	<b>General Description</b>	<b>Estimated Value (excluding CD-VAT and including IT-VAT )</b>
ICB2.8 (Zone-9)	Rehabilitation of Distribution Network for NRW reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (457Km)	USD55.584 Million 13 DMA
ICB-2.9 (Zone-2)	Rehabilitation of Distribution Network for NRW reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (180 Km)	USD 21.900 Million 15 DMA
ICB-2.10 (Zone-1)	Rehabilitation of Distribution Network for NRW reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (300Km)	USD 36.492 Million 19 DMA
ICB2.11 (Zone-3,4&10)	Rehabilitation of Distribution Network for NRW reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (453Km)	USD 55.097 Million 16 DMA
ICB2.12 (Zone 7)	Rehabilitation of Distribution Network for NRW reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (192 Km)	USD 23.359 Million 19 DMA
ICB-01.1	Chlorination Equipment(300 Sets)	USD 3.78 Million
ICB-01.2	Supply and Installation of SCADA	USD6.0 Million
ICB-01.3	Supply and Installation of SCADA	USD6.0 Million
ICB-01.4	Implementation of AMR	USD0.376 Million

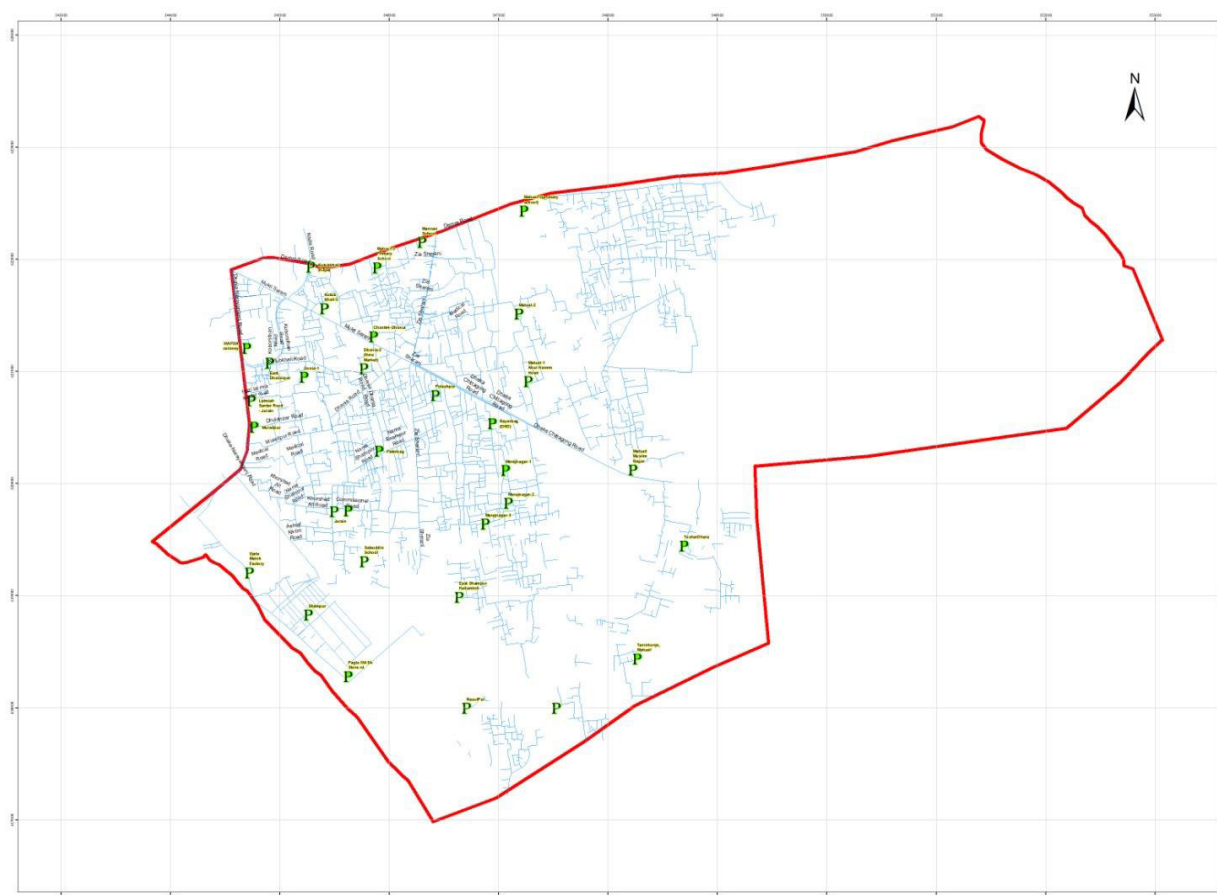
9. The following figures provide further details on 2.12 package with zone, DMA identification numbers and areas:



**Figure 1: Project Location Map with Zone and DMA locations**



**Figure 2: Project Location Map for 2.12**



## **II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT**

### **A. Assessment Methodology, Scope of Land Acquisition and Other impacts.**

10. The scope of land acquisition and resettlement is identified based on field visits to the proposed network. Preliminary designs of the proposed infrastructures considered the following to reduce land acquisition and resettlement impacts: (i) locating components on government-owned land and/or within existing right of way (ROW), (ii) prioritizing rehabilitation over new construction, (iii) avoiding where possible locations that will result in destruction/disturbance to historical and cultural places/values, (iv) avoiding tree-cutting where possible; and (v) ensuring all planning and design interventions and decisions are made in consultation with local communities and reflecting inputs from public consultation and disclosure for site selection.

11. DWSNIP will take appropriate measures to avoid and minimize any impact on the large number of squatters whose house/ livelihood could be affected during implementation of the project. The plan is to construct the new lines by changing the alignment so as to avoid the permanent structures. This approach is also being followed in the current ongoing projects (DWSSDP). It was also observed that all small street businesses can actually be dismantled and moved to another location as these structures are mainly made of tarpaulin, tin and bamboo.

12. **Census of affected persons and inventory of affected assets:** Two locations in zone 7 have been selected<sup>20</sup> as sample areas to identify possible involuntary resettlement impacts from project activities and for the preparation of draft RP for the project as required by ADB SPS 2009. These areas are Jurain and Shonir Akra.

13. Complete census (100%) of affected households and assets, using the form in Appendix 3, was conducted on December 3, 4, 8 and 12 of 2015. The aim was to identify the entitled and non-entitled persons, inventory of vulnerable affected persons and to get detailed measurements of all affected assets.

14. **Data analysis and interpretation:** Results of the census (Appendix 2) were analyzed to determine the scale of involuntary resettlement impacts<sup>21</sup>, estimate cost for mitigation the involuntary resettlement impacts and to establish the resettlement database to be used during project monitoring and supervision.

## **B. Resettlement impact**

15. Most of the water network programme installation will be in the ROW (right of way) and along existing pipe lines of DWASA. Construction/ Installation of new DTW (deep tube well) and pump stations will be in the current locations. No private land acquisitions anticipated and there is sufficient space to meet any space requirements. A total of 192 kilometer Rehabilitation of Distribution Network with DTW and pump stations will be constructed on government land.

16. All affected people are informal land users using government's land or Right of Way to run their business or live. No private land acquisition will be required. The proposed project will have temporary impacts on semi-permanent structures and livelihood of 86 vendors/hawkers for maximum 7 days during the construction, and these vendors can return to their original sites after the construction.<sup>22</sup> 23 workers also will be impacted temporarily on their daily wages.

17. Table 2 and 3 below describe the involuntary resettlement impacts identified during the assessment of the package.

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<sup>20</sup> The locations of DMAs in this area are yet to be determined during project implementation.

<sup>21</sup> (i) A census of all affected persons with basic demographic and socioeconomic data, such as household size, age, gender (especially of the head of household), ethnicity, occupation, household income, and vulnerability; (ii) an inventory of all affected assets located within the designated alignment of the project facilities, including land of various types (residential, commercial, and agricultural) and other immovable property (buildings, fences, sheds, irrigation canals, wells, and other structures) where quantities and relevant measurements are clearly determined; and (iii) the valuation of these assets at replacement cost according to local market prices and standards of valuation, without deductions for age-related depreciation, recovery of salvageable materials, or registration fees and other transaction costs.

<sup>22</sup> Permanent livelihood involuntary resettlement impact – considered when affected person (can be mobile hawkers/vendors, with permanent/semi-permanent structure/s, with equipment/tools) is required to move out/vacate the location during the construction phase but cannot return in the area even if the construction is declared complete. A change in livelihood is also considered a permanent involuntary resettlement impact. Temporary livelihood involuntary resettlement impact – considered when affected person (can be mobile hawkers/vendors, with permanent/semi-permanent structure/s, with equipment/tools) is required to move to alternative locations during the construction phase and allowed to return once construction in the area is declared complete

**Table 2: IR impact and Number of Affected Person in Package 2.12**

Package No.	Zone	Area	Involuntary Resettlement Impacts
2.12 Rehabilitation of Distribution Network with O&M (including procurement of equipment/plant and construction of DTW and pump station (192 km)	Zone 07	Jurain	41 (shop) No. of HH/APs = 41 No. of affected HH members = 219
		Shonir Akhra	45 (shop) No. of HH/APs = 45 No. of affected HH members = 239

AP = affected person; HH = household.

**Table 3: Detail Involuntary Resettlement Impacts in Package 2.12**

Sl no.	Area	Semi-permanent Structure	Temporary Impacts on Livelihood
1	Jurain	41 (shop) No. of HH/APs = 41 No. of affected HH members = 219	41 (shop) No. of HH/APs = 41 No. of affected HH members = 219
	Record No.	01, 02, 03, 04, 05, 06, 07, 08, 09, 010, 011, 012, 013, 014, 015, 016, 017, 018, 019, 020, 021, 022, 023, 024, 025, 026, 027, 028, 029, 030, 031, 032, 033, 034, 035, 036, 037, 038, 039, 040, 041	01, 02, 03, 04, 05, 06, 07, 08, 09, 010, 011, 012, 013, 014, 015, 016, 017, 018, 019, 020, 021, 022, 023, 024, 025, 026, 027, 028, 029, 030, 031, 032, 033, 034, 035, 036, 037, 038, 039, 040, 041
2	Sonir Akhra	45 (shop) No. of HH/APs = 45 No. of affected HH members = 239	45 (shop) No. of HH/APs = 45 No. of affected HH members = 239
	Record No.	043, 044, 045, 046, 047, 048, 049, 050, 051, 052, 053, 054, 055, 056, 057, 058, 059, 060, 061, 062, 063, 064, 065, 066, 067, 068, 069, 070, 071, 072, 073, 074, 075, 076, 077, 078, 079, 080, 081, 082, 083, 084, 085, 086, 087	043, 044, 045, 046, 047, 048, 049, 050, 051, 052, 053, 054, 055, 056, 057, 058, 059, 060, 061, 062, 063, 064, 065, 066, 067, 068, 069, 070, 071, 072, 073, 074, 075, 076, 077, 078, 079, 080, 081, 082, 083, 084, 085, 086, 087
Total		86	86
Total HH		86	86
Total HH members		458	458

AP = affected person; HH = household.

### III. SOCIOECONOMIC INFORMATION AND PROFILE

#### A. Profile of Affected Persons

18. Impact survey did not identify impact on household structures in the project locations. Inventory was prepared through consultation with the affected persons and the community members.

19. The impact inventory and survey of businesses undertaken in the sturdy area reveal that 3 out of 86 (3.48%) of the temporarily affected persons comprise BPL people. There is no

female headed household identified in the project location. Daily profits of affected shops facing temporary income loss during construction implementation were found BDT 584.88.

20. Most of the affected persons are living in the project locations for the years and have dependents in their family who totally rely on their income. They are moderately successful in street business. The construction work will affect their small business outlet and they will temporary lose their income. All affected persons (100 %) expressed their strong willingness to continue their business, in the same area after construction work will over.

**Table 4: Summary of Vulnerable Households**

	Type of Vulnerability	No. of affected HH		No. of HH family members	
		Jurain	SonirAkhra	Jurain	SonirAkhra
1.	Below poverty line (BPL) <sup>23</sup>	1 (record No. 039)	2 (record No. 049, 062)	10	12
2.	Female-headed household	Nil	Nil	Nil	Nil
3.	Any poor with Elderly Member <sup>24</sup>	6 (record No.016, 017, 019, 026, 029, 041)	6 (record No. 046, 049, 051, 069, 072, 079, 082, 086)	38	45

21. There is no female headed household in the project location. However, a gender action plan (GAP) will be prepared for DWSNIP to ensure gender equality and social inclusion. The GAP will provide for activities to include active participation of females in (i) project disclosure and FGDs; (ii) decision making capacity in DWASA, and (iii) increasing women-friendly service delivery including the poor and the marginalized. The female HH will receive preferential selection for any project related work (skilled or unskilled), as described in the EM of this RP and the GAP.

22. No indigenous people/ small ethnic communities are located in the project locations of package 2.12 areas. This has been verified through consulted with the people community and NGOs are engaged in the project locations.

## **B. Socioeconomic Information<sup>25</sup>**

23. The affected person census has gathered socio-economic characteristics of the affected 86 household to understand how project will put an impact on them.

24. Most the target groups 99% Male, and only 1% female squatters are selling different types of products and services in temporary structured (bamboo/wooden) shops on the ROW.

25. Affected Person houses` consists of 5.33 members on an average which higher than Dhaka city population's HH size and national average household size (family size is 4.44 as per

<sup>23</sup> In the absence of both national and regional benchmark of below poverty level (BPL), this project uses the upper poverty line at Tk.1,870.60/capita/month to determine vulnerable households. This is calculated from 2010 upper poverty line determined by Bangladesh Bureau of Statistic with inflation rate added.

<sup>24</sup> The eligibility will follow the Department of Social Service of Ministry of Social Welfare that uses 65 years old for man and 62 years old for woman to define elderly people.

<sup>25</sup> Detail results of the socio economic survey is in the appendix of this Resettlement Plan.

BBS census report of 2011). Moreover, within the total 33 households 52% are male and 48 % are female, 88.40% are married and 11.60 % are unmarried. Average affected person household income is Tk. 17546.51per month, the minimum being Tk.1000and the maximum Tk.60000.

26. Overall, 18.60 % of respondents have no education, 36.05 % has attended schools up to primary level, and 41.86 % has received education up to secondary level, 2.32 % up to higher secondary level and only 1.16% has received graduation degree.

27. A total of 62 affected person families have, 121 school going children; only 3 families have 5 children who have dropped out of school.

28. The Census identified principal occupations of the affected person households and thus focused on their economic condition at household level. Women members are engaged in household work (28.23%) whereas; only 5.69 % male respondents are engaged in household work and 25.386% are hawkers and 0.22 % are drive and the rest 1.09% service holders. However 2.19% adults are identified as unemployed and on the other hand 26.48% are still student.

29. Census also indicate that majority families (87.21%) use piped water for drinking source, whereas 5.81% use tube well and 6.98% use filtered jar water. However 51.20% shared their drinking source and 41.90% families shared latrine.

#### **IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION**

##### **A. Public Consultation Conducted**

30. During the field visits in the month of November and December, 2015, four (4) consultations were held. In all there were fifty two participants (52) in these meetings, including the affected persons. Discussions were held with the affected people in the presence of community people and representatives of NGO (PMUK). Discussions were also held with the representatives of DWASA. The NGO representatives worked closely with the resettlement consultants in identifying affected areas and affected persons. Details of the discussions are noted under the section on public consultation is given in Appendix 1.

31. Project components and its benefits, impacts and resettlement issues were discussed and opinions exchanged with the community and affected persons. Majority of the participants in the discussions with the affected people demanded compensation for their loss. In most of the cases the route along main roads are free from impacts. Vendors there are on mobile carts and can be easily relocated. However the vendors in the smaller lanes in the interior will be the ones most affected. They have semi-permanent structures and they have been occupying these spaces for running their livelihood for years. These people will need to be shifted to an alternative location during construction or their livelihood will be affected.

32. Most of the vendors have been living in this place for a long time. They depend primarily on the surrounding community for running their business. These people work in the surrounding market place and are from the low income group. They get their day to day needs viz. food, tea and other services from these local vendors. These vendors have built their semi-permanent structures on the ROW and over the existing water line route. The project would require them to be moved.

33. All the affected persons are looking for compensation for the days of income loss and other losses e.g. structural damage and cost of reinstallation etc. Most of them have no ability to shift on their own to a new location. Thus additional assistance will have to be provided.

34. There is great enthusiasm in the community about the proposed line in this area. As said by many locals and affected persons, "It is essential for the community to have better water supply, even if it means our shops and businesses will have to be closed during the construction period". Demand for a new line with fresh water is very high. People have experienced a lot of physical and emotional /relational sufferings in the way they collect water from the other areas/pump. It costs them a lot in both time and effort.

## V. GRIEVANCE REDRESS MECHANISM

35. The project will establish a grievance redress mechanism to ensure greater accountability of the project authorities towards all affected persons. DWASA will establish a grievance redress mechanism acceptable to affected persons and ADB, and establish a special committee to receive and resolve complaints/grievances or act upon reports from stakeholders on misuse of funds and other irregularities, including grievances due to resettlement. The GRM for the project is outlined below.

36. **Grievance Redress cell:** project-specific grievance redress mechanism (GRM) will be established in PMU to receive, evaluate, and facilitate the resolution of affected person's concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project.

37. DWASA-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The designated safeguard focal person of DWASA safeguard Implementation Unit (SIU) and concerned staff of the project DWSNIP will conduct wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements, and will work with the PMU to help ensure that their grievances are addressed.

38. Affected persons will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that have already been installed by project or through telephone hotlines at accessible locations, by e-mail, by post, or by writing in a complaints register in the Project office.

39. **Grievance Redress Process:** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor and DWSNIP on-site personnel will provide the most easily accessible or first level of contact for quick resolution of grievances. Contact phone numbers and names of the concerned PMU safeguard focal person and contractors will be posted at all construction sites at visible locations.

40. Grievance redress committees (GRCs) will be established to ensure stakeholders' participation in the implementation process. Through public consultations, the DPs will be informed that they have a right to grievance redress from DWASA. The DPs can also call upon the resettlement NGO to assist them in presenting their grievances or queries to the GRC. Other than disputes relating to ownership right and award of compensation by the deputy commissioner under the court of law, GRCs will review grievances involving all resettlement assistances, relocation, and other supports. Grievances will be redressed within 35 days from



the date of lodging the complaints. The GRC for each ward will be comprised of the deputy project director (DPD)/SIU of PMU, DWASA as convener; contractor representative, RP implementation NGO, as secretary; and the UP/ ward representative as member, UP/ward women representative as member, and representative of DPs as members.

41. The GRCs will be formed and activated during RP implementation to allow DPs sufficient time to lodge complaints and safeguard their recognized interests. Where land acquisition will not be involved but relocation of structures or vacating land for cultivation will be required, the GRCs will facilitate resolution of complaints regarding categorization of vulnerable affected persons, types of structures, and eligibility for compensation and assistance within the set guidelines and provisions of the resettlement plan. Any complaints of ownership or other suits to be resolved by the judiciary system will not be resolved in GRCs.

42. To ensure access and fast response to any project-related grievances from the affected people and communities, contact numbers and names of focal persons in the DWASA PMU/SIU responsible for any complaints and grievances will be posted in public areas, contractor's field offices, and NGO field offices.

43. Procedures of resolving grievances are described in Table 5 below.

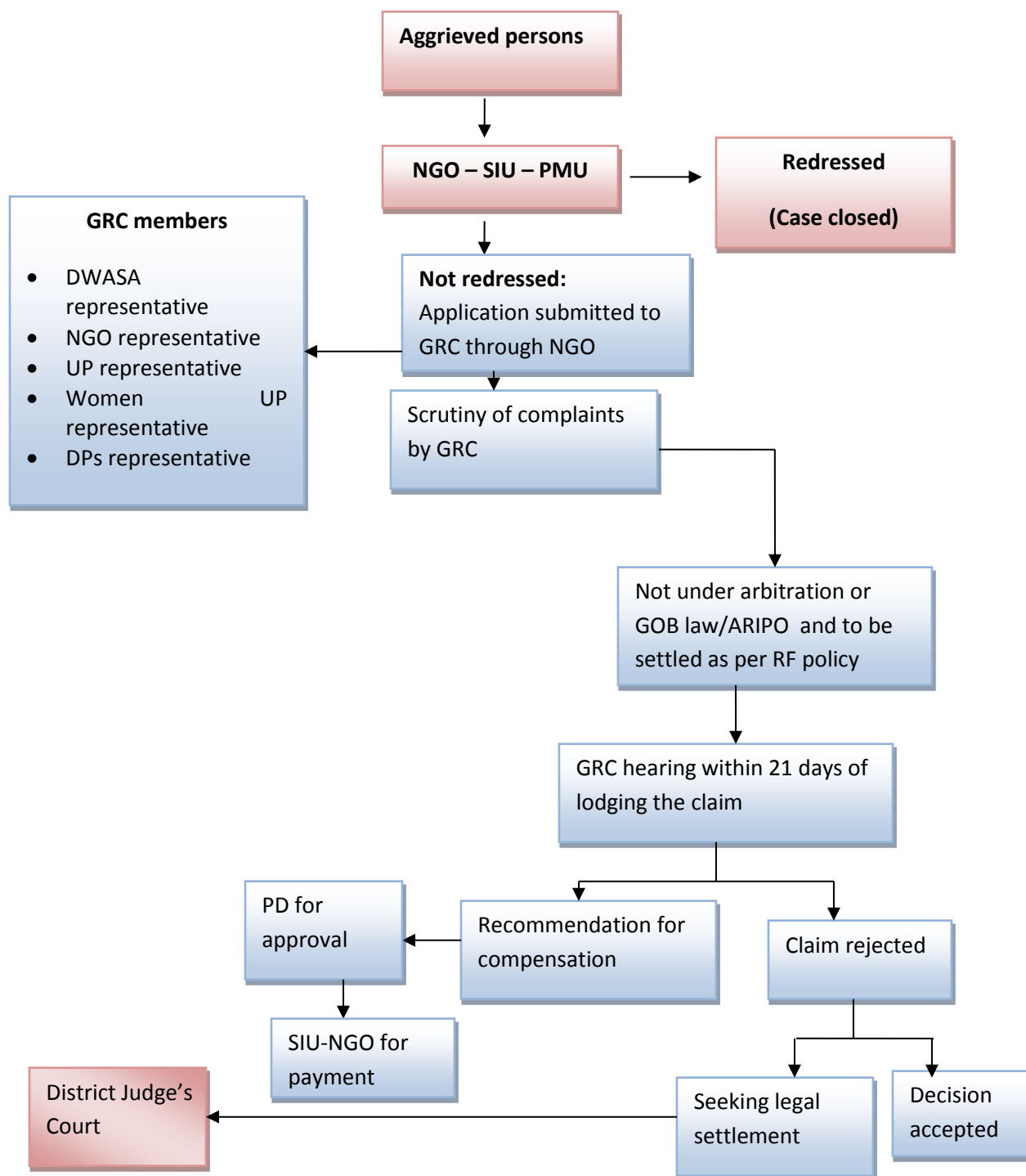
**Table 5: Grievance Redress Procedures**

Step 1	In case of any grievances, the complainant approaches the NGO field level officials for clarification, or submits any formal complaints. The NGO will provide clarification to the DPs and try to resolve the problem at the local level with the involvement of the SIU social safeguards officer. If not resolved...
Step 2	The NGO will recommend that the DPs submit their complaints to the GRC. NGO staff assists the DPs filing the complaints and organizes hearing within 14 days of receiving the complaints.
Step 3	GRC to scrutinize applications, to determine whether the submitted cases are within their mandate. If the case is within the GRC mandate and not related to compensation under GOB law, GRC will hold sessions with aggrieved DPs, minutes recorded. The GRC will provide recommendation for PD for review and approval.
Step 4	The GRC minutes, approved by the project director, will be received at the conveners' office. The approved verdict is communicated to the complainant DP in writing. The DP may accept GRC decision; if not, he/she may file a case in the court of law for further appeal.



44. The GRM flow chart is in figure 3 below

**Figure 3: Grievance Redress Mechanism**



45. In the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters or the ADB Bangladesh Resident Mission (BRM). The complaint can be submitted in any of the official languages of ADB's DMCs. The ADB Accountability Mechanism information will be included in the PID to be distributed to the affected communities, as part of the project GRM.

46. **Recordkeeping.** Records 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 affected and final outcome will be kept by PMU. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU office, and on the web, as well as reported in monitoring reports submitted to ADB on a semi-annual basis.

47. **Review and documentation of lessons learned.** The PMU safeguard officer will review the functioning of the GRM in each district level and record information on the effectiveness of the mechanism, especially on the project's ability to prevent and address grievances.

48. **GRM Costs.** All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the concerned PMU at *Central* level; while costs related to escalated grievances will be met by the PMU.

49. A sample Grievance form attached in Appendix 4. This will be filled by PMU safeguard officer or NGO staff in charge for GRM monitoring and record keeping.

## VI. POLICY AND LEGAL FRAMEWORK

50. **ADB Safeguards Policy Statement, 2009.** ADB SPS, 2009 applies to all ADB-financed and/or ADB-administered sovereign projects and their components, regardless of the source of financing, including investment projects funded by a loan, a grant, or other means.

51. ADB SPS also applies when the land acquisition process has begun or been completed and/or population has already been moved in anticipation of ADB support. Involuntary resettlement actions in anticipation of ADB support generally refer to actions that preceded ADB support. In such cases ADB's due diligence will identify if there are any outstanding grievance or resettlement actions in noncompliance with ADB SPS requirements. If such outstanding issues are identified, ADB will work with DWASA and PMU to ensure appropriate mitigation measures are developed and implemented with an agreed timeline. It is also important for ADB's due diligence to assess potential risks associated with the project, even if the government's previous resettlement actions are not done in anticipation of ADB support.

52. **Government of Bangladesh Laws and Policies.** The Acquisition and Requisition of Immovable Property Ordinance (ARIPO), 1982 and its subsequent amendments in 1993 and 1994 are the applicable Government of Bangladesh legal and policy framework. ARIPO does not cover non-titleholders, such as encroachers, informal settler/squatters, occupiers, and informal tenants and leaseholders without documents. ARIPO also does not provide for replacement cost of the property acquired, and has no provision for resettlement assistance for restoration of livelihoods of displaced persons, except for legal compensation for land and structure. Further, in a majority of the cases, the compensation paid does not constitute market or replacement cost of the property acquired.

53. This draft RP and entitlement matrix therein represents a uniform document agreed upon by both the Government of Bangladesh and ADB to ensure compliance with their respective rules and policies.

## **VII. ENTITLEMENTS, ASSISTANCE AND BENEFITS**

### **A. Types of Losses and Affected Person Category**

54. The types of losses – permanent or temporary, total or partial due to the project include (i) loss of land; (ii) loss of residential/commercial/community structure; (iii) loss of trees; (iv) loss of crops; (v) loss of business; (vi) loss of work days/incomes, and relocation of households and businesses; (vii) loss of rental premises; and (viii) loss of access to premises for residence and trading.

55. According to ADB SPS, 2009 of ADB in the context of involuntary resettlement, affected persons are those who are physically relocated, or lose residential land, or shelter and/or economically displaced (with loss of structure, assets, access to assets, income sources, or means of livelihood). The absence of formal and legal title to the land should not prevent the affected person to receive compensation and resettlement assistance from the project.

56. The following categories of affected persons are likely to be impacted due to the implementation of the project:

- (i) Affected persons whose structure are to be demolished – affected persons whose structure (including ancillary and secondary structure) are being used for residential, commercial, community, or worship purposes which are affected in part or in total;
- (ii) Affected persons losing income or livelihoods – affected persons whose crops, trees, business, employment, daily wages as source of income, or livelihood (including tenants, businesses, employees, laborers, etc.) are affected, permanently or temporarily; and
- (iii) vulnerable affected persons – affected persons included in any of the above categories who are defined as low-income people (BPL), physically or socially challenged, landless or without title to land, female-headed households, elderly, vulnerable IP (tribal), or ethnic minority group.

### **B. Principles, Legal, and Policy Commitments**

57. The RP has the following specific principles based on ARIPO and ADB SPS, 2009:

- (i) land acquisition and resettlement impacts on persons displaced by the project would be avoided or minimized as much as possible through alternate design/engineering options;
- (ii) where the negative impacts are unavoidable, the persons displaced by the project and vulnerable groups will be identified and assisted in improving or regaining their standard of living, special attention will be given to the vulnerable groups to ensure that their living standard will be improved;
- (iii) information related to the preparation and implementation of this RP will be disclosed to all stakeholders in a form and language understandable to them; and people's participation will be ensured in planning and implementation;

- (iv) displaced persons who do not own land or other properties, but have economic interests or lose their livelihoods, will be assisted as per principles described in the entitlement matrix of this Resettlement Plan;
- (v) before starting civil works, compensation and resettlement and rehabilitation (R&R) assistance will be paid in full in accordance with the provisions described in RP;
- (vi) an entitlement matrix for different categories of people displaced by the project has been prepared. People moving into the project area after the cut-off date will not be entitled to any assistance;
- (vii) for non-titleholders such as informal settlers/squatters and encroachers, the date of completion of survey during detailed design will be the cut-off date, which will be declared by DWASA;
- (viii) appropriate GRM will be established to ensure speedy resolution of disputes;
- (ix) all activities related to resettlement planning, implementation, and monitoring will ensure the involvement of women and other vulnerable groups;
- (x) consultations with the affected persons will continue during the implementation of resettlement and rehabilitation works; and
- (xi) a clause in the contract agreement that the construction contractor/s will be required to repair to pre-works condition or compensate any loss or damage caused by his execution of works.

### C. Entitlement

58. In accordance with the DWSNIP, all displaced households and persons will be entitled to a combination of compensation packages and resettlement assistance, depending on the nature of ownership rights on lost assets, scope of the impacts including socioeconomic vulnerability of the displaced persons, and measures to support livelihood restoration if livelihood impacts are envisaged.

59. The entitlement matrix (Table:) specifies that any displaced person will be entitled to (i) compensation for loss of land at the replacement cost; (ii) compensation for loss of structure (residential/commercial) and other immovable assets at their replacement cost (without counting the depreciation value); (iii) compensation for loss of business/wage income; (iv) compensation for loss of crops and/or trees; (iv) assistance for shifting of structure; (v) rebuilding and/or restoration of community resources/facilities; and (vi) if vulnerable affected persons, livelihood/transitional cash assistance for vulnerable displaced persons (head of the affected family) at official minimum wage of the appropriate AP's occupation.

**Table 6: Entitlement Matrix**

Type of Loss	Specification	Eligibility	Entitlements
<b>1. STRUCTURES</b>			
Residential, agricultural, commercial, community	Partial loss (<30 %) and alteration of structure	Owner (including non-titled land user)	<ul style="list-style-type: none"> <li>• Cash compensation for lost parts of structure at replacement cost and repair of remaining structure at market rate for materials, labor, transport, and other incidental costs, without deduction of depreciation for age</li> <li>• Right to salvage materials from lost structure</li> <li>• Allowed to construct temporary structure on unused part of project land</li> </ul>

Type of Loss	Specification	Eligibility	Entitlements
			after completion of civil work.
		Lessee, tenant	<ul style="list-style-type: none"> <li>Cash refund of the lease money for the lessee for duration of remaining lease period (to be deducted from the owner)</li> </ul>
	Full loss of structure (=>30 %) and relocation	Owner (including non-titled land user)	<ul style="list-style-type: none"> <li>The AP may choose between the following alternatives:</li> <li>Compensation through provision of fully titled and registered replacement structure of comparable quality and value, including payment of all transaction costs, materials, labor, transport, and other incidental costs, at a relocation site or a location agreeable to the AP</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Cash compensation for the affected structure at replacement cost, including all transaction costs, materials, labor, transport, and other incidental costs, without deduction of depreciation for age</li> <li>In case of the remaining structure become unlivable the compensation will be calculated for the entire structure without deduction of depreciation and self-relocation</li> </ul> <p><b>IN EITHER CASE</b></p> <ul style="list-style-type: none"> <li>Right to salvage materials from lost structure</li> </ul>
		Lessee, tenant	<ul style="list-style-type: none"> <li>Cash refund of the lease money for the lessee for duration of remaining lease period (to be deducted from the owner)</li> <li>Assistance for relocation allowance</li> </ul>
	Moving of minor structures (fences, sheds, kitchens, latrines, etc.)	Owner, lessee, tenant	<ul style="list-style-type: none"> <li>The AP may choose between the following alternatives:</li> <li>Cash compensation for self-reconstruction of structure at market rate (labor, materials, transport, and other incidental costs)</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Relocation/reconstruction of the structure by the project</li> </ul> <p><b>IN EITHER CASE</b></p> <ul style="list-style-type: none"> <li>Access to the affected facility should be to be restored</li> </ul>
	Stalls, kiosks	Vendors (including titled and non-titled land users)	<ul style="list-style-type: none"> <li>Assistance for finding alternative land to continue business</li> <li>Allowed to construct temporary structure/continue business through some lease/rent system as vendor, at alternative location comparable to lost location</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>Cash compensation for self-relocation of stall/kiosk at market rate (labor, materials, transport, and other incidental costs)</li> </ul>

Type of Loss	Specification	Eligibility	Entitlements
	Fixed assets attached to affected structures (water supply, telephone lines)	Owner, lessee, tenant	<ul style="list-style-type: none"> <li>Cash compensation for reinstallation and connection charges</li> </ul>
<b>2. INCOME RESTORATION</b>			
Businesses	Temporary business loss due to land acquisition and/or resettlement or construction activities of project	Owner of business (registered, informal)	<ul style="list-style-type: none"> <li>Cash compensation equal to lost income during period of business interruption based on tax record or, in its absence, comparable rates from registered businesses of the same type with tax records or Government of Bangladesh registered minimum wage, whichever is higher</li> <li>Assistance to re-establish business. APs will be provided 7 days advance notice, followed by a reminder 1 days before construction</li> <li>If required, they will be assisted to temporarily shift for continued economic activity and then assisted to shift back, post construction.</li> </ul>
	Permanent business loss due to land acquisition and/or resettlement without possibility of establishing alternative business	Owner of business (registered, informal)	<ul style="list-style-type: none"> <li>Cash compensation equal to loss of net income for up to 6 months based on tax record or, in its absence, comparable rates from registered businesses of the same type with tax records, or Government of Bangladesh registered minimum wage whichever is higher</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>Provision of retraining, job placement, additional financial grants and microcredit for equipment and buildings, as well as organizational/logistical support to establish AP in alternative income generation activity</li> <li>Included in the project livelihood restoration and rehabilitation program</li> </ul>
Employment	Temporary employment loss/ income due to land acquisition and/or resettlement or construction activities	All employees of affected businesses	<ul style="list-style-type: none"> <li>Cash compensation equal to lost income during period of business interruption based on tax record or registered wage, or, in its absence, comparable rates for employment of the same type</li> </ul>
	Permanent employment loss due to land acquisition and/or resettlement without possibility of re-employment in similar sector and position in or near area of lost employment/ daily wage	All laid-off employees of affected businesses	<ul style="list-style-type: none"> <li>Cash compensation equal to lost wages for 6 months, based on tax record or registered wage, or, in its absence, comparable rates for employment of the same type</li> <li>If required by the applicable labor code, compensation will be paid to employer to enable him/her to fulfill legal obligations to provide severance</li> </ul>

Type of Loss	Specification	Eligibility	Entitlements
			payments to laid-off employees, to be verified by government labor inspector <b>AND</b> <ul style="list-style-type: none"> <li>Provision of retraining, job placement, additional financial grants, and microcredit for equipment and buildings, as well as organizational/logistical support to establish AP in alternative income generation activity</li> <li>Included in the project livelihood restoration and rehabilitation program</li> </ul>
<b>3. COMMON RESOURCES, PUBLIC SERVICES AND FACILITIES</b>			
Loss of common resources, public services and facilities	footbridges, roads, footpaths, culverts, places of worship, classrooms in educational institutions, canal water by downstream users, common water points/connections, public/community toilets, community spaces, playgrounds etc.	Service provider	<ul style="list-style-type: none"> <li>Full restoration at original site or reestablishment at relocation site of lost common resources, public services and facilities, including replacement of related land and relocation of structures</li> <li>One time grant fund for the common public resources committee and management</li> </ul>
<b>4. SPECIAL PROVISIONS</b>			
Vulnerable APs (female HH, elderly HH, BPL families)		All vulnerable APs	<ul style="list-style-type: none"> <li>Subsistence allowance of minimum of 2 months of official minimum wage</li> <li>Preferential selection for project-related employment</li> </ul>
Other impacts	Unanticipated impacts and negotiated changes to entitlements	All APs	<ul style="list-style-type: none"> <li>To be determined in accordance with the involuntary resettlement safeguards requirements of the ADB SPS</li> <li>Project RP to be updated and disclosed on ADB website</li> <li>Standards of the entitlement matrix of the RP not to be lowered</li> </ul>

AP = affected person; land acquisition and resettlement = land acquisition and resettlement

\*The eligibility will follow the Department of Social Service of Ministry of Social Welfare that uses 65 years old for man and 62 years old for woman to define elderly people.

## VIII. COMPENSATION MECHANISM

60. The project will ensure that the properties (structure and non-structure assets) to be displaced for the project will be compensated at their full replacement cost, determined by legally constituted bodies like the property valuation advisory committee (PVAC), and joint verification committee (JVC), and resettlement advisory committee (RAC). The principle for determining valuation and compensation for assets, incomes, and livelihoods is replacing the loss of affected assets and restoring the loss of income and workdays experienced by the displaced households. Livelihood rehabilitation assistance will be required to all affected persons who will experience significant impacts on their livelihood activities regardless of their poverty status. Additional assistance will be required for affected person categorized as poor and vulnerable.

61. This RP ensures compensation at replacement cost for all the displaced people / affected persons due to implementation of Water networks the project areas.

62. **Cash Allowance to Support Lost Income.** Displaced persons will be eligible for assistance for loss of employment/workdays (in the case of wage earners) owing to dislocation and relocation. For temporary disruption to income during the demolition and reconstruction of the partially affected commercial structure, the owners as well as the workers will receive one-time assistance for lost income for the actual period of disruption at income/tax statement, minimum wage rates, or based on actual income (whichever is higher), verified through incomes of comparable businesses in the area. For permanent loss of income compensation will be given as described in the entitlement matrix of this Resettlement Plan.

63. **Additional Assistance to Vulnerable Groups.** The following categories of displaced persons have been identified as vulnerable groups in the project: female-headed, elderly-headed, disabled-headed, as well as IP/ minorities and BPL households. In addition to the provisions in the entitlement matrix for compensation of loss of assets and livelihood, additional allowance at minimum TK5000<sup>26</sup> (lump sum) to each of these vulnerable groups households affected is included towards enabling improvement of their socioeconomic status. Vulnerable persons will be given priority in unskilled labor opportunities under the project. ID cards will verify vulnerability status, and the PMU will present the list of vulnerable persons to contractors.

## IX. RESETTLEMENT BUDGET

64. **Resettlement cost.** Table 8 presents the resettlement costs which include: (i) Cost of semi-permanent structures; (ii) income loss; ((iii)) additional provisions for vulnerable affected persons. The resettlement cost has been prepared using market survey price and verified during consultation with the community, (vi) provisions for contingencies to cover damages to properties, labour cost for shifting assistance etc. Total resettlement cost for 2.12 is TK. 485317.54BDT and USD \$6222.02

**Table 7: Indicative Cost for RP Implementation for the identified Water network impacts**

SL. No.	Compensation for type of loss	Sq. ft	No.	Period (Days)	Unit (TK)	Total Amount (TK)	Remarks
1	<b>Relocation assistance</b>						
	Labor Cost for Shifting Assistance		86		300	25,800.00	Unit cost assessed by owners
2	<b>Transition Allowance</b>						
	Transition allowance for affected employees		23	7	300	48,300	Unit cost assessed by owners
3	<b>Temporary Income Loss</b>						
	Business Income Loss		86	7	584.88	352,097.76	Unit cost assessed by owners
4	<b>Special assistance for</b>						

<sup>26</sup> Bangladesh minimum wage is 1,500 taka per-month (2014).



SL. No.	Compensation for type of loss	Sq. ft	No.	Period (Days)	Unit (TK)	Total Amount (TK)		Remarks
	<b>vulnerable APs</b>							
	BPL (structure loss)		3	LS	5000	15000.00		
	Total					441,197.76		
	Contingency		10%			44,119.78		
	<b>Total for 2 sample DMAs</b>					<b>BDT</b> <b>485,317.54</b>	<b>USD</b> <b>6,222.02</b>	
	<b>Tentative budget for rest 17 DMAs</b>					<b>BDT</b> <b>4125199.09</b>	<b>USD</b> <b>52887.17</b>	
	<b>Grand total of 19 DMAs</b>					<b>BDT</b> <b>4610516.82</b>	<b>USD</b> <b>59109.19</b>	

## X. INSTITUTIONAL ARRANGEMENTS

65. DWASA is both the EA responsible for the management, coordination and overall technical supervision of the program, and the IA responsible for supervising construction of the infrastructure and conducting the non-infrastructure elements. DWASA has established a PMU, responsible for day-to-day management of the program, including tendering and selection of contractors, construction supervision, monitoring and evaluation, and compliance with safeguards policies. The PMU is headed by a full-time Project Director (PD) and two Deputy Project Directors. Safeguards Implementation Unit (SIU) will be established under the PD office. Two safeguards officers will be appointed and one of them will be responsible for the social safeguards related issues. DWASA has experience in implementing and managing the ADB safeguard policy and requirements.<sup>27</sup> This includes the RP updating, disclosure and submission of semiannual safeguard monitoring report.<sup>28</sup>

66. The PMU will be supported by the Design, Management and Supervision Consultants (DMS), and resettlement NGO will assist the DMS resettlement specialist in updating the Resettlement Plans. The specialist will also monitor resettlement plan implementation, public consultations, GRM management and implementation, as well as for project evaluation and report preparation.

67. DMS and DWASA (PMU/SIU) will supervise and monitor the implementation works at the field level to ensure the implemented works comply with the safeguard policy requirements and will be fielded along with a resettlement NGO. Thus each spot of work will be under close supervision of the DMS, NGO and PMU staff. The resettlement specialist of the DMS with the PMU resettlement officer will conduct all inclusive monitoring of the resettlement and compensation aspects.

68. **Contractor.** The contractor will have a social safeguards personnel to (i) coordinate with DMS and resettlement NGO on updating the Resettlement Plan based on detailed designs, and (ii) and monitor implementation of DWSNIP safeguard policy and requirements during the civil works.

69. Organizational procedures/institutional roles and responsibilities for safeguards implementation, and steps/activities involved in delivery of entitlements, are described in Table 6.

<sup>27</sup> DWASA currently implementing ADB Loan 2382 and Loan 3015.

<sup>28</sup> <http://www.adb.org/projects/documents/dhaka-water-supply-sector-development-program-jan-jun-2015-smr>

**Table 6: Institutional Roles and Responsibilities for Safeguards Implementation**

<b>S. N o.</b>	<b>Activity</b>	<b>Responsible Agency</b>
<b>Institutional strengthening</b>		
1	Consultancy support to PMU Safeguards Implementation Unit	PMU
2	Training and support to DWASA and NGO	PMU – DMS RS
3	NGO support to PMU	PMU – SIU
<b>Resettlement Plan Finalization</b>		
1	Design of DMS questionnaires	PMU SIU - DMS RS
2	DMS data collection and screening the vulnerable HH	NGO – SIU – MDS RS
3	Calculation of entitlement values and resettlement budget	PMU SIU – NGO
4	Resettlement Plan updating and preparation (if any)	PMU SIU – DMS RS
5	Public consultation and establish project cutoff date	PMU – SIU – NGO
6	Resettlement Plan finalization and submission to ADB for approval	PMU – SIU – DMS RS
7	Resettlement Plan public disclosure and GRM establishment	PMU – SIU – NGO
<b>Resettlement plan implementation</b>		
1	Establish GRC	PMU SIU
2	Budget allocation	DWASA - PMU SIU
3	Preparation and disbursement of entitlement cards (EC) of the eligible AP	PMU – SIU – NGO
4	Provision of checks to affected persons	PMU – SIU – NGO
5	Submission of progress report and semiannual monitoring reports	PMU SIU – DMS RS
6	Continuing public consultation and participation	SIU – NGO
9	Entertain grievance and redress cases	PMU – SIU – NGO
10	Implementation of additional supports to vulnerable groups	SIU – NGO
11	Submission of Resettlement Plans completion report	PMU – SIU – DMS RS

## **XI. IMPLEMENTATION SCHEDULE**

70. ICB 2.12 is to be implemented over a period of 38 months. The detailed design stage and the construction period will cover 16 months. The civil work activity is expected to commence in July 2017, The detail schedule is in Appendix 5.

71. ADB SPS (2009) and DWASA RFP (2006) require that compensation for all resettlement impacts is provided before the loss is incurred, so this Resettlement Plan will be updated early in the design stage, and the process of arranging compensation and other entitlements will commence as soon as the revised Resettlement Plan has been approved by ADB.

## **XII. MONITORING AND REPORTING**

72. Implementation of ICB 2.12 resettlement activities will be monitored by the Safeguards Implementation Unit under the DWSNIP PMU. Staff will be given training in resettlement issues, social survey methods, etc. by DMS Resettlement Specialist where necessary. Monitoring data will be collected from the NGOs implementing the RP, and individual affected persons, and will be compared with entitlements and disbursement schedules established in the Resettlement

Plan. The PMU – SIU will consolidate the monthly reports submitted by the NGO and DMS resettlement specialist and prepare semiannual monitoring report on the progress of the Resettlement Plan implementation and other safeguards related issues including the status of any grievances and redress cases logged by any complainants during the project implementation. The sample of Resettlement Plan monitoring template is Appendix 6.

### Records of Public Consultations in Package 2.12

Zone-7 DMA-not done yet

Date: 12.12.15

East Jurain, Dhaka in front of Habibulla market

Participants: The Resettlement Study team has conducted a discussion meeting participated by both affected people, other community members of the area and the HEED team members. The discussion issues were selected by the NGO.

The meeting was organized by The Heed Bangladesh at Habibllaha Market office room. The Secretary and the President of the market committee along with 13 affected persons, three Heed staff and consultants were present at the meeting.

In this market, out of 420 shops only 37 to 41 shops will be affected. These shops are selling cosmetics and readymade garments. The investment in each shop is 2 lakhs taka in the minimum and 5 lakhs in the maximum. Each shop's net income is 500 to 600 taka a day. Most of the shops take loans from the banks and Samities. They don't have any savings scheme. Each shop's rent is from 5000 to 6000 taka per month. Most of the shop keepers migrated from different districts namely, Faridpur, Noakhali, Munshiganj and Comilla etc.

Issues related to the DWASA Project have been shared with the participants; they have learned that an improved water system will be available. In the consultation meeting, different aspects of this better water service were discussed. Local participants have learned that this new project will bring better water service in the area. The new water line will replace the existing DWASA line in its right of way. As the project will be financed by ADB, it will follow ADB policy guideline to mitigate the impacts of the affected people.

	Key issues	Major Findings		
1.	Why did these people choose the place for work?	These people have been living here for a long time. In 2007, the Care Taker government issued a directive to rehabilitate the hawkers at 20 locations and this is one of those locations.		
2.	What will happen when DWASA will demolish the structure?	In this area, two types of hawkers are running their business. One group has invested a huge amount of capital of about 500,000 taka. They have access to godown (warehouse) to keep their goods. The other group has investments not exceeding 200,000 taka. Though these two sections will suffer, the acute sufferings will hurt the poor people who live by wage work on daily basis.		
3.	Their views on compensation issues	They claim sufficient amount of compensation for the ten to fifteen (10 to 15) days of construction period. The committee members of the hawker market also demanded compensation for they had spent about 300,000 taka to make floor of the hawker market pucca.		
4.	Perception of the people on Existing DWASA	There is no stand point or water line for the local hawkers. They collect water from the market. Local people complained that water is dirty and smells foul. They have to boil it before it gets drinkable. In this area, there are some locations which are not covered by the DWASA line.		
Location: Habibullah Market Office Room				
Zone: 7		DMA: N/A Date: 12/12/2015		
Sl No.	Name	Address	Sex	Occupation
01	Md. Shirajul Haque	95, West Jurain	Male	Chairman, Market Committee
02	S. M. Saahid	1614/4,HK Ali Road	Male	Secretary, Market Committee
03	Saleh Ahmed	Alambag	Male	Business

04	Md. Liton	17, Jurain Maedical Road	Male	Business
05	Md. Abu kawsar	84, East Jurain	Male	Business
06	Md. Saheen	Jurain	Male	Business
07	Md. Alam	44/2, Alambag	Male	Business
08	Md. Monir	West Jurain	Male	Business
09	Abdus Salam	14/2, Alam market	Male	Business
10	Md. Rabbi	539/Medical Rd	Male	Business
11	Md. Shafiqul	115/pustagola	Male	Business
12	Md. Rubel	Bou bazar	Male	Business
13	Md. Sumon	277/Alambag	Male	Business
14	Koel Baroi	HEED, BD	Male	Team Leader
15	Tajul Islam	HEED	Male	Field Officer
16	Kazi Sarwar	HEED	Male	Field Officer

### Consultation with the Affected Persons and local people

Zone-7 DMA- Not selected, West JurainMadrasha road

Date: 12.12.2015

Participants: The Resettlement Study team has conducted a discussion meeting participated by both affected people and other community member people of the area and HEED Bangladesh study team members.

#### Introduction:

In total, 4 families will be affected; they earn their living by selling food items. These families have been living in this area for about 15 to 20 years. Most of the people living here migrated from districts Munshigaoj, Barisal Shariatpur and Noakhali. Their investments in business range from 30 to 50 thousand taka. The people who settled here chose the place for its business opportunities. And people of passing this place have their snacks and tea from these petty business people.

Issues related to the DWASA Project have been shared with the participants; they have learned that an improved water system will be available. In the consultation meeting, different aspects of this better water service were discussed. Local participants have learned that this new project will bring better water service in the area. The new water line will replace the existing DWASA line in its right of way. As the project will be financed by ADB, it will follow ADB policy guideline to mitigate the impacts of the affected people.

	Key issues	Major Findings
1.	Why did these people choose the place for work?	The people living here came to this place for its location suitable for poor people's petty businesses. Also they could live in a low rent house.
2	What will happen when DWASA will demolish the structure?	Affected persons informed that they would stay till the last days before construction starts and would come back to this place once the construction of new line is finished.
3.	Their views on compensation issues.	They would accept whatever the government offers to them. They don't have anything to say regarding the compensation for they know they are living in the government land and would be happy whatever they receive as compensation. They have taken these issues very lightly because in the past they were often evicted by government and they do not believe they will be given any payment to make up for

		the loss.
4.	Perception of the people on Existing DWASA	So far the water quality is good, but there is some variation. Morning time water is better than what comes at noon. Then it smells bad; people find it very difficult to use even for bathing and cleaning, let alone drinking which is simply impossible. People prefer to use filter water; some people go as far as the water pump house at Khondokar road. Most of the people have to purchase water.
5.	Opinion about the Proposed water source	They said the new water line would bring good water and quality of people's health would improve, no doubt.

Location: Muradpur Madrasa road, Jurain			Zone: 7	DMA: N/A Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Khalil	Muradpur	Male	Tea Stall
02	Md. Rafiq	540, Rishipara, Medical Road	Male	Service
03	Md. Mir Ali	Madrasa Road	Male	Service at Hotel
04	Md. Mizanur rahman	150, Muradpur, Madrasa Road	Male	Service
05	Md. Rezaul	Muradpur	Male	Tea Stall
06	Md. Shajahan	Muradpur	Male	Tea Stall
07	Md. Shamim	Muradpur	Male	Small Business
08	Md. Belal	Muradpur	Male	Tea Stall
09	Koel Baroi	HEED, BD	Male	Team Leader
10	Tajul Islam	HEED	Male	Field Officer
11	Kazi Sarrowar	HEED	Male	Field Officer

### Consultation with the Affected Persons

Zone- 7 DMA-not done yet

Date: 12.12.15

East Shonir Akhra, Union –Doniya, Close to ShoniMondir

Participants: The Resettlement Study team has conducted a discussion meeting participated by both affected people and other community members of the area and the Droop team members.

A total of 30 to 40shops will be affected. These shops sitting on the water line sell items like tea, fruits and snack etc. Here majority of the community are migrants coming from districts Bhola, Potuakhali, Comilla and some other districts. The participants said they had been doing

business in this location for about 5 to 7 years; investing an amount of taka in between 30,000 to 50,000, each of them earns about 500 taka per day.

Issues related to the DWASA Project have been shared with the participants; they have learned that an improved water system will be available. In the consultation meeting, different aspects of this better water service were discussed. Local participants have learned that this new project will bring better water service in the area. The new water line will replace the existing DWASA line in its right of way. As the project will be financed by ADB, it will follow ADB policy guideline to mitigate the impacts of the affected people.

	Key issues	Major Findings
1.	Why did these people choose the place for business?	As most of them are from southern districts, they found this place not very far from the sadarghat terminal; some acquaintances from their original locality already settled here asked them to live here. The place offers some easy space for doing petty trade and living cost is well within their income.
2.	What will happen when DWASA will demolish the structure?	They don't have any idea where to go during that brief period of construction. They don't want to lose the benefits of affordability and intimate relation with other people living close by. They would keep their business closed for those days and restart once the construction is over.
3.	Their views on compensation issues	They do not know what to ask for to compensate for the loss; however after discussion they said any temporary work opportunity and compensation would help them overcome the income loss.
4.	Perception of the people on Existing DWASA	The quality of water supplied from the existing DWASA line is bad. Poor people have to drink it with a strong bad feeling as there is no option open to them.  One community person has shared his opinion about the water supply. Water from the Polashpur pump is good but it is limited to middle class having the connection. The majority of poor people don't have any home connection. The Government should consider the issue and provide stand points at different locations inhabited by poor people. Another person Mr Rashid said that they wanted the same quality of water in the whole area. Shoni temple has WASA water line and a tube well.
5.	Opinion about the Proposed water source.	The proposed new water line has high demand from the people, especially the poor. They hope they would get better water from the new lines and will not have to drink water with bad smell. Everybody will replace the old line with the new line.

### Consultation with the Affected Persons

Location: Shonir Akhra (Opposite of Mollik Plaza)			Zone: 7	DMA: N/A Date: 09/12/2015
SI No.	Name	Address	Sex	Occupation
01	Khalil	Shonir Akhra	Male	Worker
02	Omor Faruk	Shonir Akhra	Male	Mason
03	Sohid	Shonir Akhra	Male	Shopkeeper
04	Khokon	Shonir Akhra	Male	Shopkeeper
05	Golam Hossain	3 No. Road	Male	CNG Driver
06	Md. Dulal Mia	Polashpur	Male	Furniture maker
07	Manju Begum	Polashpur	Female	Housewife
08	Ripon	Polashpur	Male	Business
09	H.M. Mohiuddin	Polashpur	Male	Business
10	Kazi Al Imran	Polashpur, Dania	Male	Business
11	Jewel	14/2, polashpur	Male	Business
12	Md. Nasiruddin	Mollik Plaza, Polashpur	Male	Business
13	Md. Mizanur rahman	Mollik Plaza, Polashpur	Male	Business

### Consultation with the Affected Persons

Zone-7 DMA- Not selected, ShanirAkhraSouth, UnionDoniya,

Date: 12.12.2015

Participants: The Resettlement Study team has conducted a discussion meeting participated by both affected people and other community members of the area and HEED Bangladesh study team members.

**Introduction:** A total of 12 persons have participated in the meeting; among them 2 were affected persons. Most of the people are working in the place for about 5 years; their net income is around 300 taka daily, and their investment is around 10000 to 20000 taka. Actually the affected people are poor and they earn their living as vendors of daily necessities.

Issues related to the DWASA Project have been shared with the participants; they have learned that an improved water system will be available. In the consultation meeting, different aspects of this better water service were discussed. Local participants have learned that this new project



will bring better water service in the area. The new water line will replace the existing DWASA line in its right of way. As the project will be financed by ADB, it will follow ADB policy guideline to mitigate the impacts of the affected people.

	Key issues	Major Findings
1.	The people choose the place for business	They chose this place for they don't have to pay any money for doing business; some relatives were already here who helped them come and settle here.
2.	What will happen when DWASA will demolish the structure?	They can shift to other area and relocate their business there. But it would be very difficult for them to have the same level of income at the new place. give some work during construction or give some compensation for the loss.
3.	Their views on compensation issues.	They expect the government would give them some opportunity to work as day labourers during construction which would act as a kind of compensation. Also they hope the authority will give them an amount of money to compensate the income loss.
4.	Perception of the people on Existing DWASA	Local people talked about two separate lines in the area. One line gives better water compared to the other. One female participant having the connection with the better line said, "Water quality is usually good but during the dry season water flow is very low and irregular." Two participants Shahid and Kamrul having the connection with the other line claimed that water was not available, Water comes to the line at night and people have to collect it at mid night. People wait till mid night to collect water. But it smells like drain water and looks dirty; they think at some points the line has some leakages
5.	Opinion of Proposed water source	It is fortunate for the community to have new line with the hope of getting better water with no bad smell and dirty look.

Location: Gobindropur Baganbari Road, Sonir Akhra			Zone: 7	DMA: N/A Date: 09/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Tomizuddin	Shonir Akhra	Male	Fruit Seller
02	Chan Mia	North Sonir Akhra	Male	Agriculture
03	Biplob	Jatrabari	Male	Van puller
04	Kabir	North Sonir Akhra	Male	Driver
05	Md. Kamruzzaman	Gobindropur	Male	Service (Retd.)
06	Jakia	Sonir Akhra	Female	Housewife
07	Noman	Sonir Akhra	Male	Staff at Shop
08	Md. Roni	Sonir Akhra	Male	Staff (grocery shop)

Location: Gobindropur Baganbari Road, Sonir Akhra			Zone: 7	DMA: N/A Date: 09/12/2015
SI No.	Name	Address	Sex	Occupation
09	Md. Manik	Sonir Akhra	Male	Shopkeeper
10	Md. Sohel	Sonir Akhra	Male	Service
11	Md. Osman	Bottola	Male	Student
12	Md. Ibadul	Sonir Akhra	Male	Shopkeeper

## Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.12

### Summary of Resettlement Impacts Zone 9

SL. No.	Details	No. of APs
1	Affected Semi Permanent Structure <sup>1</sup>	86
2	Affected BPL APs	3
3	Affected business requiring temporary relocation	86
4	Affected employees of temporary affected business	23

### Socio-economic profile of Affected Households

Socio-economic characteristics	Unit	Details
Affected Households	No.	86
Affected Persons	No.	458
Male APs	No. (%)	236(51.53%)
Female APs	No. (%)	222(48.47%)
Average Household Size	Avg. No. of person/HH	5.33x
Occupation of Household Head	Number	Percentage
Business	85	98.8
Driving	1	1.2
Total	86	100.00

### Type of Loss and Gender Category of AP

SL. No.	Characteristic	Details
1	Occupation of APs	Business
2	Type of loss	
	Loss of income from business (temporary)	86
	Loss of daily wage (temporary)	23
3	Male APs	85
4	Female APs	1

### **Component wise Affected HH**

Area	HH	Percent
Jurain	41	47.7
Sonir Akhra	45	52.3
Total	86	100.00%

<sup>1</sup> The affected structures are mostly made of tarpaulin and bamboo that can be easily reconstructed in the temporary relocation areas.

**Occupation of the HH Members (including HHH, Spouse and other members)**

Occupation	Household Head	Spouse	Other HH Members	Total
Business/Contractor/ Day Labor/ Worker/ Shop Keeper	85	2	29	116
Educated Professional / Private Service/ Job / Service Abroad/ Skilled Professional	0	1	4	5
Driving	1	0	0	1
Student	0	0	121	121
Child	0	0	49	49
Unemployed	0	0	10	10
Housewife/ Household Worker/ Retired Person/ Servant / Domestic Helper	0	74	81	155
Total	86	77	294	457

**Occupation of the HH Members (Gender-wise)**

Occupation	Male	Percentage	Female	Percentage	Total	Percentage
Business/Contractor/ Day Labor/ Worker/ Shop Keeper	110	24.07%	6	1.31%	116	25.38%
Educated Professional / Private Service/ Job / Service Abroad/ Skilled Professional	4	0.88%	1	0.22%	5	1.09%
Driving	1	0.22%	0	0.00%	1	0.22%
Student	55	12.04%	66	14.44%	121	26.48%
Child	24	5.25%	25	5.47%	49	10.72%
Unemployed	10	2.19%	0	0.00%	10	2.19%
Housewife/ Household Worker/ Retired Person/ Servant / Domestic Helper	26	5.69%	129	28.23%	155	33.92%
Total	230	50.33%	227	49.67%	457	100.00%

**Gender of Affected HH**

Area	Male	Female	Total
Jurain	41		41
Sonir Akhra	45		45
Total	86		86

**Civil Status of Affected HH**

Area	Single	Married	Total
Jurain	5	36	41
Sonir Akhra	5	40	45
Total	10	76	86

**Education of Affected HH**

Area	Illiterate	Elementary	High School	College	Honors	Total
Jurain	7	11	21	1	1	41
Sonir Akhra	9	20	15	1	0	45
Total	16	31	36	2	1	86

**HH Income Range**

Area	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
Jurain	0	10	22	9	41
Sonir Akhra	3	16	9	17	45
Total	3	26	31	26	86

**HH Expenditure Range**

Area	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
Jurain	0	17	20	4	41
Sonir Akhra	3	16	9	17	45
Total	3	33	29	21	86

**Religion of HH**

Religion	Number	Percent
Muslim	80	93
Hindu	6	7
Total	86	100

**IR Impacts**

Area	Jurain	Sonir Akhra	Total
Shop/Stall	41	45	86
Loss of livelihood	41	45	86

**Nature of Business**

type_of_Business	Jurain	Sonir Akhra	Total
Tea Stall	3	14	17
Workshop	0	5	5
Hotel	1	2	3
Stationary	13	1	14

Cloth	10	6	16
Telecom	0	1	1
Fruit	0	2	2
Furniture	0	3	3
Garments	1	6	7
Shoe	0	1	1
Flower Shop	2	1	3
Cosmetics	10	3	13
watch	1	0	1
Total	41	45	86

### Affected Structure Type

Area	Jurain	Sonir Akhra	Total
Shop/Stall	41	45	86

### Materials of Affected Structures

Materials of Affected Structure	Number	Affected Area sq ft
Wood, Bamboo and Tin	33	1524
Wood and Bamboo	51	1557
MS Mile Steel	2	58
Total	86	3139

### Component wise Permanent or Semi-permanent Structure

Area	Semi-permanent	Percent
Jurain	41	47.7
Sonir Akhra	45	52.3
Total	86	100.00%

**Average monthly Sales and Expenses**

type of Business	Monthly Sale	Monthly Expense
Tea Stall	75647.06	60176.47
Workshop	63200	49900
Hotel	110000	80000
Stationary	79357.14	63642.86
Cloth	89562.5	70875
Telecom	60000	40000
Fruit	130000	113500
Furniture	566666.7	533333.3
Garments	70000	53571.43
Shoe	40500	30000
Flower Shop	71666.67	55000
Cosmetics	73461.54	57153.85
watch	50000	20000
Total	95889.53	78343.02

**Relocation Option**

Have Place to Relocate	Frequency	Percent
Yes	0	0
No	86	100
Total	86	100

**Household with Children in School**

Area	Number of HH	Number of School Children
Jurain	26	51
Sonir Akhra	36	70
Total	62	121

**HH with School Dropout**

Area	HH	No. of Persons
Jurain	2	2
Sonir Akhra	1	3
Total	3	5

**Source of Drinking Water**

Q2.Address	Tubewell / Deep Tubewell	Piped Water	Supplied Jar Water	Total
Jurain	2	37	2	41
Sonir Akhra	3	38	4	45
Total	5	75	6	86

**Share Source of Drinking Water**

Share Source of Drinking Water	Number	Percent
Yes	44	51.2
No	42	48.8
Total	86	100

**Own Toilet**

Toilet Facility	Frequency	Percent
Flush to Septic Tank	14	16.3
Pit Latrine with Slab and Water Seal	70	81.4
Hanging Toilet	2	2.3
Total	86	100

**Share Latrine**

Share Latrine	Frequency	Percent
Yes	36	41.9
No	50	58.1
Total	86	100

**Woman Contribute Income**

Woman Contribute Income	Number	Percent	Total Income (Monthly)	Avg. Income (Monthly)
Yes	2	2.33	BDT 15,000	BDT 7500
No	84	97.67		
Total	86	100.00%		



## Questionnaire

Census ID:

Dhaka Water Supply Network Improvement Project, Financed by ADB

## 1. PROJECT COMPONENT

SL	Component	Package ID	Picture No.	Zone
1	Water Supply (network)			
2	Pump stations			
3				

## 2. ADDRESS

City corporation	
District	
Thana	
Name of the place	
Ward	
Zone	
Name of the road	

## 3. SOCIO-DEMOGRAPHIC CHARACTERISTICS

1. Name of the respondent: \_\_\_\_\_. Relation to household head: [ ] self [ ] son [ ] daughter [ ] relative [ ] other \_\_\_\_\_.

2. Number of HH members: Male:  Female:  Total:

3. Mobile No.:

## 4. SUMMARY OF RESETTLEMENT EFFECTS [encircle the box]

I	Land	V	Crop
II	Structure	VI	Tree
III	Business	VII	Others.....
IV	Livelihood	VIII	

**5. Household Profile** (fill up the appropriate column and cross the appropriate box)

	Household Head	Spouse
Name		
Age		
Occupation		
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Male <input type="checkbox"/> Female
Ethnicity		
Civic Status <b>[USE CODE]</b>	<b>Code:</b> 1. Single; 2. Married; 3. Widow; 4. Separated/ Divorced	
Education		
Monthly Income		
HH Income		
HH Expenses		
Religion <b>[USE CODE]</b>	<b>Code:</b> 1. Muslim; 2. Hindu; 3. Buddhism; 4. Christian; 5.	

**6. Members of the family other than the husband and wife** (indicate only the members living with the household).

SL No.	Name	Age	Relationship	Gender		Occupation <b>[USE CODE]</b>	Monthly Income
				Male	Female		

**CODE: Occupation**

1- Household Worker/ Retired Person	9- Driver (Taxi, Auto Rickshaw/ CNG/ Bus/ Truck)
2- Business/ Contractor	10- Job/ Service Abroad
3- Educated Professional/ Private Service (Engineer/ Teacher/ Lawyer/ Doctor)	11- Servant/ Domestic Helper
4- Skilled Professional/ (Private Professor/ Nurse/ Paramedics/ Rickshaw/ Van Puller/ Mechanics/ Mason/ Pump Operator/ Carpenter/ Barber/ Cobbler)	12- Hawker
5- Shop Keeper	13- Student
6- Govt. Job / Govt. Professor	14- Child
7- Day Labour	15- Unemployed
8- Worker (Industry/ Garments/ Construction/ Transport)	16- Working Children (Tokai)
	17- Sex Worker
	18- Beggar
	19- Others (specify)

**7. Water and Sanitation Practice**

1. In general what is the source of the drinking water that your household uses?	<b>1-</b> Tube well/ Deep Tube well <b>2-</b> Piped water <b>3-</b> Supplied jar water <b>4-</b> Pond <b>5-</b> River <b>6-</b> Surface water <b>7-</b> Other (specify) _____
2. Do you share drinking water source with others?	<b>1- YES</b> <b>2- NO</b> <b>If yes,</b> Number of Households _____
3. Do you share that source water with others?	<b>1- YES</b> <b>2- NO</b> <b>If yes,</b> Number of Households _____
5. What kind of toilet facility is available for your household use?	<b>1-</b> Flush to septic tank <b>2-</b> Pit latrine with slab and water seal <b>3-</b> Pit latrines with no water seal <b>4-</b> Hanging toilet/hanging latrine <b>5-</b> No facilities or bush or field <b>6-</b> Other (specify) _____
6. Do you share latrine with others?	<b>1- YES</b> <b>2- NO</b> <b>If yes,</b> Specify _____

SL. No.	1.1.1.1 Type of Structure	Owners hip	Monthly payment if Rental/Lease	Category of Affect 1- Full 2-Partial	Total Area of structure (sq. ft)	Total Affected Area (sq. ft)	Estimated value of the affected Structure (taka)
01.							
02.							

## II. AFFECTED STRUCTURE

<b><u>Type of Structure</u></b>  <b>1-</b> House <b>2-</b> Shop/ Stall <b>3-</b> Religious/ Institution	<b>4-</b> Public Utilities <b>5-</b> Industrial <b>6-</b> Godawn <b>7-</b> Boundary Walls	<b>8-</b> Tube wells <b>9-</b> Latrines <b>10-</b> Others (specify)
--	--	---

### Type of Structure

1. Permanent                      2. Semi-Permanent

b) Cross the appropriate box that indicate the types of materials used in building the affected structure.

1	Bricks and concrete	5	Wood and Bamboo
2	Bricks, Concrete and Tin	6	MS mile still
3	Wood, Bamboo and Tin	7	Straw
4	Wood and Tin	8	Other light materials

c) Indicate the estimated number of days needed for the dismantling and reconstruction of affected house and/or business shop

Days to dismantle		Persons needed for dismantling	
Days to reconstruct		Persons needed for reconstruction	

- d) What is the daily rate of skilled carpenter? Tk .
- e) The daily rate of helper or unskilled laborer? Tk
- f) Required replacement materials for the affected house or business structure.

Replacement Materials for the House/ Business Shop/Affected Construction	Unit Measure	of Unit Price	Volume	Total Amount
Total				

- g) Affected utilities in the house or business shop. ☐ electricity connections  
☐ water connections ☐ others (specify) \_\_\_\_\_.

What is the estimated cost of reinstallation of the affected utilities? Tk \_\_\_\_\_

**III. LOSS OF BUSINESS** *(the information required should only be asked to AP who is engaged in business)*

SL. No.	Type of Affected Business [USE CODE]	Monthly sales	Monthly Expenses	Monthly Income [Taka]	Number of Temporary Employees	Is there any location to relocate?  1- Yes 2- No
01.						
02.						

Code: Type of Affected Business			
1- Tea Stall	8- Poultry	15- Garments	23- Health
2- Grocery	9- Cloth	16- Vegetable	24- Computer
3- Workshop	10- Pharmacy	17- Nursery	25- Shoe
4- Hotel	11- Phone Fax/ internet	18- Fish farm	26- Others (specify)
5- Stationary	12- Tailor Mechanic	20- Hardware/ Electric	
6- Pan/Cigarette	13- Fruit	21- CNG	
7- Saloon	14- Furniture	22- Education	

## 10. SOCIO-ECONOMIC PROFILE

### IV. LOSS OF LIVELIHOOD *(the following questions should only be asked to AP whose house shall be relocated or who are employed in affected business shop)*

- [a] Livelihood Type: Temporary ☐ Permanent ☐
- [b] How many members of your family, including yourself, would lose jobs if the project is implemented? \_\_\_\_.
- [c] How many are dependent on employment? \_\_\_\_ How many are self employed? \_\_\_\_ How many are engaged in agriculture? \_\_\_\_
- [d] Is there any member of your household who works elsewhere or relative that

### 9. ASSESSMENT OF THE AP *(Encircle the appropriate boxes that apply to AP.)*

1. An elderly who is 65 years old and above.
  2. Heads a very poor family.
  3. Physically disabled person who heads the family.
  4. A woman who heads her family.
  5. A widowed/separated woman who heads the family.
  6. An indigenous person within the IP community.
  7. A young orphan who tends for her young siblings.
  8. None of the above.
- [a] Do you have existing debts? Yes No
- [b] From whom do you borrow money? [ ] relatives [ ] bank [ ] cooperative [ ] usurers
- [c] What social services do you need most? [ ] water connection [ ] artesian well [ ] sanitary latrine [ ] public school [ ] road [ ] solid waste disposal
- [d] How many school children do you have?
- [e] How many of your school children have stopped schooling?
- [f] Among your monthly expenses, which rank first? \_\_\_\_\_ second? \_\_\_\_\_ and third? \_\_\_\_\_
- [g] Which of the following are the roles of women in your household? [ ] fetching of drinking water [ ] taking care of children [ ] gathering of wood for fuel [ ] vending [ ] domestic help [ ] work in construction [ ] work in grocery shops [ ]
- [h] Are women in your house contribute to household income? Yes No
- [i] Are women given roles in decision making in your household? Yes No
- [j] What are the education levels achieved by women member of your household?

### THANK YOU VERY MUCH

Interviewer:

Date Interviewed:

### Sample Grievance Form

(To be available in Bangla and English)

The \_\_\_\_\_ Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback. Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing \*(CONFIDENTIAL)\* above your name. Thank you.

<b>Date</b>		<b>Place of registration</b>			
<b>Contact Information/Personal Details</b>					
<b>Name</b>		<b>Gender</b>	* Male * Female	<b>Age</b>	
<b>Home Address</b>					
<b>Place</b>					
<b>Phone no.</b>					
<b>E-mail</b>					
<b>Complaint/Suggestion/Comment/Question</b> Please provide the details (who, what, where and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
<b>How do you want us to reach you for feedback or update on your comment/grievance?</b>					

#### FOR OFFICIAL USE ONLY

<b>Registered by:</b> (Name of Official registering grievance)	
<b>Mode of communication:</b> Note/Letter E-mail Verbal/Telephonic	
<b>Reviewed by:</b> (Names/Positions of Official(s) reviewing grievance)	
<b>Action Taken:</b>	
<b>Whether Action Taken Disclosed:</b>	Yes No
<b>Means of Disclosure:</b>	

## Implementation Schedule for Package 2.12

[illegible]



### Sample Monitoring Template

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
<b>A. Pre-construction activities and resettlement plan activities</b>			
1	Approval of final resettlement plan by ADB prior to contract award		
2	Disclosure of final resettlement plan on ADB and EA websites		
3	Circulation of summary RP in the three local languages to all stakeholders		
<b>A. Resettlement plan implementation</b>			
1	Grievance redress committee and telephone hotlines established		
2	Entitlements and grievance redress procedure disclosed		
3	Finalization of list of APs and compensation/assistance/allowances due		
4	Affected persons receive entitlements as per amounts and program specified in RP		
5	Payment of compensation, allowances, and assistance (no. of APs)		
6	Additional assistance for vulnerable households given (no. of vulnerable APs)		
7	Livelihood arrangements provided to vulnerable APs		
8	Reinstallation of affected common facilities		
9	Grievances No. of grievances registered No. of grievances redressed Outstanding complaints Disclosure of grievance redress statistics		
10	Consultation, participation, and disclosure as per plan		
<b>C. Monitoring</b>			
1	Survey on socioeconomic status of APs (including vulnerable APs) completed and compared with baseline survey results		
2	Survey on satisfaction levels of APs with RP implementation completed		
<b>D. Labor</b>			
1	Implementation of all statutory provisions on labor like health, safety, welfare, sanitation, and working conditions by contractors		
2	Equal pay for equal work for men and women		

Note: Where applicable, the information provided in the table should be supported by detailed explanatory report, receipts and other details.

## Draft Leaflet for Project Information Disclosure

### A. Background

Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building. Under these two on-going projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city<sup>1</sup> by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA.<sup>2</sup> Commissioned DMAs have achieved uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15%, with the current average of 4.95%,<sup>3</sup> assured good quality potable water directly from taps without any other treatment and authorized or legalized 9,500 connections.

A remaining challenge for DWASA is to enhance the efficiency gains throughout its service area and reduce overall physical losses. In areas not covered by the ongoing projects, water losses remain the major cause of insufficient service delivery. DWASA needs to rehabilitate and replace ageing fixtures and enhance O&M capacity. Investing in water supply network improvement and managerial and operational capacity enhancement can contribute to provision of more reliable and improved water supply services.

### B. Project Description

The project aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous ADB-financed projects (Loan 2382 (Dhaka Water Supply Sector Development Project [DWSSDP]) and Loan 3051 (Dhaka Environmentally Sustainable Water Supply Project [DESWSP]) for improving service delivery, reduction of nonrevenue water and building capacity of Dhaka Water Supply and Sewerage Authority (DWASA).

The project impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-2020;<sup>4</sup> and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.<sup>5</sup> The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured. The major outputs will be DWASA's (i) distribution network strengthened in seven zones; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

<sup>1</sup> The two on-going projects will serve the improved water to approximately 7 million people with rehabilitated and new or regularized 140,000 connections.

<sup>2</sup> DMAs are hydraulically small isolated areas from bulk water transmission mains and rest of the neighboring areas. DMA approach has good advantages in proper management of water leakage, water pressure, and water balance.

<sup>3</sup> Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

<sup>4</sup> Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-FY2020*. Dhaka.

<sup>5</sup> Government of Bangladesh, Policy Support Unit, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives. 2014. *National Strategy for Water Supply and Sanitation*. Dhaka.

### **C. Resettlement Plan: Policy and Principles**

Resettlement Plan (RP) for five civil work packages has been prepared for the project based on ADB's Safeguard Policy Statement 2009, and Government of Bangladesh (GOB) *Acquisition and Requisition of Immovable Property Ordinance 1982* (ARIPO). The RP was prepared to mitigate the identified impacts that might occur during the construction of the project components.

### **D. Involuntary Resettlement impact**

No private land acquisition will be required for the implementation of the project. Only temporary impacts on structures and livelihood are envisaged. For these components a total XXXX households with the total population of XXX persons will be affected temporarily from the government land or public ROW that they are currently using for their livelihood activities. XXX structure owners, XXX vendors will be affected for temporary period

### **E. Entitlement**

The project provides for compensation of all potential losses including potential income losses for vendors at replacement value. As required by ADB Safeguards Policy (2009) the project will provide compensation and resettlement assistance for households' lost land, business, structures and other lost assets in connection with the project. The RP approach incorporates (i) compensation for lost assets; (ii) resettlement issues; (iii) impact mitigation with special attention to the women and vulnerable groups; and (iv) income generating support to the members of the physically displaced households and including them in the poverty reduction and livelihood enhancement program. A budgetary provision of USD XXXX for RP implementation is made, including provisional sums of USD XXXX for compensation of lost income and USD XXXX for additional assistance to vulnerable APs.

The eligible DPs for this project are (a) title owner who will lose land partial or total; (b) owners of affected houses, shops, sheds or other types of structures for residential, commercial purposes regardless to their title to the land; (c) owners of affected trees, crops, fish ponds affected by the land acquisition regardless to their titles to the land; (d) any DPs who will lose livelihood income permanent or temporary from any income generating activity affected by the project; (e) DP who will loss access to land or communal facility; (e) any formal and in formal lessee to land, shelters, shops, sharecroppers, shareholders, renters, etc. who will lose their access to land or shops/shelters due to acquisition of such assets by the project and (f) vulnerable DPs as defined by ADB safeguards policy. The people who have legal title of the affected properties will be compensated in two steps. Initially they will receive compensation according to the government policy (ARIPO) from DC office based on their legal documents. In the next step they will receive additional compensation from DWASA. On the other hand the non-title holders identified through census and socioeconomic survey will receive compensation from DWASA through the resettlement assistance NGO directly.

### **F. Institutional Arrangement**

DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an experienced NGO for the implementation of resettlement activities which include livelihood rehabilitation. DWASA will implement the RP through setting a Safeguard Implementation (SIU) headed by DPD at the DWSNIP PMU. The SIU, under the overall responsibility of the PD, will undertake day-to-day activities with the appointed NGO. The concerned Safeguards Officer at

the level of AE, of SIU will be convener of the JVC (Joint verification committee) and PVAC (Property Valuation Advisory Committee). The PD of SIU will perform as convener of GRC (Grievance Redress Committee) and RAC (Resettlement Advisory Committee). The resettlement assistance NGO will assist APs to put forth grievances and access information on opportunities for employment in project related activities, rights and entitlements and the grievance redress process, and make informed choices.

### **G. Grievance Redress Mechanism (GRM)**

To resolve all project related grievances and complaints a common social and environmental grievance redress mechanism will be in place. Common and simple grievances will be sorted out at project site level by the Contractor's Resettlement Supervisor, supervision staff of PMU and project NGO within 7 days. More serious complaints will be sent to the safeguard officer at the PMU to be resolved in 14 days. Any unresolved grievances will be forwarded to GRC to be resolved within 21 days. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage.

### **H. Environmental Management**

Five draft initial environmental examination (IEEs) with environmental management plans (EMPs) were prepared for each package (Package No. ICB 2.8, 2.9, 2.10, 2.11 and 2.12). in accordance with ADB's Safeguards Policy Statement (SPS, 2009) and Government of Bangladesh Environmental Conservation Rules (1997). The IEEs and EMPs will be updated and submitted to ADB for review and approval during detailed design, and DWASA will obtain all necessary permits and clearances from relevant government agencies, including Department of Environment. IEEs are available upon request from DWASA. These will also be made available on DWASA's and ADB's websites.

The IEEs concluded that no significant adverse environmental impacts are anticipated and any impacts will be mitigated through measures outlined in the EMP. The EMP will be incorporated into bidding and contract documents and implemented by contractors, and monitored by consultants. There are no sensitive environmental features located in the project area. Environmental management measures defined in the EMP, such as sound construction site management and regular monitoring of the project's environmental performance will reduce these impacts to acceptable levels.

Consultation and public participation will continue throughout project implementation and any environmental complaints or disputes will be handled in accordance with the grievance redress mechanism developed for the project. The PMU will be supported by environmental specialists on the consultant team to assist EMP implementation and environmental monitoring and reporting activities.

DWASA will report progress to ADB on a semi-annual basis. ADB and DWASA will disclose all reports on respective websites.

#### **Contact detail for inquiry:**

Name :	Name
Designation :	Designation
DWSNIP Safeguards Implementation Unit	DWSNIP Project Management Unit
Telephone No:	Telephone No:
E-mail:	E-mail:
Address:	Address: