

# Resettlement Plan

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## BAN: Dhaka Water Supply Network Improvement Project (DWSNIP) – ICB Package 2.10 (Zone1)

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
GRC	–	Grievance redressed cell
GRM	–	grievance redress mechanism
GoB	–	Government of Bangladesh
HDD	–	Horizontal Directional Drilling
HEED	–	Health Education and economic Development
HDPE	–	Hi 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	–	PadakhepManabikUnnayan 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

### A. Background.

1. Dhaka Water Supply Network Improvement Project (DWSNIP) will 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, 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.

### B. 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 (footnote 1). 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 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. **Project Description:** Package 2.10 under DWSNIP will provide water supply network in locations under zone-1. The project requires rehabilitation of around 300km 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"

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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).

4. **Sample DMA:** Three DMA (3) out of nineteen (19) DMA locations in zone 1 were selected for the draft Resettlement Plan preparation. The selection primarily was 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.
5. **Resettlement Plan:** The Resettlement Plan for Package 2.10 is based on the outline module designs prepared prior to detail project design for implementation. The Resettlement Plan is prepared based on the identified involuntary resettlement impacts in 3 DMA locations. The entitlement for compensation and assistance of 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-1 area will impact (i) 33 semi-permanent structures owned by 33 families temporarily during the construction, (ii) livelihood of 33 household (shop/stall) owners temporarily during the construction, and (iii) 5 workers of the affected shops/stalls will lose their daily wages temporarily during the construction.
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 three (3) nos 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 total package 2.10 is estimated at USD \$ 15,690.01 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) will 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>

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>2</sup> DWASA, the water utility for Dhaka, serves 13.5 million people,<sup>3</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.

3. Under these two on-going 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 (NRW) 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>4</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, 2016-2020<sup>5</sup> and (ii) coping with disaster and adapting to climate change and safeguard environment

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

<sup>3</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>4</sup> Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

<sup>5</sup> Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-*

in the National Strategy for Water Supply and Sanitation.<sup>6</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>7</sup> the proposed project will contribute to improving the distribution network in Dhaka city, including (i) new DMAs not financed by the on-going loans in seven zones;<sup>8</sup> and (ii) additional financing to complete civil work contracts of DMAs under DWSSDP.<sup>9</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 of DWASA 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>10</sup> (ii) strengthening monitoring capacity at the zone level with renewed standard operating procedures,<sup>11</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; (ii) enhance its capacity for 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>12</sup>

7. The Resettlement Plan for Package 2.10 is based on the preliminary designs prepared during project implementation. 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.

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FY2020. Dhaka.

<sup>6</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>7</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>8</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>9</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>10</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>11</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>12</sup> DWASA will engage consultants to prepare future projects mainly for sewerage management.

## B. Proposed Water network Components

### 1. Improved Water Network

8. **Project Description:Package2.10** is covering 19 DMAs of zone 1 locations under the new DWSNIP project. This requires rehabilitation of around 300 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 to 19 DMA locations of “Dhaka South”. Layout and Preliminary design of package 2.10 is in progress under the supervision of Dhaka Environmental Sustainable Water Supply Project (DESWSP)

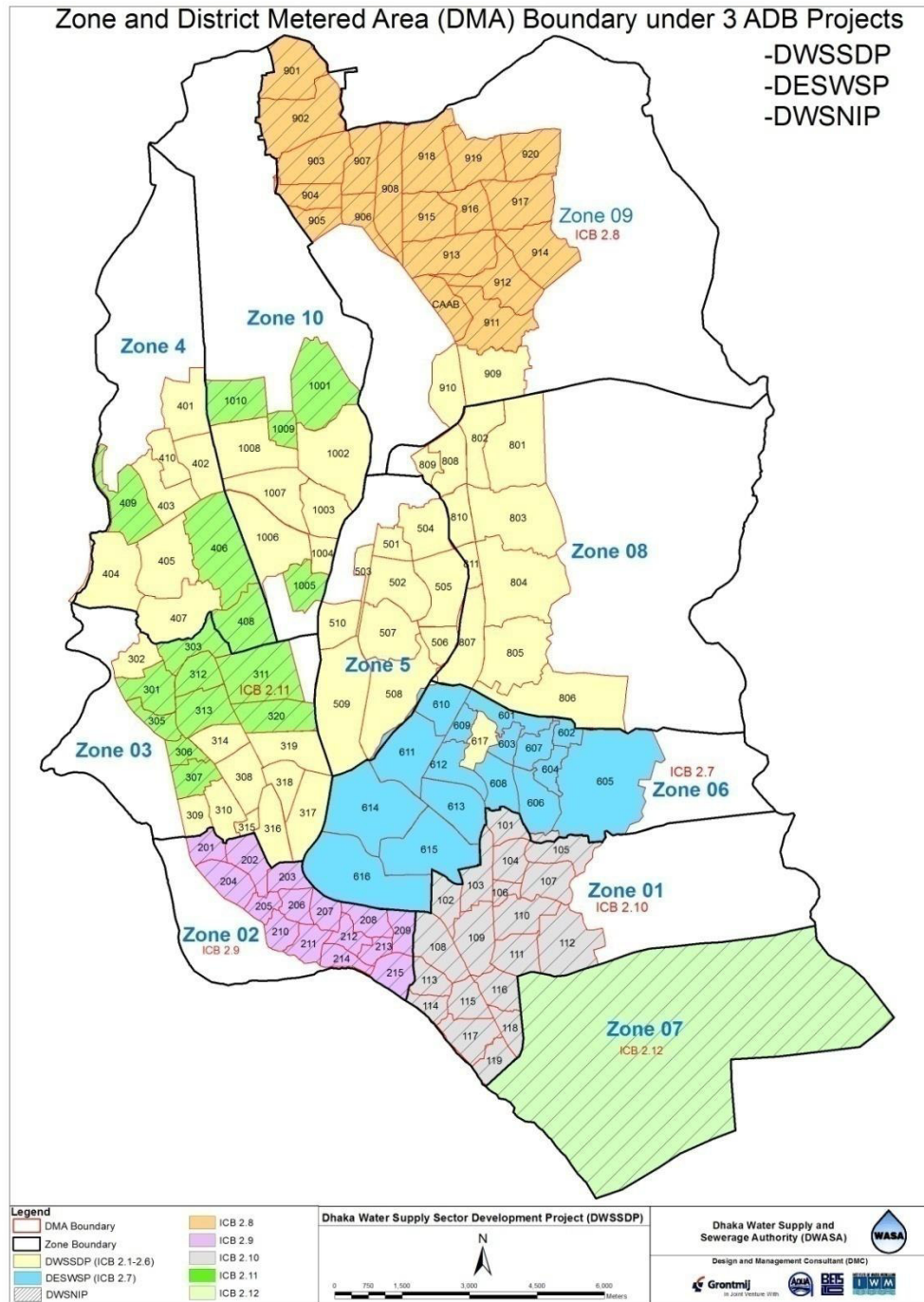
**Table 1: Details Package of DWSNIP**

Package Number <sup>5</sup>	General Description	Estimated Value (excluding CD-VAT and including IT-VAT )
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	USD0.376Million

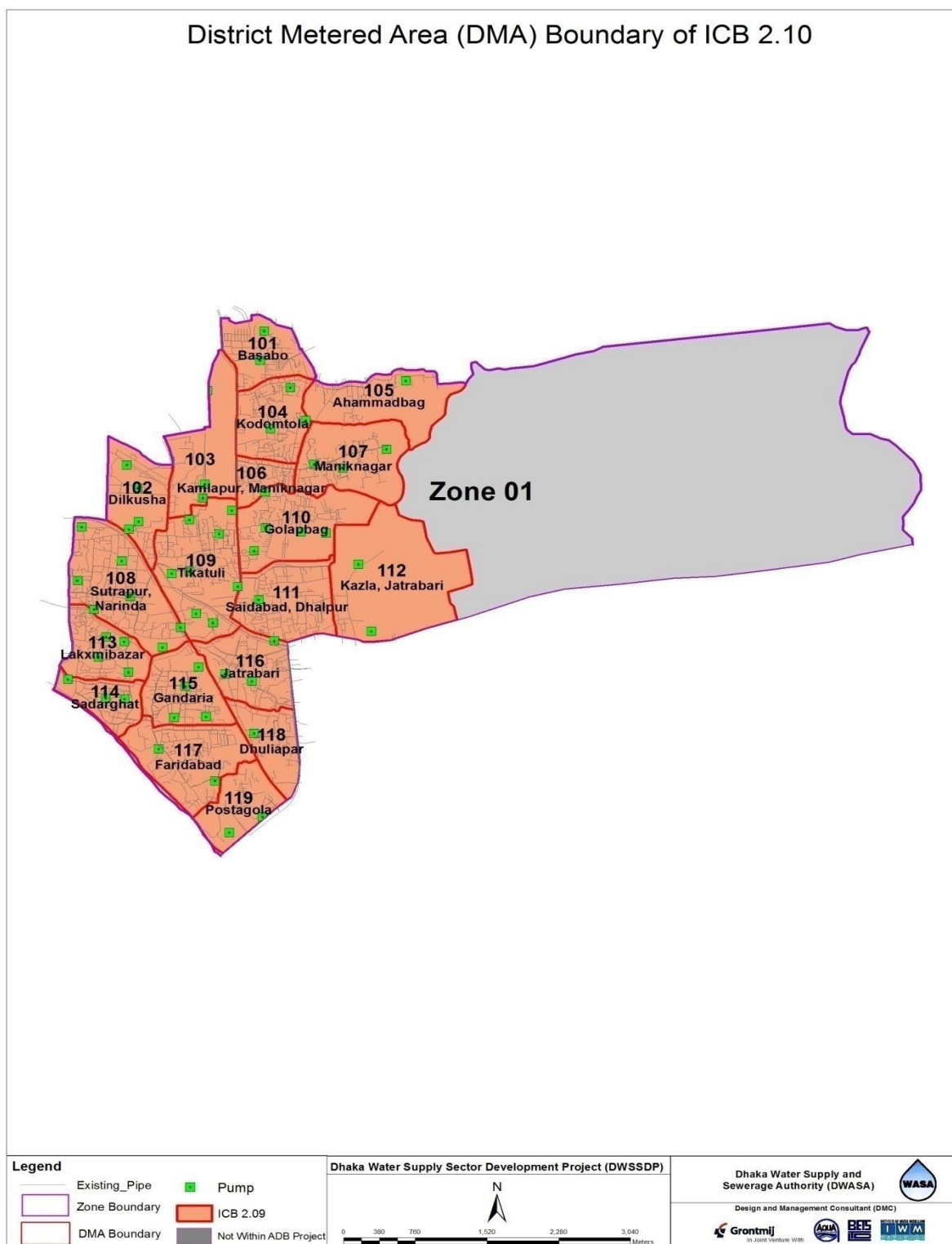
9. The following figures provide further details on 2.10 packages with zone, DMA identification numbers and areas:



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



**Figure 2: Project Location Map for District Metered Area showing boundary of ICB 2.10**



## 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 water network selection and field visits to each water network. The 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).

12. **Census of affected persons and inventory of affected assets:** A total of Three DMAs has been selected as sample areas to identify possible involuntary resettlement impacts from project activities and for the preparation of draft Resettlement Plan for the project as required by ADB SPS 2009. These are DMAs 107(Maniknagar),110(Golapbagh)and 111 (Saidabad),

13. Complete census (100%) of affected households and assets, using the form in Appendix 4, was conducted on November 21, 25, 26, 28, 2 and 12 December 2015. The aim was to identify the entitled and non-entitled persons, inventory of vulnerable APs 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, estimate cost for mitigating the involuntary resettlement impacts<sup>13</sup> and to establish the resettlement database to be used during project monitoring and supervision.

15. The 19 DMA involve rehabilitation of around 300 km of water distribution network complete with DTW (deep tube wells) and pump stations (for Zone 1).

16. 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

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<sup>13</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.

pump stations will be in the current locations. No land acquisition need is anticipated and there is sufficient space to meet any space requirements.

17. The mode of installation of reticulation pipes for water distribution will be based on access of space.

## **B. Resettlement impact**

18. 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 for the project activities. Only public ROW and government will be used for the construction of distribution networks and deep tube wells. The potential involuntary resettlement impacts of each DMA area is based on the preliminary designs prepared prior to the project implementation. However the proposed water supply networking improvement project will have temporary impact on semi-permanent structures and livelihood of the affected people in project locations. All of the affected families are informal land users who are using project ROW for their economic activities. Tables 2 and 3 have the detail involuntary resettlement impacts identified in the sample DMAs

**Table 2: Project component with impact of Package 2.10**

Package No.	Zone	DMA	Area	Involuntary Resettlement Impacts
2.10 Rehabilitation of Distribution Network with O&M (including procurement of equipment/plant and construction of DTW and pump station (300 km)	Zone 01	107	Maniknagar	10 (shop) No. of HH/APs = 10 No. of affected HH members = 44
		110	Golapbagh	11 (shop) No. of HH/APs = 11 No. of affected HH members = 70
		111	Saidabad, Dhalpur	12 (shop) No. of HH/APs = 12 No. of affected HH members = 59

AP = affected person; HH = household.

19. All identified involuntary resettlement impacts are considered temporary and the affected shop owners will be able to return to the original site after the completion of the civil works. No title persons are identified among the affected shop owners.

**Table 3: Detail Involuntary Resettlement Impacts in Package 2.10<sup>14</sup>**

SI no.	DMA No.	Semi-permanent Structure	Temporary Livelihood
1	107	10 (shop) No. of HH/APs = 10 No. of affected HH members = 44	10 (shop) No. of HH/APs = 10 No. of affected HH members = 44
	Record No.	011, 012, 013, 014, 015, 016, 017, 018, 019, 055	011, 012, 013, 014, 015, 016, 017, 018, 019, 055
2	110	11 (shop)	11 (shop)

<sup>14</sup> Permanent livelihood involuntary resettlement impact – considered when AP (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 AP (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.

SI no.	DMA No.	Semi-permanent Structure	Temporary Livelihood
		No. of HH/APs = 11 No. of affected HH members = 70	No. of HH/APs = 11 No. of affected HH members = 70
	Record No.	038, 039, 040, 041, 042, 043, 044, 045, 046, 047, 048	038, 039, 040, 041, 042, 043, 044, 045, 046, 047, 048
3		12 (shop) No. of HH/APs = 12 No. of affected HH members = 59	12 (shop) No. of HH/APs = 12 No. of affected HH members = 59
	111		
	Record No.	028, 029, 030, 031, 032, 033, 034, 035, 036, 037, 053, 054	028, 029, 030, 031, 032, 033, 034, 035, 036, 037, 053, 054
Total		33	33
Total HH		33	33
Total HH members		173	173

AP = affected person; HH = household.

### III. SOCIOECONOMIC INFORMATION AND PROFILE

#### A. Profile of Affected Persons

20. Impact survey did not identify permanent impacts on house /structure in the DMA locations. Inventory was prepared through consultation with the affected persons and the community members.

21. The impact inventory and survey of businesses undertaken in the sturdy area reveal that 1 out of 33 (3.03%) of the temporarily affected persons comprise BPL people. There are 5 female headed household, it comprises 15.15% of the 33 temporarily affected persons. 1 female headed family is BPL. Daily profits of affected shops facing temporary income loss during construction implementation were found BDT 650.51.

22. Most of the affected persons are living in the project locations for years and have dependents in their family who totally rely on their income. They are moderately successful in street business. The construction work will damage their small business outlet and they will lose their income. Majority affected persons (60.61%) expressed their strong willingness to continue their business, in the same area after construction work will over. Interesting 39.39 % said that they want to be replaced in an area which will be strategically viable to help begin everything afresh.

**Table 4: Summary of Vulnerable Households**

Type of Vulnerability		No. of affected HH			No. of HH family members		
		DMA-107	DMA-110	DMA-111	107	110	111
1.	Below poverty line (BPL) 15	Nil	Nil	1 (record No. 029)	Nil	Nil	7
2.	Female-headed household	Nil	2 (record No. 039, 048)	3 (record No. 029, 035, 037)	Nil	11	17
3.	Poor family with Elderly Member 16	3 (record No. 014, 016, 019)	4 (record No. 043, 044, 045 046)	5 (record No. 028, 033, 035, 053, 054)	11	31	28

15In 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.

23. The project will have potential impact on five (5) female-headed households. 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.

24. No indigenous people/ small ethnic communities are located in the project locations of DMA of zone 1 areas. This has been verified through consulted with the people community and NGOs are engaged in the project locations.

## **B. Socioeconomic information**

25. The census has gathered socio-economic characteristics of the affected 33 household to get the socio economic profile of the affected population

26. The majority affected persons (84.84%) is male and very few (15.15%) are female. The target groups 100 (33%) squatters are selling different types of products and services in temporary structured (bamboo/wooden) shops on the ROW. Majority affected persons (60.61%) expressed their strong willingness to continue their business, in the same area after construction work will over. Interesting 39.39 % said that they want to be replaced in an area which will be strategically viable to help begin everything afresh.

27. The census findings also indicated that, total of 33 affected persons will be displaced and will lose their livelihood. Affected Person houses` consists of 5.24 members on an average which higher national average household size (family size is 4.44 as per BBS census report of 2011). Moreover, within the total 33 households 48% are male and 53% are female, 78.79% are married, 12.12 % unmarried, 9.09 % of women are widow. Average affected person household income is Tk.20121.21 per month, the minimum being Tk.9000 and the maximum Tk.36000.

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 (29.07%) whereas; only 2.91 % male respondents are engaged in household work and 21.51% are hawkers, 1.74% is in private service and 1.74% is driver. However 8.72% adults are identified as unemployed and on the other hand 23.83% are still student.

29. Overall, 9.09 % of respondents have no education, 66.67% has attended schools up to primary level, and 24.24 % has received education up to secondary level. A total of 22 affected person families have, 42 school going children; 1 family has 3 children who have dropped out of school.

30. Census is also indicates that all families use piped water for drinking source. Only 6.06% shared their drinking source and 27.27 families shared latrine. No affected persons have loan from any kind of organizations.

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<sup>16</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.

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

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

31. During the field visits in the month of November and December, 2015, four (4) consultations were held. In all there were seventy three participants (73) 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. The records of consultation with the affected persons are given in Appendix 1.

32. 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 is 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.

33. 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 temporarily or has to close during the civil work activities and may return to the original sites after the construction.

34. Many of the affected persons are women vendors and this is the group that is most vulnerable, if their income gets affected. Most of them are divorced or abandoned and the family responsibility lies on their shoulders. Some of them also need to take care of the sick and old family members. One such women rightly commented, "One sick person can make a whole family vulnerable due to not only the income loss but on top of that the additional expenses for medicine and other care charges". They implored for some kind of work during the project construction phase so that they can go on with their life.

35. 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.

36. People are extremely dissatisfied with the current DWASA water supply quality. They complained that water in many locations is contaminated with sewage and has bad odor. Moreover the pressure in the area is also low due to illegal connections taken off the water lines.

37. There is great enthusiasm in the community about the proposed line in this area. As said by one of the locals, "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 pump. It costs them a lot in both time and effort.

## V. GRIEVANCE REDRESS MECHANISM

38. **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.

39. 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.

40. 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.

41. **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.

42. 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, Resettlement Plan implementation NGO, as secretary; and the UP/ ward representative as member, UP/ward women representative as member, and representative of DPs as members.

43. The GRCs will be formed and activated during Resettlement Plan 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.

44. 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.

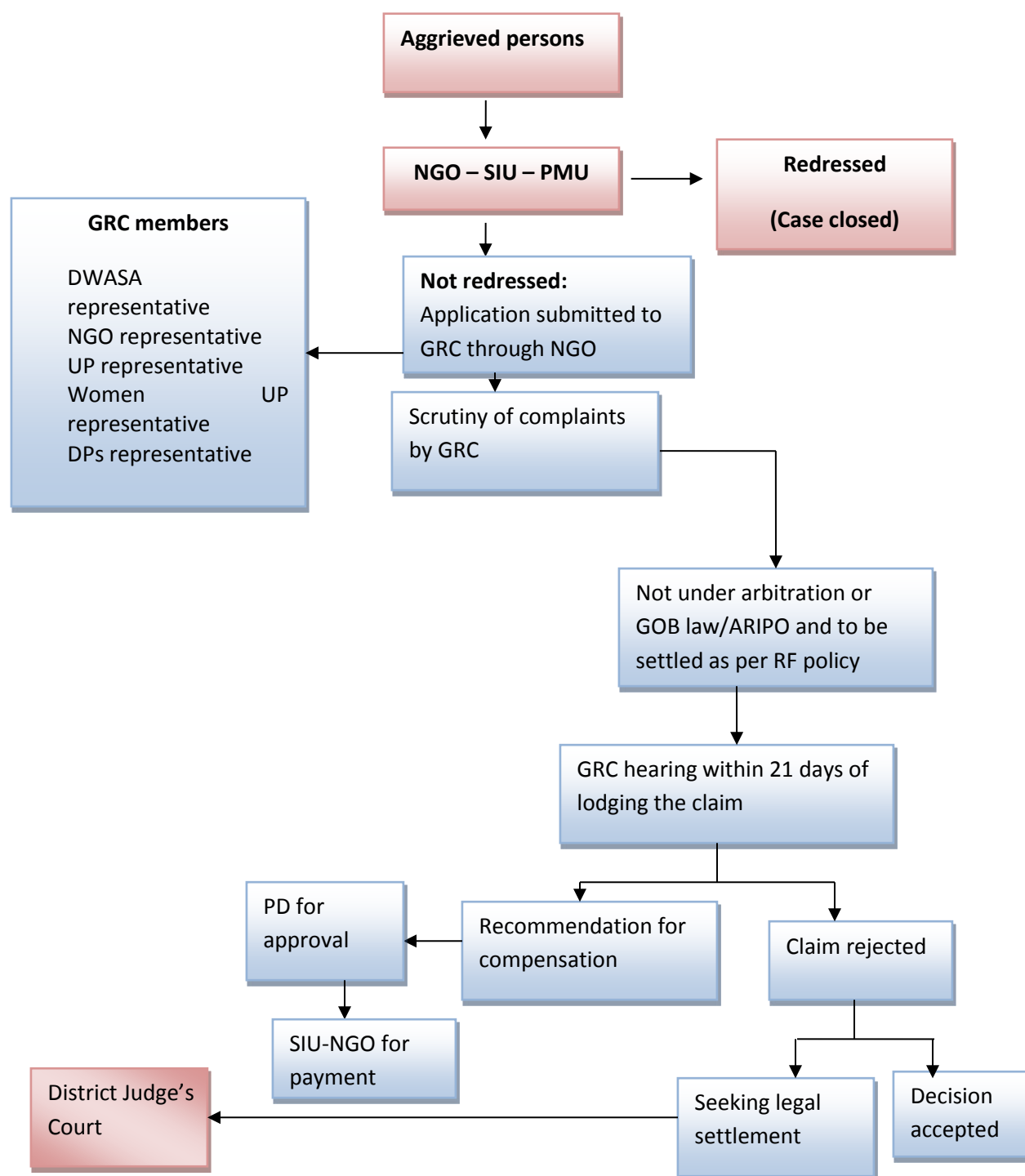
45. Procedures of resolving grievances are described in Table 5 below.

**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.

46. The GRM flow chart is in figure 3 below

**Figure 3: Grievance Redress Mechanism**



47. 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.

48. **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.

49. **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.

50. **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.

51. A sample Grievance form attached in Appendix 5. This will be filled by PMU safeguard officer or NGO staff in charge for GRM monitoring and record keeping.

## VI. POLICY AND LEGAL FRAMEWORK

52. **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.

53. 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.

54. **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.

55. This draft Resettlement Plan 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**

56. 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.

57. 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.

58. 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**

59. The Resettlement Plan 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 Resettlement Plan 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 Resettlement Plan;
  - (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

60. 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.

61. The entitlement matrix (Table:5) 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 affected person'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> </ul>

Type of Loss	Specification	Eligibility	Entitlements
			<ul style="list-style-type: none"> <li>Allowed to construct temporary structure on unused part of project land after completion of civil work.</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> </ul>
	Full loss of structure ( $\Rightarrow$ 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</li> </ul>

Type of Loss	Specification	Eligibility	Entitlements
			costs)
	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 payments to laid-off employees, to be</li> </ul>

Type of Loss	Specification	Eligibility	Entitlements
			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; RP = resettlement plan.

\*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

62. 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.



63. This Resettlement Plan ensures compensation at replacement cost for all the displaced people / affected persons due to implementation of water networks in the project areas.

64. **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.

65. **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>17</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

66. **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 2.10 is TK. 1223819.07BDT and USD \$ 15,690.01.

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

SL. No.	Compensation for type of loss	Sq.ft	No.	Period (Days)	Unit(T K)	Total Amount (TK)	Remarks
1	<b>Relocation assistance</b>						
	Labor Cost for Shifting Assistance		33		300	9,900.00	Unit Cost assessment made by owners
	<b>Transition Allowance</b>						
	Transition allowance for affected employees		5	7	300	10,500	Unit Cost assessment made by owner
2	<b>Temporary Income Loss</b>						
	Business Income Loss		33	7	650.51	150,267.81	Unit Cost assessment made by

<sup>17</sup> Bangladesh minimum wage is 1,500 taka per-month (2014)

SL. No.	Compensation for type of loss	Sq.ft	No.	Period (Days)	Unit(T K)	Total Amount (TK)		Remarks
								owners
3	Special assistance for vulnerable APs							
	BPL - FHH		6	LS	5000		30,000.00	
	<b>Total</b>						<b>200,667.81</b>	
	<b>Contingency</b>		10%				<b>20,066.7</b>	
	<b>Total for 3 sample DMAs</b>					<b>BDT 220,734.51</b>	<b>USD 2,810.1</b>	
	<b>Total of 19 DMAs</b>					<b>BDT 1,397,985.23</b>	<b>USD 17,797.39</b>	

## X. INSTITUTIONAL ARRANGEMENTS

67. 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 in one of the DPD offices. 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>18</sup> This includes the RP updating, disclosure and submission of semiannual safeguard monitoring report.<sup>19</sup>

68. The PMU will be supported by the Design, Management and Supervision Consultants (DMS), and resettlement NGO who 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.

69. DMS and DWASA (PMU/SIU) will supervise and monitor the implementation works at the field level to ensure the quality and specification of the implemented works 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.

70. **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.

<sup>18</sup> DWASA currently implementing ADB Loan 2382 and Loan 3015.

<sup>19</sup> <http://www.adb.org/projects/documents/dhaka-water-supply-sector-development-program-jan-jun-2015-smr>

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

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

S. No.	Activity	Responsible Agency
<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	RP updating and preparation (if any)	PMU SIU – DMS RS
5	Public consultation and establish project cutoff date	PMU – SIU – NGO
6	RP finalization and submission to ADB for approval	PMU – SIU – DMS RS
7	RP 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 APs	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 RP(s) completion report	PMU – SIU – DMS RS

## **XI. IMPLEMENTATION SCHEDULE**

72. ICB 2.10 is to be implemented over a period of 44 months. The detailed design and construction stage will cover 22 and is expected to commence in April 2017. The detail schedule is in the Appendix 6

73. 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**

74. Implementation of ICB 2.10 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 Resettlement Plan, 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 7.

## Records of Public Consultations in Package 2.10 locations

### Consultation with the Affected Persons in Zone-1 DMA-110

Date: 06.12.2015

Golapbagh Dhaka

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

#### Introduction:

To construct the proposed new line, a number of shop owners will be affected; and few of those are owned by some abandoned women who are the most destitute among the poor people. These shop owners are locals working in this area for generations. Some people, however, settled here from other areas and are engaged in street businesses. These shops mainly sell tea, cigarettes and scarab.

With an investment from 1000 to 2000 taka in each shop, the daily sale amount ranges from 200 to 300 taka. These petty business people have to pay to local musclemen and police to keep their businesses running.

The proposed DWSNIP Project issues were shared with the participants; they have learned that an improved water system will be installed. In the consultation meeting, different aspects of this better water service were discussed. Local participants have learned that this new project would bring in better water service to 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 people choose this place for work?	Mostly local people are engaged in the business; in some cases people from nearby areas come here to work.
2.	What will happen when DWASA will demolish the structures?	People informed they would not go any new places as it is not easy to get space in other areas, even if they find some space, it would not be easy to sustain there. During construction time as the shops will remain, they will not be able to run their businesses. They said, "How would we survive if we can't buy food? We have some sick people who regularly need medicine. Days ahead are very bleak for us. "The affected person Ruma, a woman said, "If shops will be closed, that would happen we could see, so many of us would miserably suffer from want of food and medicine. Also will suffer those people who buy things from these shops on credit."
4.	Their views on issues of compensation.	Some of them expressed their preferences for some new job scopes; this, they feel, would largely mitigate their sufferings. However, most of them asked for compensation in cash.
5.	Perception of the people on Existing	The community members participating the meeting said that the existing water condition is not good. Water from Shitalokkha river supply through Saidabad

DWASA	<p>treatment plant smells medicine. Water right at the Golapbagh pump station is good but when it comes through supply pipe it adds up bad smelling things and gets tainted. Salim contractor mentioned, "the water line has developed cracks at several points. This could be the reasons for bad smell."</p> <p>In some areas, people use illegal waterline. Some are using more than one line and thus causing very low water pressure. However, people like the idea of new water line. They said, "it will be good for health as sickness cases will decrease. Though some people will lose income opportunity during construction period, but greater good from new water line will ultimately help people in the community."</p>
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Location: Golapbagh Water Pump			Zone: 1	DMA: 110 Date: 06/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Shaheen	29/2, Golapbag	Male	Business
02	Md. Kalam	25/D/1 Golapbag	Male	Business
03	Mst. Nargis	25/E/1, Golapbag	Female	Business
04	Mst. Ruma	6, Golapbag	Female	Business
05	Shahida	13/B, Golapbag	Female	Business
06	Momtaj	1/4, Golapbag	Female	Business
07	Nurjahan	3/B, Golapbag	Female	Business
08	Md. Sumon	36/1, Golapbag	Male	Business
09	Shahidul	6, Golapbag	Male	Business
10	Shahid	19/1, Golapbag	Male	Business
11	Aslam	19, Golapbag	Male	Business
12	Shawpon Mia	17 D, Golapbag	Male	Business
13	Parvin Akter	19/F, Golapbag	Female	Business
14	Md. Badsha	36/1, Golapbag	Male	Business
15	Md. Nasim Hossain	10, Golapbag	Male	Business
16	Kamruzzaman	5/1A, Golapbag	Male	Business
17	Samsuddin	32, Golapbag	Male	Business
18	Md. Selim	19/2/A, Golapbag	Male	Business
19	Md. Sultan	Wasa Pump	Male	Pump Operator
20	Md. Abdul Hannan	4/1, Golapbag	Male	Business

Location: Golapbagh Water Pump			Zone: 1	DMA: 110 Date: 06/12/2015
SI No.	Name	Address	Sex	Occupation
21	Md. Babu	1/4, Golapbag	Male	Business
22	Md. Taheruddin	6 No. Golapbag	Male	Business
23	Kanij fatema	PMUK	Female	Field Officer
24	Nilufa Yasmin	PMUK	Male	Field Officer
25	Mirza Ziaur rahman	88/9, Jatrabari	Male	FO, PMUK
26	Md. Shohorab	Jatrabari	Male	TL, PMUK
27	Moniruzzaman	88/9, Jatrabari	Male	FO, PMUK

### Consultation with affected persons, Zone-1 DMA-111, word 48

Date: 12.12.15

Saidabad to Dhalpur, Dhaka South

Meeting: 1 south

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

#### Introduction:

At least 10/11 shops are occupying the existing water line location at the bus station. Everyday many people come to this point as passengers; they are also customers of these shops that sell betel leaves, cigarettes, tea and newspapers. Each shop owner with an investment from 20 to 50 thousand taka in his business earns about 300 to 400 taka on average a day. Most of the APs are members of the poor income group people; mainly day labours. People working at this point have been living here in rented houses for 10 to 40 years. Their house rents range from TK 3000 to TK 4500.

	Key issues	Major Findings
1.	Why did people choose this place for Work?	affected persons select this place due to continuous flow of large crowd due to the location of a bus station; it is easy to get consumers, thus selling is very high. Most of the business people here come here from districts Jessore, Gopalganj Noakhali and Chittagong.
2.	What will happen when DWASA will demolish the structures?	affected persons argued that during construction periods, along with them, the passengers who form the bulk of their buyers would also be sufferers; the bus route will also suffer. Moreover, they will have to close their shops, for customer flow will fall due to disruption in the bus service. Their income will come to a stop; they don't know how they will survive those bad days. They will have no income to pay house rent, to buy daily food and other necessary items to live

		on. One fruit seller told their investments would experience a severe set-back.
4.	Their views on issues of compensation.	affected persons said they would badly need supports like new scopes for employment and payment in cash for all kinds of income losses and demurrages.
5.	Perception of the people on Existing DWASA	The community members who also joined the discussion said the current water supply is not good enough, water smells bad and people are having various kinds of health problems. Also people think water line has developed some linkages with seaware line leading to spoiled water with a very foul odour. It is highly unhygienic. Water from Saidabad pump is more pure but when it comes to houses through pipeline, it gets polluted. People having no other substitute source have to drink this polluted water and fall victims to diseases like diarrhoea, jaundice and fever, a very common scenario in the area. People who can afford bring water from WASA water pump.
6.	Perception of new project	People believe that new water line will bring better health condition along with good water for the community. They think all people must have access to fresh water source. People want to sacrifice anything for bringing new water.

Location: Saidabad (Adju. to comilla bus Stand)			Zone:1	DMA: 111 Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Sohel	Huzur Bari, Saidabad	Male	Service
02	Md. Rakib	1/A, Saidabad	Male	Service
03	Md. Rojob Ali	4/3/O, Saidabad	Male	House Owner
04	Abdul Matin	49/A, Saidabad	Male	Service
05	Md. Shamim	10, Saidabad	Male	Business
06	Habibur Rahman	Saidabad	Male	Business
07	Md. Mohsin	77/7, Saidabad	Male	Business
08	Sadekur Rahman	4/3/EO, saidabad	Male	Business
09	Md. Rajon Sekh	Dayaganj	Male	Business
10	Md. Manik	4/3, Saidabad	Male	Business
11	Abdul Hamid	Saidabad	Male	Business
12	Md. Sumon	Jalal Hajir Bari	Male	Fruit Business
13	Helena begum	Saidabad	Female	Tea Stall
14	Md. Dulal	Saidabad	Male	Business
15	Md. Moniruzzaman	Jatrabari	Male	FO, PMUK



Location: Saidabad (Adju. to comilla bus Stand)			Zone:1	DMA: 111 Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
16	Uzzal Mozumder	Adabar	Male	FO, PMUK

### Consultation with affected persons and community Zone-1 DMA-111, word 48

Date: 12.12.15

Saidabad to Dhalpur, Dhaka South

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

#### Introduction:

There are at least 5 or 6 shops occupying the existing water line location and space on one side of the bus stand; the place is always humming with people coming from all sides. Each shop owner's average daily income is around 1000 taka with an investment of around 20 to 30 thousand taka. Most of the people living here belong to the poor income group, coming to settle here 5 to 7 years ago; they mainly earn their living by doing wage work on daily basis. They live in rented houses, rents ranging from 4000 to 5000 taka per month. These people don't want to leave this place, for they fear at no other place they would get such a good income opportunity.

Here sale volume is always high for the great number of passengers always passing through this spot.

	Key issues	Major Findings
1.	Why did people choose this place for their work?	There are two reasons for people to choose this place. First, this place offers a cheap location to run business. And the second reason is continuous flow of passengers cum consumers keep business thriving.
2.	What will happen when DWASA will demolish the structure?	The Affected People have not yet found any ways as to survive in the time of construction when their shops are to be closed. All their expenses are met from what they earn doing business here. They don't have other options.
4.	Their views on issues of compensation.	They said, 'We want compensation for the income loss. Also we want to have the assurance that we would get the permission to return to this place once the construction is over.'
5.	People's experience with the existing DWASA	The quality of water from the existing water line is not good. The shop owners are currently using filtered water from jar. Local people do not drink supply water because it smells bad. They collect water from Saidabad water pump but they have to remain standing in a long line for a long time. As street hawkers can't afford to give such long time to get water, they instead purchase jars of filtered

		water spending 120 taka per month. One community member Md. Hossain Mia shared with the team members that people don't use water from DWASA line as the quality of water is far below the average standard. People having the ability buy filtered water and others try to collect water from the Sayedabad pump. This water collection gives rise to chaotic situation at the pump station and people have conflicts. People collect water in buckets and carry these buckets in vans.
6	Opinion on the new Waterline project	Demand for a new line with fresh water is very high. People have experienced lot of physical and relational sufferings in the way they collect water from the pump. It costs them huge time and effort. Everybody is prepared to welcome the proposed line in this area. Affected people also said, 'Even our shops will be closed during the construction period; it is very important to have better water supply source for the community.'

Location: Back side of bus Stand, Saidabad			Zone:1	DMA: 111 Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Liton	Saidabad	Male	Business
02	Mamun	Saidabad	Male	Business
03	Nurul Islam	Saidabad	Male	Service
04	Md. Sahidullah	8/1,Saidabad	Male	Business
05	Md. Rana	Saidabad	Male	Business
06	Sumon	Saidabad	Male	Service
07	Saiful	Saidabad	Male	Business
08	Md. Sumon	Saidabad	Male	Service
09	Md. Sajahan	Saidabad	Male	Business
10	Md. Tajel	8/2, Saidabad	Male	Electric Shop
11	Md. hossain mia	8/2, Saidabad	Male	House Owner
12	Md. Mahfuz	8/3/A, Saidabad	Male	Business
13	Md. Moniruzzaman	Jatrabari	Male	FO, PMUK
14	Uzzal Mozumder	Adabar	Male	FO, PMUK

### Consultation with affected persons Zone-1 DMA-107, word 7 south city corporation

Date: 12.12.15

Maniknagar Pukurparr

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

### Introduction:

This area is surrounded by a number of slums. At least 10 to 12 shops will be affected in this location. These shops are selling biscuits, cigarette, betel nut, cakes etc. Most of the people come here are migrated from different districts namely commilla, Barishal, Bhola, Amtoli. Their net profit is 400 to 500 taka. These shops are very new. Some started few months before and some hardly one or two years. Before this occupation most of the people were involved in other types of work such as service, labour. They pay some money to local muscle man also they remove their shop when mobile court raids the area.

	Key issues	Major Findings
1.	The people choose the place for business	This is comparatively easy for this type of business because they only pay 5000/- taka to the local muscle man, in other place it are much higher.
2.	What will happen when DWASA will demolish the structure	Affected people said they have no other option except closing the shop. "We cannot go other place; we do not know how we will survive without earning, we rather depending on your support".
4.	About their opinion on compensation issues	The affected person wants their income loss during the construction period.
5.	Perception of the people on Existing DWASA	People said that quality of water and supply in this area is satisfactory. Water is clean and supply is available for 24 hours. There are four pump stations in the area of which one is inactive. Rest of the pump water is supplying in the community, however the poor slum community has not much access to those water line supply, this section collect /purchase water from the land lord.
	Perception of new project	New line will bring more scope to the slum/community those who has less access to water supply source

Location: Maniknagar Pukur Par			Zone:1	DMA: 107 Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Siraj	47/49, Maniknagar	Male	Business
02	Md. Faruk	Maniknagar	Male	Business
03	Md. Bazlu Mia	13, Maniknagar	Male	Business
04	Nurul Haque	14/3, Maniknagar	Male	Business
05	Rahim	Maniknagar Comilla potty	Male	Business
06	Ibrahim	75, Maniknagar	Male	Service

Location: Maniknagar Pukur Par			Zone:1	DMA: 107 Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
07	Md. Shafiq	66/1/A,Maniknagar (East)	Male	Business
08	Fajlul Karim	Maniknagar	Male	Business
09	Md. Dulal Mia	19/6, Maniknagar	Male	Service
10	Sukkur Ali	Maniknagar	Male	Business
11	Nehar Ali	25/1/A, Maniknagar	Male	Business
12	Parvez	Maniknagar	Male	Service
13	Kamal hossain	Maniknagar	Male	Unemployed
14	Sisir	13/2/5, Maniknagar	Male	Service
15	Md. Moniruzzaman	Jatrabari	Male	FO, PMUK
16	Uzzal Mozumder	Adabar	Male	FO, PMUK

## Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.10

### Summary of Resettlement Impacts

SL. No.	Details	No. of APs
1	Affected Semi Permanent Structure <sup>26</sup>	33
2	Affected BPL	1
3	Affected business requiring temporary relocation	33
4	Affected employees of temporary affected business	5

### Socio-economic profile of Households affected by structural impacts

Socio-economic characteristics	Unit	Details
Affected Households	No.	33
Affected Persons	No.	173
Male APs	No. (%)	83(47.98%)
Female APs	No. (%)	90(52.02%)
Average Household Size	Avg. No. of person/HH	5.24
Occupation of Household Head		
Business	33	100
Total	33	100

### Profile of APs with temporary income loss

SL. No.	Characteristic	Details
1	No. of Persons facing temporary income loss	33
2	Occupation of APs	Business
3	Type of loss	
	Loss of business (temporary)	33
	Employee who loss livelihood	5
4	Male APs	28
5	Female APs	5

### Table: Affected Business Structures per sample DMA

DMA_NO	Affected Structure	Percent
107	10	30.3%
110	11	33.3%
111	12	36.4%
Total	33	100.00%

<sup>26</sup> The affected structures are mostly made of tarpaulin and bamboo that can be easily reconstructed in the temporary relocation site.

**Component wise Affected HH**

DMA_NO	HH	Percent
107	10	30.3%
110	11	33.3%
111	12	36.4%
Total	33	100.00%

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

Occupation	Household Head	Spouse	Other HH Members	Total
Household Worker/ Retired Person	0	1	31	32
Business/Contractor	33	0	3	36
Educated Professional / Private Service	0	1	1	2
Skilled Professional	0	1	0	1
Worker	0	0	1	1
Driving	0	0	3	3
Student	0	0	41	41
Child	0	0	18	18
Unemployed	0	0	15	15
House Wife	0	23	0	23
Total	33	26	105	172

**Gender of HH Head**

DMA_NO	Male	Female	Total
107	10	0	10
110	9	2	11
111	9	3	12
Total	28	5	33

**Civil Status of HH Head**

DMA_NO	Single	Married	Widow	Total
107	2	8	0	10
110	0	10	1	11
111	2	8	2	12
Total	4	26	3	33

**Education of HH Head**

DMA_NO	Illiterate	Elementary	High School	Total
107	0	7	3	10
110	3	6	2	11
111	0	9	3	12
Total	3	22	8	33

**HH Income Range**

DMA_NO	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
107	0	1	1	8	10
110	0	4	3	4	11
111	3	4	2	3	12
Total	3	9	6	15	33

**HH Expenditure Range**

DMA_NO	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
107	0	2	2	6	10
110	0	4	5	2	11
111	3	4	3	2	12
Total	3	10	10	10	33

**Religion of HH**

Religion	Number	Percent
Muslim	33	100

**Nature of Business**

DMA NO	107	110	111	Total
Tea Stall	10	9	11	30
Grocery	0	2	0	2
Telecom	0	0	1	1
Total	10	11	12	33

**Affected Structure Type**

DMA_NO	107	110	111	Total
Shop/stall	10	11	12	33

**Component wise Structure materials**

DMA_NO	107	110	111	Total
Wood, Bamboo and Tin	1	1	3	5
Wood and Tin	8	7	2	17
Wood and Bamboo	0	1	0	1
MS Mile Still	1	2	7	10
Total	10	11	12	33

**Component wise Permanent or Semi-permanent Structure**

DMA_NO	Semi-permanent	Percent
107	10	30.3%
110	11	33.3%
111	12	36.4%
Total	33	100.00%

**Average monthly Sales and Expenses**

type_of_street business	Monthly_Sale	Monthly_Expense
Tea Stall	37866.67	18466.67
Grocery	51000	25500
Telecom	30000	15000
<b>Total</b>	<b>38424.24</b>	<b>18787.88</b>

**Relocation Option**

Have Place to Relocate	Frequency	Percent
Yes	13	39.39
No	20	60.61
<b>Total</b>	<b>33</b>	<b>100</b>

**Household with Children in School**

DMA No.	Number of HH	Number of School Children
107	6	11
110	7	18
111	9	13
<b>Total</b>	<b>22</b>	<b>42</b>



**HH with dropout children**

<b>DMA No.</b>	<b>HH</b>	<b>No. of Persons</b>
110	1	3

**Source of Drinking Water**

<b>DMA_NO</b>	<b>Piped Water</b>
107	10
110	11
111	12
<b>Total</b>	<b>33</b>

**Share Source of Drinking Water**

<b>Share Source of Drinking Water</b>	<b>Number</b>	<b>Percent</b>
Yes	2	6.06
No	31	93.94
<b>Total</b>	<b>33</b>	<b>100</b>

**Own Toilet**

<b>Own Toilet</b>	<b>Number</b>	<b>Percent</b>
Pit Latrine with Slab and Water Seal	33	100




**Share Latrine**

<b>Share Latrine</b>	<b>Frequency</b>	<b>Percent</b>
Yes	9	27.27
No	24	72.73
<b>Total</b>	<b>33</b>	<b>100</b>

**Woman Contribute Income**

<b>Woman Contribute Income</b>	<b>Number</b>	<b>Percent</b>	<b>Total Income (Monthly)</b>	<b>Avg. Income (Monthly)</b>
Yes	5	15.15	BDT 57,000	BDT 11,400
No	28	84.85		
<b>Total</b>	<b>33</b>	<b>100.00</b>		

**Photo Documentation of Pump Stations in Package 2.10**

Zone	Photos of Water Pumps	
Zone 1	 <p data-bbox="272 772 846 804">Golapbag Water Pump</p>	 <p data-bbox="846 772 1451 804">Sayedabad Water Pump</p>
	 <p data-bbox="797 1241 1097 1268">Maniknagar Water Pump</p>	

## 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.:



**CODE: Occupation**

Household Worker/ Retired Person Business/ Contractor Educated Professional/ Private Service (Engineer/ Teacher/ Lawyer/ Doctor) Skilled Professional/ (Private Professor/ Nurse/ Paramedics/ Rickshaw/ Van Puller/ Mechanics/ Mason/ Pump Operator/ Carpenter/ Barber/ Cobbler) Shop Keeper Govt. Job / Govt. Professor Day Labour Worker (Industry/ Garments/ Construction/ Transport)	Driver (Taxi, Auto Rickshaw/ CNG/ Bus/ Truck) Job/ Service Abroad Servant/ Domestic Helper Hawker Student Child Unemployed Working Children (Tokai) Sex Worker Beggar Others (specify)
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**7. Water and Sanitation Practice**

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

SL. No.	Type of Structure	Ownership	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.							

<b>II.</b>	<b>AFFECTED STRUCTURE</b>		

Type of Structure	Public Utilities	Tube wells
House	Industrial	Latrines
Shop/ Stall	Godawn	Others (specify)
Religious/ Social Institution	Boundary Walls	

## 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] Is there any member of your household who works elsewhere or relative that provides financial assistance to your family? ☐ Yes ☐ No

**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 fends for her young siblings.
8. None of the above.



**10. SOCIO-ECONOMIC PROFILE**

1. Do you have existing debts? Yes No
2. From whom do you borrow money? ☐ relatives ☐ bank ☐ cooperative ☐ usurers
3. What social services do you need most? ☐ water connection ☐ artesian well ☐ sanitary latrine ☐ public school ☐ road ☐ solid waste disposal
4. How many school children do you have?
5. How many of your school children have stopped schooling?
6. Among your monthly expenses, which rank first? \_\_\_\_\_ second? \_\_\_\_\_ and third? \_\_\_\_\_
7. 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 ☐
8. Are women in your house contribute to household income? Yes No
9. Are women given roles in decision making in your household? Yes No
10. 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)

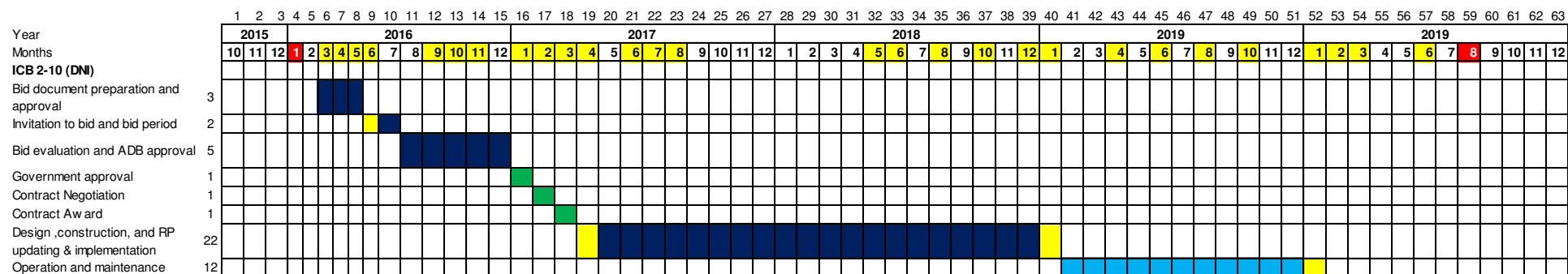
The \_\_\_\_\_ Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback. Should you choose to include your personal 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>	
1. Note/Letter 2. E-mail 3. 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 2.10



## 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>1. 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, 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.

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.

### **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.

### **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*

<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.

*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 PD 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 the convener of the JVC (Joint verification committee) and PVAC (Property Valuation Advisory Committee). The PD 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: