

Resettlement Plan

Document stage: Draft report
Project number: 47254-003

March 2016

BAN: Dhaka Water Supply Network Improvement Project (DWSNIP) – ICB Package 2.9 (Zone 2)

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

This resettlement plan is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature. Your attention is directed to the “terms of use” section of this website.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgments as to the legal or other status of any territory or area.

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	–	Padakhep Manabik Unnayan Kendra
POPI	–	People's Oriented Programme implementation
PVAC	–	Property Valuation Advisory Committee
RAC	–	Resettlement Advisory Committee
ROW	–	right of way
SPS	–	Safeguard Policy Statement
SUK	–	Somaj Unnayan Kendra
UPVC	–	Unplasticized Polyvinyl Chloride

WEIGHTS AND MEASURES

Km	–	Kilometer
m ²	–	square meter
Mm	–	Millimeter
m ³	–	micrograms per cubic meter

CONTENTS

	Page
I. PROJECT DESCRIPTION	1
A. Introduction	1
B. Proposed Water network Components	3
II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT	7
A. Assessment Methodology, Scope of Land Acquisition and Other impacts.	7
B. Resettlement impact	8
III. SOCIOECONOMIC INFORMATION AND PROFILE	9
A. Profile of Affected Persons	9
B. Socioeconomic information	10
IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION	11
A. Public Consultation Conducted	11
V. GRIEVANCE REDRESS MECHANISM	11
VI. POLICY AND LEGAL FRAMEWORK	15
VII. ENTITLEMENTS, ASSISTANCE AND BENEFITS	16
A. Types of Losses and Affected Person Category	16
B. Principles, Legal, and Policy Commitments	16
C. Entitlement	17
VIII. COMPENSATION MECHANISM	20
IX. RESETTLEMENT BUDGET	21
X. INSTITUTIONAL ARRANGEMENTS	22
XI. IMPLEMENTATION SCHEDULE	24
XII. MONITORING AND REPORTING	24

List of Appendixes

1. Records of Public Consultations in Package 2.9 locations
2. Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.9
3. Photo Documentation of Pump Stations in Package 2.9
4. Questionnaire
5. Sample Grievance Form
6. Implementation Schedule for Package 2.9
7. Sample Monitoring Template
8. Draft Leaflet for Project Information Disclosure

EXECUTIVE SUMMARY

1. **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.¹ DWSNIP impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-2020,² and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.³ The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured. The outputs will be DWASA's (i) distribution network strengthened; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

A. Project Description

2. DWASA has made consistent efforts in improving distribution network of water supply, including through ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity to optimize operational and financial performance; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to develop a new surface water scheme to augment water source and reinforce the distribution network). Under these on-going two projects, distribution network improvement (DNI) works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water (NRW) reduction in each DMA. Commissioned DMAs have achieved uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15%, with the current average of 4.95%,⁴ 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 2.9 under DWSNIP will provide water supply network in locations under zone-2. The project requires rehabilitation of around 180 km of water distribution network complete with DTW (deep tube wells) and pump stations. The proposed project when implemented will distribute water, with the "District Metering Area" (DMA) approach to locations of "Dhaka South".

4. **Sample DMA section:** Three (3) out of fifteen (15) DMA locations were selected for the Resettlement Plan preparation. The selection primarily was based on certain criteria such as

¹ 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.

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

³ 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.

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

population density, market places location importance etc. All sample DMA locations were finally selected by the NGO⁵ and XEN⁶ of the DWSNIP project.

5. **Resettlement Plan:** The Resettlement Plan for Package 2.9 is based on the outline module designs prepared prior to detail project design for implementation in total 15 DMAs. The Resettlement Plan is prepared for 3 sample DMA locations. The entitlement for compensation and assistance as describe in this Resettlement Plan is based on Government of Bangladesh's Acquisition and Requisition of Immovable Property Ordinance, 1982 (ARIPO) and ADB's Safeguard Policy Statement (SPS) 2009 requirements for involuntary resettlement category B projects. The RP will be updated upon the completion of final detail design during project implementation.

6. **Involuntary Resettlement Impact:** The identified potential involuntary resettlement in zone-2 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) 10 workers of affected shop will also 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 two (2) focus group discussions in which the information on the project was disclosed / shared with the affected people and community people. The project cut-off date was established during that time as December 2015.

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

10. **Resettlement Budget.** The resettlement cost for the implementation of the Package 2.9 is estimated at USD \$ 15,891.20 which will be met from counterpart (government) funds.

⁵ NGO was recruited to support the preparation of the draft Resettlement Plan.

⁶ Executive Engineer of DWASA

I. PROJECT DESCRIPTION

A. Introduction

1. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to provide sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the efficiency gains in ongoing efforts of distribution network improvement under two ADB-financed projects for improving service delivery and building capacity of Dhaka Water Supply and Sewerage Authority (DWASA).

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.¹ DWASA, the water utility for Dhaka, serves 13.5 million people,² 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 on-going two projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA. Commissioned DMAs show good progress, which record uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15%, with the current average of 4.95%,³ 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, 2016-2020⁴ and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.⁵ The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured.

¹ United Nations Department of Economic and Social Affairs. 2015. *World Urbanization Prospects: The 2014 Revision*. New York.

² 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.

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

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

⁵ 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.

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 of two ADB-financed projects,⁶ 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;⁷ and (ii) additional financing to complete civil work contracts of DMAs under DWSSDP.⁸ The project will extend new or regularized connections to low-income communities where they rely on illegal water lines or private vendors and pay higher charges.
- (ii) **Output 2: Sustainable DMA management capacity enhanced.** Managerial and technical capacity of DWASA will be strengthened to sustain nonrevenue water at a low level. The project will assist DWASA in (i) preparing and implementing a sustainable nonrevenue water reduction plan;⁹ (ii) strengthening monitoring capacity at the zone level with renewed standard operating procedures,¹⁰ 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;¹¹ (ii) enhance its capacity for planning, design, construction supervision and project management; (iii) prepare and implement public awareness program for demand control, water conservation, and health and hygiene; (iv) enhance quality of service delivery to low-income communities including slums and informal settlements; (v) prepare and implement water quality monitoring system; (vi) implement gender action plan; and (vii) enhance project readiness of future investment.¹²

7. The Resettlement Plan for Package 2.9 is based on the preliminary designs prepared during project implementation. 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.

⁶ 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.

⁷ 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.

⁸ The estimated cost of ADB's additional financing portion is \$36.9 million due to increased requirements of work and goods and price escalation.

⁹ 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.

¹⁰ 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.

¹¹ The existing 5-year corporate business plan comprises of sub-plans such as investment plan, financial plan, tariff plan and human resource development plan. In addition, the proposed project will include the sustainable non-revenue water reduction plan, water quality monitoring plan, and demand management plan in order to address next challenges for improving the quality of service delivery of DWASA.

¹² DWASA will engage consultants to prepare future projects mainly for sewerage management.

B. Proposed Water network Components

1. Improved Water Network

8. **Project Description:** Package 2.9 is covering 15 DMAs of zone two (2) locations under the new DWSNIP project. This requires rehabilitation of around 180 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 15 DMA locations of “Dhaka South”. Layout and Preliminary design of Package 2.9 is in progress under the supervision of Dhaka Environmental Sustainable Water Supply Project (DESWSP).

Table 1: Details Package of DWSNIP

Package Number ⁵	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	USD 23.359 Million 19 DMA

Package Number⁵	General Description	Estimated Value (excluding CD-VAT and including IT-VAT)
	construction of DTW pump station) with O&M support (192 Km)	
ICB-01.1	Chlorination Equipment(300 Sets)	USD 3.78 Million
ICB-01.2	Supply and Installation of SCADA	USD6.0 Million
ICB-01.3	Supply and Installation of SCADA	USD6.0 Million
ICB-01.4	Implementation of AMR	USD0.376 Million

Figure 1: Project Location Map with Zone and DMA locations

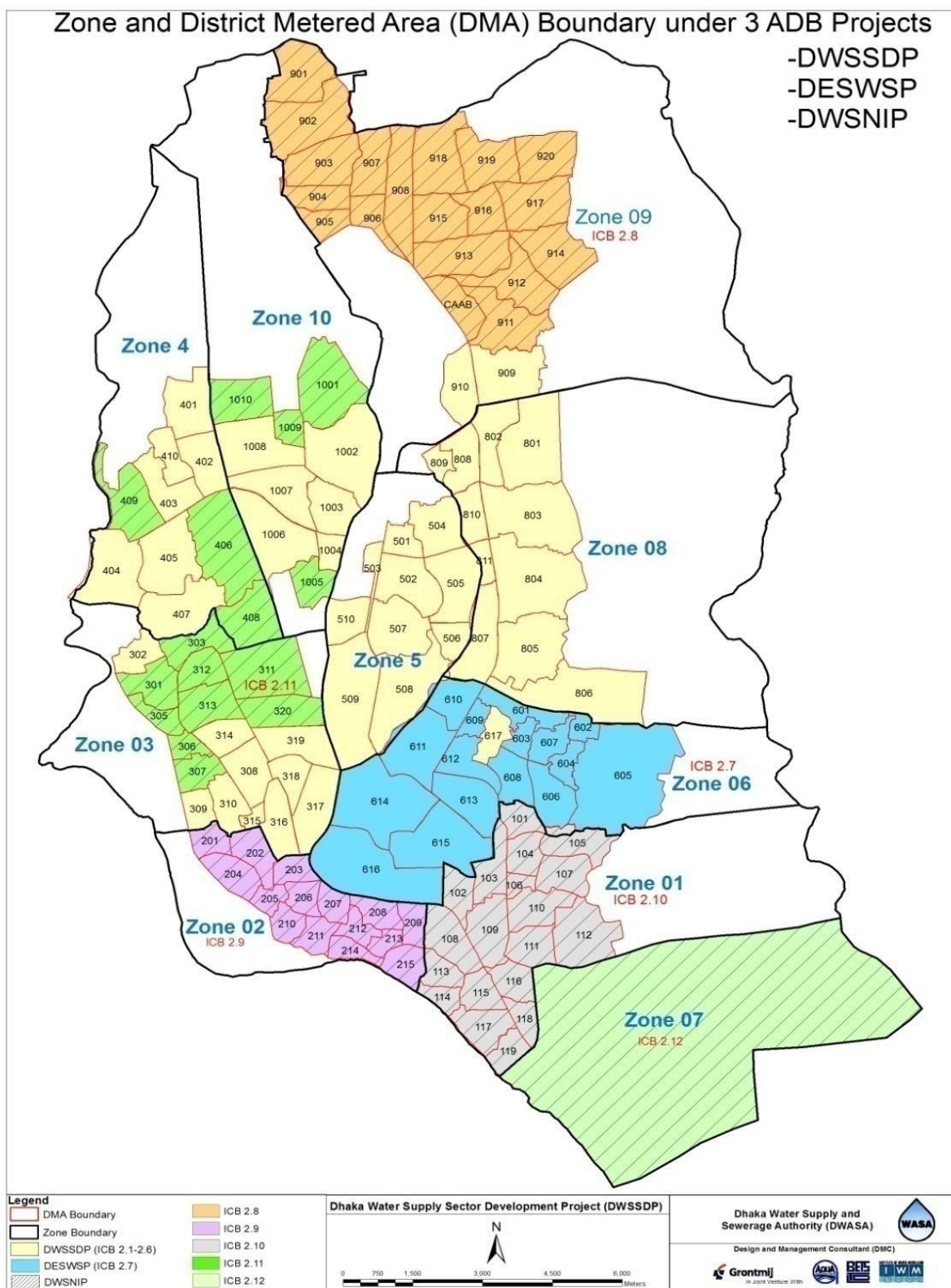
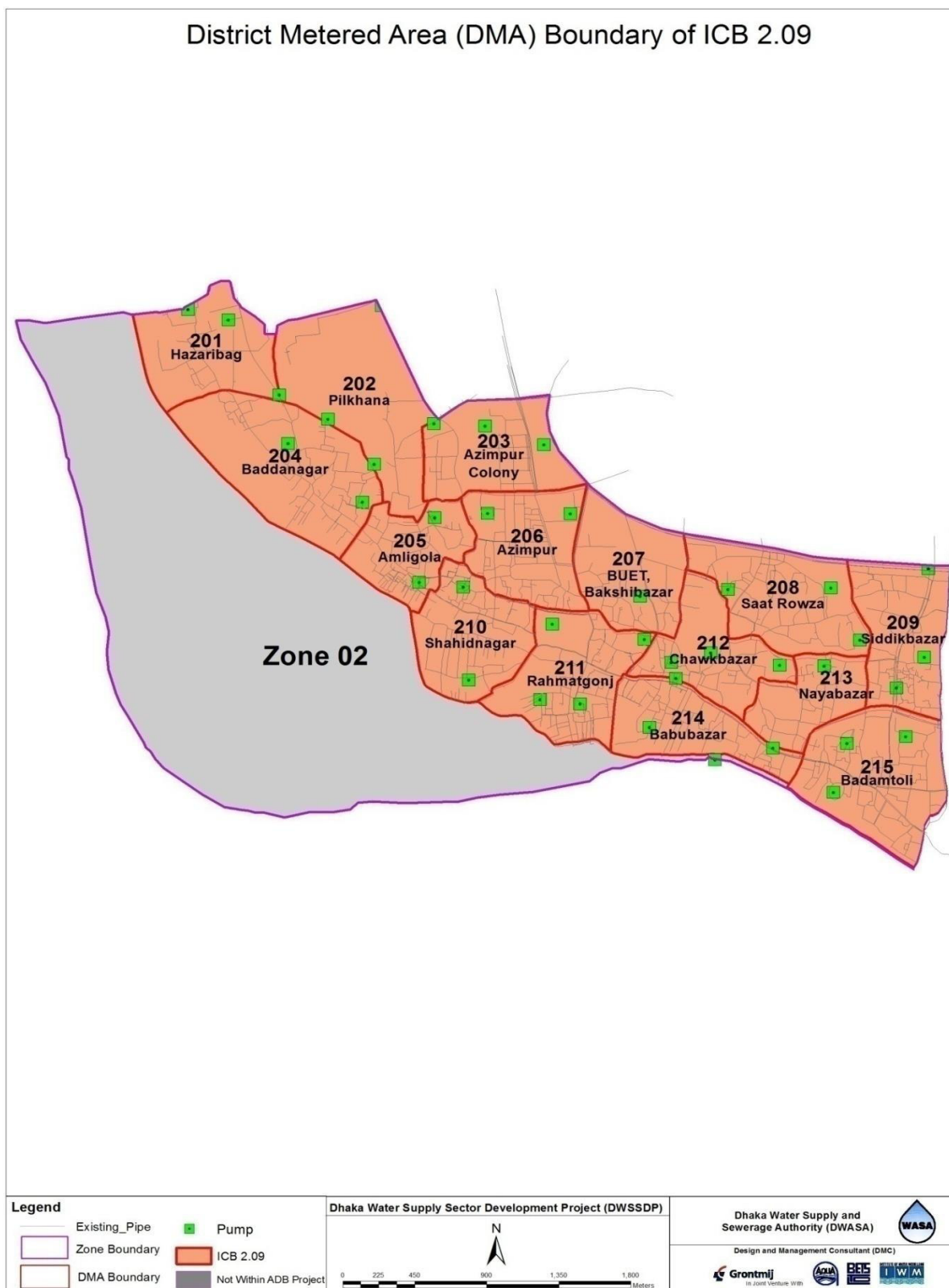


Figure 2: Project Location Map for District Metered Area showing boundary of ICB 2.9



II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

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

9. 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.

10. 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).

11. It was also observed that most of the small businesses structures that could be affected during civil works can easily be dismantled and moved to another location as these structures are mainly made of tarpaulin, tin and bamboo.

12. The proposed 15 DMAs under this package will involve rehabilitation of around 180 km. of water distribution network complete with DTW (deep tube wells) and pump stations (for Zone 2). Most of the water network programme installation will be in the ROW (right of way) and along existing pipe lines of DWASA. Construction/ Installation of new DTW (deep tube well) and pump stations will be in the current locations. No private land acquisition need is anticipated and there is sufficient space to meet any space requirements.

13. **Census of affected persons:** A total of three DMAs out of 15 proposed 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 DMAs are 203 (Azimpur Colony), 209 (Siddikbazar) and 213 (Nayabazar),

14. Complete census (100%) of potentially affected households and assets, using the form in Appendix 4, was conducted on November 20, and 1, 3, 6, 9, 10 December 2015. The aim was to identify the entitled and non-entitled persons, inventory of vulnerable affected persons and to get detailed measurements of all affected assets.

15. **Data analysis and interpretation:** Results of the census (Appendix 2) were analyzed to determine the scale of involuntary resettlement impacts¹³, estimate cost for mitigation the

¹³ (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.

involuntary resettlement impacts and to establish the resettlement database to be used during project monitoring and supervision.

B. Resettlement impact

16. All affected people are informal land users using government's land or Right of Way to run their business or live. No private land acquisition will be required. The proposed project will have no permanent impacts. The identified involuntary resettlement impacts will be in forms of temporary loss of livelihood incomes to the affected roadside street vendors or hawkers for maximum 7 days during the construction activities. All of the affected vendors can return to the original locations after completion of the civil work.¹⁴ A total 33 street vendors (170 affected persons) and 10 employees will be temporary affected their livelihood income and daily wages during civil work activities. No title persons are identified among the affected shop owners. All of them are informal land users of government's ROW to run their business activities.

17. The table 2 provides detail information of the identified impacts in the sample DMAs.

Table 2: IR impacts and Number of Affected Person in Package 2.9

Package No.	Zone	DMA	Area	IR Impacts
2.9 Rehabilitation of Distribution Network with O&M (including procurement of equipment/plant and construction of DTW and pump station (180km)	Zone 02	203	Azimpur Colony	4 (shop) No. of HH/APs = 4 No. of affected HH members = 20
		209	Siddikbazar	8 (shop) No. of HH/APs = 8 No. of affected HH members = 43
		213	Nayabazar	21 (shop) No. of HH/APs = 21 No. of affected HH members = 107

AP = affected person; HH = household.

Table 3: Detail Involuntary Resettlement Impacts in Package 2.9

SI no.	DMA No.	Semi-permanent Structure	Temporary Livelihood
1	203	4 (shop) No. of HH/APs = 4 No. of affected HH members = 20	4 (shop) No. of HH/APs = 4 No. of affected HH members = 20
	Record No.	049, 050, 051, 052	049, 050, 051, 052
2	209	8 (shop) No. of HH/APs = 8 No. of affected HH members = 43	8 (shop) No. of HH/APs = 8 No. of affected HH members = 43
	Record No.	020, 021, 022, 023, 024, 025, 026, 027	020, 021, 022, 023, 024, 025, 026, 027

¹⁴ Permanent livelihood involuntary resettlement impact – considered when affected person (can be mobile hawkers/vendors, with permanent/semi-permanent structure/s, with equipment/tools) is required to move out/vacate the location during the construction phase but cannot return in the area even if the construction is declared complete. A change in livelihood is also considered a permanent involuntary resettlement impact. Temporary livelihood involuntary resettlement impact – considered when affected person (can be mobile hawkers/vendors, with permanent/semi-permanent structure/s, with equipment/tools) is required to move to alternative locations during the construction phase and allowed to return once construction in the area is declared complete

SI no.	DMA No.	Semi-permanent Structure	Temporary Livelihood
3	213	21 (shop) No. of HH/APs = 21 No. of affected HH members = 107	21 (shop) No. of HH/APs = 21 No. of affected HH members = 107
	Record No.	001, 002, 003, 004, 005, 006, 007, 008, 009, 010, 056, 057, 058, 059, 060, 061, 062, 063, 064, 065, 066	001, 002, 003, 004, 005, 006, 007, 008, 009, 010, 056, 057, 058, 059, 060, 061, 062, 063, 064, 065, 066
Total		33	33
Total HH		33	33
Total HH members		170	170

AP = affected person; HH = household.

III. SOCIOECONOMIC INFORMATION AND PROFILE

A. Profile of Affected Persons

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

19. The impact inventory and survey of businesses undertaken in the sturdy area reveal that 1 out of 33 (3.03%) of the temporarily affected persons comprise BPL people. There is no female headed household identified in the selected area. 1 family with elderly member is BPL. Daily profits of affected shops facing temporary income loss during construction implementation were found BDT 820.2.

20. Most of the affected persons are living in the project locations for around 20 years and have dependents in their family who totally rely on their income. They are moderately successful in street business. The construction work will temporary affect their small business outlet and they will temporarily lose their income. Majority affected persons (72.73%) expressed their strong willingness to continue their business, in the same area after construction work will over. Interesting 27.27 % 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 (DMA Base)			No. of HH family members (DMA Base)		
		203	209	213	203	209	213
1.	Below poverty line (BPL) ¹⁵	1 (Record No. 51)	Nil	Nil	6	Nil	Nil
2.	Female-headed household	Nil	Nil	Nil	Nil	Nil	Nil
3.	Any poor with Elderly Member ¹⁶	2 (record No. 051, 052)	2 (record No. 021, 027)	2 (record No. 057, 061)	11	12	8

¹⁵ In the absence of both national and regional benchmark of below poverty level (BPL), this project uses the upper poverty line at Tk.1,870.60/capita/month to determine vulnerable households. This is calculated from 2010 upper poverty line determined by Bangladesh Bureau of Statistic with inflation rate added.

¹⁶ 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.

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

22. No indigenous people/ small ethnic communities are located in the project locations of DMA of zone 2 areas. This has been verified through consulted with the people community and NGOs are engaged in the project locations.

B. Socioeconomic information

23. The affected person census has gathered socio-economic characteristics of the affected 33 household to understand how project will put an impact on them.

24. All affected persons households (100%) are male headed. 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 (72.73%) expressed their strong willingness to continue their business, in the same area after construction work will over. Interesting 27.27 % said that they want to be replaced in an area which will be strategically viable to help begin everything afresh.

25. The census findings also indicated that, total of 33 affected persons will be displaced and will lose their livelihood.

26. Affected Person houses` consists of 5.15 members on an average which higher than national average household size (family size is 4.44 as per BBS census report of 2011). Moreover, within the total 33 households 57% are male and 43% are female, 78.79% are married, 18.18 % unmarried, 3.03% of women are widow. Average affected person household income is Tk.23787.88 per month. The minimum is Tk.4000 and the maximum is Tk.45000.

27. Overall, 6.06 % of respondents have no education, 57.57% has attended schools up to primary level, and 30.30 % has received education up to secondary level, 6.06 % up to higher secondary level. Twenty five affected families have, 52 children who are still in school.

28. The Census identified principal occupations members of each person in the affected house. Women members are engaged in household work (28.83%) whereas; only 6.13 % male respondents are engaged in household work and 22.70% are hawkers and 0.61% are service holders. However 6.75% adults are identified as unemployed and on the other hand 31.29% are still student.

29. Census data also indicates that all families use piped water for drinking source. Only 6.06% shared their drinking source and 18.18% families shared latrine. about only 6.06% affected persons have loan from different organizations

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

A. Public Consultation Conducted

30. During the field visits in the month of November and December, 2015, two (2) consultations were held. In all there were thirty nine participants (39) 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. Resettlement study team closely worked with NGOs representatives in identifying affected areas and affected persons. Details of the discussions are noted under the section on public consultation. Appendix 1

31. Project components and its benefits, impacts and resettlement issues were discussed and opinions exchanged with the community and affected persons. Majority of the participants in the discussions with the affected people demanded compensation for their loss. In most of the cases the route along main roads are free from impacts. Vendors there are on mobile carts and can be easily relocated. However the vendors in the smaller lanes in the interior areas will be the ones most affected. They have semi-permanent structures and have been occupying these spaces for running their livelihood for many years. These people have no access nor will have the ability to shift to an alternative location during construction and their livelihood is totally affected. They are also the most vulnerable to be impoverish.

32. Most of the vendors have been living in this place for a long time. They depend primarily on the surrounding community for 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 and return to the original sites after construction.

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

34. People view the new water line project very favorably as it will protect them against water borne diseases, ultimately improving the quality of the community health. Though the project will affect the income of some residents during the construction period, they understand it is for the greater good of the community. Demand for a new line with fresh water is very high.

35. In some locations, people from the slums complained that they don't have much access to this new water supply line. The needs of this group should be further assessed during the water supply project design.

36. There is great enthusiasm in the community about the proposed line in this area. Demand for a new line with fresh water is very high.

V. GRIEVANCE REDRESS MECHANISM

37. The project will establish a grievance redress mechanism to ensure greater accountability of the project authorities towards all affected persons. DWASA will establish a grievance redress mechanism acceptable to affected persons and ADB, and establish a special committee to receive and resolve complaints/grievances or act upon reports from stakeholders

on misuse of funds and other irregularities, including grievances due to resettlement actions. The GRM for the project is outlined below.

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.

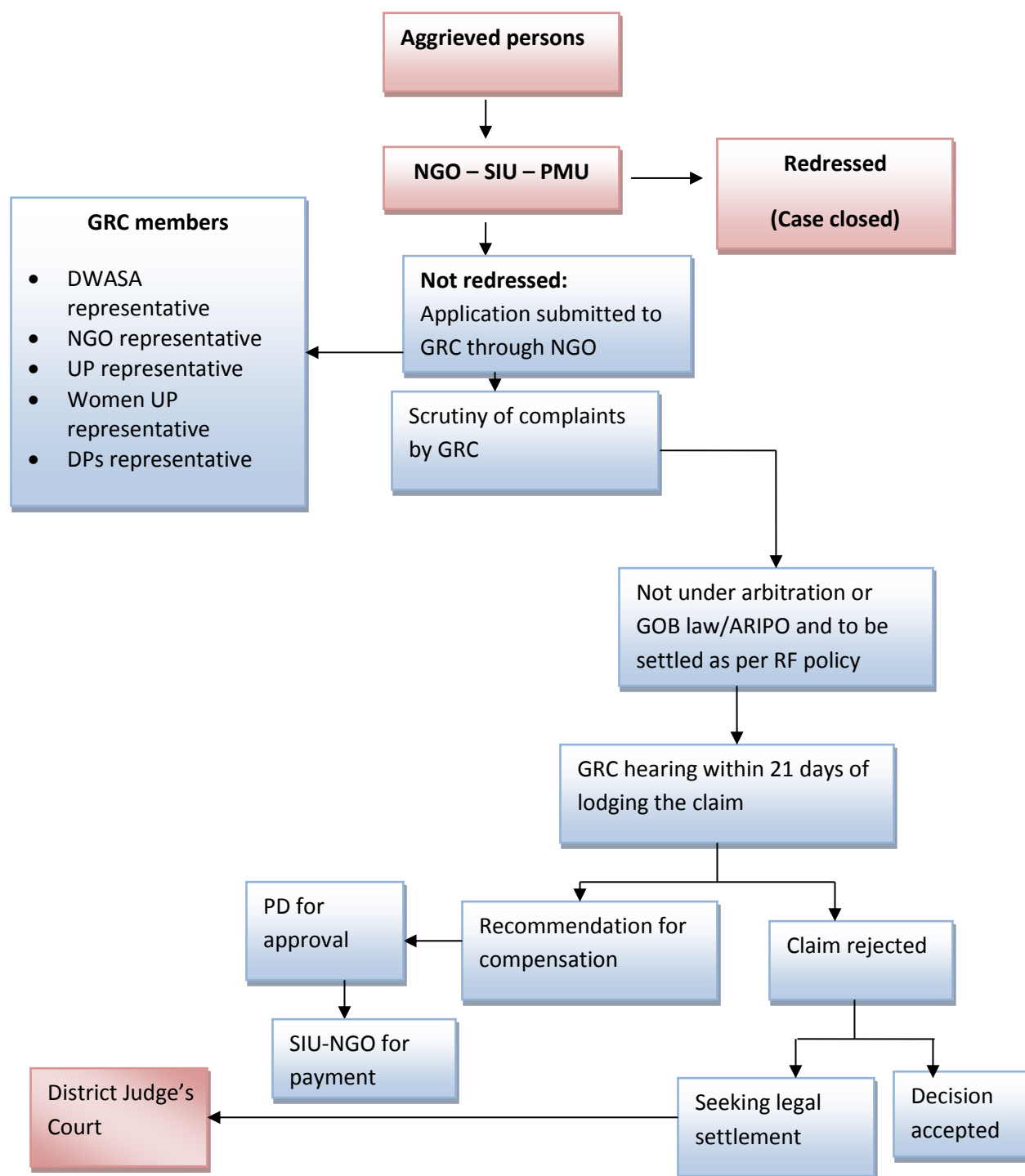
45. Procedures of resolving grievances are described in Table 5 below.

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. **Record keeping.** 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:) 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
1. STRUCTURES			
Residential, agricultural, commercial, community	Partial loss (<30 %) and alteration of structure	Owner (including non-titled land user)	<ul style="list-style-type: none"> 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 Right to salvage materials from lost structure

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

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"> Cash compensation for reinstallation and connection charges
2. INCOME RESTORATION			
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"> 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 Assistance to re-establish business. APs will be provided 7 days advance notice, followed by a reminder 1 days before construction If required, they will be assisted to temporarily shift for continued economic activity and then assisted to shift back, post construction.
	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"> 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 <p>AND</p> <ul style="list-style-type: none"> 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 Included in the project livelihood restoration and rehabilitation program
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"> 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
	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	All laid-off employees of affected businesses	<ul style="list-style-type: none"> 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 If required by the applicable labor code, compensation will be paid to employer to enable him/her to fulfill legal

Type of Loss	Specification	Eligibility	Entitlements
	employment/ daily wage		obligations to provide severance payments to laid-off employees, to be verified by government labor inspector AND <ul style="list-style-type: none"> 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 Included in the project livelihood restoration and rehabilitation program
3. COMMON RESOURCES, PUBLIC SERVICES AND FACILITIES			
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"> 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 One time grant fund for the common public resources committee and management
4. SPECIAL PROVISIONS			
Vulnerable APs (female HH, elderly HH, BPL families)		All vulnerable APs	<ul style="list-style-type: none"> Subsistence allowance of minimum of 2 months of official minimum wage Preferential selection for project-related employment
Other impacts	Unanticipated impacts and negotiated changes to entitlements	All APs	<ul style="list-style-type: none"> To be determined in accordance with the involuntary resettlement safeguards requirements of the ADB SPS Project RP to be updated and disclosed on ADB website Standards of the entitlement matrix of the RP not to be lowered

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 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 TK5000¹⁷ (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 ICB 2.9 package is TK. 12, 39,514.06 BDT and USD \$ 15,891.20.

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

SL. No.	Compensation for type of loss	Sq. ft	No.	Period (Days)	Unit(TK)	Total Amount (TK)	Remarks
1	Relocation assistance						
	Labor Cost for Shifting Assistance		33		300	9,900.00	Unit Cost assessment made by owner
2	Transition Allowance						
	Transition allowance for affected employees		10	7	300	21,000	Unit Cost assessment made by owner
3	Temporary						

¹⁷ Bangladesh minimum wage is 1,500 taka per-month (2014)

SL. No.	Compensation for type of loss	Sq. ft	No.	Period (Days)	Unit(TK)	Total Amount (TK)		Remarks
	Income Loss							
	Business Income Loss		33	7	820.2	189,466.20		Unit Cost assessment made by owner
4	Special assistance for vulnerable APs							
	BPL (structure loss)		1	LS	5000	5000.00		
	Total					225,366.20		
	Contingency		10%			22,536.62		
	Total for 3 sample DMAs					BDT 2,47,902.82	USD 3,178.24	
	Tentative budget for rest 12 DMAs					BDT 9,91,611.24	USD 12,712.96	
	Grand total of 15 DMAs					BDT 12,39,514.06	USD 15,891.20	

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 under the PD office. Two safeguards officers will be appointed and one of them will be responsible for the social safeguards related issues. DWASA has experience in implementing and managing the ADB safeguard policy and requirements.¹⁸ This includes the RP updating, disclosure and submission of semiannual safeguard monitoring report.¹⁹

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.

¹⁸ DWASA currently implementing ADB Loan 2382 and Loan 3015.

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

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.

71. Organizational procedures/institutional roles and responsibilities for safeguards implementation, and steps/activities involved in delivery of entitlements, are described in Table 8.

Table 8: Institutional Roles and Responsibilities for Safeguards Implementation

S. No.	Activity	Responsible Agency
Institutional strengthening		
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
Resettlement Plan Finalization		
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
Resettlement plan implementation		
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 2.9 is to be implemented over a period of 37 months. The detailed design and construction stage will cover 15 months and expected to commence in April 2017. Detail implementation 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 2.09 resettlement activities will be monitored by the Safeguards Implementation Unit under the DWSNIP PMU. Staff will be given training in resettlement issues, social survey methods, etc. by DMS Resettlement Specialist where necessary. Monitoring data will be collected from the NGOs implementing the RP, and individual affected persons, and will be compared with entitlements and disbursement schedules established in the Resettlement Plan. The PMU – SIU will consolidate the monthly reports submitted by the NGO and DMS resettlement specialist and prepare semiannual monitoring report on the progress of the Resettlement Plan implementation and other safeguards related issues including the status of any grievances and redress cases logged by any complainants during the project implementation. The sample of Resettlement Plan monitoring template is Appendix 7.

Records of Public Consultations in Package 2.9 locations

Consultation with the affected persons Zone-2 DMA-203

Date: 12.12.2015

Siddique Bazaar Dhaka (Gorapotti)

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:

This place had been an open space but over the time started settling here to start their businesses. Gradually it has become a crowded place with a small business centre. The settlers have come here from different adjoining districts and places like Faridpur, Keraniganj. Some of them came here from as far as some northern districts. A small group of local people still living here are mainly the consumers. The affected people sell tea, cigarette and packaged food items. The people call these shops as 'non-stop shops' as they are always open, even at mid night because different classes of people, mainly from working class like rickshaw pullers, bus helpers and conductors, labours, and passengers are always to be found here. They have tea; buy breads, bananas and other packaged food items. According to the affected people each of them had invested at least 30 to 35 thousand taka in business and daily income from one such shop is around 700-800 taka. To keep this business running they need to regularly pay to some people in administration or police at local Thana in order to avoid eviction.

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

	Key issues	Major Findings
1.	Why did people choose this place for work?	One reason why people have special preference to do their businesses here is that it is a crowded place. Low income people like rickshaw/van pullers, labours and other working groups are always present at the location. Even at mid night the place doesn't get silent as rickshaw and van pullers stay here for carrying passengers and goods. This is a part of old Dhaka.
2.	What will happen when DWASA will demolish the structure?	They said there is no place they can go to for work; this area according to them is "commercial area", and the problem is that going to other area for new settlement needs cash money and permission from local administration, formal or informal. The non-stop income from their current businesses will be totally stopped if they shut their shops. They could only see suffering in the days ahead.
4.	Their views on issues of compensation.	The only option they could rely on is to have enough compensation so that they could survive somehow during the construction period.
5.	Perception of the people on Existing	People in the discussion said they were not using water from the existing supply line as it smells foul with insects found floating. They have to buy from filtering

	Key issues	Major Findings
	DWASA	<p>water tank. Many of them have made monthly arrangement by giving 250 taka each. People of the area claimed that people along the water line from AluBazatr to Siddikbazar do not drink water from WASA supply. They prefer water from the pump station at Siddik Bazaar.</p> <p>The new water line has brought a new hope to the community; they are looking forward to a better future when all their present suffering with water will be gone.</p>

Location: Siddikbazar (Fulbaria Water Pump)			Zone: 2	DMA:209 Date: 06/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Masum	85/1, Siddik bazar	Male	Tea stall
02	Md. Amir	101, Siddikbazar	Male	Tea stall
03	Md. Maruf	263, Jatrabari	Male	Tea stall
04	Md. Jony	128/1, Siddikbazar	Male	Tea stall
05	Md. Zakir Hossain	34/1, Banshal	Male	Tea stall
06	Md. Ashik	66/4, Siddikbazar	Male	Tea stall
07	Md. Mamun	68/8, Siddikbazar	Male	Tea stall
08	Md. Sumon	Noya Bazar	Male	Tea stall
09	Md. Shafiq	128/D, Siddikbazar	Male	Tea stall
10	Mirza Ziaur rahman	88/9, Jatrabari	Male	FO, PMUK
11	Moniruzzaman	88/9, Jatrabari	Male	FO, PMUK
12	Uzzal Mazumdar	Jatrabari	Male	FO, PMUK
13	Maousumi	88/9, Jatrabari	Female	FO, PMUK
14	Kamal	146, Siddikbazar	Male	APO, WASA
15	Mahim Islam	Siddikbazar	Male	Business
16	Nasir	Siddikbazar	Male	

Consultation with the affected persons Zone-2 DMA-213, Word -30

Date: 12.12.2015

(Nayabazar)

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:

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

The area falls under South City Corporation near the Mitford Hospital and is highly crowded. At least, 30 shops in this area will be affected; most of them are tea stalls and hotels serving foods to working people around; some sell machinery parts. A number of affected people are local but others settled here coming from far flung districts like Barguna, Sylhet, Madaripur, Hatia, Potuakhali, and Faridpur. This migration still continues as some affected people have come here very recently within last 5 months. The affected people working here pay rent in a range of 3000 to 4000 taka. Their daily earning is around 500-700 taka from an investment in their business ranging from 100,000 to 150,000 taka.

	Key issues	Major Findings
1.	Why did people choose this place for work?	The area is very densely populated owing to its locating hospital, University and various commercial set ups. All these establishments have lured people to come here and start their own businesses so that they can have a living out of them.
2.	What will happen when DWASA will demolish the structures?	Affected people declared they would never leave this place; but during construction they would close their shops and come back once the construction is over. They said, 'The work will remain suspended only for few days. To survive the bad days they would restrict their expenses. Still then at least ten to fifteen families are solely dependent on this shop business; they as well as their employees will suffer.
4.	Their views on issues of compensation.	"We are street people eaning our living from street business; the government people know what our economic reality is. We hope that they will assess our income loss and cost for the children education, house rent. We want adequate cash compensation to somehow pass through the time of no income."
5.	Perception of the people on Existing DWASA and new project	Two deep tube wells exist in Mitford area and another is inside the university area. Two more are located inside Rajbari and Becharamdeuri. But the Mitford and the University pumps supply water only to their command areas, not for the community. Community people have claimed that existing water supply is not pure and healthy. Insects are visible. One community person named Shiphon talked on the maintenance issues of the Rajbari Water Pump. He observed that though DWASA installed a number of pumps but it overlooked their

	<p>maintenance. These pumps are poorly maintained, with tanks full of insects and dirt. Most of the time people don't find the caretakers to talk on this issue. The community feels that instead of installing new pumps, it is more important to figure out how to meticulously maintain the existing pump houses. There are some stand points that remain inoperative for many days causing suffering for poor people in the market area. They have to bring water from distant pumps or buy bottled water.</p> <p>People of that area are suffering from water scarcity. This scarcity is growing in intensity. People strongly feel that new water line will address this scarcity problem in the whole area.</p> <p>One person said, "A glass of safe drinking water is important for everybody."</p>
--	---

Location: Midford Road, Nayabazar			Zone: 2	DMA: 213 Date: 12/12/2015
SI No.	Name	Address	Sex	Occupation
01	Abul Kalam Azad	Midford	Male	Tea Stall
02	Md. Sohag	Midford	Male	Tea Stall
03	Babu Gazi	Midford	Male	Business
04	Md. Sobuz	Midford	Male	Business
05	Jamal Hossain	Midford	Male	Business
06	SoyanMia	Midford	Male	Business
07	Md. Rafiq	Midford	Male	Business
08	Abdul Awal	Midford	Male	Tea Stall
09	Md. Mosharaf Sardar	Midford	Male	Labor
10	Hazi Nazrul Islam	Midford	Male	Business
11	Md. Hannan	Midford	Male	Driver
12	Rahat Islam	4 no. Ragni basu	Male	Service
13	Rubel	Babu bazar	Male	Business
14	Sadek	13/1, Mitford	Male	Business
15	Naim	Midford	Male	Business
16	Sabbir	Babu Bazar	Male	Business
17	Md. Abdur Rahim	Babu Bazar	Male	Business
18	Md. faruk	Midford	Male	Service

Location: Midford Road, Nayabazar			Zone: 2	DMA: 213 Date: 12/12/2015
Sl No.	Name	Address	Sex	Occupation
19	Shipon	Midford	Male	Business
20	Kabir	Midford	Male	Business
21	Habibur Rahman	Midford	Male	Business
22	Moniruzzaman	88/9, Jatrabari	Male	FO, PMUK
23	Uzzal Mazumdar	Jatrabari	Male	FO, PMUK

Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.9

Summary Resettlement Impacts

SL. No.	Details	No. of APs
1	Affected Semi Permanent Structure (to be relocated temporarily) ¹	33
2	Affected BPL APs	1
3	Affected business requiring temporary relocation	33
4	Affected employees of temporary affected business	10

Socio-economic profile of Households affected by structural impacts

Socio-economic characteristics	Unit	Details
Affected Households	No.	33
Affected Persons	No.	170
Male APs	No. (%)	96(56.47%)
Female APs	No. (%)	74(43.53%)
Average Household Size	Avg. No. of person/HH	5.15
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	
	Commercial Business Shop	33
	Loss of business	33
	Loss of Livelihood	33
	Employee who loss livelihood	10
4	Male APs	33
5	Female APs	0

Component wise Affected HH

DMA_NO	Frequency	Percent
203	4	12.1
209	8	24.2
213	21	63.6

¹ The affected structures are mostly made of tarpaulin and bamboo that can be easily reconstructed in the temporary relocation sites.

Total	33	100
-------	----	-----

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

Occupation	Household Head	Spouse	Other HH Member	Total
Household Worker/ Retired Person	0	0	31	31
Business/Contractor	33	0	4	37
Job / Service Abroad	0	0	1	1
Student	0	0	51	51
Child	0	0	6	6
Unemployed	0	0	11	11
House Wife	0	26	0	26
Total	33	26	104	163

Occupation of the HH Members (Gender-wise)

Occupation	Male	Female	Total
Household Worker/ Retired Person	10	21	31
Business/Contractor	37	0	37
Job / Service Abroad	1	0	1
Student	31	20	51
Child	3	3	6
Unemployed	10	1	11
House Wife	0	26	26
Total	92	71	163

Gender of HH Head

DMA_NO	Male	Female	Total
203	4	0	4
209	8	0	8
213	21	0	21
Total	33	0	33

Civil Status of HHH

DMA_NO	Single	Married	Widow	Total
203	0	4	0	4
209	1	7	0	8
213	5	15	1	21
Total	6	26	1	33

Education of HHH

DMA_NO	Illiterate	Elementary	High School	College	Total
203	0	0	3	1	4
209	0	4	4	0	8
213	2	15	3	1	21
Total	2	19	10	2	33

HH Income Range

DMA_NO	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
203	0	2	1	1	4
209	0	1	2	5	8
213	0	3	4	14	21
Total	0	6	7	20	33

HH Expenditure Range

DMA_NO	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
203	0	2	1	1	4
209	0	2	1	5	8
213	0	6	6	9	21
Total	0	10	8	15	33

Religion of HH

Religion	Number	Percent
Muslim	33	100

Resettlement Effects

DMA_NO	203	209	213	Total
Shop/Stall	4	8	21	33
Loss of livelihood	4	8	21	33

Nature of Business

DMA_NO	203	209	213	Total
Tea Stall	4	8	21	33

Affected Structure Type

DMA_NO	203	209	213	Total
Shop/stall	4	8	21	33

Materials of Affected Structures

Materials of Affected Structure	Number	Affected Area (Sft.)
Wood, Bamboo and Tin	3	102
Wood and Tin	20	667
Wood and Bamboo	1	20
MS Mile Still	9	162
Total	33	951

Average monthly Sales and Expenses

Type of Business	Monthly Sale	Monthly Expense
Tea Stall	58739.13	30869.57
Grocery	36000	18000
Hotel	66000	46500
Stationary	56000	35500
Saloon	60000	41500
Telecom	150000	120000
Bhanngari	120000	90000
Total	62333.33	36454.55

Relocation Option

Have Place to Relocate	Frequency	Percent
Yes	9	27.27
No	24	72.73
Total	33	100

Household with Children in School

DMA No.	HH	Number of Children
203	3	6
209	4	7
213	18	39
Total	25	52

Source of Drinking Water

DMA_NO	Piped Water
203	4
209	8
213	21
Total	33

Share Source of Drinking Water

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

Own Toilet

Own Toilet	Number	Percent
Pit Latrine with Slab and Water Seal	33	100

Share Latrine

Share Latrine	Frequency	Percent
Yes	6	18.18
No	27	81.82
Total	33	100

Have Loan

Loan	Number	Percent
Yes	2	6.06
No	31	93.94
Total	33	100

Photo Documentation Pump Stations in Package 2.9

Zone	Photos of Water Pumps	
Zone 2		
	S. D Park Water Pump	Nolgola Water Pump
		
	Fulbaria Water Pump	Azimpur 6 no. Water Pump

Questionnaire

Census ID:

Dhaka Water Supply Network Improvement Project, Financed by ADB

1. PROJECT COMPONENT

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

2. ADDRESS

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

3. SOCIO-DEMOGRAPHIC CHARACTERISTICS

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

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

3. Mobile No.:

4. SUMMARY OF RESETTLEMENT EFFECTS [encircle the box]

I	Land	V	Crop
II	Structure	VI	Tree

III	Business	VII	Others.....
IV	Livelihood	VIII	

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

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

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

SL	Name	Age	Relationship	Gender	Occupation	Monthly
				Male	Female	

CODE: Occupation

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

7. Water and Sanitation Practice

1. In general what is the source of the drinking water that your household uses?	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?	1- YES 2- NO If yes, Number of Households _____
3. Do you share that source water with others?	1- YES 2- NO If yes, 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?	1- YES 2- NO If yes, 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.							

10. SOCIO-ECONOMIC PROFILE

employed?

_____ How many are engaged in agriculture? _____

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

VI. TREE

Tree Species	Type (1. Fruit Bearing; 2. Wood Tree)	Age	Number	Unit Cost

Note: The affected trees will not be compensated unless the trees are planted and nurtured by the APs.

8. Options on Resettlement *(The following questions should only be asked if the house or business shop of the AP will be fully or greatly affected that would be transferred elsewhere. However, this should not be asked to AP whose losses are only trees).*

- [a] Willing to relocate voluntarily 1- Yes 2- 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.

- [a] Do you have existing debts? Yes No

- [b] From whom do you borrow money? ☐ relatives ☐ bank ☐ cooperative ☐ usurers

- [c] What social services do you need most? ☐ water connection ☐ artesian well ☐ sanitary latrine ☐ public school ☐ road ☐ solid waste disposal

- [d] How many school children do you have?

[e] How many of your school children have stopped schooling?

[f] Among your monthly expenses, which rank first? _____ second? _____
and third? _____

[g] Which of the following are the roles of women in your household? [] fetching of drinking
water [] taking care of children [] gathering of wood for fuel [] vending [] domestic help []
work in construction [] work in grocery shops []

[h] Are women in your house contributing to household income? Yes No

[i] Are women given roles in decision making in your household? Yes No

[j] What are the education levels achieved by women member of your household?

THANK YOU VERY MUCH

Interviewer: ____

Date Interviewed:

Sample Grievance Form

(To be available in Bangla and English)

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

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

FOR OFFICIAL USE ONLY

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

Implementation Schedule for Package 2.9

[illegible]

Sample Monitoring Template

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
A. Pre-construction activities and resettlement plan activities			
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		
A. Resettlement plan implementation			
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		
C. Monitoring			
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		
D. Labor			
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 city¹ by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA.² Commissioned DMAs have achieved uninterrupted 24-hour piped water supply,³ reduced physical water losses from 40% to less than 15%, with the current average of 4.95%,³ assured good quality potable water directly from taps without any other treatment and authorized or legalized 9,500 connections.

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

B. Project Description

The project aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (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;⁴ and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.⁵ 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.

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

² 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.

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

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

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

C. Resettlement Plan: Policy and Principles

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

D. Involuntary Resettlement impact

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

E. Entitlement

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

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

F. Institutional Arrangement

DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an experienced NGO for the implementation of resettlement activities which include livelihood rehabilitation. DWASA will implement the RP through setting a Safeguard Implementation (SIU) headed by 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 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: