

Resettlement Plan

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BAN: Dhaka Water Supply Network Improvement Project (DWSNIP) – ICB Package-2.11 (Zones 3, 4, and 10)

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

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CURRENCY EQUIVALENTS

(as of 3 March 2016)

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

ABBREVIATIONS

ADB	–	Asian Development Bank
ARIPO	–	Acquisition and Requisition of Immovable Property ordinance
BPL	–	below poverty line
CRO	–	Complaint Receiving Officer
DESWSP	–	Dhaka Environmentally Sustainable Water Supply Project
DMA	–	District Metered Area
DSK	–	Dushtha Shasthya Kendra
DTW	–	Deep Tubewell
DWASA	–	Dhaka Water Supply And Sewerage Authority
DWSNIP	–	Dhaka Water Supply Network Improvement project
EMP	–	Environmental management plan
FGD	–	Focus group discussion
GRC	–	Grievance redressed cell
GRM	–	grievance redress mechanism
GoB	–	Government of Bangladesh
HDD	–	Horizontal Directional Drilling
HEED	–	Health Education and economic Development
HDPE	–	Hi Density Polyethylen
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

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EXECUTIVE SUMMARY

1. **Project Description.** 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.
2. DWASA has made consistent efforts in improving distribution network of water supply, including through ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity to optimize operational and financial performance; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to develop a new surface water scheme to augment water source and reinforce the distribution network (footnote 1). Under these on-going projects, distribution network improvement (DNI) works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA. Commissioned DMAs have achieved uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15% with the current average of 4.95%,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. The DMAs of package 2.11 involve rehabilitation of around 453 km of water distribution network complete with DTW (deep tube wells) and pump stations (for Zone 3, 4 and 10). The proposed service will distribute water with the "District Metering Area" (DMA) approach to 16 DMA locations of Dhaka North.
4. **Resettlement Plan:** The Resettlement Plan for Package 2.11 is based on the preliminary designs prepared prior to detail project design for 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)

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).

2009 requirements for involuntary resettlement category B projects. The RP will be updated upon the completion of final detail design during project implementation.

5. **Involuntary Resettlement Impact:** The identified potential involuntary resettlement in 2.11 area will impact (i) 106 semi –permanent structures owned by 106 families temporarily during the construction, (ii) livelihood of 104 business owners temporarily during the construction, and (iii) daily wages of 46 workers of the affected business temporarily during the construction. Among the affected structures one house will require relocation and one family kitchen will be affected. Housing rental allowance and other necessary assistance will be provided. All the affected business owners can return to the original sites once the construction is completed.

6. **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.

7. **Consultation and Disclosure:** Census of the affected people was conducted in the month of November. This was followed by five (5) nos. focus group discussions in which the information on the project was disclosed / shared with the affected people and community people. The project cut-off date was established during that time as November 2015.

8. **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.

9. **Resettlement Budget:** The resettlement cost for the implementation of the package 2.11 is estimated at USD 9,453.94 which will be met from counterpart (government) funds.

I. PROJECT DESCRIPTION

A. Introduction

1. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building.⁵

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.⁶ DWASA, the water utility for Dhaka, serves 13.5 million people,⁷ and has made continuous efforts to improve its distribution network, among others, with support of two ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to augment surface water source and improve parts of the distribution network.

3. Under these two on-going projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water 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%,⁸ assured good quality potable water directly from taps without any other treatment, and authorized or legalized 9,500 connections.

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

5. **Impacts, Outcome, and Outputs.** The project impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-2020,⁹ and (ii) coping with disaster and adapting to climate change and safeguard environment

⁵ 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.

⁶ United Nations Department of Economic and Social Affairs. 2015. *World Urbanization Prospects: The 2014 Revision*. New York.

⁷ 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.

⁸ Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

⁹ Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-*

in the National Strategy for Water Supply and Sanitation.¹⁰ The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured.

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

- (i) **Output 1: Distribution network strengthened.** Further to the ongoing work of two ADB-financed projects,¹¹ 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;¹² and (ii) additional financing to complete civil work contracts of DMAs under DWSSDP. 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.
- (i) **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;¹³ (ii) strengthening monitoring capacity at the zone level with renewed standard operating procedures,¹⁴ 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.
- (ii) **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;¹⁵ (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; (v) prepare and implement water quality monitoring system; (vi) implement gender action plan; and (vii) enhance project readiness of future investment.¹⁶

B. Proposed Water network Components

1. Improved Water Network

7. **Description of Package 2.11:** The DMAs of package 2.11 involve rehabilitation of around 453 km of water distribution network complete with DTW (deep tube wells) and pump

FY2020. Dhaka.

¹⁰ 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.

¹¹ 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.

¹² 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.

¹³ 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.

¹⁴ Standard Operating Procedure will include water loss assessment; water balance calculation; leakage management; asset management; and smart water management of IT devices.

¹⁵ 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.

¹⁶ DWASA will engage consultants to prepare future projects mainly for sewerage management.

stations (for Zone 3, 4 and 10). The proposed service will distribute water with the “District Metering Area” (DMA) approach to 16 DMA locations of Dhaka North.

8. The following tables provide further details on all packages with project components

Table 1: Project components

Package Number⁵	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

Table 2: Details on Package of DWSNIP

Package Number⁵	General Description	Estimated Value (excluding CD-VAT and including IT-VAT)
ICB2.12 (Zone 7)	Rehabilitation of Distribution Network for NRW reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (192 Km)	USD 23.359 Million 19 DMA
ICB-01.1	Chlorination Equipment(300 Sets)	USD 3.78 Million
ICB-01.2	Supply and Installation of SCADA	USD6.0 Million
ICB-01.3	Supply and Installation of SCADA	USD6.0 Million
ICB-01.4	Implementation of AMR	USD0.376 Million

9. The following figures provide further details on 2.11 packages with zone, DMA identification numbers and areas:

Figure 1: Project Location Map with Zone and DMA locations

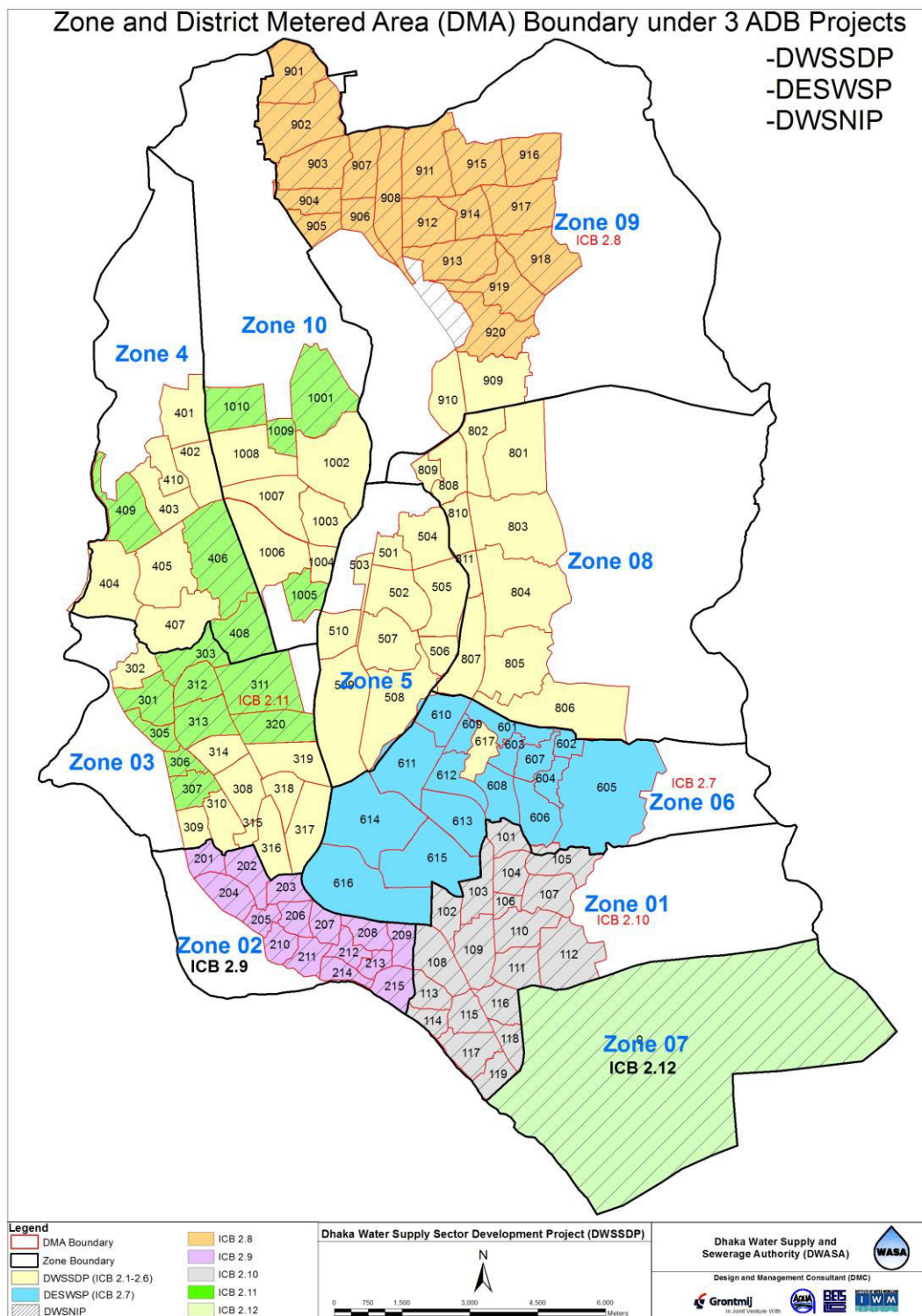
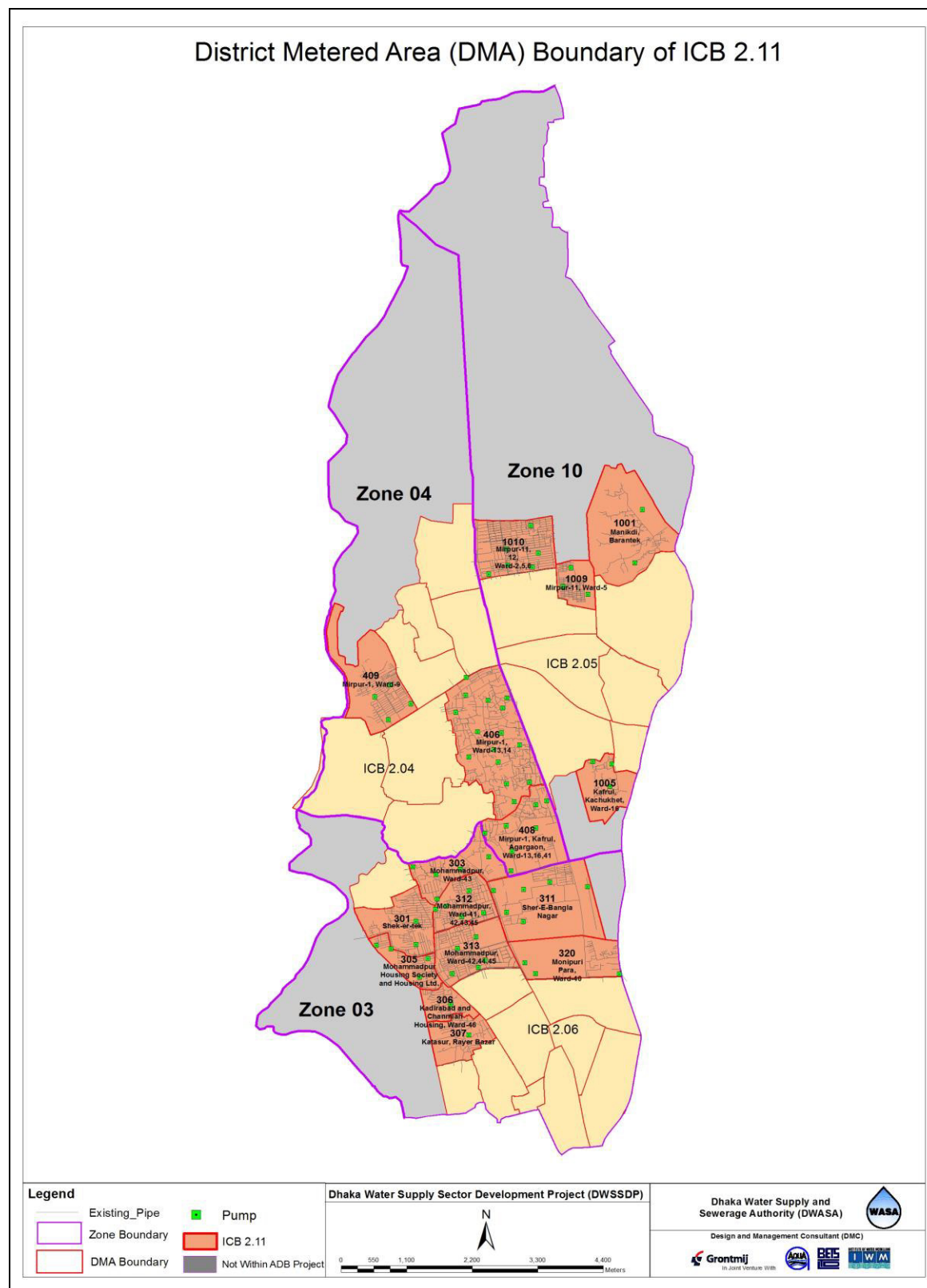


Figure 2: Project Location Map for District Metered Area showing boundary of ICB 2.11



II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

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

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

11. DWSNIP will take appropriate measures to avoid and minimize any impact on the large number of squatters whose house/ livelihood could be affected during implementation of the project. The plan is to construct the new lines by adjusting the alignment so as to avoid the permanent structures. This approach is also being followed in the current ongoing projects (DWSSDP).

12. The 16 DMA involve rehabilitation of around 453 of water distribution network complete with DTW (deep tube wells) and pump stations (for Zone 3, 4 and 10).

13. No private land requisition need is anticipated. 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.

14. Census of affected persons and inventory of affected assets: A total of sixteen(16) DMAs has been assessed 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. A complete census (100%) of affected households and assets using the form in Appendix 5 was conducted from 17 to 21 November 2015 to identify entitled and non-entitled persons, vulnerable affected persons, inventory and detailed measurement of all affected assets.

15. Data analysis and interpretation: Results of the census (Appendix 2) were analyzed to determine the scale of involuntary resettlement impacts,¹⁷ estimate cost for mitigation the involuntary resettlement impacts and to establish the resettlement database to be used during project monitoring and supervision.

16. The mode of installation of reticulation pipes for water distribution will be based on access and space availability along the route. However the installation will be through open

¹⁷ (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.

trenches, horizontal directional drilling (HDD) or pipe bursting method. Open trenches will be 8 restricted to areas with narrow and curvy lanes, where HDD installation is not possible.

17. Out of the 16 DMAs, detail design has been completed for 9 DMA and design work for the remaining 7 designs is in progress. Data from the design of 9 DMA presents in the following table with the detail in the Annex 3

Table 3: Summary of Water supply Installation methods for 9 DMA only

Installation Method	Total (meter)
Open Trance	38376.806
HDD	221837.807
Pipe Bursting	52966.356
Total	313180.969

B. Resettlement impact

18. All affected people are informal land users using government's land or Right of Way to run their business or live. No private land acquisition will be required. The proposed project will have temporary impacts on semi-permanent structures and livelihood of 104 vendors/hawkers for maximum 7 days during the construction, and these vendors can return to their original sites after the construction.¹⁸ 46 workers also will be impacted temporarily on their daily wages. Two families living in semi-permanent structures will have impacts on their shelter and kitchen. One of them needs relocation. A housing rental allowance and subsistence allowance will be provided. Special attention will be given to the affected family required relocation to ensure that their livelihood will not be worse off.

19. Tables 4 & 5 summarizes the potential involuntary resettlement (IR) impacts of each Water network based on the designs prepared prior to the project implementation.

Table 4: IR impact and Number of Affected Person in Package 2.11 per DMA locations

Package No.	Zone	DMA	Area	Involuntary Resettlement Impacts
2.11 Rehabilitation of Distribution Network with O & M (including	Zone 3	301	Shekertek	3 (shop) No. of HH/APs = 3 No. of affected HH members = 16
		303	Mohammadpur, Ward 43	3 (shop) No. of HH/APs = 3 No. of affected HH members = 18

¹⁸ 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

Package No.	Zone	DMA	Area	Involuntary Resettlement Impacts
procurement of equipment/plant and construction of DTW and pump station (453 km)		304	Mohammadpur Housing Society and Housing Ltd	1 (shop) No. of HH/APs = 1 No. of affected HH members = 5
		305	Mohammadpur Housing Society and Housing Ltd.	4 (shop) No. of HH/APs = 4 No. of affected HH members = 18
		306	Kadirabad and Chanmiah Housing, Ward-46	1 (shop) No. of HH/APs = 1 No. of affected HH members = 4
		307	Katasur, Rayer Bazar	15 (shop) No. of HH/APs = 15 No. of affected HH members = 77
		312	Mohammadpur, Ward-41,42, 43,45	1 (shop) No. of HH/APs = 1 No. of affected HH members = 4
		313	Mohammadpur, Ward-42,44,45	11 (shop) No. of HH/APs = 11 No. of affected HH members = 65
		320	Monipuri Para, Ward-40	1 (shop) No. of HH/APs = 1 No. of affected HH members = 8
	Zone 4	406	Mirpur-1, Ward-13,14	5 (shop) No. of HH/APs = 5 No. of affected HH members = 24
		408	Mirpur-1, Kafrul, Agargaon, Ward-13,16,41	8 (shop) No. of HH/APs = 8 No. of affected HH members = 37
		409	Mirpur-1, Ward-9	19 (shop) No. of HH/APs = 19 No. of affected HH members = 90
	Zone 10	1001	Manikdi, Barantek	6 (shop) No. of HH/APs = 6 No. of affected HH members = 26
		1005	Kafrul, Kachukhet, Ward16	5 (shop) No. of HH/APs = 5 No. of affected HH members = 25
		1009	Mirpur-11, Ward-5	6 (4 shops, 1 house and 1 kitchen) No. of HH/APs = 6 No. of affected HH members = 35
		1010	Mirpur-11,12, Ward-2,5,6	17 (shop) No. of HH/APs = 17 No. of affected HH members = 99

AP = affected person; HH = household.

20. The potential involuntary resettlement impacts of each DMA area is based on the available designs prepared prior to the project implementation. However the proposed water supply networking improvement project will have temporary impacts on the livelihood and semi-permanent structures of the affected locations. The table 5 below indicates the involuntary resettlement impacts base on the type of the identified impacts

Table 5: Detail Involuntary Resettlement Impacts in Package 2.11

SI no.	DMA No.	Semi-permanent Structure	Temporary Livelihood
1	301	3 (shop) No. of HH/APs = 3 No. of affected HH members = 16	3 (shop) No. of HH/APs = 3 No. of affected HH members = 16
	Record No.	057, 104, 105	057, 104, 105
2	303	3 (shop) No. of HH/APs = 3 No. of affected HH members = 18	3 (shop) No. of HH/APs = 3 No. of affected HH members = 18
	Record No.	039, 040, 041	039, 040, 041
3	304	1 (shop) No. of HH/APs = 1 No. of affected HH members = 5	1 (shop) No. of HH/APs = 1 No. of affected HH members = 5
	Record No.	102	102
4	305	4 (shop) No. of HH/APs = 4 No. of affected HH members = 18	4 (shop) No. of HH/APs = 4 No. of affected HH members = 18
	Record No.	064, 065, 066, 067	064, 065, 066, 067
5	306	1 (shop) No. of HH/APs = 1 No. of affected HH members = 4	1 (shop) No. of HH/APs = 1 No. of affected HH members = 4
	Record No.	103	103
6	307	15 (shop) No. of HH/APs = 15 No. of affected HH members = 77	15 (shop) No. of HH/APs = 15 No. of affected HH members = 77
	Record No.	042, 043, 044, 045, 046, 047, 048, 049, 050, 051, 052, 053, 054, 055, 056	042, 043, 044, 045, 046, 047, 048, 049, 050, 051, 052, 053, 054, 055, 056
7	312	1 (shop) No. of HH/APs = 1 No. of affected HH members = 4	1 (shop) No. of HH/APs = 1 No. of affected HH members = 4
	Record No.	069	069
8	313	11 (shop) No. of HH/APs = 11 No. of affected HH members = 65	11 (shop) No. of HH/APs = 11 No. of affected HH members = 65
	Record No.	091, 092, 093, 094, 095, 096, 097, 098, 099, 100, 101	091, 092, 093, 094, 095, 096, 097, 098, 099, 100, 101
9	320	1 (shop) No. of HH/APs = 1 No. of affected HH members = 8	1 (shop) No. of HH/APs = 1 No. of affected HH members = 8
	Record No.	068	068
10	406	5 (shop) No. of HH/APs = 5 No. of affected HH members = 24	5 (shop) No. of HH/APs = 5 No. of affected HH members = 24
	Record No.	022, 023, 024, 025, 026	022, 023, 024, 025, 026

SI no.	DMA No.	Semi-permanent Structure	Temporary Livelihood
11	408	8 (shop) No. of HH/APs = 8 No. of affected HH members = 37	8 (shop) No. of HH/APs = 8 No. of affected HH members = 37
	Record No.	027, 028, 029, 030, 031, 032, 080, 087	027, 028, 029, 030, 031, 032, 080, 087
12	409	19 (shop) No. of HH/APs = 19 No. of affected HH members = 90	19 (shop) No. of HH/APs = 19 No. of affected HH members = 90
	Record No.	070, 071, 072, 073, 074, 075, 076, 077, 078, 079, 081, 082, 083, 084, 085, 086, 088, 089, 090,	070, 071, 072, 073, 074, 075, 076, 077, 078, 079, 081, 082, 083, 084, 085, 086, 088, 089, 090,
13	1001	6 (shop) No. of HH/APs = 6 No. of affected HH members = 26	6 (shop) No. of HH/APs = 6 No. of affected HH members = 26
	Record No.	033, 034, 035, 036, 037, 038	033, 034, 035, 036, 037, 038
14	1005	5 (shop) No. of HH/APs = 5 No. of affected HH members = 25	5 (shop) No. of HH/APs = 5 No. of affected HH members = 25
	Record No.	017, 018, 019, 020, 021	017, 018, 019, 020, 021
15	1009	6 (4 shops, 1 house and 1 kitchen) – 1, house required temporary relocation No. of HH/APs = 6 No. of affected HH members = 35	4 (4 shop) No. of HH/APs = 4 No. of affected HH members = 18
	Record No.	058, 059, 060, 061, 062, 063	058, 059, 061, 063
16	1010	17 (shop) No. of HH/APs = 17 No. of affected HH members = 99	17 (shop) No. of HH/APs = 17 No. of affected HH members = 99
	Record No.	001, 002, 003, 004, 005, 006, 007, 008, 009, 010, 011, 012, 013, 014, 015, 016, 106	001, 002, 003, 004, 005, 006, 007, 008, 009, 010, 011, 012, 013, 014, 015, 016, 106
Total		106	104
Total HH		106	104
Total HH members		551	534

AP = affected person; HH = household.

C. Involuntary Resettlement Issues on the Proposed Water line in 1009 DMA

21. As per proposed plan a water line is to be laid in the DMA-1009, zone 10 area. Based on the field visit observations and consultation with the community it is found that the proposed water line implementation project will face significant logistic constraints, besides some serious hygienic issues as detailed below:

- (i) The most important constraint is that two large septic tanks are located in the middle of the road very close to the existing and proposed waterline route. This poses a serious logistic issue.

- (ii) The internal road is very narrow and there is an open drain by the side of road. Installation of the new line would be very challenging in this environment. Current DWASA water line is laid along this road.
- (iii) Community people and the biogas plant operators confirmed that existing water line is laid close to sewerage line/tank. They complained about a very bad smell coming from the current water supply of the area. They thought that there is some contamination from the sewage lines
- (iv) At least 2400 poor families are living in the area. NGO DSK with the support of Plan international installed biogas plants in this area. Of the 24 lanes in the area inhabitants of 23 lanes are using biogas from the safety tank plant. The proposed line installation work will disrupt gas supply to this low income community.

22. Thus construction of water network in this area is yet to be finalized due to the above mentioned reasons. It is suggested by the community that the line be redirected and supply water outlets at a more hygienic location that is easily accessible to the community. **It is recommended that the matter be further investigated by the concerned department and during the finalization of detail design in the project implementation period.** Picture of the area showing sewage line and drainage condition of the area.



Sewage line and drainage condition of the area

III. SOCIOECONOMIC INFORMATION AND PROFILE

A. Profile of Affected Persons

23. Impact inventory surveys reveal that there a family shelter and a kitchen belong to two (2) families (owners of the shop) in Mirpur, DMA 1005 will be affected. One of them will require relocation (owner of the shelter) due to construction of the project component. The affected households are nontitle holders (squatter/ encroachers) living on the government land. For the relocated household the required rental assistance, transition allowance, and subsistence allowance will be provided by the project. Special attention will be given to the relocated family to ensure their livelihood will not be worse off. The resettlement NGO recruited by the project will assist and monitor the affected family.

24. The impact inventory and survey of businesses undertaken in the sturdy area reveal that 11 out of 106 (10.37%) of the temporarily affected persons comprise BPL people. There are 14 female headed household, it comprises 13.21% of the 106 temporarily affected persons. 3

female headed families are BPL. Daily profits of affected shops facing temporary income loss during construction implementation were found BDT 548.21.

25. Most of the affected persons are living in the project locations for around 5 to 15 years and have dependents in their family who totally rely on their income. They are moderately successful in street business. The construction work will affect their small business outlet and they will temporarily lose their income.

26. Majority affected persons (88.68%) expressed their strong willingness to continue their business, in the same area after construction work will over. Interesting 11.32 % said that they want to be replaced in an area which will be strategically viable to help begin everything afresh.

Table 6: Summary of Vulnerable Households

	Type of Vulnerability	Record numbers			Number of HH family member		
		Zone 3	Zone 4	Zone 10	Zone 3	Zone 4	Zone 10
1	Below poverty line (BPL) ¹⁹	01(record no. 091)	04 (record no. 081,082,083,086)	6 (record No. 02,04,06,09,016, 062)	13	22	47
2	Female-headed household	5(Record no.040,044,050,055 ,103)	06(record no. 075,078,079,081,082, 083)	3(record No.019,036,058)	21	33	16
3	Poor family with Elderly Member ²⁰	2 (record No. 091, 092)	2 (record No. 025, 027)	6 (record No. 07,011,021,037,059,060)	16	11	36

27. The project will have potential impact on 14 female-headed household. 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.

28. No indigenous people/ small ethnic communities are located in the project locations of DMA of zone 3, 4 and 10 areas. This has been verified through consulted with the people community and NGOs are engaged in the project locations.

¹⁹ 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.

²⁰ 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.

B. Socioeconomic Information of Affected Person Household

29. The census has gathered socio-economic characteristics of the affected 106 household to understand how project will put an impact on them. The majority affected persons (86.80%) is male and very few (13.207%) are female. The target groups 92.45 % (98) squatters are selling different types of products and services in temporary structured (bamboo/wooden) shops on the ROW. The census findings also indicated that, total of 104 affected persons will be displaced for short time and will lose their livelihood, and two houses will be demolished.

30. Affected person houses` consists of 5.20 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 106 households 52% are male and 48% are female, 84.90% are married, 6.60 % unmarried, 3.77% of women are widow and 4.72% are separated or abandoned by their husbands. Average affected person household income is Tk.33518.87 per month, the minimum being Tk.5000 and the maximum Tk.40000.

31. Overall, 20.75% of respondents have no education, 50.94% has attended schools up to primary level, and 25.47 % has received education up to secondary level, 2.83 % up to higher secondary level.

32. A total of 73 affected person families have, 144 school going children; 8 families have 9 children who have dropped out of school.

33. The Census identified principal occupations of the affected person households and thus focused on their economic condition at household level. Women members are engaged in domestic work (21.63 %) whereas; only 2.28 % male respondents are engaged in household work and 27.13% are hawkers, and 5.88% work as service holders. However 5.50% adults are identified as unemployed and on the other hand 29.41% are still student.

34. Census also indicate that out of 106 families 91, 51% use pipe water for drinking source, whereas 7.55% use Deep tube well water and one 1 family use filtered jar water. 38, 68 shared drinking source and 37.74% dailies shared latrine. 74.53% affected persons have loan from different organizations.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

A. Public Consultation Conducted

35. During the field visits in the month of November, 2015, four (4) consultations were held. In all there were fifty three participants (53) in these meetings, including the affected persons. Discussions were held with the affected people in the presence of community people and representatives of NGOs. Discussions were also held with the representatives of DWASA. The NGO representatives worked closely with the resettlement consultants in identifying affected areas and affected persons. Details of the discussions are noted under the section on public consultation. The list of the affected persons is given in Appendix 2.

36. Project components and its benefits, impacts and resettlement issues were discussed and opinions exchanged with the community and affected persons. During the public consultation with the affected people majority of the participants demanded compensation for their loss. However, in most of the cases the routes along main roads are free from impacts. Vendors there are on mobile carts and can be easily relocated. However the vendors in the

smaller lanes in the interior will be the ones most affected. They have semi-permanent structures and they have been occupying these spaces for running their livelihood for years. These people will need to be shifted to an alternative location during construction or their livelihood will be affected.

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

38. During the study of the DMA locations, most people who participated in the discussion commented that the existing water supply is very unhygienic. They also said that water from the pump station is better but it gets contaminated when it passes through the water lines. In their opinion, the bad smell is because of contamination with sewage lines due to damaged pipes. This unhygienic condition creates not only bad odor in the water, but also helps in spreading waterborne diseases, especially skin diseases.

39. During discussions, the community people welcomed the new project ,as it will ensure pure drinking water supply system. Most of the Affected Persons expressed their willingness to cooperate with the authorities and provide support to facilitate the construction work in the area.

V. GRIEVANCE REDRESS MECHANISM

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

41. **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.

42. 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.

43. 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.

44. **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.

45. 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.

46. 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.

47. 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.

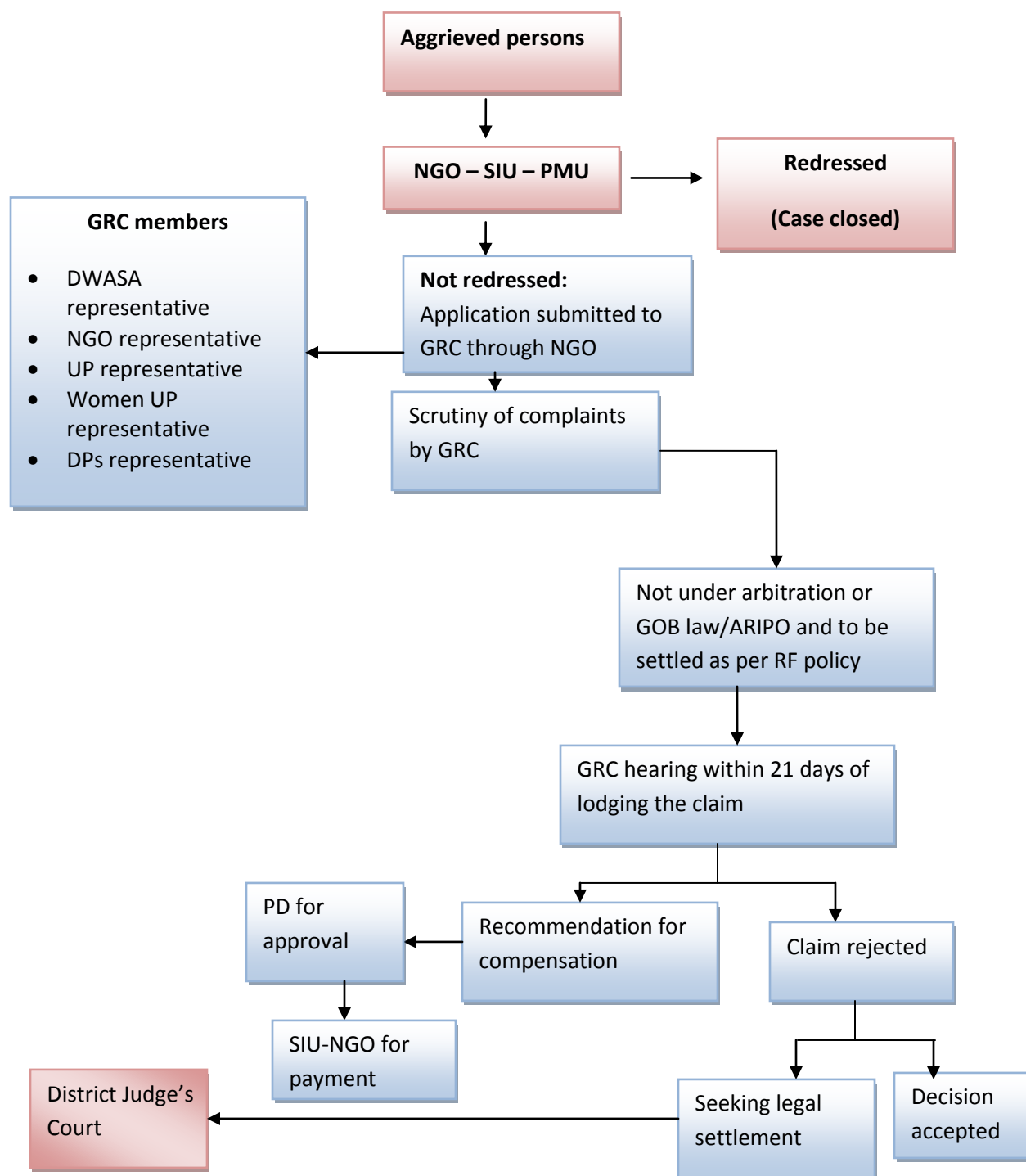
48. Procedures of resolving grievances are described in Table 7 below.

Table 7: 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.

49. The GRM flow chart is in figure 3 below.

Figure 3: Grievance Redress Mechanism (GRM)



50. 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.

51. **Recordkeeping.** Records of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions and the date these were affected and final outcome will be kept by PMU. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMU office, and on the web, as well as reported in monitoring reports submitted to ADB on a semi-annual basis.

52. **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.

53. **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.

54. A sample Grievance form attached in Appendix 6. This will be filled by PMU safeguard officer or NGO staff in charge for GRM monitoring and record keeping.

VI. POLICY AND LEGAL FRAMEWORK

55. **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.

56. 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.

57. **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.

58. 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

59. 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.

60. 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 AP to receive compensation and resettlement assistance from the project.

61. The following categories of APs 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

62. 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

63. 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.

64. 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 8: 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 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

Type of Loss	Specification	Eligibility	Entitlements
	Full loss of structure (=>30 %) and relocation		period (to be deducted from the owner)
		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 OR <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 IN EITHER CASE <ul style="list-style-type: none"> Right to salvage materials from lost structure
	Moving of minor structures (fences, sheds, kitchens, latrines, etc.)	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
		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) OR <ul style="list-style-type: none"> Relocation/reconstruction of the structure by the project IN EITHER CASE <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 AND <ul style="list-style-type: none"> Cash compensation for self-relocation of stall/kiosk at market rate (labor, materials, transport, and other incidental 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

Type of Loss	Specification	Eligibility	Entitlements
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 employment/ daily wage	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 obligations to provide severance payments to laid-off employees, to be verified by government labor inspector <p>AND</p>

Type of Loss	Specification	Eligibility	Entitlements
			<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

65. 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.

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

67. **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 RP.

68. **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 TK5000²¹ (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

69. **Resettlement Cost.** Table 9 presents the resettlement costs which include: (i) Cost of semi permanent structures; (ii) income loss; ((iii)) additional provisions for vulnerable affected persons. The resettlement cost has been prepared using market survey price and verified during consultation with the community, (vi) provisions for contingencies to cover damages to properties, labour cost for shifting assistance etc. Total resettlement cost for 2.11 is TK. 676386.57 BDT and USD \$ 9,453.94

Table 9: Indicative Cost for Resettlement Plan Implementation for the identified Water network impacts

SL. No.	Compensation for type of loss	Sq.ft	No.	Period (Days)	Unit(TK)	Total Amount (TK)	Remarks
1	Structures						
	Wood, Bamboo and Tin	104	2		300	62,400.00	Unit Cost assessment made by owner
	MS Mile Still	0	0		0	0.00	Unit Cost assessment made by owner
2	Relocation assistance						
	Relocation assistance for the relocated household		1	LS	1000	1000	Unit Cost assessment made by owner

²¹ 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
	Labor Cost for Shifting Assistance		110		300	33,000.00	Unit Cost assessment made by owner
	Transition Allowance						
	Rental house assistance for the relocated HH (3 months)		1	LS	15000	15000	
	Subsistence allowance for the relocated HH (1 month)		1	LS	13000	13000	
	Transition allowance for affected employees		46	7	300	96,600	Unit Cost assessment made by owner
3	Temporary Income Loss						
	Business Income Loss		104	7	548.21	399,096.88	Unit Cost assessment made by owner
3.2	Special assistance for vulnerable affected persons						
	BPL – FHH – Elderly HH		24	LS	5000	120000.00	
	Total					676,696.88	
	Contingency		10%			67,669.7	
	Grand total (Tk)					744,365.88	
	(USD)					9,476.3	

X. INSTITUTIONAL ARRANGEMENTS

70. 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 DP 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.²² This includes the RP updating, disclosure and submission of semiannual safeguard monitoring report.²³

71. 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. Specific tasks and responsibility will be given to the recruited NGO support PMU to monitor and assist the relocated affected household to find replacement place to reconstruct the house and ensure that the relocated family will not be worse off.

72. 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.

73. 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.

74. Organizational procedures/institutional roles and responsibilities for safeguards implementation, and steps/activities involved in delivery of entitlements, are described in Table10.

Table 10: 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	PMU – SIU – NGO

²² DWASA currently implementing ADB Loan 2382 and Loan 3015.

²³ <http://www.adb.org/projects/documents/dhaka-water-supply-sector-development-program-jan-jun-2015-smr>

	affected person	
4	Provision of checks to affected persons	PMU – SIU – NGO
5	Submission of progress report and semiannual monitoring reports	PMU SIU – DMS RS
6	Continuing public consultation and participation	SIU – NGO
9	Entertain grievance and redress cases	PMU – SIU – NGO
10	Implementation of additional supports to vulnerable groups	SIU – NGO
11	Submission of RP(s) completion report	PMU – SIU – DMS RS

XI. IMPLEMENTATION SCHEDULE

75. ICB 2.11 is to be implemented over a period of 52 months. The detailed design and construction stage will commence in January 2017, and will cover 30 months. Appendix 7 has the detail schedule of ICB 2.11 activities.

76. 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

77. Implementation of ICB 2.11 resettlement activities will be monitored by the Safeguards Implementation Unit under the DESWSP PMU. Staff will be given training in resettlement issues, social survey methods, etc. by DMS Resettlement Specialist where necessary. Monitoring data will be collected from the NGOs implementing the Resettlement Plan, and individual affected persons, and will be compared with entitlements and disbursement schedules established in the Resettlement Plan. The PMU – SIU will consolidate the monthly reports submitted by the NGO and DMS resettlement specialist and prepare semiannual monitoring report on the progress of the Resettlement Plan implementation and other safeguards related issues including the status of any grievances and redress cases logged by any complainants during the project implementation. The sample of Resettlement Plan monitoring template is Appendix 8.

Records of Public Consultations in Package 2.11 locations

1. Consultation with the affected persons in Northern Adabar

Zone-3 DMA-301,303:

Date: 19.11.2015

North Adabar

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

Introduction:

The area will have a new DWASA water line; however, the proposed water line will be constructed on the same locations. To construct the proposed new line, a number of squatters will be affected. The livelihood of the affected poor people will be further affected for a specific time. Most of them are migrants, hailing from Commilla, Madaripur, Kishorganj and other adjoining districts. Some participants from this affected people claimed to have been living here for a range of years from 10 to 18; their work locations lie along the ROW. Most of them are the lone income earners in their households. Other household members have to depend on them for their sustenance.

The area provides shanties with low rents affordable for poor people. The owners of these shanties are henchmen for powerful local people and backed by these people's support the henchmen could keep the land under their occupation for indefinite period.

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

	Key issues	Major Findings
1.	The people choose the place for business	Representatives of the affected people claimed that the project would dislocate them and there would be no other place for them to settle other than in the street. Once dislocated, they would not find any work scope and it would be impossible for them to get back the possession of living space using legal process. Their livelihood and children's education are tied to their present location; for this they can't think of leaving the place.
2.	What will happen when DWASA will demolish the structure	People said they would have no option to start new businesses at new. Their present income earning activities will be totally halted during the construction period. As they will lose income, their children's education will mostly suffer with no tuition fee and food. Whatever assurance they may be given of coming back to present location, they can't think of leaving it, for they fear they will not get any work to do for their sustenance.

4.	About their opinion on compensation issues	Since a complete unemployment during the construction period seems to be inevitable, the affected people demanded sufficient compensation to help them sustain. They also requested for enough time so that they could shift whatever they have to another place before demolition starts. They want to save as much as possible. Otherwise, they will lose their raw items. They will not invest money for raw vegetables.
5.	Perception of the people on Existing DWASA	Some of the participants have expressed their strong dissatisfaction with the quality of existing water supply. They complained that most of the time water has foul odor and looks dirty. Having this bitterness, they have welcomed the new project that promises odor free clean water supply. For the sake of this better quality, the vendor class is ready to shift elsewhere in the nearby locations.

2. Consultation with affected persons and affected people of DMA: 408, zone-4

Date: 19...11.2015

Location: North Kafrul

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

Introduction: The existing water line goes through a lane of internal street. Three vendors running their businesses in the area for about 5 to 10 years have been identified to have occupied the ROW of the existing line. They do not pay any money to anyone as bribe or subscription.

Issues related to the DWASA Project have been shared with the participants. They have learned that an improved water system would be available. In the discussion different aspects of this better water service were talked about. 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. The affected people will be able to claim further compensation from GRC of DWASA if they are not satisfied with the compensation amount given.

	Key issues	Major Findings
1.	The people choose the place for business	They have migrated to this place from Patuakhali and Munshigonj districts. They started their business in other areas first; displaced several times and finally got settled in this location as it proved better secured, for the locals extended their support for them. Their daily income ranges from 500 to 1000 taka; it is their only source of income. The local people have their tea from the stall and also buy pitha, a kind of cake. Cosmetics selling women have their most customers from the poor community members. The investment in this cosmetic business is around 80,000 taka; as the shop is on the main road its sale volume is much higher than that from inside. The people living here buy their pitha (country cakes) and have tea from two tea stalls. Most of the time, women do the selling.
2.	What will happen when DWASA will demolish the	They are ready to close their business while construction will be going on but they have a strong doubt if the community would support their coming back to the same spot once project is over. The owner of the house may not offer them

	structure	space in the future. Again, there would be a break in the relation between customers and sellers; its regain will be less likely. Going to a similar place will be tough as it always takes long time to have a regular customer base at a new location.
4.	About their opinion on compensation issues	They demanded compensation for the days they will not able to work or till start work. One of the pitha sellers told that he would find some ways to meet the minimum daily expenses but can't think of earning the present level of income. Therefore, he needs compensation to make up for the loss. Other community members felt that DWASA should support the poor people; otherwise their situation would be worsened.
5.	People's perception about the Existing DWASA	Affected people, however, agreed to close their shops, for they appreciate the new WASA project. They support because the present water quality is very bad as it smells foul and dirty looking; moreover, water supply is quite irregular. All these bad sides have turned them supporter of the new project.

Location: North Kafrul, Dhaka			Zone:10 Date: 19.11.2015		DMA: 1005
Sl no	Name	Fathers Name	Resident Address	Sex	Job/Work
01	Fatema	Hus Liton	Barishal Street	Female	Household Worker
02	Ashura	Baroi	South Kafrul	Female	Household Worker
03	Khairul Islam	Md. Abu Sahid	South Ibrahimpur	Male	Grocery Shop
04	Md. Abdul karim	Late Abdul Majid	Boubazar	Male	Rickshaw Puller
05	Md. Zahedul	Kutubuddin Sarkar	Kafrul	Male	Painting
06	Monir Ahmed	Ali Azam	Kafrul	Male	
07	Abu Bakkar Siddik	Late Ismail	Kunirteck	Male	Vegetable Seller
08	Shahin	Bajlu Sarker	North Kafrul	Male	Chef
09	Md. Nuruzzaman	Late Mohiruddin	North Kafrul	Male	Business
10	Md. Zalal	Md. Mostafa Farazi	South Kafrul	Male	Daily labor
11	Md. Shajahan	Abdul Sattar	North kafrul	Male	Tea Stall
12	Md. Babul Hawladar	Abdur razzak Hawladar	North Kafrul	Male	Chicken seller
13	Md. Abdul hai	Younus sardar	North Kafrul	Male	Caretaker, SHDL
14	Md. Razzak Khan	Mohidul Haque Khan	North Kafrul	Male	Household Work
15	Ansar kazi	Late Akbor Kazi	North Kafrul	Male	Household Work
16	Abdur Rahman	Abdul Khaleq	North Kafrul	Male	Business
17	Samsunahar	Late Nur Mohammad mia	Monipur	Female	Supervisor, DORP
18	Md. Zibadul Islam	Md. Azzizur Rahman	Mirpur- 2	Male	Resettlement Worker, DORP
19	Ferdousi	Mahbub Alam Khan	Mirpur -1	Female	Resettlement Worker, DORP

3. Consultation with affected persons and affected people of DMA: 408, zone-4

Date: 21.11.2015

Area: Agargaon; Taltola

Participants: The Resettlement Study team conducted a discussion meeting participated by both affected persons and community people of the area and members of SUK, an NGO.

Introduction: Six or seven persons run different kinds of business on the road that connects the area with the main road. These people will lose their income earning during construction period. They regularly pay a certain amount to the local *mastans* (musclemen) and thus escape intervention by the police. Sometimes due to some dislocation in *mastan* police connection, policemen raid the area demolishing their business structures. But bribing police helps them regain the position. Their families live close by in low rent shanties.

Issues related to the DWASA Project have been shared with the participants. They have learned that an improved water system would be available. In the discussion different aspects of this better water service were talked about. 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. The affected people will be able to claim further compensation from GRC of DWASA if they are not satisfied with the compensation amount.

	Key issues	Major Findings
1.	The people choose the place for business	The people here mostly are migrants from Faridpur, Barisal, Kishorganj, Rangpur and Mymensingh and the rest are locals. They would do such businesses in other areas; over the time they settled here with the support of their relatives or friends who came here at earlier times.
2.	What will happen when DWASA will demolish the structure	Affected people said they had no other alternatives but to close the shops for the sake of construction. They can't shift their business to other areas as they all have a customer base here; many of these customers have purchased in credits. This has tied these people to the area. As the place of their business is government owned they don't have to pay any rent. This could not be possible if they are to shift to other places. Moreover, their families live nearby in low rented houses.
4.	Their position on compensation	Affected people clearly stated that their families would suffer while their business would remain stopped. As there will be no income, they want enough compensation during construction period and also some space for short time relocation. For economic reasons they won't shift their business to elsewhere. All these constraints have made them vulnerable. The government could address this vulnerability by offering them sufficient amount of compensation.
5.	Perception of the people on Existing DWASA	The local people claimed that existing water supply is irregular and its quality is unhealthy as water smells bad and looks dirty. People here mostly collect drinking water from the Mosque which is very near to the Pump house. Water coming from deep underground reaches the mosque tank through short distance. Water is very clean. However, people living in the Staff Quarter have to boil water to get it germ free before drinking.

4. Consultation with affected persons and affected people of DMA: 1009, zone-10

Date 21.11.15:

Area: Bauniabad E Block (Shurovi School)

A discussion has been conducted with the community members and affected people of Bauniabadbazaar whose shops and livelihood will be affected. The proposed water line will be passing under two-safety tanks in the area and will cause a conflicting condition. The affected people have informed that they don't have any place to relocate their businesses. During the construction of the new line they will be out of their business and thereby completely unemployed. As the place is highly congested, there is no space for relocation. The quality of supply water from the existing water line of DWASA is bad due to some kind of linkage with sewerage line through leakages in the water line. Consequently this water has become a threat to public health in the area.

Location: Bauniabad, E block (Shurovi School)			Zone:10 DMA: 1009 Date: 21.11.2015		
SI no	Name	Fathers Name	Resident Address	Sex	Job/Work
01	Md. Chan Mia	Md. Boshir Sheikh	H# 9/2, Rd.6, Block-D, Sec-14, Mirpur	Male	DSK (DWASA)
02	Amal raj Bangshi	Late Shah Bhunat Raj banshi	Narinda Monir Hossain, Lane H-14	Male	DSK (DWASA)
03	Delip Bappy	Nikungo	Tandt	Male	DSK (DWASA)
04	Sankar Adhicary	Amalesh Adhicary	H#10/E-15, Madrasa Road, Mohdpur	Male	DSK (DWASA)
05	Md. Lal Mia	Oajuddin Hawladar	D-Block, Bauniabad	Male	Salkoon
06	Kari Md. Masum Akbor	Akbor Ali	D-Block, Bauniabad	Male	Madrasa Teacher
07	Sabuz	Md. Hazrat Ali	Soukhin Fish Farm, Bauniabad	Male	Tea Stall
08	Monir Hossain	Md. Giasuddin	D Block, Bauniabad	Male	Sanitary Contractor, Cons.
09	Ranu Begum	Abdul Aziz	E Block, Bauniabad	Male	Housewife
10	Md. Shahidul Islam	Late Korom Ali	E Block, Bauniabad	Male	Small Business

Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.11

Summary of Resettlement Impacts

SL. No.	Details	No. of APs
1	Affected semi-permanent structure (business stalls, shelter, kitchen)	106
2	Affected shelter (required relocation)	1
3	Affected family's kitchen	1
4	Affected BPL APs	11
5	Affected business/ livelihood income (temporary)	104
6	Affected employees of affected business (temporary)	46

Socio-economic profile of Affected Households

Socio-economic characteristics	Unit	Details
Affected Households	No.	106
Affected Persons	No.	551
Male APs	No. (%)	284(51.54%)
Female APs	No. (%)	267(48.46%)
Average Household Size	Avg. No. of person/HH	5.20
Occupation of Household Head		
Business/ Shop Keeper	No. (%)	98 (92.46%)
Service	No. (%)	2 (1.88%)
Driving	No. (%)	4 (3.78%)
Household Worker	No. (%)	1 (0.94%)
Retired Person	No. (%)	1 (0.94%)
Total	No. (%)	106 (100%)

Profile of APs with temporary income loss

SL. No.	Characteristic	Details
1	No. of Persons facing temporary income loss	104
2	Occupation of APs	Business, Household Worker / Retired Person, Driving, Shop Keeper
3	Type of loss	
	Commercial Business Shop	104
	Loss of business	104
	Loss of Livelihood	104
	Employee who loss livelihood	46
4	Male APs	90
5	Female APs	14

The number of Affected Household per DMA

DMA No.	Number	Percent
301	3	2.83
303	3	2.83
304	1	0.94
305	4	3.77
306	1	0.94
307	15	14.15
312	1	0.94
313	11	10.38
320	1	0.94
406	5	4.72
408	8	7.55
409	19	17.92
1001	6	5.66
1005	5	4.72
1009	6	5.66
1010	17	16.04
Total	106	100

Gender of Household Head (HHH)

DMA No.	Male	Female	Total
301	3		3
303	2	1	3
304	1		1
305	4		4
306		1	1
307	12	3	15
312	1		1
313	11		11
320	1		1
406	5		5
408	8		8
409	13	6	19
1001	5	1	6
1005	4	1	5
1009	5	1	6
1010	17		17
Total	92	14	106

Civil Status of HH Head

DMA No.	Single	Married	Widow	Separated/Divorced	Total
301	1	2			3
303		2	1		3
304		1			1
305		4			4
306		1			1
307	2	8		5	15
312		1			1
313		8	3		11
320		1			1
406		5			5
408		8			8
409	2	17			19
1001	1	5			6
1005		5			5
1009		6			6
1010	1	16			17
Total	7	90	4	5	106

Education of HHH

DMA No.	Illiterate	Elementary	High School	College	Total
301		3			3
303		2		1	3
304		1			1
305		3	1		4
306		1			1
307	1	11	3		15
312		1			1
313	4	4	2	1	11
320			1		1
406	1	4			5
408	1	4	3		8
409	7	7	4	1	19
1001	1	2	3		6
1005		4	1		5
1009	3	3			6
1010	4	4	9		17
Total	22	54	27	3	106

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

Occupation	All HH Members	HH Members	Spouse	HHH
Business	175	73	4	98
Service	4	2		2
Job/ Service Abroad	16	14	2	
Driving	7	2	1	4
Student	95	95		
Farmer	0			
House Wife	158	81	77	
HH Worker	17	14	2	1
Labor	18	16	2	
Unemployed	23	22	1	
Old/Retired	6	5		1
Child	20	20		
Kosai	0			
Muchi	0			
Carpenter	0			
Hawker	4	3	1	
Skilled Professionals	8	8		
Total	551	355	90	106

HH Income Range

DMA No.	Below 7000	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
301					3	3
303			1		2	3
304			1			1
305			3	1		4
306			1			1
307	2	2	4	3	4	15
312			1			1
313			1		10	11
320					1	1
406			2	2	1	5
408		3	2		3	8
409	3	3	3	4	6	19
1001	1			1	4	6
1005			2	1	2	5
1009	2		3	1		6

DMA No.	Below 7000	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
1010	3	4	2	4	4	17
Total	11	12	26	17	40	106

HH Expenditure Range

DMA No.	Below 7000	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
301				1	2	3
303			1		2	3
304	1					1
305			4			4
306	1					1
307		3	5	4	3	15
312			1			1
313		1		1	9	11
320					1	1
406			2	2	1	5
408		1	4		3	8
409	3	4	3	6	3	19
1001		1		1	4	6
1005			3	1	1	5
1009		2	4			6
1010		3	8	3	3	17
Total	5	15	35	19	32	106

Religion of HH

Religion	Number	Percent
Muslim	101	95.3
Hindu	5	4.7
Total	106	100.0

Resettlement Impacts

Resettlement Effect	Total
Shelter	2
Shop/Stall	104
Loss of livelihood	104

Nature of Business

Nature of Business	
	Total
Tea Stall	49
Grocery	3
Workshop	5
Hotel	5
Stationary	5
Pan/Cigarette	9
Poultry	2
Tailor/Mechanic	1
Fruit	13
Vegetable	5
Cosmetic	1
Cake	1
Shoe	3
Bird Shop	1
Butcher	1
Total	104

Affected Structure Type

Affected Structure Type	Total
Shelter - Kitchen	2
Shop/Stall	104
Total	106

Materials of Affected Structures

Materials of Affected Structure	Number	Affected Area (Sft.)
Bricks and Wood and Tin	2	164
Wood, Bamboo and Tin	33	984
Wood and Tin	46	1706
Wood and Bamboo	23	382
MS Mile Still	1	15
brick and wood	1	40
Total	106	3291

Affected Structures per DMA

DMA No.	Structure	Percent
301	3	2.83
303	3	2.83
304	1	0.94
305	4	3.77
306	1	0.94
307	15	14.15
312	1	0.94
313	11	10.38
320	1	0.94
406	5	4.72
408	8	7.55
409	19	17.92
1001	6	5.66
1005	5	4.72
1009	6	5.66
1010	17	16.04
Total	106	100

Type of materials of the affected Structure

Permanent or Semi-permanent		Total
Permanent	0	0
Semi-permanent	106	106
Total	106	106

Usage of the Affected Structures

Structure Categories	Permanent or Semi-permanent		Total
	Permanent	Semi-permanent	
Shop	0	104	104
Shelter	0	2	2
Total	0	106	106

Average monthly Sales and Expenses

Nature of Business	Avg. Monthly Sale	Avg. Monthly Expense
Tea Stall	58653.06	40775.51
Grocery	65000	45000
Workshop	32400	15700
Hotel	31600	26800
Stationary	40000	26000
Pan/Cigarette	54666.67	38333.33
Poultry	222500	194500
Tailor/Mechanic	56000	48000
Fruit	61384.62	45076.92
Vegetable	39600	28400
Cosmetic	30000	25000
Cake	23500	10000
Shoe	12000	9000
Bird Shop	35000	30000
Butcher	40000	20000
Total	56063.73	39694.17

Have Location for Temporary Relocation

Have Location to Relocate	Frequency	Percent
Yes	12	11.32
No	94	88.68
Total	106	100

Households have loans

DMA No.	Yes	No	Total
301	3		3
303	3		3
304		1	1
305	3	1	4
306	1		1
307	11	4	15
312	1		1
313	8	3	11
320		1	1
406	5		5
408	8		8
409	18	1	19

DMA No.	Yes	No	Total
1001	6		6
1005	5		5
1009	5	1	6
1010	2	15	17
Total	79	27	106

Source of Loans of the Affected Business

DMA No.	Relatives	Bank	Co-operative	Userer	NGO	Total
301	1	0.00	2	0	0	3
303	2	0.00	1	0	0	3
305		2.00	1	0	0	3
306	1	0.00	0	0	0	1
307	1	0.00	10	0	0	11
312		1.00	0	0	0	1
313	5	0.00	3	0	0	8
406	4	1.00	0	0	0	5
408	7	0.00	0	0	1	8
409	16	0.00	2	0	0	18
1001	6	0.00	0	0	0	6
1005	5	0.00	0	0	0	5
1009		0.00	4	1	0	5
1010		1	0	0	1	2
Total	48	5	23	1	2	79

Multiple answers accepted

Household Have School Children

DMA NO	Number of School Children	Number of HH
301	2	2
303	5	2
304	3	1
305	8	4
306	2	1
307	20	8
312	1	1
313	12	7
320	4	1
406	5	2
408	5	5
409	22	13

DMA_NO	Number of School Children	Number of HH
1001	8	4
1005	6	3
1009	6	4
1010	35	15
Total	144	73

HH with Dropouts Children

DMA_NO	HH	No. of Persons
312	1	1
313	1	1
406	1	1
1005	2	3
1009	3	3
Total	8	9

Source of Drinking Water

	Source_Drinking_Water			
DMA_NO	Tubewell / Deep Tubewell	Piped Water	Supplied Jar Water	Total
301	0	3	0	3
303	0	3	0	3
304	0	1	0	1
305	0	4	0	4
306	1	0	0	1
307	0	15	0	15
312	0	1	0	1
313	1	10	0	11
320	0	1	0	1
406	0	5	0	5
408	2	6	0	8
409	0	19	0	19
1001	1	5	0	6
1005	1	4	0	5
1009	0	5	1	6
1010	2	15	0	17
Total	8	97	1	106

Source of Drinking Water

Source of Drinking Water	Number	Percent
Tube well / Deep Tube well	8	7.55
Piped Water	97	91.51
Supplied Jar Water	1	0.94
Total	106	100

Share Source of Drinking Water

Share Source of Drinking Water	Number	Percent
Yes	41	38.68
No	65	61.32
Total	106	100

Own Toilet

Own Toilet	Number	Percent
Flush to Septic Tank	22	20.75
Pit Latrine with Slab and Water Seal	66	62.26
Pit Latrine with no Water Seal	18	16.98
Total	106	100

Share Latrine

Share Latrine	Frequency	Percent
Yes	40	37.74
No	66	62.26
Total	106	100

Woman Contribute Income

Woman Contribute Income	Number	Percent	Total Income (Monthly)	Avg. Income (Monthly)
Yes	18	16.98%	BDT 2,36,000	BDT 9833.33
No	88	83.02%		
Total	106	100.00%		

List of Tables of Pipe Installation Method in Different DMA

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 03 (DMA 306)

Diameter (mm)	Length (m)			Total Length
	Open Trench	HDD	Pipe Busting	
75	1004.44	1844.52	0	2848.96
110	627.54	3649.78	0	4277.32
160	108.66	2090.01	0	2198.67
200	0	1622.84	0	1622.84
250	107.8	660.11	0	767.91
315	46.28	185.67	0	231.95
Total	1894.72	10052.93	0	11947.65

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 03 (DMA 312)

Diameter (mm)	Length (m)			Total Length
	Open Trench	HDD	Pipe Busting	
75	557.45	4858.61	0	5416.06
110	0	7848.52	0	7848.52
160	471.84	5029.90	0	5501.74
200	1786.61	3229.20	0	5015.81
250	586.372	932.21	0	1518.582
315	16.35	662.25	0	678.6
Total	3418.622	22560.69	0	25979.312

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 03 (DMA 313)

Diameter (mm)	Length (m)			Total Length
	Open Trench	HDD	Pipe Busting	
75	0	12179.48	949.04	13128.52
110	0	10445.47	0	10445.47
160	0	3951.70	1251.31	5203.01
200	0	4150.57	1325.53	5476.10
250	0	707.41	1118.12	1825.53
315	0	628.95	794.20	1423.15
Total	0	32063.58	5438.20	37501.78

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 04 (DMA 409)

Diameter (mm)	Length (m)			Total Length
	Open Trench	HDD	Pipe Busting	
75R	0	1229.8	42.7	1272.50
110R	0	4952.8	445.5	5398.30
110	952.7	10988.6	5518.2	17459.50
160	41.2	1183.00	5145.2	6369.40
200	0	2215.40	275.3	2490.70
250	0	1503.3	0	1503.30
315	25.5	3845.8	107.3	3978.60
400	0	1170	0	1170.00
Total	1019.4	27088.70	11534.2	39642.30

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 04 (DMA 408)

Diameter (mm)	Length (m)			Total Length
	Open Trench	HDD	Pipe Busting	
75R	281.02	1862.47	0	2143.49
110R	257.3	6724.46	0	6981.76
110.00	620.91	8088.69	5176.36	13885.96
160.00	0	1279.36	3044.31	4323.67
200.00	0	3486.02	402.52	3888.54
250.00	0	1435.00	854.93	2289.93
315.00	51.68	3485.82	1837.62	5375.12
Total	1210.91	26361.82	11315.74	38888.47

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 04 (DMA 406)

Diameter (mm)	Length (m)			Total Length
	Open Trench	HDD	Pipe Busting	
75R	4758.701	1632.844	0	6391.5450
110R	7020.863	14627.246	122.633	21770.7420
110.0000	1268.39	20026.305	13012.025	34306.7200
160.00	0	2741.345	10290.545	13031.8900
200.00	0	10462.36	701.642	11164.0000
250.00	0	4356.48	0	4356.4800
315.00	72.3	6329.189	248.641	6650.1300
Total	13120.254	60175.7670	24375.4860	97671.5070

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 10 (DMA 1001)

Diameter (mm)	Length (m)			Total Length
	Open Cut	HDD	Pipe Busting	
75	5971.32	7782.35	0	13753.67
110	5331.24	1771.77	0	7103.01
160	2133.58	850.72	0	2984.3
200	462.7	2127.07	0	2589.77
250	0	656.75	0	656.75
315	5.13744	2547.59	0	2552.73
Total	13903.97	15736.25	0	29640.22

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 10 (DMA 1001)







Diameter (mm)	Length (m)			Total Length
	Open Cut	HDD	Pipe Busting	
75	1887.38	3333.65	0	5221.03
110	1682.53	4629.85	302.74	6615.12
160	214.61	1891.58	0	2106.19
200	0	722.34	0	722.34
250	0	912.79	0	912.79
315	0	1137.18	0	1137.18
Total	3784.52	12627.39	302.74	16714.65

Pipe Installation Method (Both Distribution and Reticulation Pipe) in Zone 10 (DMA 1009)

Diameter (mm)	Length (m)			Total Length
	Open Cut	HDD	Pipe Busting	
75	0	2023.8	0	2023.8
110	24.41	8519.86	0	8544.27
160	0	1973.49	0	1973.49
200	0	892.45	0	892.45
250	0	323.5	0	323.5
315	0	1437.57	0	1437.57
Total	24.41	15170.67	0	15195.08

Photo Documentation of Pump Stations in Package 2.11

Zone s	Photos of Pump Stations	
Zone 10		
	South Kafrul Pump station	Lalashorai Pump Station
		
	North Kafrul Pump Station	Bauniabadh Pump Station
Zone 3		
	Shamoli Borabo Pump Station	Shamoli Borabo Pump Station

	 <p>সংরক্ষিত এলাকা হুমায়ন রোড পানির পাম্প মডস জোন-৩ ঢাকা ওয়াসা অফিস ফোন : ৮১০০৭০৭</p>	 <p>মোহাম্মদী হাউজিং পানির পাম্প মডস জোন-৩, ঢাকা ওয়াসা অফিস ফোন : ৮১০০৭০৭</p>
	<p>Humayon Road Pump station</p>	<p>Mohammadi Housing Pump Station</p>
	 <p>সংরক্ষিত এলাকা মনিপুরী পাড়া পানির পাম্প মডস জোন-৩, ঢাকা ওয়াসা অফিস ফোন : ৮১২০২০৫, ০৩৭৭৭২০০৩০২</p>	 <p>ওয়াসা</p>
	<p>Monipuri Para Pump Station</p>	<p>Zohuri Moholla Pump Station</p>
	 <p>সংরক্ষিত এলাকা সলিমুল্লাহ রোড পানির পাম্প মডস জোন-৩, ঢাকা ওয়াসা অফিস ফোন : ৮১০০৭০৭</p>	 <p>সংরক্ষিত এলাকা বাবর রোড পানির পাম্প মডস জোন-৩ ঢাকা ওয়াসা</p>
	<p>Salimullah Road Pump Station</p>	<p>Babor Road Pump Station</p>

		
	Tali Office Pump Station	
		
	Sadek Road Pump Station	
Zone 4		
	Kazi para Pump Station	Borobagh Pump Station

			
	Gudaraghat Pump Station		

Questionnaire

Census ID:

Dhaka Water Supply Network Improvement Project, Financed by ADB

1. PROJECT COMPONENT

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

2. ADDRESS

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

3. SOCIO-DEMOGRAPHIC CHARACTERISTICS

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

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

3. Mobile No.:

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

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

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

	Household Head	Spouse
Name		
Age		
Occupation		
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Male <input type="checkbox"/> Female
Ethnicity		
Civic Status [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. Others.....	

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

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

CODE: Occupation

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

7. Water and Sanitation Practice

1. In general what is the source of the drinking water that your household uses?	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.							

II. AFFECTED STRUCTUR

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

Type of Structure

1. Permanent 2. Semi-Permanent

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

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

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

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

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

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

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

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

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

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

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

10. SOCIO-ECONOMIC PROFILE**IV.**

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

- [a] Livelihood Type: Temporary ☐ Permanent ☐
- [b] How many members of your family, including yourself, would lose jobs if the project is implemented? _____.
- [c] How many are dependent on employment? _____ How many are self employed? _____ How many are engaged in agriculture? _____
- [d] Is there any member of your household who works elsewhere or relative that provides financial assistance to your family? [] Yes [] No

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

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

THANK YOU VERY MUCH

Interviewer: _____

Date Interviewed: _____

Sample Grievance Form

(To be available in Bangla and English)

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

Date		Place of registration			
Contact Information/Personal Details					
Name		Gender	* Male * 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:	Yes No
Means of Disclosure:	

Implementation Schedule for Package 2.11

[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 city,¹ 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, 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.

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 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.

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)

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.

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 the convener of the JVC (Joint verification committee) and PVAC (Property Valuation Advisory Committee). The PD will perform as convener of GRC (Grievance Redress Committee) and RAC (Resettlement Advisory Committee). The resettlement

assistance NGO will assist APs to put forth grievances and access information on opportunities for employment in project related activities, rights and entitlements and the grievance redress process, and make informed choices.

G. Grievance Redress Mechanism (GRM)

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

H. Environmental Management

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

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

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

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

Contact detail for inquiry:

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