

Resettlement Plan

Document stage: Draft report
Project Number: 47254-003

March 2016

BAN: Dhaka Water Supply Network Improvement Project (DWSNIP) – ICB Package 2.8 (Zone 9)

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

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CURRENCY EQUIVALENTS

(as of 3 March 2016)

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

ABBREVIATIONS

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

WEIGHTS AND MEASURES

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

CONTENT

	Page
I. PROJECT DESCRIPTION	1
A. Introduction	1
B. Proposed Water network Components	2
II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT	7
A. Assessment Methodology, Scope of Land Acquisition and Other impacts	7
B. Proposed Land for Acquisition and Availability:	8
C. Resettlement impact	8
D. Involuntary Resettlement issues of Proposed Water line in 907 DMA	9
III. SOCIOECONOMIC INFORMATION AND PROFILE	11
A. Profile of Affected Persons	11
B. Socioeconomic Information	12
IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION	13
A. Public Consultation Conducted	13
V. GRIEVANCE REDRESS MECHANISM	14
VI. POLICY AND LEGAL FRAMEWORK	17
VII. ENTITLEMENTS, ASSISTANCE AND BENEFITS	18
A. Types of Losses and Affected Person Category	18
B. Principles, Legal, and Policy Commitments	18
C. Entitlement	19
VIII. COMPENSATION MECHANISM	22
A. Cash Allowance to Support Lost Income	23
B. Additional Assistance to Vulnerable Groups	23
IX. RESETTLEMENT BUDGET	23
A. Resettlement cost	23
X. INSTITUTIONAL ARRANGEMENTS	24
XI. IMPLEMENTATION SCHEDULE	26
XII. MONITORING AND REPORTING	26

List of Appendixes

1. Records of Public Consultations in Package 2.8
2. Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.8
3. Photo Documentation of Pump Stations in Package 2.8
4. Questionnaire
5. Sample Grievance Form
6. Picture of Impact Free Area in DMA 905
7. Implementation Schedule for Package 2.8
8. Sample Monitoring Template
9. Draft Leaflet for Project Information Disclosure

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. Package 2.8 is covering 13 DMAs of zone 9 locations under the new DWSNIP project. This requires rehabilitation of around 457km of water distribution network, complete with DTW (deep tube wells) and pump stations. The proposed service will distribute water with the "District Metering Area" approach to 13 DMA locations of "Dhaka North". The layout and preliminary design of package 2.8 is in progress under the supervision of Dhaka Water Supply Sector Development Project (DWSSDP).

4. **Sample DMA:** This Resettlement Plan was prepared from four DMA (4) out of thirteen (13) DMA locations in zone 9 of DWASA administrative zones. One (1) additional zone was selected, as one (1) out of the three (3) locations of originally selected DMAs, did not have any impact at all. The selection primarily was based on certain criteria such as population density,

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).

market places location importance etc. All sample DMA locations were finally selected by the NGO⁵ and XEN⁶ of the DWSNIP project in consultation with the study team.

5. **Resettlement Plan:** The Resettlement Plan for Package 2.8 is based on the preliminary designs prepared prior to detail project design for implementation. Entitlement compensation and other assistance provided in this Resettlement Plan is based on Government of Bangladesh's Acquisition and Requisition of Immovable Property Ordinance, 1982 (ARIPO) and ADB's Safeguard Policy Statement (SPS) 2009 requirements for involuntary resettlement category B projects. The RP will be updated upon the completion of final detail design during project implementation.

6. **Involuntary Resettlement Impact:** The identified potential involuntary resettlement in zone-9 area will impact (i) 3 semi –permanent structures(shop) owned by 3 families temporarily during the construction, and (ii) livelihood of 3 household (shop/stall and rent) owners temporarily during the construction. The alignment of DMA 907 will be carefully reassessed during detailed design and proper measures will be prepared to mitigate the impacts. This will be included in the updated RP of ICB Package 2.8.

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

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

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

10. **Resettlement Budget.** The resettlement cost for the implementation of the package 2.8 is estimated at USD \$ 690.56 which will be met from counterpart (government) funds.

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

⁶ Executive Engineer of DWASA

I. PROJECT DESCRIPTION

A. Introduction

1. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to 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

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.² DWASA, the water utility for Dhaka, serves 13.5 million people,³ 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 the on-going two projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA. Commissioned DMAs show good progress, which record uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15%, with the current average of 4.95%⁴ 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, 2016-2020⁵ and (ii) coping with disaster and adapting to climate change and safeguard environment

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

³ 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.

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

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

in the National Strategy for Water Supply and Sanitation.⁶ 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,⁷ the proposed project will contribute to improving the distribution network in Dhaka city, including (i) new DMAs not financed by the ongoing loans in seven zones,⁸ 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;⁹ (ii) strengthening monitoring capacity at the zone level with renewed standard operating procedures,¹⁰ upgraded training modules, and supervisory control and data acquisition system (SCADA) and piloting automated meter reading; and (iii) enhancing in-house design capacity for sustainable DMA management.
- (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; (ii) enhance its capacity for design, construction supervision and project management; (iii) prepare and implement public awareness program for demand control, water conservation, and health and hygiene; (iv) enhance quality of service delivery to low-income communities; (v) prepare and implement water quality monitoring system; (vi) implement gender action plan; and (vii) enhance project readiness of future investment.¹¹

7. DWSNIP civil works is divided into five contracts (packages): ICB 2.8 covering 13 DMAs, ICB 2.9 covering 15 DMAs, ICB 2.10 covering 19 DMAs, ICB 2.11 covering 16 DMAs, and ICB 2.12 covering 19 DMAs.

B. Proposed Water network Components

8. Project Description: Package 2.8 is covering 13 DMAs of zone 9 locations under the new DWSNIP project. This requires rehabilitation of around 457km of water distribution network,

FY2020. Dhaka.

⁶ 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.

⁷ 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.

⁸ 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.

⁹ Sustainable NRW reduction plan will include the long-term and annual targets of NRW; optimal DMA based organizational restructure; incentive mechanism; asset management plan, budget requirement, and training plan.

¹⁰ Standard Operating Procedure will include water loss assessment; water balance calculation; leakage management including pressure management, repairs, and active leakage control; asset management; and smart water management of IT devices.

¹¹ DWASA will engage consultants to prepare future projects mainly for sewerage management,

complete with DTW (deep tube wells) and pump stations. The proposed service will distribute water with the “District Metering Area” approach to 13 DMA locations of “Dhaka North”. The layout and preliminary design of package 2.8 is in progress under the supervision of Dhaka Water Supply Sector Development Project (DWSSDP).

Table 1: Details Package of DWSNIP

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
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

Package Number ⁵	General Description	Estimated Value (excluding CD-VAT and including IT- VAT)
		Million

9. The following figures provide further details on 2.8 packages with zone, DMA identification numbers and areas:

Figure 1: Project Location Map with Zone and DMA locations

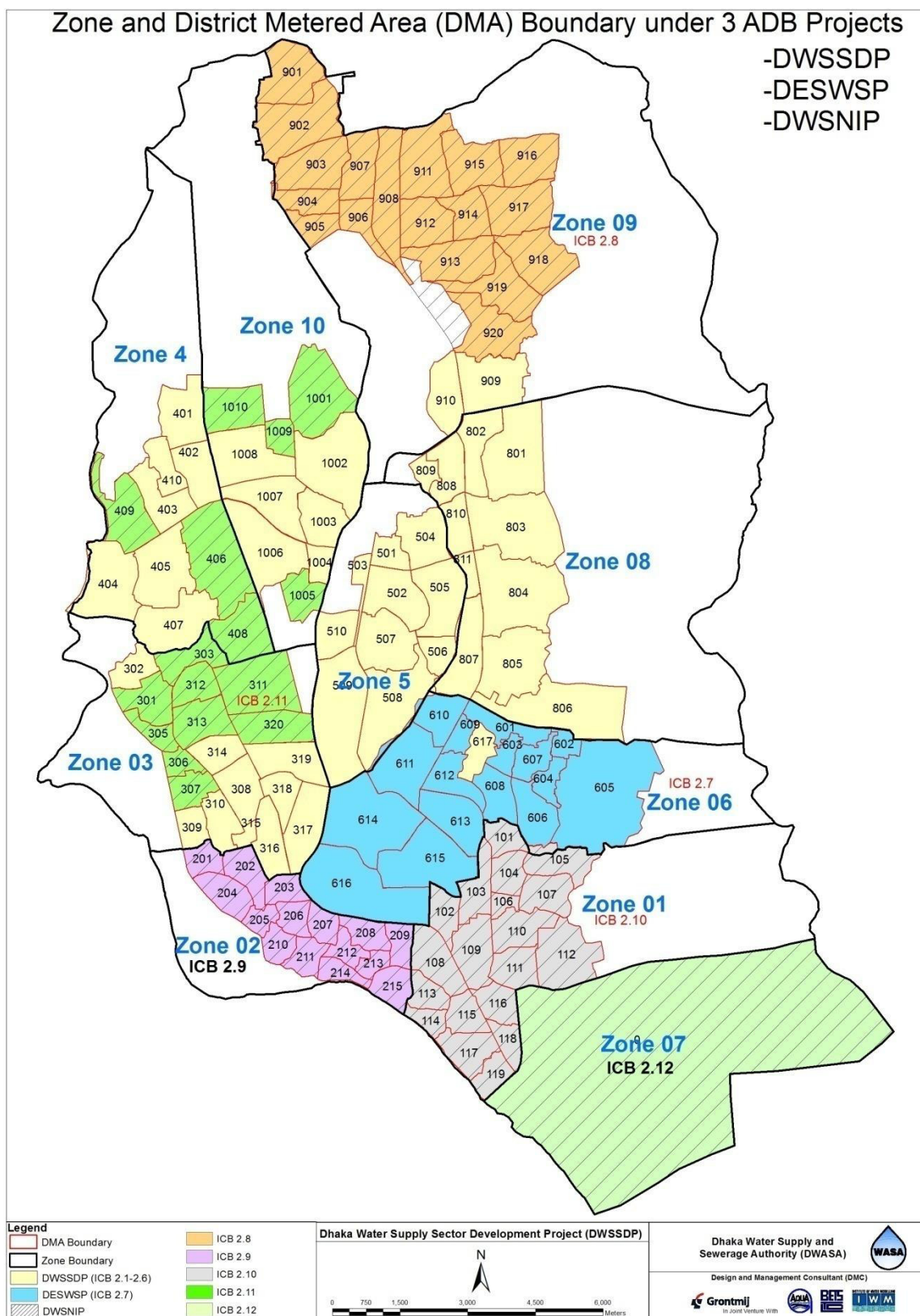
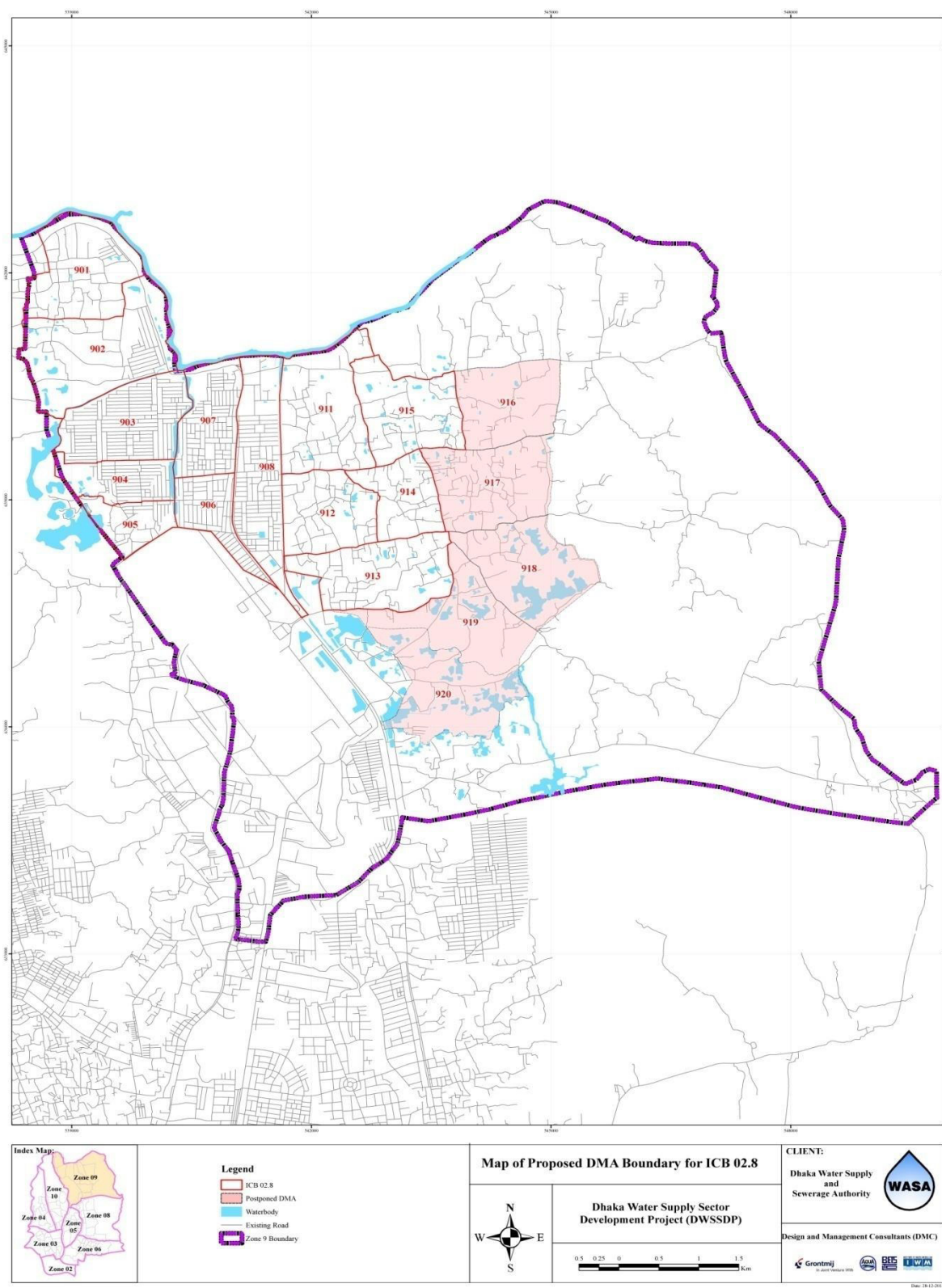


Figure 2: Project Location Map for District Metered Area showing boundary of ICB 2.8



II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

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

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

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

12. It was also observed that all small street businesses can actually be dismantled and moved to another location as these structures are mainly made of tarpaulin, tin and bamboo.

13. **Census of affected persons and inventory of affected assets:** A total of Four DMAs has been selected to identify affected persons and preparation of Resettlement Plan for the affected people and loss. . These DMAs are 905, 907, 911 and 912. Out of the 4 DMAS, no impact from the project has been identified in DMA 912. Only one vegetable shop owner will be affected in DMA 905. In order to avoid/ minimize impacts in the DMA 907 locations, a different alignment will be used. Pictures of DMA locations with no involuntary resettlement impact are showing in Appendix 6.

14. Complete census (100%) of affected households and assets, using the form in Appendix 4, Census was conducted on November 24, 25, December 2, 13, and 14. The aim was to identify the entitled and non-entitled persons, inventory of vulnerable affected persons and to get detailed measurements of all affected assets.

15. **Data analysis and interpretation:** Results of the census (Appendix 2) were analyzed to determine the scale of involuntary resettlement impacts,¹⁸ estimate cost for mitigation the involuntary resettlement impacts and to establish the resettlement database to be used during project monitoring and supervision.

16. Most of the water network programme installation will be in the ROW (right of way) and along existing pipe lines of DWASA. Construction/ Installation of new DTW (deep tube well) and

¹⁸ (i) 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.

pump stations will be in the current locations. No private land acquisitions anticipated and there is sufficient space to meet any space requirements. A total of 457 kilometer Rehabilitation of Distribution Network with DTW and pump stations will be constructed on government land.

B. Proposed Land for Acquisition and Availability:

17. The 13 DMA involve rehabilitation of around 457 Km of water distribution network complete with DTW (deep tube wells) and pump stations (for Zone 9).

18. Most of the water network programme installation will be in the ROW (right of way) and along existing pipe lines of DWASA. Construction/ Installation of new DTW (deep tube well) and pump stations will be in the current locations. No land requisition need is anticipated and there is sufficient space to meet any space requirements.

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

C. Resettlement impact

20. All affected people are informal land users using government's land or Right of Way to run their business. No private land acquisition will be required. The proposed project will have temporary impacts on semi-permanent structures and livelihood of 3 vendors/hawkers for maximum 7 days during the construction, and these vendors can return to their original sites after the construction.¹⁹

21. Table 2 and 3 below provide detail involuntary resettlement impacts of the sample DMAs.

Table 2: Project component with impact of Package 2.8

Package No.	Description	Zone	DMA	Area	IR Impacts
2.8	Rehabilitation of Distribution Network with O&M (including procurement of equipment/plant and construction of DTW and pump station (457 km)	Zone 09	905	Uttara	1 (shop) No. of HH/APs = 1 No. of affected HH members = 3
			913	Dakhinkhan	2 (shop) No. of HH/APs = 2 No. of affected HH members = 10

¹⁹ Permanent livelihood involuntary resettlement impact – considered when affected person (can be mobile hawkers/vendors, with permanent/semi-permanent structure/s, with equipment/tools) is required to move out/vacate the location during the construction phase but cannot return in the area even if the construction is declared complete. A change in livelihood is also considered a permanent involuntary resettlement impact. Temporary livelihood involuntary resettlement impact – considered when affected person (can be mobile hawkers/vendors, with permanent/semi-permanent structure/s, with equipment/tools) is required to move to alternative locations during the construction phase and allowed to return once construction in the area is declared complete

Table 3: Detail Involuntary Resettlement Impacts in Package 2.8²⁰

SI no.	DMA No.	Structure		Livelihood	
		Permanent	semi-permanent	Permanent	Temporary
1	905		1 (shop) No. of HH/APs = 1 No. of affected HH members = 3		1 (shop) No. of HH/APs = 1 No. of affected HH members = 3
	Record No.		03		03
2	911		2 (shop) No. of HH/APs = 2 No. of affected HH members = 10		2 (shop) No. of HH/APs = 2 No. of affected HH members = 10
	Record No.		01, 02		01, 02
Total			3		3
Total HH			3		3
Total HH members			13		13

AP = affected person; HH = household.

D. Involuntary Resettlement issues of Proposed Water line in 907 DMA

22. As per the proposed plan a water line is to be laid in the DMA-907, Abdullahapur Beribad location of zone 9 area. During census it is found that the existing water line is occupied by large number of permanent and temporary structures. Few people of locality had built permanent structures; and at least 100 squatter's occupied land where same DWASA water line exits. The squatters are living on the land of water board, constricted low cost tin made houses. At least 23 families of the slum claimed that they are owner of those houses and given rent out to the low income group and poor families. Initial discussion conducted with the relevant authority (PD- DWSSDP), who informed that in order to avoid impacts on permanent structures and squatters, a different alignment will be used for DMA 907. The identified structures that will be avoided by this new alignment are noted in this report.

23. A construction of a new line in this area will need to be carefully assessed due to the following conditions (i) existing water pipeline is now mostly covered by numbers of permanent structures, (ii) also a large number of poor income group are dwelling on BWDB land and they built their house on the top of the waterline alignment. The proposed construction will have significant impacts on their house and livelihood of some families. The squatters are mostly informal tenants of squatters' home or informal land users of families working in the surrounding

²⁰ 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.

area. The existing water line crossing middle of the cluster houses, proposed line will have impact on a large number of squatters living on the area. The possibilities to construct a new line in this area also roughly assessed, it is found that the existing width of the road is very narrow, road in front of the pucca structures is only 3.96 meter, roads in the squatters settlement area is only 1.83 meter and local people informed there is a sewerage line some of those locations. For both locations careful design need to done to avoid impacts. The results of final detailed design and impacts assessment will be included in the final/updated RP of this package and will be submitted to ADB for review and approval.

24. Below are the pictures of the identified impacts to be avoided/ carefully assessed during detailed design and construction including the street conditions of the discussed areas.





III. SOCIOECONOMIC INFORMATION AND PROFILE

A. Profile of Affected Persons

25. Impact inventory surveys reveal that a total of three shop owners will be affected during construction.

26. The impact inventory and survey of businesses undertaken in the sturdy area reveal that 1 out of 3 (33.33%) of the temporarily affected persons comprise BPL people. The BPL family has elderly members. There is no female headed household identified. Daily profits of affected shops facing temporary income loss during construction implementation were found BDT 422.22

27. Most of the affected persons are living in the project locations for the years and have dependents in their family who totally rely on their income. They are moderately successful in doing street business. The construction work will temporarily affect their small business outlet and they will temporarily lose their income during construction period. They may return to the original sites after the construction. All affected persons (100%), shop owners expressed strong opinion that they have no space to begin everything afresh.

Table 4: Summary of Vulnerable Households

	Type of Vulnerability	No. of affected HH		No. of HH family members	
		905	911	905	911
1.	Below poverty line (BPL) ²¹	Nil	1 (record No. 02)	Nil	5
2.	Female-headed household	Nil	Nil	Nil	Nil
3.	Any poor with Elderly Member ²²	Nil	1 (record No. 02)	Nil	5

28. The project will not have potential impact on female-headed households. A gender action plan (GAP) will be prepared for DWSNIP to ensure gender equality and social inclusion. The GAP will provide for activities to include active participation of females in (i) project disclosure and FGDs; (ii) decision making capacity in DWASA, and (iii) increasing women-friendly service delivery including the poor and the marginalized. The female HH will receive preferential selection for any project related work (skilled or unskilled), as described in the EM of this RP and the GAP.

29. No indigenous people/ small ethnic communities are located in the project locations of DMA of zone 9 areas. This has been verified through consulted with the people community and NGOs are engaged in the project locations.

B. Socioeconomic Information

30. The affected person census has gathered socio-economic characteristics of the affected 3 household to understand how project will put an impact on them. Out of 3 affected persons all are male and 100% APs are married.

31. The census findings also indicated that, total of 3 affected persons will be displaced and will lose their livelihood.

32. Affected Person houses consist of 4.33 members on an average which lower than Dhaka city population's HH size and national average household size (family size is 4.44 as per BBS census report of 2011). Average affected person household income is Tk.12666.66 per month, the minimum being Tk.9000 and the maximum Tk.20000.

33. Out of 13 family members only 5 have attended some school and 2 children are currently going to school.

34. The Census identified principal occupations of the affected person households and thus focused on their economic condition at household level. Women members are engaged in household work (38.46%) whereas; no male respondent is engaged in household work and 30.77% are squatters and 15.38% are still student.

35. Census is also indicating that out of 3 families use pipe water for drinking source. 66.67% shared their drinking source and 33.33% families shared latrine. 66.67% affected persons have loan from different organizations

²¹ 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

²² The eligibility will follow the Department of Social Service of Ministry of Social Welfare that uses 65 years old for man and 62 years old for woman to define elderly people.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

A. Public Consultation Conducted

36. During the field visits in the month of November and December, 2015, four (4) consultations were held. In all there were sixty one participants (61) in these meetings, including the affected persons. Discussions were held with the affected people in the presence of community people and representatives of NGO (DORP). Discussions were also held with the representatives of DWASA. The NGO representatives worked closely with the resettlement consultants in identifying affected areas and affected persons. Details of the discussions are noted under the section on public consultation is given in Appendix 1

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

38. 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.

39. Some issues raised in DMA -905 by people in the locality: Water smells of bleaching powder, very unclear and dirty, especially in the morning. During hot summer days, scarcity of water sometimes continues for about 15 days at a stretch. During these days people have to collect water from the nearest pump station. WASA also provides water by mobile water tanks.

40. Scarcity of water leads to additional issues, like not being able to rent out. One lady who rents to lower income group garment workers said, 'a number of tenants left the area, with houses remaining empty for months during the dry periods of the year. We hope that the new water line will bring fresh water supply and people would be able to drink clean water. Our houses would then not be vacant any longer'.

41. The field findings, such as water scarcity, low water flow, water quality and water control issues were shared with the XEN Mr. Kazimuddin (Mode Zone 09). The XEN informed that he is aware of the problems and regularly stays in touch with the community. He said his doors are always open for the community and they share their problems and exchange views with him. He confirmed that there is a huge scarcity of water during the dry season and WASA is taking a number of steps to overcome the problem.

42. Demand for a new line with fresh water is very high. People have experienced a lot of physical and emotional /relational sufferings in the way they collect water from the pump. It costs them a lot in both time and effort. Detail discussion is in the Appendix 1

V. GRIEVANCE REDRESS MECHANISM

43. 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.

44. **Grievance Redress:** 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.

45. 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.

46. 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.

47. **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.

48. 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.

49. 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.

50. 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.

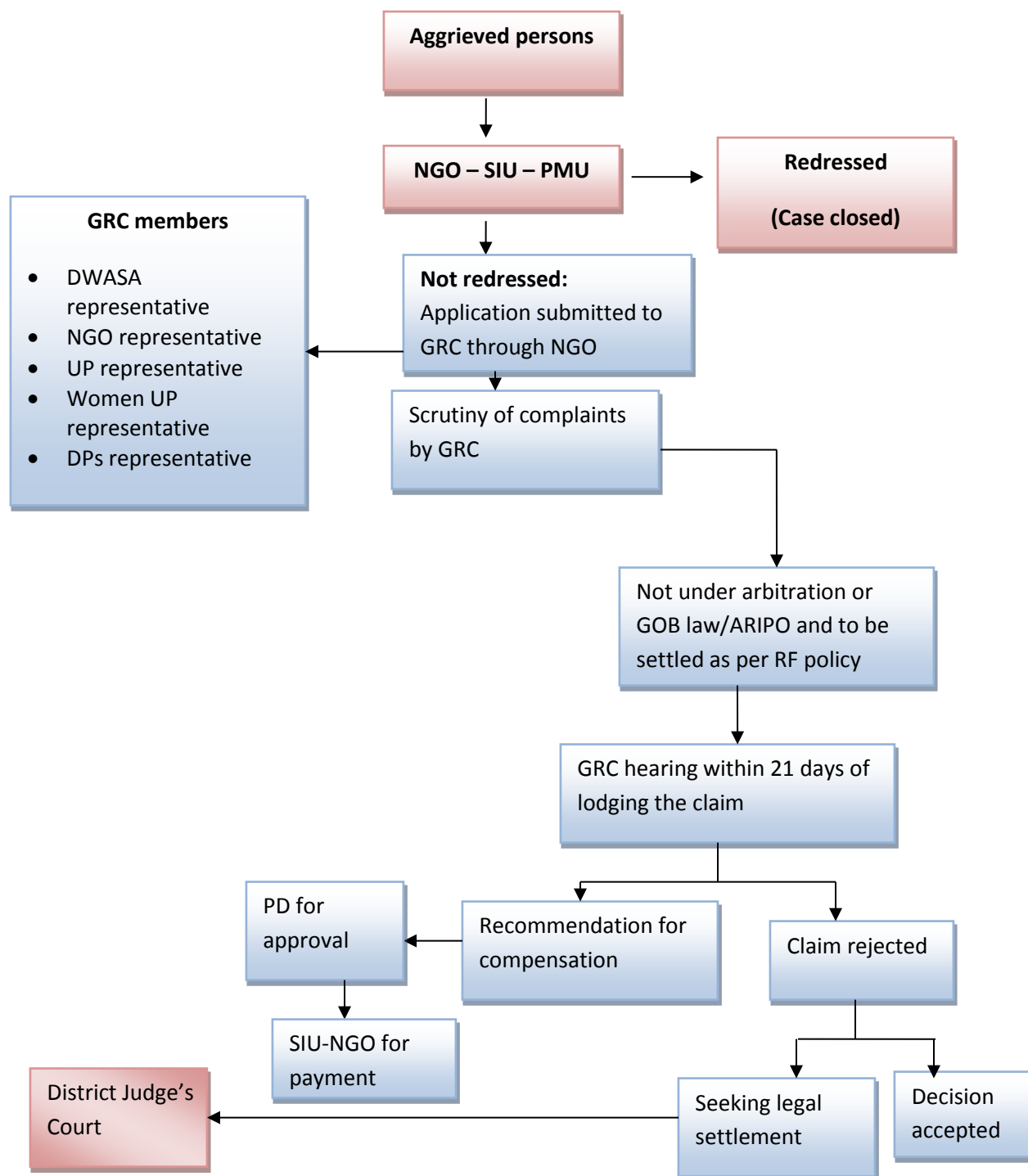
51. Procedures of resolving grievances are described in Table 5 below.

Table 5: Grievance Redress Procedures

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

52. The GRM flow chart is in figure 3 below

Figure 3: Grievance Redress Mechanism



53. 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.

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

55. **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.

56. **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.

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

VI. POLICY AND LEGAL FRAMEWORK

58. **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.

59. 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.

60. **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.

61. 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

62. 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.

63. 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.

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

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

B. Principles, Legal, and Policy Commitments

65. 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

66. 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.

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

Table 6: Entitlement Matrix

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

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

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

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

AP = affected person; land acquisition and resettlement = land acquisition and resettlement; RP = resettlement plan,
 * The eligibility will follow the Department of Social Service of Ministry of Social Welfare that uses 65 years old for man and 62 years old for woman to define elderly people.

VIII. COMPENSATION MECHANISM

68. 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.

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

A. Cash Allowance to Support Lost Income

70. 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 impact compensation will be given as described in the entitlement matrix of this RP.

B. Additional Assistance to Vulnerable Groups

71. 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 TK5000²³ (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

A. Resettlement cost

72. Table 8 presents the resettlement costs which include: (i) Cost for compensation 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 2.8 is TK. 53,863.52BDT and USD \$690.56.

²³ Bangladesh minimum wage is 1,500 taka per-month (2014).

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

SL. No.	Compensation for type of loss	Sq. ft	No.	Period (Days)	Unit (TK)	Total Amount (TK)		Remarks
1	Relocation assistance							
	Labor Cost for Shifting Assistance		3		300	900.00		Unit cost assessed by owners
2	Temporary Income Loss							
	Business Income Loss		3	7	422.22	8,866.62		Unit cost assessed by owners
3	Special assistance for vulnerable APs							
	BPL		1	LS	5000	5000.00		
	Total					14,766.62		
	Contingency		10%			1,476.62		
	Total for 4 sample DMAs					BDT 16,243.22	USD 206.78	
	Tentative budget for rest 9 DMAs					BDT 36547.24	USD 465.27	
	Total budget for 13 DMAs					BDT 52790.46	USD 672.06	

X. INSTITUTIONAL ARRANGEMENTS

73. 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.²⁴ This includes the RP updating, disclosure and submission of semiannual safeguard monitoring report.²⁵

74. 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 and implementing the Resettlement Plan(s). The specialist will also monitor resettlement plan implementation, public consultations, GRM management and implementation, as well as for project evaluation and report preparation.

²⁴ DWASA currently implementing ADB Loan 2382 and Loan 3015.

²⁵ <http://www.adb.org/projects/documents/dhaka-water-supply-sector-development-program-jan-jun-2015-smr>

75. 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.

76. **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.

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

Table 6: Institutional Roles and Responsibilities for Safeguards Implementation

S. No.	Activity	Responsible Agency
Institutional strengthening		
1	Consultancy support to PMU Safeguards Implementation Unit	PMU
2	Training and support to DWASA and NGO	PMU – DMS RS
3	NGO support to PMU	PMU – SIU
Resettlement Plan Finalization		
1	Design of DMS questionnaires	PMU SIU - DMS RS
2	DMS data collection and screening the vulnerable HH	NGO – SIU – MDS RS
3	Calculation of entitlement values and resettlement budget	PMU SIU – NGO
4	RP updating and preparation (if any)	PMU SIU – DMS RS
5	Public consultation and establish project cutoff date	PMU – SIU – NGO
6	RP finalization and submission to ADB for approval	PMU – SIU – DMS RS
7	RP public disclosure and GRM establishment	PMU – SIU – NGO
Resettlement plan implementation		
1	Establish GRC	PMU SIU
2	Budget allocation	DWASA - PMU SIU
3	Preparation and disbursement of entitlement cards (EC) of the eligible AP	PMU – SIU – NGO
4	Provision of checks to APs	PMU – SIU – NGO
5	Submission of progress report and semiannual monitoring reports	PMU SIU – DMS RS
6	Continuing public consultation and participation	SIU – NGO
9	Entertain grievance and redress cases	PMU – SIU – NGO
10	Implementation of additional supports to vulnerable groups	SIU – NGO
11	Submission of RP(s) completion report	PMU – SIU – DMS RS

XI. IMPLEMENTATION SCHEDULE

78. ICB 2.8 is to be implemented over a period of 53 months. The detailed design and construction stage will cover 31 months and is expected to commence in February 2017. The detail schedule is in Appendix 7.

79. 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

80. Implementation of ICB 2.8 resettlement activities will be monitored by the Safeguards Implementation Unit under the DWSNIP PMU. Staff will be given training in resettlement issues, social survey methods, etc. by DMS Resettlement Specialist where necessary. Monitoring data will be collected from the NGOs implementing the Resettlement Plan, and individual affected persons, and will be compared with entitlements and disbursement schedules established in the Resettlement Plan. The PMU – SIU will consolidate the monthly reports submitted by the NGO and DMS resettlement specialist and prepare semiannual monitoring report on the progress of the Resettlement Plan implementation and other safeguards related issues including the status of any grievances and redress cases logged by any complainants during the project implementation. The sample of Resettlement Plan monitoring template is Appendix 8.

Records of Public Consultations in Package 2.8 locations

Consultation with the Community and Affected persons

Locations: DMA -905 and 912, Zone-9

Date: 02.12.2015

Harirampur Union, Baunia Bazaar. Dhaka

Participants: The Resettlement Study team has conducted a discussion meeting participated by both affected people (APs) and other community members of the area and DORP, PMUK, UDAY, and DSK study team members.

Bawnia Bazaar:

The whole team visited two DMA locations and identified almost no impact; only one AP was found in the DMA 905. A series of discussions on existing water supply situation and its network was held with the local people at DMA locations. In Harirampur union an area of about four square kilometres is not yet connected with DWASA supply line. The surrounding areas (4) namely Battala, Kali Bari, Barontek and Hazi Market Street have connection with DWASA water supply line but this four square kilometre area is out of connection.

Local people, especially landlord type rich people had installed deep tube well to get extract fresh water from underground. Though this arrangement supports these families and their adjoining ones, the large majority (75%) poor people have no access to this arrangement. They mainly depend on mosques, well off neighbouring houses.

But these deep tube wells run by electric or diesel run motors sometimes go out of order leading to big suffering. Moreover it is costly to run such tube wells. Given this context, the news of a new line gets people excited with a hope of getting access to fresh water. They believe no family would remain to suffer from scarcity of water.

Location: Baunia, Uttar Para, Turag			Zone: 9	DMA:905 Date: 03/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Abul Hossain	Uttara	Male	Contractor
02	Siraj	Baunia	Male	Day Labor
03	Md. Khairul	Baunia	Male	Day Labor
04	Abul Baker	Baunia	Male	Day Labor
05	Md. Moktar Hossain	Baunia	Male	Service
06	Shah Alam	Baunia	Male	Service
07	Imdadul	Baunia	Male	Day labor
08	Md. Ali	Baunia	Male	Shopkeeper
09	Iman Ali	Baunia	Male	Business

Location: Baunia, Uttar Para, Turag			Zone: 9	DMA:905 Date: 03/12/2015
10	Md. Shohel	Baunia	Male	Business
11	Alamgir	Baunia	Male	Service
12	Sumon Tang	Uttara	Male	Service (DSK)
13	Rumana Akhter	Mohammadpur	Female	Service (DSK)
14	Samsunnahar	Monipur	Female	Service (DORP)
15	Ferdousi Begum	Mirpur-1	Female	Service (DORP)
16	Md. Monjurul Alam	Mirpur-1	Male	Service (UDOY)
17	Samsul Alam	Mirpur-1	Male	Service (UDOY)
18	Abdul Zabbar	Harirampur	Male	
19	Abu Hanif	Harirampur	Male	

Dholipara:

A discussion was held with the only affected person Soheli who sells vegetables on the ROW. Soheli's vegetable shop sits on the existing water line and he enjoys local people's supports who buy vegetables from his shop. For the last 3 (three) years he has been running his petty business on the spot; he requests for some time so that he could shift his shop to a suitable location.

The local people in a discussion complained that the quality of water from the present supply line is not good. Water smells bleaching powder and looks very unclear, particularly at morning it is found dirty. People also showed the existing WASA line alignment; they complained that some parts of Dholipara experience problems with water supply. They observed that at some parts of the area water pressure is higher than other parts; thus people get uneven supply. People also complained that scarcity of water sometimes continue for about 15 days at a stretch mainly during hot summer days. At that time people collect water from the nearest pump station. WASA also provides water to the community through mobile water tanks. One respected citizen Capt. Nizamuddin said, 'People of the locality purchase filtered water for drinking.'

Some people who rent out houses to garments worker also have water problem. Such a female land owner said, 'a number of tenants left the area, with houses remaining empty for months during dry part of the year. However, all community people ardently hope that the new water line will bring regular water supply and people would be able to drink fresh and clean water.'

Location: Dholipara, Jasimuddin, Uttara			Zone: 9	DMA: 905 Date: 03/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Rafiqul Islam	Dholipara	Male	Vegetable Seller
02	Ismail Hossain	Dholipara	Male	Groccessary Shop
03	Rashida Khanom	Dholipara	Female	Housewife
04	Nizamuddin	Dholipara	Male	Captain , NAVY

Discussion with XEN Mr. Kazimuddin

Zone-9, DMA -905

Date: 02.12.2015

XEN Room, Mode Zone 09, Dhaka

The discussion held with the XEN Mr. Kazimuddin had a sharing about the field situation and issues related to the proposed project. Mr. Kazimuddin came here to live in 2013; according to him this area is experiencing a huge scarcity of water. Fifty five (55) pumps and 5 deep tube wells exist in the area. DWASA also installed a new pump to augment water supply in the dry season. Peoples' long suffering led to all these efforts to provide enough water to the community. Mr. Kazimuddin also talked about his own efforts to minimize people's suffering by making all arrangements so that mobile water tank comes to the area frequently; this helps people collect water from it. He revealed the existence of a high number of illegal water lines in the area. He thinks to stop this mal practice the whole community should be brought under WASA water supply network. And this will ensure the end of illegal connection and increase in revenue collection.

The entire field findings such as water scarcity, low water flow, water quality, water control issues have been shared with XEN. He said that he had a very good communication with the community as he very often visited the people to see for himself their problems and had exchanges of views. He ensures that people have easy access to his office for sharing their opinions. His room is open to everybody of the community.

Land for pump station:

According to XEN, generally for installation a new pump station in Dhaka city, DWASA uses its own land or land from RAJUK and other government land. But in areas like Union, DWASA requests the UP Chairman or the leading community members to provide land for setting up a pump station. Generally, the UP Chairman with the support of Community manage a plot of land for pump house; either they purchase or convince some well off people to donate private land. The UP authority hands over all the legal documents to WASA.

Consultation with the APS (Beside Pucca Road with Building Owner)

Zone-9, DMA -907

Date: 02.12.2015 Abdullahpur,

Berybadh, Dhaka

This road is exactly on left side of the Berybadh. The road is metalled (pucca) for at least one quarter of kilo metre; there after it is muddy. Along this entire road, DWASA water line goes. A number of permanent structures and some temporary squatters are built on the top of existing DWASA water line. All these structures need to be demolished for construction of the proposed DMA water line approach.

A discussion was held with the owners of the permanent structures on water alignment. They were asked why they had built their houses, and they said that the area had been an empty place three to four years ago; then people started arriving here and settled near the main road by raising structures to live in or as shops for running business. These people, they claimed, were the original owners of the land acquired in 1990 by RHD.

They also said that adjacent to the water line there was a sewer line. Though they admitted of committing wrong, they suggested DWASA may divert the proposed water line bypassing their structures so that they could save them and their business as well. At the same time they agreed to allow DWASA to remove their structures if that would be the only option.

Location: Berybadh, Abdullahpur			Zone: 9	DMA: 907 Date: 03/12/2015
SI No.	Name	Address	Sex	Occupation
01	Md. Rokonuddin	Abdullahpur Badh	Male	Business
02	Abdul Al Mamun	Abdullahpur Badh	Male	Imam
03	Shahabuddin	Abdullahpur Badh	Male	Business
04	Md. Monir	Abdullahpur Badh	Male	Business
05	Md. Sanaullah	Abdullahpur Badh	Male	Business
06	Alam Hossain	Abdullahpur Badh	Male	Business
07	Md. Shajahan	Abdullahpur Badh	Male	Business
08	Md. Musa Mia	Abdullahpur Badh	Male	Business
09	Md. Chan Mia	Abdullahpur Badh	Male	Service
10	Amal Rajbanshi	Abdullahpur Badh	Male	Service
11	Delip Bepari	Abdullahpur Badh	Male	Service
12	Hasi Begum	Abdullahpur Badh	Female	Housewife

Discussion conducted with affected people of Slum in Beribadh location in DMA 907

Zone-9, DMA -907

Date: 02.12.2015

Abdullahpur, Berybadh Slum, Dhaka

Introduction

The Jhilpar slum has been on the Water Board land for about 10 to 15 years. The majority male persons of the slum work as day labourers at construction site and drivers. Women of the area work as household maid in the surrounding areas. Adult children also work as day labourers and young children go to the school. The rent for each room is around 1000 to 1500 taka. The slum has no gas line; only source of drinking water is the DWASA water stand point. Around 100 families live there and 22 to 23 households are the owners of those rented rooms.

A discussion was held with 4 of those owners and 22 slum dwellers. The census identified a total of 23 owners who claimed to have built 150 rooms for rent in the slum. It was not clear how these people could be the owners, for apparently they seemed to be of the same economic class of slum people. The study team assumed that some local influential people who prefer to remain in the shade had actually raised the slum and are collecting rents through these 23 people who work as their hands. However, this assumption has to be verified before deciding on the payment of compensation.

When the participants of the discussion were informed of the proposed project and the issue of removing the existing structures on the ROW, there came some opinions from the affected people. Slum house owners requested for a compensation to address the loss in their income from rent. Both the group asked where they could go to live during construction. Most of them strongly told that their livelihood depended on their living in this slum as they find work every day and the rent here is low compared to other places. It will be difficult for them to find low cost rental houses and work in other locations. Their future, it seems to them, is very bleak and they are scared about that.

Both the groups requested to review the situation and take special consideration to avoid the impacts. All the people who claimed to be house owners fear that return to the same site in future may not be possible.

Participants said that slum people are NGO members having loans for running their business. All the outstanding loans are to be settled before the demolition starts and they are not sure if it could be possible.

Akash, a participant, shared his observation this way, "We know this will bring a big trouble to our life; we have to consider many issues"

Location: Beribadh, Abdullahpur			Zone: 9	DMA: 907 Date: 03/12/2015
SI No.	Name	Address	Sex	Occupation
01	Beauty Begum	Abdullahpur Badh	Female	Housewife
02	Amena Khatun	Abdullahpur Badh	Female	Housewife
03	Hasi Akter	Abdullahpur Badh	Female	Housewife
04	Marjina	Abdullahpur Badh	Female	Maid Servent
05	Parveen	Abdullahpur Badh	Female	Maid Servent
06	Raesanara	Abdullahpur Badh	Female	Housewife
07	Rashida Begum	Abdullahpur Badh	Female	Housewife
08	Laily Begum	Abdullahpur Badh	Female	Housewife
09	Nazma Begum	Abdullahpur Badh	Female	Housewife
10	Sahida	Abdullahpur Badh	Female	Maid Servent
11	Maleka	Abdullahpur Badh	Female	Maid Servent
12	Shova Begum	Abdullahpur Badh	Female	Medical Service
13	Nusrat	Abdullahpur Badh	Female	Unemployed
14	Marjina	Abdullahpur Badh	Female	Maid Servent
15	Parvin	Abdullahpur Badh	Female	Maid Servent
16	Manju	Abdullahpur Badh	Female	Maid Servent
17	Rassel	Abdullahpur Badh	Male	Business
18	Farhad	Abdullahpur Badh	Male	Business
19	Saiful Islam	Abdullahpur Badh	Male	Business
20	Md. Hamid	Abdullahpur Badh	Male	Service
21	Gazi	Abdullahpur Badh	Male	Fisherman
22	Saidul Haque	Abdullahpur Badh	Male	Fish Business
23	Saidul Islam	Abdullahpur Badh	Male	Business
24	Aminul Haque	Abdullahpur Badh	Male	Business

Detailed Results of the Census of Affected People and Socio-Economic Survey in Package 2.8

Summary of Resettlement Impacts Zone 9

SL. No.	Details	No. of APs
1	Affected Semi Permanent Structure ¹	3
2	Affected BPL APs	1
3	Affected business requiring temporary relocation	3

Socio-economic profile of the affected households

Socio-economic characteristics	Unit	Details
Affected Households	No.	3
Affected Persons	No.	13
Male APs	No. (%)	7 (53.85%)
Female APs	No. (%)	6 (46.15%)
Average Household Size	Avg. No. of person/HH	4.33
Occupation of Household Head	Number	Percentage
Business	3	100

Profile of APs with temporary income loss

SL. No.	Characteristic	Details
1	No. of Persons facing temporary income loss	3
2	Occupation of APs	Business
3	Type of loss	
	Commercial Business Shop	3
	Loss of business	3
	Loss of Livelihood	3
	Employee who loss livelihood	
4	Male APs	3
5	Female APs	

¹ All can be easily dismantled and reconstructed in the temporary relocation areas.

Component wise Affected HH

DMA_NO	HH	Percent
905	1	33.33
911	2	66.67
Total	3	100.00%

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

Occupation	Household Head	Spouse	Other HH Members	Total
Business/Contractor/ Day Labor/ Worker/ Shop Keeper	3	0	1	4
Student	0	0	2	2
Child	0	0	2	2
Unemployed	0	0	1	1
Housewife/ Household Worker/ Retired Person/ Servant / Domestic Helper	0	3	1	4
Total	3	3	7	13

Occupation of the HH Members (Gender-wise)

Occupation	Male	Percent age	Female	Percent age	Total	Percent age
Business/Contractor/ Day Labor/ Worker/ Shop Keeper	4	30.77%	0	0.00%	4	30.77%
Student	1	7.69%	1	7.69%	2	15.38%
Child	2	15.38%	0	0.00%	2	15.38%
Housewife/ Household Worker/ Retired Person/ Servant / Domestic Helper	0	0.00%	5	38.46%	5	38.46%
Total	7	53.85%	6	46.15%	13	100.00 %

Gender of HH Head

DMA_NO	Male	Female	Total
905	1	0	1
911	2	0	2
Total	3	0	3

Civil Status of HHH

DMA_NO	Married
905	1
911	2
Total	3

Education of HHH

DMA_NO	Elementary
905	1
907	0
911	2
Total	3

HH Income Range

DMA_NO	Below 7000	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
905	0	0	0	1	0	1
911	0	1	1	0	0	2
Total	0	1	1	1	0	3

HH Expenditure Range

DMA_NO	Below 7000	7000 to 10000	10000 to 15000	15000 to 20000	More than 20000	Total
905	0	0	0	1	0	1
911	0	1	1	0	0	2
Total	0	1	1	1	0	3

Religion of HH

Religion	Number	Percent
Muslim	3	100

Resettlement Effects

DMA_NO	905	911	Total
Shop/Stall	1	2	3
Loss of livelihood	1	2	3

Nature of Business

type of Business	905	911	Total
Tea Stall	0	2	2
Vegetable	1	0	1
Total	1	2	3

Affected Structure Type

DMA_NO	905	911	Total
Shop/Stall	1	2	3

Number of Loose Job, Dependent and Self Employed in HH

DMA_NO	b.Loose_Job	c.1.Dependent	c.2.self_employed
905	1	3	0
911	2	9	1
Total	3	12	1

Materials of Affected Structures

Materials of Affected Structure	Number	Affected Area sq ft
Wood, Bamboo and Tin	2	42
Wood and Bamboo	1	20
Total	3	62

Component wise Structure materials

DMA_NO	905	911	Total
Wood, Bamboo and Tin	0	2	2
Wood and Bamboo	1	0	1
Total	1	2	3

Component wise Permanent or Semi-permanent Structure

DMA_NO	Semi-permanent
905	1
911	2
Total	3

Structure Details

DMA No.	Wood, Bamboo and Tin		Wood and Bamboo		Total	
	No.	Sq. ft	No.	Sq. ft	No.	Sq. ft
905	-	-	1	20	1	20
911	2	42	-	-	2	42
Total	2	42	1	20	3	62

Average monthly Sales and Expenses

type_of Business	Monthly Sale	Monthly Expense
Tea Stall	43500	34500
Vegetable	40000	20000
Total	42333.33	29666.67

Relocation Place

Have Place to Relocate	Frequency	Percent
Yes	0	0
No	3	100
Total	3	100

Household with Children in School

DMA No.	HH	Number of Children
905		
911	2	2
Total	2	2

Source of Drinking Water

DMA_NO	Piped Water
905	1
911	2
Total	3

Share Source of Drinking Water

Share Source of Drinking Water	Number	Percent
Yes	2	66.67
No	1	33.33
Total	3	100






Own Toilet

Toilet Facility	Frequency	Percent
Pit Latrine with Slab and Water Seal	3	100

Share Latrine

Share Latrine	Frequency	Percent
Yes	1	33.33
No	2	66.67
Total	3	100

Photo Documentation Pump Stations in Package 2.8

Zone	Water Pump Stations	
Zone 9		
	Uttara 9/C Water Pump	Uttara 9/B Water Pump
		
	Uttara 9/A Water Pump	Uttara no. 7 Water Pump
		
	Uttara no. 7/A Water Pump	

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	Name	Age	Relationshi	Gender		Occupatio	Monthly
				Male	Female		

CODE: Occupation

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

- 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	

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 loose 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.

10. SOCIO-ECONOMIC PROFILE

- [a] Do you have existing debts? Yes No
- [b] From whom do you borrow money? ☐ relatives ☐ bank ☐ cooperative ☐ usurers
- [c] What social services do you need most? ☐ water connection ☐ artesian well ☐ sanitary latrine ☐ public school ☐ road ☐ solid waste disposal
- [d] How many school children do you have?
- [e] How many of your school children have stopped schooling?
- [f] Among your monthly expenses, which rank first? _____ second? _____ and third? _____
- [g] Which of the following are the roles of women in your household? ☐ fetching of drinking water ☐ taking care of children ☐ gathering of wood for fuel ☐ vending ☐ domestic help ☐ work in construction ☐ work in grocery shops ☐
- [h] Are women in your house contributing to household income? Yes No
- [i] Are women given roles in decision making in your household? Yes No
- [j] What are the education levels achieved by women member of your household?
-

THANK YOU VERY MUCH

Interviewer: ____

Date Interviewed:

Sample Grievance Form

(To be available in Bangla and English)









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

Date		Place of registration			
Contact Information/Personal Details					
Name		Gender	* 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

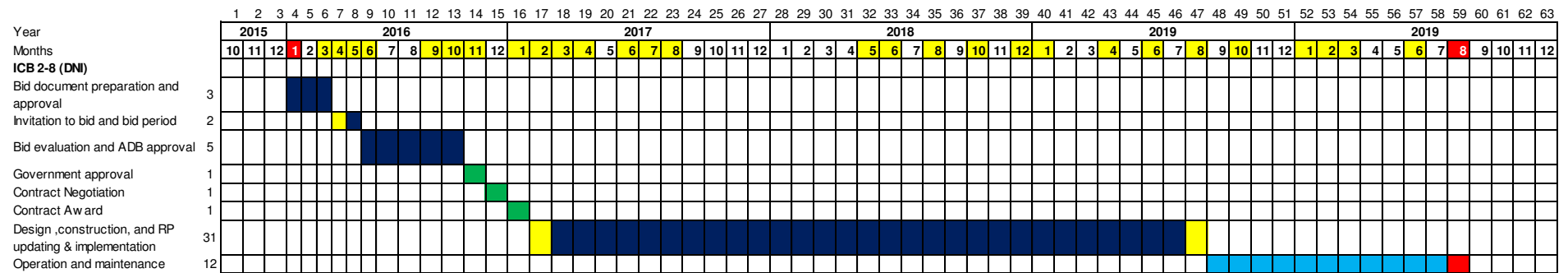
Registered by: (Name of Official registering grievance)	
Mode of communication: Note/Letter E-mail Verbal/Telephonic	
Reviewed by: (Names/Positions of Official(s) reviewing grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	

Picture of Impact Free Area in DMA 905

	
	
<p>Impact free Alignment in Baunia, Uttar Para (Turag)</p>	
	
	
<p>Impact free Alignment in Dholipara, Uttara, Jasimuddin</p>	



Implementation Schedule for Package 2.8



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.¹

Under these two on-going projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city² 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%,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 previous ADB-financed projects (Loan 2382 (Dhaka Water Supply Sector Development Project [DWSSDP]) and Loan 3051 (Dhaka Environmentally Sustainable Water Supply Project [DESWSP]) for improving service delivery, reduction of nonrevenue water and building capacity of Dhaka Water Supply and Sewerage Authority (DWASA).

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

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

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

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

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

C. Resettlement Plan: Policy and Principles

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

D. Involuntary Resettlement impact

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

E. Entitlement

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

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

F. Institutional Arrangement

DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an

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