

# Resettlement Plan

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## BAN: Dhaka Environmentally Sustainable Water Supply Project: Distribution Network Improvement

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



## **CURRENCY EQUIVALENTS**

(as of 3 July 2013)

Currency unit	–	Tk
Tk1.00	=	\$ 0.013
\$1.00	=	Tk77.75

## **ABBREVIATIONS**

ADB	-	Asian Development Bank
EMP	-	environmental management plan
FGD	-	focus group discussions
GRM	-	grievance redress mechanism
IR	-	Involuntary resettlement
Lpcd	-	liters per capita per day
NGO	-	nongovernment organization
PMU	-	project management unit
PSC	-	program steering committee
ROW	-	right-of-way
RP	-	resettlement plan
SPS	-	Safeguard Policy Statement

## **WEIGHTS AND MEASURES**

km	–	Kilometer
m <sup>2</sup>	–	square meter
mm	–	Millimeter
mcg/m <sup>3</sup>	–	micrograms per cubic meter
m <sup>3</sup>	-	cubic meter

## **NOTES**

- (i) In this report, "\$" refers to US dollars.
- (ii) "Tk" refers to Bangladeshi Taka.

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## EXECUTIVE SUMMARY

1. **Background.** The ongoing Dhaka Water Supply Sector Development Project (DWSSDP) covers approximately 80% of the area and 70% of the population of Dhaka City and is jointly financed by Asian Development Bank (ADB) and the Government of Bangladesh. The aim of the Project is to improve the water supply network of Dhaka City by dividing the network into approximately 100 District Metering Areas (DMAs); rehabilitation or replacement, of water lines between 75 and 450 mm diameter; and replacement of approximately 175,000 connections serving more than 8 million people. The contract package no ICB 2.7 of distribution network rehabilitation is prepared as part of a new project titled - Dhaka Environmentally Sustainable Water Supply Project (DESWSP) but implemented similarly as contracts under DWSSDP.
2. **Project investments.** This Resettlement Plan (RP) is prepared for rehabilitation of distribution networks in 15 district metering areas (DMAs) as covered by Package No. ICB 2.7. The civil works will be implemented in 2013. The proposed Package No. ICB 2.7 is expected to have the following benefits: (i) rehabilitation of distribution network which will result in substantial reduction in water losses in the project area; and (ii) proper accounting for use of water and system losses by installation of metered connections.
3. **Implementation arrangements.** Dhaka Water Supply and Sewerage Authority (DWASA) is both the Executing Agency (EA) and the Implementing Agency (IA) for the project. A Project management unit (PMU) has been established in the implementing agency. The PMU will be assisted by the Management and Supervision Consultants (MSC) for Distribution Network Improvement.
4. **Resettlement plan.** This draft RP is prepared based on ADB's Safeguard Policy Statement 2009 and Government of Bangladesh laws.<sup>1</sup> This RP is prepared based on initial designs prepared by the MSC, and will be updated by MSC resettlement specialist for the PMU – SIU based on detailed design during implementation. ADB and DWASA-SIU will review and clear the revised RP during detailed design, and prior to commencement of works.
5. **Scope of land acquisition and resettlement in Package No. ICB 2.7.** There is no land acquisition under the proposed package. The main resettlement impact is the potential reduction in the income of shops and other businesses if the presence of trenches, excavated soil, and machinery make access difficult for customers. Initial designs indicate that the only areas where the project is expected to cause resettlement impacts is in 25% of the roads (equivalent to 94 km out of 376 km) in which pipes will be installed using open-cut method. This is a conservative estimate, and impacts will be further avoided as trenches will be small and located mainly near the center of roads. However, the RP is prepared in preparation of any potential temporary loss of income or livelihood during construction.
6. **Categorization.** DESWSP is classified as category A for involuntary resettlement IR in accordance with ADB's Safeguard Policy Statement (SPS). But for this component the IR impact is limited to temporary loss of income to vendors and hawkers in the project areas during civil works,

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<sup>1</sup> Government of Bangladesh Acquisition and Requisition of Immovable Property Ordinance, 1982 and DWASA policy (Resettlement Policy Framework, 2006).

7. **Information disclosure, consultation, and participation.** The draft RP (in local language) will be discussed with stakeholders and the documents disclosed. The RP provides a strategy for continued consultation at different stages of RP implementation.

8. **Grievance redress mechanism (GRM).** DWASA has its own Grievance Redress Procedure (GRP), which it operates to address any dissatisfaction and complaints by residents regarding its activities. Multi layers grievance redress mechanism will be applied for this project. First layer would be complaint resolution at project level through negotiations with community leaders and representatives of APs. If a case cannot be resolved at this level, the complaint will be submitted to a Grievance Resolution Committee (GRC), led by the PMU Director, with two other members. The GRC will decide within 14 days of receiving a complaint (verbally or in writing) from an AP or his representative. There will also be an appeals procedure where, if a person is dissatisfied with the ruling of the GRC, he or his representative may attend their next meeting to re-present the case. The committee will then re-consider the case in private, after which their decision is final. If the appellant is still not satisfied he has the right to take his case to the public courts.

9. **Entitlements, assistance, and benefits.** The entitlement matrix (EM) prepared for DESWSP provides for compensation of all potential losses, including potential income losses at replacement cost, and also recognizes non-titleholders (encroachers and squatters) as APs. Vulnerable households will be provided additional assistance and priority in employment for subproject activities.

10. **Income restoration and rehabilitation.** APs will be provided 60 days' advance notice to ensure none or minimal disruption in livelihood, followed by a reminder 7 days in advance, and again, 24 hours in advance of execution of works. Should construction activities result in unavoidable livelihood/income disruption, compensation for lost income or a transitional allowance for the period of disruption will be provided based on the entitlement matrix and survey results. Compensation and assistance to APs must be made prior to displacement.

11. **Resettlement budget and financing plan.** The resettlement cost for Package No. ICB 2.7 is estimated at \$2,402 which will be met from counterpart (government) funds.

12. **Implementation schedule.** Package No. ICB 2.7 implementation period (civil works) is expected to require 28.5 months.

13. **Monitoring and reporting.** The Resettlement Expert in MSC will submit monthly monitoring reports to the PMU in agreed format. The PMU will submit semi-annual monitoring reports to ADB. RP implementation will be closely monitored to provide the DWASA PMU with an effective basis for assessing resettlement progress and identifying potential difficulties and problems. Monitoring reports will be disclosed on the ADB website.



## **I. PROJECT DESCRIPTION**

### **A. Introduction**

1. The ongoing Dhaka Water Supply Sector Development Project (DWSSDP) covers approximately 80% of the area and 70% of the population of Dhaka City and is jointly financed by Asian Development Bank (ADB) and the Government of Bangladesh. The aim of the Project is to improve the water supply network of Dhaka City by dividing the network into approximately 100 District Metering Areas (DMAs); rehabilitation or replacement, of water lines between 75 and 450 mm diameter; and replacement of approximately 175,000 connections serving more than 8 million people. The project for package no. ICB 2.7 is prepared as part of a new project titled - Dhaka Environmentally Sustainable Water Supply Project (DESWSP) - but implemented similarly as contracts under DWSSDP.

2. Dhaka Water Supply and Sewerage Authority (DWASA) is both the Executing Agency (EA) and the Implementing Agency (IA) for the project. A Project management unit (PMU) has been established in the implementing agency. The project is divided into ten contracts (packages) and the implementation of each package will approximately take about 30 to 36 months. Infrastructure improvements will be conducted in 20 hydraulic areas covering four zones in which DWASA administers its services.

3. Issues of involuntary resettlement will be addressed according to national legislation (Government of Bangladesh Acquisition and Requisition of Immovable Property Ordinance 1982), ADB Safeguard Policy Statement (SPS) 2009, and DWASA policy (Resettlement Policy Framework 2013). A Resettlement Framework (RF) was developed for DESWSP to provide the mechanism through which the EA will prepare Resettlement Plans (RP) for each hydraulic area in the detailed design stage. The involuntary resettlement impact categorization checklist for this component is provided in Appendix 2.

4. This draft RP is prepared for Package No. ICB 2.7 based on initial designs prepared by the Design and Management Consultants, and will be updated based on detailed design during implementation. ADB and DWASA will review and clear the revised RP during detailed design, and prior to commencement of works.

### **B. Proposed Components (Package No. ICB 2.7)**

5. The main contract components in the package include (i) rehabilitation and extension of distribution network in 16 district metering areas (DMAs), DMA 601 to 616 for 376 kilometers [km]; (ii) replacement of all fittings of all production tube wells;<sup>1</sup> (iii) service connections including installations of meter chamber, domestic meters and floating valve; and (iv) installations of valves, bulk meters and loggers, etc. For efficient and effective execution, the package will be implemented through a design-built contract, i.e. the civil works contractors will also prepare the detail designs. The summary of project component in annex 1 of this RP.

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<sup>1</sup> The Contractor will be responsible to replace all fittings from existing tube well head to the delivery main, e.g. 200/250 mm diameter pipe, non-return valve, pressure meter, flow meter, gate valve, washout pipe with valve, air release valve, bends, flange adapter, support, among others as indicated in the detailed design and drawings for production tube wells.

### C. Objectives of Resettlement Plan

6. This RP is the mechanism through which compensation and other assistance is delivered, and provides a time-bound action plan with a budget, setting out the resettlement strategy, objectives, entitlement, actions, responsibilities, monitoring and evaluation, and is consistent with the resettlement framework for the investment project and ADB's SPS 2009.

## II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

7. There is no land acquisition under the proposed package. The main resettlement impact is the potential reduction in the income of shops and other businesses if the presence of trenches, excavated soil, and machinery make access difficult for customers. To further minimize public disturbance, it is expected that trenchless techniques<sup>2</sup> will be used for replacement and rehabilitation as well as network extension and service connections. Initial designs indicate that the only areas where the project is expected to cause resettlement impacts is in 25% of the roads (equivalent to 94 km out of 376 km) in which pipes will be installed using open-cut method. However, this is a conservative estimate, and impacts will be mostly avoided as trenches will be small and located mainly near the center of roads, so there will be no loss of structures or other asset, and vehicular and pedestrian access maintained through traffic management and planks. Thus impacts will be limited to small-scale temporary reduction in income if customer access is impeded. In short, most impacts will be mitigated or avoided through implementation of EMP measures by contractors. However, the RP is prepared in preparation of any potential temporary loss of income or livelihood during construction.

8. The RP was prepared to conservatively estimate and ensure sufficient resources and arrangements for potential temporary resettlement impacts. The RP will be updated during detailed design. The nature and extent of resettlement impacts were assessed by conducting 6.5-km non-contiguous transect walks in minor roads in the 2 DMAs<sup>3</sup> covered by the package, which represent 7% of the pipe alignment in which such impacts may occur. Appendix 3 provides the summary of the methodology. Pre-prepared sheets were used to record resettlement impacts and socioeconomic data along each transect, and information collected includes:

- (i) Numbers, types and ownership of affected shops and other businesses;
- (ii) Average business incomes, rent paid by tenants, and numbers of employees;
- (iii) Numbers and types of affected hawkers, average incomes and any rent paid;
- (iv) Numbers and types of affected structures (including common property resources) and replacement costs;
- (v) Any other resettlement impacts.

9. Based on transect walks and extrapolation of the results of the surveys, temporary impacts on 470 businesses, hawkers, and vendors are envisaged. Transect walks reveal that there are no vulnerable APs, including women and BPL APs in the project area. Average daily profits of typical shops/vendors in the project areas were found to range from Tk. 200 up to Tk. 1000, with an average daily profit of Tk. 585.70. Appendix 4 provides the names, business classification (i.e., permanent vendors or hawker) and the daily profit of the identified APs during the transect walks.

<sup>2</sup> This involves the use of horizontal direction drilling (HDD) which involves a hydraulic machinery to drill a horizontal tunnel for a new pipe or to insert a flexible plastic lining inside an existing pipe, so no trenches are dug, and excavation is limited to the entry and exit points.

<sup>3</sup> A business survey was conducted in February to March 2013 in DMAs 605 and 611 covering 3 km and 3.5 km of roads, respectively.

10. Pipe-laying works outside the carriageway will require potential temporary shifting of an estimated 376 mobile hawkers and those with movable structures, for a period of less than 5 days each. Temporarily-affected mobile hawkers and vendors, including those with stalls and temporary structures, will be assisted by contractors in moving to alternative locations to continue business during the brief period of construction and allowed to return once construction in the area is declared complete. However, in the event that there is income losses for persons with movable structures during shifting, compensation for lost income will be made for the time of disruption. Additional assistance will be provided to vulnerable APs, if any.

11. Estimated resettlement impacts, i.e., the number of APs based on extrapolations from the transect walks, are presented in Table 1.

**Table 1: Summary of Resettlement Impacts**

	Details	No. of APs Recorded During Surveys	Estimate for Package No. ICB 2.7
1.	Permanent or temporary land acquisition (ha)	None	None
2.	Affected structures	None	None
3.	Total temporarily affected permanent shops <sup>a</sup>	8	114
4.	Total temporarily affected hawkers/movable shops <sup>b</sup>	22	314
5.	Temporarily affected employees of businesses	None (owner of shop/hawker is also the operator)	None
6.	Temporarily affected vulnerable APs (female, female-headed household, below poverty line, elderly)	None	None

<sup>a</sup> Types of shops include books/stationery, food/hotel, laundry shop, telecom business, shoe repair, pharmacy, and tea stall

<sup>b</sup> Hawkers/movable shops include tailoring, shoe repairing, selling of fruit/vegetable, books/stationery, food, clothes, and meat.

12. Through implementation of the environmental management plan (EMP), contractors are required to maintain access to shops to avoid and limit the disturbance to the extent possible, with mitigation measures incorporated into their contracts and monitored by the MSC. The contractors and DWASA PMU, with the assistance of the project NGO, will be required to provide at least 60 days' advance notice, followed by a reminder 7 days before and then 24 hours prior to construction.

13. The following mitigation measures are proposed to avoid and/or reduce the impacts to businesses during linear pipe works: (i) providing advance notice to community; (ii) conducting awareness campaigns through a media partner and the project NGO; (iii) maintaining access by providing planks and leaving spaces to avoid disturbance to residents and businesses; (iv) managing traffic flows as per the traffic management plan in coordination with local authorities and communities; (v) conducting works at night to the extent possible; (vi) limiting the amount of time of open trenches; (vii) completing works quickly where large numbers of businesses are located; (viii) avoiding full street closure to the extent possible; (ix) providing employment opportunity to the APs, giving priority to employment of vulnerable APs; (x) putting telephone hotlines on signs in visible areas; (xi) making the community fully aware of the grievance redress mechanism; (xii) providing contact information of the DWASA PMU, MSC, and contractors' offices; and (xiii) providing assistance to vendors and hawkers in shifting to alternative nearby locations.

### III. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

#### A. Public Consultation Conducted

14. The following methodologies have been used for carrying out public consultation:
- (i) Walk-through informal group consultations were held in the proposed project area.
  - (ii) The local communities were informed through public consultation on project interventions, including its benefits.
  - (iii) The environmental concerns and suggestions made by the participants were listed, and discussed, and suggestions accordingly incorporated in the EMP.
15. Various forms of informal public consultations (consultation through ad hoc discussions on-site) have been used to discuss the project activities. A total of 30 people, selected on a stratified basis to ensure diversified representation, were consulted in February to March 2013 during the conduct of the transect walks.

#### B. Future Consultation and Disclosure

16. The RP and other relevant documents will be made available at public locations in the city and posted on the DWASA and ADB websites. The consultation process will be continued and expanded during the project implementation through a nongovernment organization (NGO), to ensure stakeholders participate fully in project execution, as well as to implement a comprehensive information, education, and communication plan.

17. The public consultation and disclosure program with all interested and affected parties will remain a continuous process throughout the project implementation, and shall include the following:

- (i) **Consultations during construction phase:** public and small scale meetings with affected communities will be conducted to discuss project activities and construction works and schedule to reduce disturbance and other impacts and various social issues that may occur when construction started. Project GRM will also be shared during the meetings.
- (ii) **Project disclosure:** (a) public information campaigns (via newspaper, TV, and radio) to the wider city population and prepare them for disruptions they may experience once construction is underway; (b) public disclosure meetings at key project stages to inform the public of progress and future plans, and to provide copies of summary documents in local language; (c) formal disclosure of project progress reports and documents in the project websites in local language.

18. For the benefit of the community, the RP will be translated in the local language and made available at (i) DWASA office, (ii) area offices, and (iii) contractor's campsites. It will be ensured that the hard copies of RP are kept at places which are conveniently accessible to citizens, as a means to disclose the document and at the same time creating wider public awareness. An electronic version of the RP will be placed in the official website of DWASA and the ADB website after approval of the RP by ADB.

#### C. Involvement of NGOs, CBOs and Women's Organizations

19. The active involvement of NGOs, CBOs, and organizations representing women and other vulnerable groups is seen by DWASA as essential in fostering positive community

participation in the program and ensuring that the views and wishes of the disadvantaged are heard and acted upon. NGOs will perform a number of key roles in the project, in particular:

- (i) An NGO have been appointed by the PMU to organize and implement the consultation and disclosure activities described above, and the various awareness raising campaigns;
- (ii) The PMU will also appoint an NGO with experience of resettlement issues to implement Resettlement Plans in each hydraulic zone and distribute the entitlements;
- (iii) A nationally-recognized NGO may fulfill the role of Training Coordinator in the PMU, organizing training for DWASA staff (including Environment and Resettlement Cells) and affected communities;
- (iv) NGOs will also be appointed to assist the PMU and PIUs with other technical tasks, for example in conducting some of the resident surveys for the Environmental Management Plan, where an established relationship with the communities is essential.

#### **IV. GRIEVANCE REDRESS MECHANISM**

20. The project will establish a grievance redress mechanism to ensure greater accountability of the project authorities towards all APs. DWASA will establish a grievance redress mechanism acceptable to APs 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, and consists of three levels with time-bound schedules for addressing grievances.

21. Procedures of resolving grievances are described in Table 2 below.

**Table 2: 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. Cases related to compensation under the ARIPO will be referred to DC through DWASA SIU for further review and action.
Step 4	If within the GRC mandate and not related to compensation under ARIPO, GRC will hold sessions with aggrieved DPs, minutes recorded. If resolved, the project director approves. If not resolved...
Step 5	The DP may accept GRC decision; if not, he/she may file a case in the court of law for further appeal.
Step 6	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.

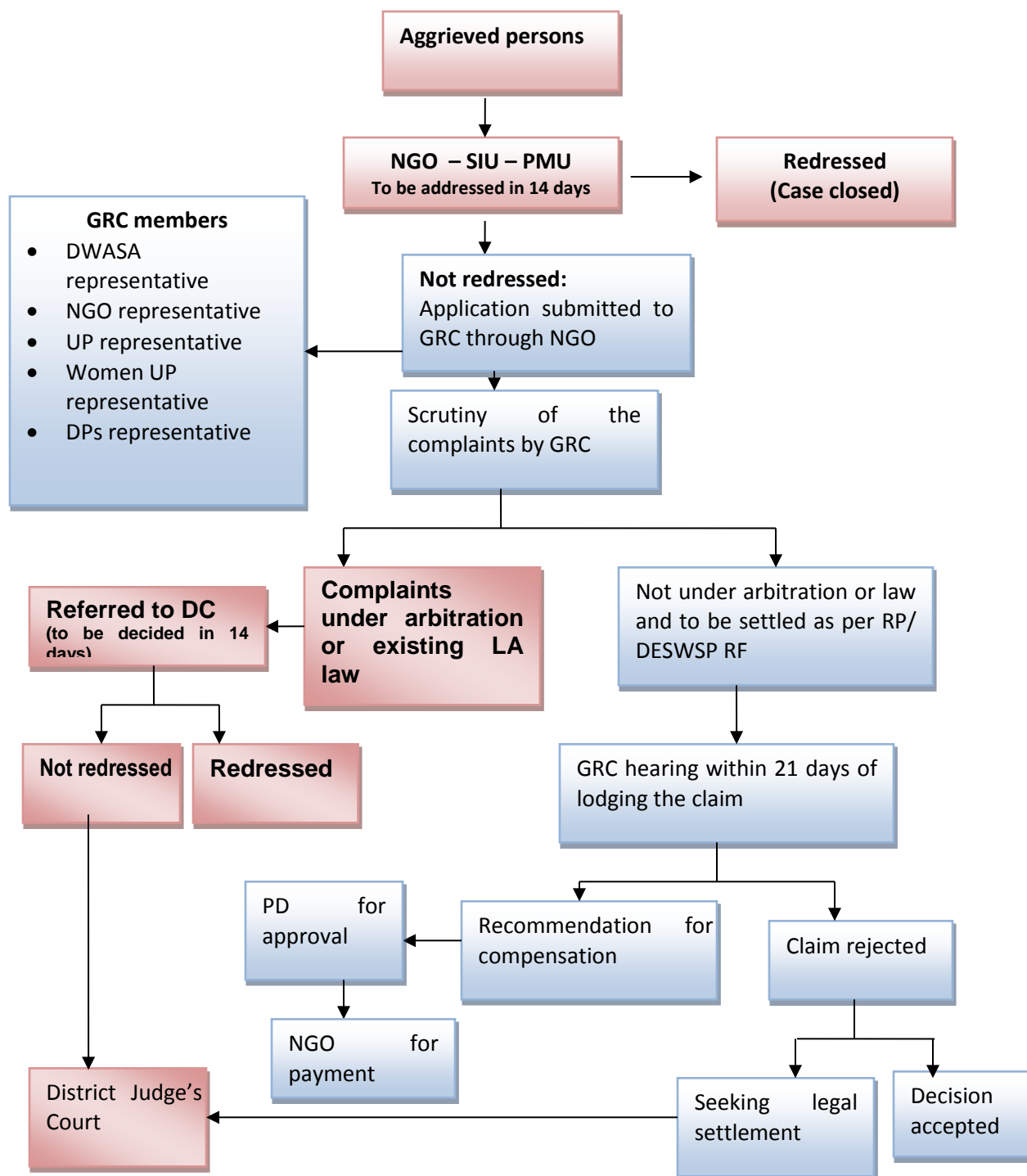
22. DPs will be able to submit their grievance/complaint about any aspects of resettlement plan implementation and compensation. Grievances can be shared with DWASA verbally or in written form, but in case of verbal form, the NGO representatives in the GRC will write it down at the first instance during the meeting at no cost to DPs. The DPs will sign and formally submit the written report to the GRCs at the office of the NGO assisting DWASA in implementing the RP. Any DP can also take their case to the court following the country legal system at any stage without going through the project GRM if they wish to do so.

23. The GRCs will be activated with power to resolve resettlement and compensation issues not to be addressed under legal suit in the courts. The GRCs will receive grievance cases from the affected persons through the resettlement implementation NGO. The NGO will assist the DPs in lodging their resettlement complaints in a proper format acceptable to the GRCs after they get ID cards from DWASA or are informed about their entitlements and losses.

24. The appeal procedure and conflict resolution will be as follows:

- (i) All complaints from the DPs will be received at the field office of the resettlement implementation NGO, the member secretary of the GRCs, with a copy for the concerned union parishad representatives.
- (ii) The representative of the NGO in the GRCs, upon receipt of complaints, will inform the convener (DWASA representative) of the GRC, and the convener will organize a hearing session from the complainants in the concerned UP chairman's office, where the complaint was received.
- (iii) The GRC will review the proceedings and pass verdicts to convey to the concerned DP through the NGO.
- (iv) If there are matters relating to arbitration or compensation under the existing law, the matter will be referred to the DC and the courts. The DC has to make decision within maximum of 14 days.
- (v) The GRC will settle the disputes within a maximum of 21 days of receiving the complaints from the DPs.
- (vi) Resolution of the GRCs will be sent to the PD for approval, and after approval these will be adopted in the process of resettlement for issuance of ID cards, determination of loss and entitlements, and payment thereof.
- (vii) All the GRM cost will be borne by the project, with assistance and monitor by the NGO

25. In the event that the established GRM is not in a position to resolve the issue, the affected person can also 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. The sample of the GRM form is in Appendix 7.



## V. POLICY AND LEGAL FRAMEWORK

26. This RP is prepared based on applicable legal and policy frameworks of the government, namely the Acquisition and Requisition of Immovable Property Ordinance 1982 and its subsequent amendments in 1993 and 1994 (ARIPO), and ADB's Safeguards Policy Statement (SPS), 2009. In case of discrepancy between the policies of ADB and the government, the ADB policy will prevail.

27. The government's ARIPO policy does not cover project-displaced persons without titles or ownership record, such as informal settler/squatters, occupiers, and informal tenants and leaseholders (without documents), and does not provide for replacement value of the property acquired. The ARIPO has no provision for resettlement assistance for restoration of livelihoods of displaced persons, except for legal compensation for land and structures. Further, in most of the cases, the compensation paid does not constitute market or replacement value of the property acquired. Gaps between national law and ADB's SPS were identified, and bridging measures included in the entitlement matrix for the project. ADB's SPS 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. The draft resettlement plan represents a single, uniform document agreed upon by both the Government of Bangladesh and ADB to ensure compliance with respective rules and policies.

28. The land acquisition law of Bangladesh, the Acquisition and Requisition of Immovable Property Ordinance (ARIPO) 1982 with subsequent amendments in 1993 and 1994, is followed for acquisition and requisition of properties required for the development project in Bangladesh, which is not consistent with the government's commitment to reduce poverty. There are some gaps between the land acquisition law of Bangladesh and ADB Safeguard Policy Statement (SPS) 2009. The major gaps mostly related to requirement for (i) consultations and disclosure; (ii) livelihood restoration; (iii) land based resettlement strategy and relocation assistance; and (iv) compensation and assistance to the nontitled people. The detail comparative analysis between ARIPO's laws related to land acquisition, compensation, and involuntary resettlement and ADB's requirements as prescribed in the SPS 2009 is describes the Appendix 5 of this RP.

## VI. ENTITLEMENTS, ASSISTANCE, AND BENEFITS

29. **Eligibility.** Affected Persons eligible to receive compensation and other entitlements via this RP are defined as: individuals who, at the time of the Detailed Measurement Survey (DMS) are living or working in the 16 DMA areas, at locations that are likely to be affected by construction or operation of the infrastructure works, regardless of whether they have legal title to the affected land or assets. The DMS will be conducted once a detailed design have been completed and prior to commencement of works on identified stretches.

30. The description of construction methods suggests that there should be relatively few types of resettlement impact, and this was confirmed by the transect surveys, which identified loss of business income if customer access is impeded by trenches, excavated soil and machinery or complete road/shops closures. APs are therefore the following:

- (i) Persons who lose income while construction is carried out near their business (shopkeepers, other businesspeople, and hawkers);
- (ii) Persons whose normal activities are disturbed by the presence of trenches, excavated soil and machinery (local residents and shop customers); and
- (iii) APs who belong to socially and economically vulnerable groups.



31. Hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for compensation. They will, however, be given sufficient advance notice (at least 60 days), and assisted in vacating premises and dismantling affected structures prior to project implementation. Contractors will provide shifting assistance to hawkers/vendors requiring help. Project's cut-off date for compensation eligibility will be documented and disseminated throughout the project area. The cut off date will be established by the SIU and NGO following the completion of detail design for each DMA.

32. **Entitlements.** The entitlement matrix (Table 3) summarizes the types of possible losses and corresponding entitlements in accordance with ADB policies, based on the principle of "replacement cost." In addition to the estimated potential temporary impacts, the entitlement matrix safeguards unforeseen damages to structures that may take place during construction, and any temporary losses to shops and businesses that may occur as a result of full closure of roads that may be necessary/known during construction, as well as other unforeseen impacts.

33. Procedures for assistance and compensation to affected persons. The following steps are envisaged:

- (i) **Step 1.** Conduct public awareness, establishment of project cut off date and information dissemination prior to construction works through the MSC, contractors and NGO.
- (ii) **Step 2.** The contractor will identify roads which will experience full/partial closure and/or disruptions in parking, display of wares, or traffic and the estimated period of closure/disruption. NGO is to list the roads to be closed during the civil works and the number of days of expected closure.
- (iii) **Step 3.** The MSC resettlement expert will (a) conduct a transect walk jointly with the DWASA PMU resettlement specialist contractor, and project NGO, to determine the extent or nature of impacts on identified roads where full/partial closure is likely. The resettlement specialist will (b) conduct a detailed measurement and inventory of losses survey based on detailed designs and final alignments and establish the number of APs and businesses along each proposed water pipe alignments; (c) update this RP, identifying potential losses; and (d) send the updated RP to ADB for review and approval prior implementation. NGO to conduct a video documentation of the road that is likely to remain closed.
- (iv) **Step 4.** The DWASA PMU resettlement specialist will distribute identity cards to affected persons, including those facing income losses and those requiring assistance, and vulnerable APs.
  - NGO to fill up a prescribed form for each AP, listing down the name, location, and business type of the AP, including signature
  - NGO to take passport sized photograph of each AP with digital camera.
  - NGO prepares a database of the APs with digital photographs.
  - NGO to issue ID cards to APs with corresponding ID serial number to match with database and AP photo.
  - NGO determines income loss of the vendors/small shop owners based on the business survey<sup>4</sup>

<sup>4</sup> People who will claim more than Tk. 500 likely to have record of paying income tax in previous years. In that case the claimant has to be produce last 3 years income tax record.

- (v) **Step 5.** Affected persons can then access the compensation, assistance, and allowances provided from PMU.
- (vi) **Step 6.** DWASA PMU will pay compensation, assistance, and allowances prior to displacement in sections ready for construction (as required). Project director will closely monitor these activities.
  - PMU opens a bank account with a bank, including an MOU to make payment from the account to ID-card holders of APs only.
  - PMU issues cheques to APs which are distributed by the NGO.
  - Bank pays an AP as bearer of the cheque; on the reverse side of the cheque the bank puts a seal containing a box and notes the ID serial number of the AP and checks the bearer's ID and photograph.
  - PMU collects the bank statement containing the persons' IDs who have been paid compensation.
- (vii) **Step 7.** DWASA PMU will keep accounts; record of affected persons, amounts paid, and receipts record for accounting purposes.
  - The NGO and PMU will keep all documents including accounting and records both in hard and soft copies.
  - Each month the NGO will report the work progress to PMU SIU containing all physical and financial progress related to resettlement issues.

34. **Vendor Assistance.** Vendors requiring temporary shifting assistance during construction period will be notified in advance and assisted to shift to alternative locations to continue their trade with limited disruption. They will be allowed to return to their original location after construction is completed. Vendor assistance will involve the following steps:

- (i) **Step 1.** Impacted vendors will be identified by MSC resettlement expert through detailed measurement and inventory of losses surveys, based on detailed design.
- (ii) **Step 2.** Notify vendors at least 60 days in advance, followed by a reminder 7 days before, and again, 24 hours in advance. Consult with local vendor associations, if they exist.
- (iii) **Step 3.** Identify alternative locations nearby for affected vendors to continue business.
- (iv) **Step 4.** Assistance will be given by contractor to shift to new location. If income disruption is expected during this time, DWASA PMU will pay compensation for lost income with assistance from the NGO.
- (v) **Step 5.** Assistance will be given by contractor to return to original location after construction works complete and monitored by the NGO.

35. **Project Benefits.** Package No. ICB 2.7 will support the delivery of improved water supply service to the people living in the 16 DMAs of Dhaka City. Access to improved water supply is expected to improve the health status of households (especially children and the elderly) and reduce medical expenditures on water-borne and vector-borne diseases. The project will help DWASA expand water services in its service area, where temporarily affected businesses and residents get long-term benefits. The project will also employ local people (with different skill levels) during and after implementation.

36. **Vulnerable Affected Persons.** Hawkers and any other APs recorded by the DMS as vulnerable groups will be given additional support to improve their economic and social status, through preferential employment in construction workforces in the affected areas, if they are found to be suitable. Suitability will be determined by specialists appointed to coordinate with the contractor and NGO. This policy will be supported by the inclusion of clauses in the

contracts appointing construction contractors, requiring them to employ specific numbers of women and other vulnerable APs. In the event other types of vulnerable persons are identified during the RP preparation survey, safeguards policies and procedures in this framework will be used to deliver appropriate compensation and assistance as determined in the entitlement matrix below.

**Table 3: Entitlement Matrix**

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
Loss of livelihood (temporary)	Business activity disrupted by construction work	(i) Legal titleholders, licensed vendors; (ii) tenants, leaseholders; and (iii) persons with non-recognizable claims (non-licensed hawkers, vendors, employees of shops, etc.)	<ul style="list-style-type: none"> <li>- Provision of information to APs 60 days prior to works</li> <li>- Cash compensation, calculated at the amount of income lost during the period of disruption</li> <li>- Compensation will be paid regardless of whether or not the business closes during the construction period.</li> </ul>	<ul style="list-style-type: none"> <li>- Mobile hawkers and vendors will be assisted by contractor in moving to alternative locations during the period of construction.</li> <li>- Temporary sites to continue economic activity will be identified.</li> <li>- The date of the DMS census shall serve as the cut-off date.</li> <li>- Shop owners will be encouraged to maintain any employees if shifted. If employees are not kept as a result of a shift, then they will be entitled to compensation for lost income as per the RP of the Gandharbpur water treatment component of this project.</li> <li>- The period of disruption will be assumed to be 5 days.</li> </ul>	<ul style="list-style-type: none"> <li>- DWASA PMU resettlement specialist and MDSC resettlement expert will determine income lost during the construction periods through detailed business survey to determine the daily net income of the affected businesses.</li> <li>- DWASA PMU resettlement specialist and MDSC resettlement expert will determine eligible affected businesses through detailed business survey.</li> <li>- Contractor will perform actions to minimize income/access loss.</li> <li>- Contractor will be responsible for notices and reminders.</li> <li>- DWASA PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.</li> </ul>
Loss of access (temporary)	Access to houses, shops, and common property resources common (including community structures and facilities) disrupted by construction work	(i) Residents (ii) Shop customers	<ul style="list-style-type: none"> <li>- Provision of information to APs 60 days prior to works.</li> <li>- Temporary access structures will be provided to allow pedestrians and vehicles to cross trenches safely.</li> <li>- Restoration of affected common property resources/community buildings and structures to at least previous condition, or replacement or restoration of access to similar facilities in areas identified, in consultation with affected communities and relevant authorities</li> </ul>	<ul style="list-style-type: none"> <li>- Construction contracts will require contractors to provide planks and metal sheets where necessary to allow access across trenches by pedestrians and vehicles respectively.</li> <li>- Extreme care should be taken by the contractors to avoid damage to any properties during construction. Compensation for the losses/damages will be borne by the contractor.</li> </ul>	<ul style="list-style-type: none"> <li>- Contractor will be responsible for notices and reminders.</li> <li>- The MDSC will ensure that contractors have sufficient planks and metal sheets available before any trench construction begins.</li> <li>- DWASA PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.</li> <li>- Contractors will restore or replace affected community structures and facilities and coordinate with other government agencies for restoration of utilities.</li> </ul>
Impacts on	Special	Vulnerable APs <sup>9</sup>	Support for alternative	- Construction contracts will	- DWASA PMU resettlement

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
vulnerable APs	provisions (in addition to any other compensation for loss income)		livelihoods: - Employed preferentially in workforces created by this project (construction and operations and maintenance) if suitable, or cash compensation at Tk 350 per day for up to 5 days Assured involvement in project activities - Assured of representation on project- related consultative committees and other communication and planning forums	require contractors to employ specific numbers of vulnerable APs in their construction workforces. - DWASA will adopt targets of the numbers of vulnerable APs to be employed long-term in operations and maintenance workforces for DWSSDP. - Representation from vulnerable APs will be a requirement of all committees and consultation forums for DWSSDP.	specialist and MDSC resettlement expert will monitor contractor action.
Damage caused to government or private property and assets during construction	Partial or total damage to permanent structures	(i) Legal titleholders; (ii) tenants, leaseholders; and (iii) persons with non-recognizable claims (informal settlers)	Replacement cost of restoring to original or better condition	- Extreme care should be taken by the contractors to avoid damaging any properties or assets during construction. - Compensation for the losses will be the responsibility of the contractor, as a part of the contract.	- Contractor responsible for compensation - DWASA PMU resettlement specialist to monitor - MDSC resettlement expert and project NGO will assist PMU resettlement specialist.
Loss of structures in RoW	Temporary or semi-permanent structures or stalls and other assets	(i) Legal titleholders, licensed vendors; (ii) tenants, leaseholders; and (iii) persons with non-recognizable claims (informal settlers, non-licensed hawkers, vendors, etc.)	- Replacement cost of the structure and other assets (or part of the structure and other assets, if remainder is viable) - 60 days advance notice, followed by reminders 1 week and 24 hours in advance - Shifting assistance from and back to the location - Right to salvage materials from structure and other assets - Additional compensation for vulnerable households of Tk 350 /day for up to 5 days, or employed preferred in workforces created by the project.	- Temporary shifting for 5-7 days during period of construction - Vulnerable households will be identified during the DMS survey.	- Extent of impacts to be verified by PMU resettlement specialist, MDSC resettlement expert, and contractors through DMS census (100% data collection of affected households/businesses) to determine assistance - PMU and contractors will identify alternative site - Contractor will be responsible for notices and reminders. - Contractors will help in shifting.
Temporary disruption in water	Reduced water supply	Residents and business owners	- Alternative sources of water should be made available during	- The time lag between the construction of new system and	- PMU and contractors will identify alternative source of

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
supply service	hours		the construction period.	transfer from the old system should be minimized.	water supply during period of disruption. - Contractor will be responsible for notices and reminders. - PMU will be responsible for providing water supply to APs.
Damage to water supply connections during pipe replacement or rehabilitation	Damaged water connection pipes to property	Residents and business owners	Immediate replacement and restoration of connection	- Care should be taken by the contractors to avoid damage to connections during construction. - Cost of replacement of connection will be borne by the contractor.	- Contractor will restore or replace affected connections. - DWASA PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.
Unidentified losses	Any other loss not identified in this matrix	Affected person	- Unanticipated involuntary impacts will be documented and mitigated based on principles in the project resettlement framework.	- Actions to address any issues will be proposed by PMU resettlement specialist - Proposed action will follow ADB SPS, 2009 and adopt a similar approach as outlined above, if applicable.	- MSC resettlement expert will help PMU resettlement specialist ascertain the nature and extent of such loss and finalize the entitlements in line with the principles in the project resettlement framework, ADB SPS, 2009, and Government of Bangladesh ARIPOF - PMU will seek approval of ADB

## VII. INCOME RESTORATION AND REHABILITATION

37. The transect surveys identified loss of income as the only resettlement impact and the Entitlement Matrix indicates that this will be compensated by a straightforward income restoration strategy. This involves the provision of cash compensation to shopkeepers, the owners and operators or other businesses, and hawkers, equivalent to the amount of income they lose.

38. Compensation and assistance to APs must be provided prior to start of civil works.

39. APs will be provided 60 days advance notice, followed by a reminder 1 week before construction, and again, 1 day before construction to ensure no or minimal disruption in livelihood.

40. If required, they will also be assisted to temporarily shift for continued economic activity; for example, they will be assisted to shift to the other side of the road where there is no construction, and then assisted in shifting back, post-construction.

41. Preferential employment in project-related work will be offered to local people, with priority to vulnerable persons.

## VIII. RESETTLEMENT BUDGET AND FINANCING PLAN

42. Table 4 shows resettlement cost estimate for Package No. ICB 2.7 on the basis of the transect surveys and the Entitlement Matrix. This includes provisional sums for potential income losses to vendors and for vulnerable APs. These costs will be finalized after fixing the mode of implementation such as use of trenchless and conventional methods as identified. These costs will be borne by counterpart funds.

43. Table 5 shows sources of funds for the RP implementation. The cost of institutional support (Resettlement Specialist in the PMU and NGO staff to implement the RP), related surveys, public consultations, and disclosure activities are not included in the cost estimate as these are already covered under separate budgets. Costs of provision of wooden planks and metal sheets for access across trenches are the responsibility of the contractors and are covered by budgets for the civil works. Provision of alternative livelihood opportunities for affected vulnerable people, as they will be offered employment in construction workforces, are to be paid for by the contractors and included in the civil works budget.

44. The resettlement budget for Package ICB No. 2.7 is Tk 938, 349 (US\$ 12,292). All land acquisition, compensation and assistance, costs incurred by the GRC will be provided by DWASA. DESWSP will support consultancy, support staff costs, training costs, CBO/NGO staff and costs, cost of required surveys, cost of monitoring, and communication and other expenses.

**Table 4: Indicative Cost for RP Implementation**

Resettlement Costs	Quantity	Unit cost <sup>6</sup> (Tk)	Total (Tk)	Total (US\$)
Provisional sum for lost income – shopkeepers, owners/tenants of other businesses	114	2928.5	333,849	4173

<sup>6</sup> Calculated at 5 days loss of income.

Provisional sum for lost income – hawkers	314	1750	549,500	6,869
GRM			100,000	
<b>Contingency Cost</b>			98,335	
<b>Total</b>			1,081,684	13,921

**Table 5: Sources of Funds for RP Implementation**

Component	Description	Quantity	Source of Funds
<b>Disruption minimization measures</b>			
Pre-construction information: flyers, signages, TV/radio clips	Information on likely disruptions, period of disruption, grievance redress processes and points of contact, time taken for grievance redress, etc.	As required	Covered under awareness campaign cost
Public consultations and information disclosure	Consultations during pre-construction and construction phase	As required	Covered under implementation of consultation and participation plan for project
Assistance for shifting of wares, if required, by affected shopkeepers and businesses displaying wares on ROWs	Mitigation of disruption caused in disallowing display of wares on ROW during construction period	As required	Covered under contractor's budget for RP implementation
<b>Implementation costs</b>			
PMU Resettlement Specialist costs	To oversee/undertake RP implementation	Assigned by PMU	To be borne by government
MSC Resettlement Expert costs	To support/advise PMU in RP implementation	18 person-months	Covered under MSC budget
Grievance redress committee sessions	Redressal of grievances	As required	Included in PMU costs
Providing access to commercial establishments and properties; traffic management measures	- Providing access, in case of access disruptions, to affected properties - Safety signboards, delineators, traffic regulation equipment, flagman, temporary diversions, etc.	As required	Covered under contractor's cost
<b>Training</b>			
Orientation of PMU, contractor, and NGO safeguards personnel	Orientation on safeguards implementation, gender and vulnerability sensitization	One time	Covered under MSC training budget
Training in resettlement implementation and monitoring for PMU, contractor, and NGO personnel	Behavioral training, project safeguards policy, entitlements, compensation, mitigation measures	Two intensive sessions	Covered under MSC training budget
<b>Surveys</b>			
Detailed measurement surveys/census of businesses and inventory of loss surveys, as required	Before start of construction works	Wherever required throughout project area	Covered under NGO budget
Monitoring surveys of APs	To check on entitlements received and satisfaction levels during and after RP	Wherever required throughout project area	Covered under NGO costs



Component	Description	Quantity	Source of Funds
	implementation		
<b>Restoration costs</b>			
Restoration costs for damage during construction, if any	Damage caused to private or government property during construction	Wherever required	Covered under third party insurance of contractors/contractors' budgets
<b>Compensation for income loss</b>			
Compensation for loss of livelihood/replacement of lost income	Temporary impacts on hawkers and vendors during construction	As required	Counterpart finance

## IX. INSTITUTIONAL ARRANGEMENTS

45. DWASA is both the EA responsible for the management, coordination and overall technical supervision of the program, and the IA responsible for supervising construction of the infrastructure and conducting the non-infrastructure elements. DWASA has established a PMU, responsible for day-to-day management of the program, including tendering and selection of contractors, construction supervision, monitoring and evaluation, and compliance with safeguards policies. The PMU is headed by a full-time Project Director (PD) and two Deputy Project Directors. Safeguards Implementation Unit (SIU) will be established in one of the DPD offices. Two safeguards officers will be appointed and one of them will be responsible for the social safeguards related issues.

46. The PMU will be supported by the Management and Supervision Consultants (MSC), who will update the RP, and implement and monitor resettlement plan implementation, design the infrastructure, manage tendering of contractors and supervise the construction process; and NGOs, who conduct public awareness campaigns.

47. MSC 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 MSC, NGO and PMU staff. The resettlement expert of the MSC will conduct all inclusive monitoring of the resettlement and compensation aspects.

48. **Contractor.** The contractor will have a social safeguards personnel to (i) coordinate with MSC on updating the RP based on detailed designs, and (ii) and ensure implementation of RP during civil works.

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

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

S. No	Activity	Responsible Agency
<b>Institutional strengthening</b>		
1	Consultancy support to PMU Safeguards Implementation Unit	PMU
2	Training and support to DWASA and NGO	PMU – MSC RS
3	NGO support to PMU	PMU – SIU
<b>Resettlement Plan Finalization</b>		
1	Design of DMS questionnaires	PMU SIU - MSC RS
2	DMS data collection and screening the vulnerable HH	NGO – SIU

3	Calculation of entitlement values and resettlement budget	PMU SIU – NGO
4	RP updating and preparation (if any)	PMU SIU
5	Public consultation and establish project cut off date	PMU – SIU – NGO
6	RP finalization and submission to ADB for approval	PMU – SIU
7	RP public disclosure and GRM establishment	PMU – SIU – NGO
<b>Resettlement plan implementation</b>		
1	Establish GRC	PMU SIU
2	Budget allocation	DWASA - PMU SIU
3	Preparation and disbursement of entitlement cards (EC) of the eligible AP	PMU – SIU – NGO
4	Provision of checks to APs	PMU – SIU – NGO
5	Submission of progress report and semiannual monitoring reports	PMU SIU
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

## **X. IMPLEMENTATION SCHEDULE**

50. The project is to be implemented over a period of 30 months. The detailed design stage will cover the first 2.5 months and is expected to commence in 2013, and the construction period will cover 28.5 months.

51. DESWSP RF (2013), ADB SPS (2009) and DWASA RFP (2006) require that compensation for all resettlement impacts is provided before the loss is incurred, so this RP will be updated early in the design stage, and the process of arranging compensation and other entitlements will commence as soon as the revised RP has been approved by ADB.

## **XI. MONITORING AND REPORTING**

52. Implementation of ICB 2.7 resettlement activities will be monitored by the Safeguards Implementation Unit under the DESWSP PMU. Staff will be given training in resettlement issues, social survey methods, etc, by MSC Resettlement Specialist where necessary. Monitoring data will be collected from the he NGOs implementing the RP, and individual APs, and will be compared with entitlements and disbursement schedules established in the RP. The PMU – SIU will consolidate the monthly reports submitted by the NGO and MSC resettlement specialist and prepare semiannual monitoring report on the progress of the RP 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 RP monitoring template is Appendix 6.

**APPENDIX 1: SUMMARY OF CONTRACT NO. ICB 2.7 COMPONENTS**

Item	Description	Remark	Unit	Quantity
1.	Installation of distribution pipes through open trench, pipebursting, and horizontal directional drilling (HDD) method including installation of buried gate valves and wash out upto 200 mm dia, data loggers (dls), non return valves as required and approved, but excluding valves and dls for production tube wells (PTWs) & interconnection chambers for isolation of DMAs	<ul style="list-style-type: none"> <li>- Diameter of pipes between 110 and 560 mm.</li> <li>- Designed to distribute water within a DMA.</li> <li>- Number of service connections shall be a maximum 80 to 100 per km for pipes of 200 mm diameter or less. In general, connections to pipes above 200mm diameter shall not be made.</li> <li>- Pipe diameter of 315 mm or more to be designed to transfer water from one area to another, one DMA to another, or between major facilities of a water supply system such as from a PTW or WTP to storage tank or distribution area.</li> <li>- No service connections allowed directly from 315 mm or above dia pipes.</li> </ul>	M	305,296
2.	Installation of reticulation pipes through open trench and HDD method including installation of buried gate valves, wash out	<ul style="list-style-type: none"> <li>- Pipe diameter: 75 mm</li> <li>- Reticulation lines may be installed parallel to distribution mains or in tertiary roads to provide service connections.</li> <li>- Reticulation pipelines are laid to minimize road crossing of the service connections; reduce the length of the service connection lines and to reduce the number of connections at a single point on the main pipe line.</li> </ul>	M	70,988
3.	Rehabilitation of service connections of length as required including supply of saddles, Ferrule, transition coupler, gate valves, float valves, meter chamber incl. required fittings for the meter to be placed within 0.6 meter from ground level all complete (water meters are of Employer's Supply)	<ul style="list-style-type: none"> <li>- Pipe diameter: 20 to 50 mm.</li> <li>- A service connection is identified as the connection from the distribution pipes or reticulation pipeline to a customer's water meter. The distribution network (including tertiary pipes) shall be designed in a manner where the length of the service connections will be about <math>\pm 15</math> meter.</li> <li>- There will be service connections for domestic, commercial, industrial, institutional, public standpipes and yard or community connection for community/slum dwellers.</li> </ul>	nos.	40,968
4.	Upgrading of tube wells delivery pipes including replacement of gate valves, non return valve, air release valve, bulk water meter, supply and fabrication of ms pipe, wash out arrangement with valve, tee, bend, standard fire hydrant outlet, flange etc, supports, fittings and accessories (where necessary) all complete as per drawing (valves and meters are of employer's supply)	- Upgrade of pump facilities of the existing production tube well is beyond the scope of this contract. The contractor shall however be responsible to replace all fittings from the existing tube well head to the delivery main, e.g. 200 / 250 mm dia. pipe, etc.	nos.	91
5.	Construction of Gate Valve Chamber, Interconnection Chamber and Interconnection with transmission	- Each interconnection point will be controlled by a bulk meter (monitored by a flow logger) and a valve which		

Item	Description	Remark	Unit	Quantity
	main of approved design including necessary fittings and fixtures, excavation and back filling all complete (valves, meters and data loggers are of Employer's Supply)	may, in the future, be controlled and operated by a SCADA system.		
5a.	Construction of RCC Gate Valve Chamber for pipeline of 250 mm dia and above.		nos.	359
5b.	Construction of RCC Interconnection chamber for isolation of DMA where required including installation of Pressure Sustaining Valves, Pressure Reducing Valves, Air Release Valves, Non Return Valves, Bulk Water Meters and Data Loggers with all fittings, fixtures all complete as per approved design, drawing and direction of project manager		nos.	79
5c.	Interconnection with the existing water transmission main from 300 mm to 600 mm diameter where required including supply of Tee, Reducer with fittings, fixtures all complete as per approved design, drawing and direction of project manager.		nos.	45
5d.	Construction of RCC Air Release Valve Chamber for pipeline including installation of data loggers with necessary fittings, fixtures all complete as per approved design, drawing and direction of project manager.		nos.	48
6.	Testing, repair, replacement, cleaning and disinfection of Existing Pipelines all complete	The completion of rehabilitation/replacement or extension of the pipe laying works in a section will be followed by pressure testing. The leakage tests shall be conducted at the same time as the pressure test. After pressure testing, the pipeline shall be washed out and disinfected.	M	3,327

**APPENDIX 2: INVOLUNTARY RESETTLEMENT IMPACT CATEGORIZATION CHECKLIST**

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
<b>Involuntary Acquisition of Land</b>				
1. Will there be land acquisition?		√		There is no land acquisition under the proposed package.
2. Is the site for land acquisition known?	-	-	-	Not applicable.
3. Is the ownership status and current usage of land to be acquired known?	-	-	-	Not applicable.
4. Will easement be utilized within an existing right-of-way (ROW)?	√			There will be linear works for water supply pipes.
5. Will there be loss of shelter and residential land due to land acquisition?		√		Acquisition of residential land is not envisaged.
6. Will there be loss of agricultural and other productive assets due to land acquisition?		√		No land acquisition will be necessary.
7. Will there be losses of crops, trees, and fixed assets due to land acquisition?	-	-	-	Not applicable.
8. Will there be loss of businesses or enterprises due to land acquisition?	NA	NA	NA	- Loss of income/livelihood due to land acquisition is not envisaged, as there will be no land acquisition. Potential temporary loss of income/livelihood for 470 businesses and hawkers may occur during implementation. - Losses shall be avoided to the extent possible by undertaking construction works at night and ensuring access to businesses during the day. - Hawkers and vendors will be assisted to shift to nearby places and back. Losses, if any, will be compensated. - Unskilled labor will be drawn from local communities under the project.
9. Will there be loss of income sources and means of livelihoods due to land acquisition?	NA	NA	NA	
<b>Involuntary restrictions on land use or on access to legally designated parks and protected areas</b>				
10. Will people lose access to natural resources, communal facilities, and services?			√	- Provision of alternative facilities or services will be recommended as mitigation measures. - Meaningful and sustained community consultations will be undertaken throughout the project period so as to ensure no adverse impacts.
11. If land use is changed, will it have an adverse impact on social and economic activities?		√		No land use change is envisaged.
12. Will access to land and resources owned communally or by the state be restricted?			√	Temporary loss of access may occur. In the event of such losses, provision of alternative facilities or services will be recommended as mitigation measures.
<b>Information on displaced persons</b>				
<b>Any estimate of the likely number of persons that will be displaced by the project?</b>				<input type="checkbox"/> No <input type="checkbox"/> Yes
Not applicable, as there will be no displacement as a result of the project.				
<b>Are any of them poor, female heads of households, or vulnerable to poverty risks?</b>				<input type="checkbox"/> No <input type="checkbox"/> Yes
Not applicable.				
<b>Are any displaced persons from indigenous or ethnic minority groups?</b>				<input type="checkbox"/> No <input type="checkbox"/> Yes
Not applicable.				

### APPENDIX 3: METHODOLOGY FOR ESTIMATION OF IMPACTS

1. Transect surveys were conducted in February to March 2013 in a 6.5-km sample of the roads in which network improvements are proposed, to identify and quantify potential resettlement impacts. A variety of roads was chosen, to represent the range of different areas in the city.

2. A survey form was used to record data on the nature and extent of resettlement impacts, and socioeconomic conditions in the community and amongst likely affected persons. Information was collected on:

- (i) Business: number and type of businesses; type of ownership; average monthly income;
- (ii) Hawkers: number of hawkers; type of merchandise; average monthly income;
- (iii) Any other potential impacts: nature and size of impact; economic and social effects.

#### Checklist for Transect Walks - Socioeconomic Survey of Affected Businesses/Sample Form For Survey of Businesses Under Detailed Measurement Survey

Date of survey	Serial No:				
DMA No					
Name of road					
Type of road (by width)	<input type="checkbox"/> < 2 m	<input type="checkbox"/> 2 m to 4 m	<input type="checkbox"/> > 4 m	<input type="checkbox"/> Major Road	<input type="checkbox"/> VIP Road
Name of Affected Person					
Father's/Mother's name					
Address / Location					
Type of business	<input type="checkbox"/> Permanent	<input type="checkbox"/> Semi-permanent	<input type="checkbox"/> Hawker/Movable		
Type of merchandise	<input type="checkbox"/> Fruits and Vegetables	<input type="checkbox"/> Food	<input type="checkbox"/> Books/Stationery		
	<input type="checkbox"/> Clothes	<input type="checkbox"/> Shoe Repair	<input type="checkbox"/> Others (Specify) _____		
Status of Ownership	<input type="checkbox"/> Owner		<input type="checkbox"/> Tenant		
Since when does the person operate in that location					
Frequency of operating in a week	<input type="checkbox"/> Every day	<input type="checkbox"/> Most days	<input type="checkbox"/> 1 to 2 days per week		
	<input type="checkbox"/> Less than 1 day per week	<input type="checkbox"/> Seasonal (Specify) _____	<input type="checkbox"/> Others (Specify) _____		
Person/s employed, if any	No:				
Per month rent, if any	Tk.				
Average profit per day	Tk.				
Will the person be affected	<input type="checkbox"/> Yes		<input type="checkbox"/> No		
Type of vulnerability/distress	<input type="checkbox"/> None	<input type="checkbox"/> BPL	<input type="checkbox"/> Disabled		
	<input type="checkbox"/> WHH	<input type="checkbox"/> Minority/Child worker	<input type="checkbox"/> Others (Specify) _____		
Work starting date in road					
Permanent structure/s present	<input type="checkbox"/> Yes		<input type="checkbox"/> None		
Use of permanent structure	<input type="checkbox"/> Boundary wall/s	<input type="checkbox"/> Residential	<input type="checkbox"/> Commercial/ Business		
If structure is present, type of ownership	<input type="checkbox"/> Owner		<input type="checkbox"/> Rental How much per month? _____ Tk.		
Document prepared by:	Supervised by:		Document checked by:		

BPL=below poverty line; WHH=woman headed household/chief wage earner is a woman.

**APPENDIX 4: LIST OF POTENTIALLY AFFECTED PERSONS IDENTIFIED DURING THE  
TRANSECT WALKS CONDUCTED IN FEBRUARY TO MARCH 2013**

S.L No	Name of Vendor	Gender	Occupation	Average Profit Per Day (Tk)
1.	Md. Abul Kashem	Male	Books/Stationery	1,000
2.	Md. Sabuj	Male	Food/Hotel	600
3.	Md. Delwar Hossain	Male	Laundry Shop	600
4.	Md. Ayub Hossain	Male	Telecom Business	400
5.	Mr. Bagha Rishi	Male	Shoe Repair	400
6.	Md. Shahin	Male	Tea Stall	600
7.	Sabuj Sardar	Male	Tea Stall	500
8.	Md. Shahidullah	Male	Hawker/Movable (Fruit/Vegetable)	600
9.	Md. Abdul Samad	Male	Hawker/Movable (Tailor)	400
10.	Md. Samsul Haque	Male	Hawker/Movable (Fruit/Vegetable)	300
11.	Abul Hasnat	Male	Hawker/Movable (Books/Stationery)	250
12.	Monoar Hossain	Male	Hawker/Movable (Food)	250
13.	Lokman	Male	Hawker/Movable (Books/Stationery)	250
14.	Monir Hossain	Male	Hawker/Movable (Books/Stationery)	200
15.	Munni Akter	Female	Hawker/Movable (Clothes)	250
16.	Nasir	Male	Hawker/Movable (Meat Shop)	1000
17.	Md. Tawhid Miya	Male	Hawker/Movable (Clothes)	300
18.	Ripon	Male	Hawker/Movable (Clothes)	300
19.	Toffajal Hossain	Male	Hawker/Movable (Books/Stationery)	250
20.	Liyakat Ali	Male	Hawker/Movable (Books/Stationery)	200
21.	Monjur Hossain	Male	Hawker/Movable (Clothes)	200
22.	Rubel	Male	Hawker/Movable (Books/Stationery)	300
23.	Liton	Male	Hawker/Movable (Fruits and Vegetable)	200
24.	Md. Meraj	Male	Hawker/Movable (Fruits and Vegetable)	500
25.	Mr. Hasan	Male	Pharmacy	400
26.	Zamal Uddin	Male	Hawker/Movable (Fruits and Vegetable)	250
27.	Md. Monir	Male	Hawker/Movable (Fruits and Vegetable)	500
28.	Mr. Nipendro Das	Male	Hawker/Movable (Shoe Repair)	400
29.	Md. Mofizul Islam	Male	Hawker/Movable (Fruits and Vegetable)	500
30.	Md. Rezaul Rahman	Male	Hawker/Movable (Food)	400

**APPENDIX 5: COMPARISON BETWEEN GOVERNMENT OF BANGLADESH LAWS AND  
ADB SAFEGUARD POLICIES ON LAND ACQUISITION AND RESETTLEMENT**

Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
1	Involuntary resettlement should be avoided wherever possible.	Not defined in the ARIPO	Like with other donor-funded projects in Bangladesh the approach of avoiding involuntary resettlement has already been taken care of while preparing this project. This will be further practiced during design and implementation.
2	Minimize involuntary resettlement by exploring project and design alternatives	Not so clearly defined in the ARIPO Sections 3 and 18 exempt the acquisition of property used by the public for religious worship, public or educational institutions, graveyards, and cremation grounds.	The resettlement plan clearly defines the procedures on how to minimize the involuntary resettlement through proper alternate engineering design and adequate consultation with stakeholders.
3	Conducting census of displaced persons and resettlement planning	The ARIPO spells out that upon approval of the request for land by the office of the deputy commissioner, its own staff will conduct the physical inventory of assets and properties found on the land. The inventory form consists of the name of person, area of land, the list of assets affected, and the materials used in the construction of the house. The cutoff date is the date of publication of notice that land is subject to acquisition, and that any alteration or improvement thereon will not be considered for compensation.	The ARIPO does not define the census survey. It only reflects the inventory of losses (IOL), which is more in physical terms and only includes the names of the owners, etc. The ADB policy spells out a detailed census through household surveys of displaced persons in order to assess the vulnerability and other entitlements. This RP has been prepared based on the data collected through conducting a census, a socioeconomic survey for the displaced persons, and an inventory of losses.
4	Carry out meaningful consultation with displaced persons and ensure their participation in planning, implementation, and monitoring of resettlement program.	Section 3 of the ordinance provides that whenever it appears to the deputy commissioner that any property is needed or is likely to be needed for any public purpose or in the public interest, he will publish a notice at convenient places on or near the property in the prescribed form and manner, stating that the property is proposed for acquisition.	The ARIPO does not directly meet ADB's requirements. This section of the ordinance establishes an indirect form of public consultation. However, it does not provide for public meetings and project disclosure, so stakeholders are not informed about the purpose of land acquisition, its proposed use, or compensation, entitlements, or special assistance measures. The resettlement plan for the project has been prepared following a consultation process which involves all stakeholders (affected persons, government department/line agencies, local community, NGORP, etc.), and the consultation will be a continuous process at all stages of the project development such as project formulation, feasibility study, design, implementation, and post-implementation, including the monitoring phase.
5	Establish grievance redress mechanism.	Section 4 allows the occupant of the land to raise objections in writing. These should be filed with the deputy commissioner within 15	The Section 4 provision is consistent with ADB's grievance redress requirements. The resettlement plan has a special provision for grievance procedures, which includes formation



Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
		days after the publication. The deputy commissioner will then hear the complaints and prepare a report and record of proceedings within 30 days following expiry of the 15-day period given to affected persons to file their objections.	of a grievance redress committee, appointment of an arbitrator, and publication of the notice of hearings and the scope of proceedings.
6	Improve or at least restore the livelihoods of all displaced persons.	The ARIPO does not address the issues related to income loss, livelihood, or loss of the non-titleholders. This only deals with the compensation for loss of land, structures, buildings, crops and trees, etc. for the legal titleholders.	The resettlement plan for this project keeps the provision for a census survey that will have the data on the loss of income and livelihood, and the same will be compensated as per the entitlement matrix for both physically and economically affected persons.
7	Land-based resettlement strategy	The ARIPO does not address these issues.	The ARIPO does not meet the requirement of ADB. Though this option may be a difficult proposition, given the lack of government land and the difficulties associated with the acquisition of private lands, the resettlement plan proposes land-for-land compensation as its priority, if feasible. Attempt will be made to find alternate land for the loss of land, in case it is available and if it is feasible, looking at the concurrence of host community and land value.
8	All compensation should be based on the principle of replacement cost.	The ARIPO states that the deputy commissioner determines the amount of compensation by considering: (i) the market value of the property based on the average value during the 12 months preceding the publication of notice of acquisition; (ii) the damage to standing crops and trees; (iii) damage by severing such property from the other properties of the person occupying the land; (iv) adverse effects on other properties, immovable or movable, and/or earnings; and (v) the cost of change of place of residence or place of business. The deputy commissioner also awards a sum of 50% on the market value of the property to be acquired.	The ARIPO is largely consistent with ADB policy. However, there are differences in the valuation of land and prices of affected assets, where ADB prescribes the use of current market rates/replacement cost in the project area. The ordinance does not ensure replacement value or restoration of pre-project incomes of the affected persons. The resettlement plan addresses all these issues, and spells out a mechanism to fix the replacement cost by having an independent evaluator (committee) who will be responsible for deciding the replacement costs.
9	Provide relocation assistance to displaced persons.	No mention of relocation assistance to affected persons in ARIPO	The resettlement plan provides for the eligibility and entitlement for relocation of the affected persons, in the form of relocation assistance which includes shifting allowances, right to salvage materials, and additional transitional assistance for the loss of business and employment.
10	Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement	The ARIPO does not have this provision.	The ARIPO does not comply with ADB policy. This is a major drawback of the national law/policy compared to that of ADB. The ARIPO only takes into consideration the legal titleholders and ignores the non-titleholders. The resettlement plan ensures compensation and assistance to all affected persons, whether

Sl. No.	ADB's SPS (2009)	Acquisition and Requisition of Immovable Property Ordinance (ARIPO) of 1982	Gaps Between ARIPO and ADB's Policies and Action Taken to Bridge the Gap
	assistance and compensation for loss of non-land assets.		physically displaced or economically displaced, irrespective of their legal status. The end of the census survey will be considered the cut-off date, and affected persons listed before the cut-off date will be eligible for assistance.
11	Disclose the resettlement plan, including documentation of the consultation in an accessible place and a form and language understandable to affected persons and other stakeholders.	The ordinance only ensures the initial notification for the acquisition of a particular property.	The ARIPO does not comply with ADB's SPS-2009 as there is no mention of disclosure of resettlement plan. The SPS ensures that the resettlement plan, along with the necessary eligibility and entitlement, will be disclosed to the affected persons in the local language (Bengali) in the relevant project locations and concerned government offices, and the same resettlement plan will also be disclosed on the executing agency's website and on the website of ADB.
12	Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits.	The ARIPO has a provision to include all the costs related to land acquisition and compensation of legal property and assets. However, it does not take into account the cost related to other assistance and involuntary resettlement.	The ARIPO partially meets the requirement of ADB, as it only deals with the cost pertaining to land acquisition. The resettlement plan provides eligibility to both titleholders and non-titleholders with compensation and various kinds of assistances as part of the resettlement packages, and the entire cost will be part of the project cost.
13	Pay compensation and provide other resettlement entitlements before physical or economic displacement.	The ARIPO has the provision that all the compensation will be paid prior to possession of the acquired land.	The ARIPO meets the requirement of ADB.
14	Monitor and assess resettlement outcomes, and their impacts on the standards of living of displaced persons.	This is not clearly defined in the ARIPO.	The ARIPO does not comply with ADB safeguards policies. The resettlement plan has a detailed provision for a monitoring system within the executing agency. The executing agency will be responsible for proper monitoring of resettlement plan implementation, and the monitoring will be verified by an external expert.

**APPENDIX 6: SAMPLE MONITORING TEMPLATE**

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

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

**APPENDIX XXX: SAMPLE GRIEVANCE REDRESS FORM**

(To be available in Bangla)

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

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

**FOR OFFICIAL USE ONLY**

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

## APPENDIX 8: DRAFT LEAFLET FOR PROJECT INFORMATION DISCLOSURE

### A. Background

1. Dhaka, the capital of Bangladesh is facing shortage water supply and demand is increasing day by day. Dhaka WASA is preparing Dhaka Environmentally Sustainable Water Supply Project (DESWSP) to supply treated surface water, collected from the river Meghna, to Dhaka city dwellers through the construction of Gandharbpur Water Treatment Plant Project (GWTPP). The project also includes distribution reinforcement and network improvements to reduce non-revenue water (NRW for safe water and support to low income communities (LICs). With financial assistance from ADB, AFD and EIB, this project aims to reduce abstraction of ground water amounting 150 million liter per day (MLM). The project area covers parts of Arai-hajar and Rupganj upazila of Narayanganj district and various areas of Dhaka district.

### B. Project Description

2. The main project components are: (a) water intake facility at Arai-hajar upazila; (b) Raw water transmission pipe (4 pipes with diameter 2,200 mm) for a total of length of 17.5 km from intake to Sejan juice; (c) Raw water transmission pipe (2 pipes with diameter 2,200 mm) for a total of length of 4.5 km from Sejan juice to Gandharbpur; (d) Water Treatment Plant (WTP) at Gandharbpur; (e) Treated water transmission pipe (2 pipes with diameter 2,200 mm) for a total of length of about 14.2 km from WTP to Vitara Baridhara; and (f) distribution reinforcement and rehabilitation networks in Dhaka city areas (*provide the project locations*)

### C. Resettlement Plan: Policy and Principles

3. A Resettlement Plan (RP) 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).

### D. Involuntary Resettlement impact

4. In total XXX acres of land is needed to implement the components (a) to (e) of the project. For these components a total XXXX households with the total population of XXX persons will be affected permanently or temporarily from their private land or from the government land that they are currently using for their livelihood activities. XXX CBE owners, XXX vendors will be affected for temporary period. XXX informal land users cultivating in the Dhaka WASA land for the future Gandharbpur water treatment plant will be affected. **No land acquisition will be required for the water supply distribution reinforcement and networks. The impacts in these components will be limited to temporary disturbance during civil works to vendors and hawkers in the project areas.**

### E. Entitlement

5. 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.

6. 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.

#### **G. Institutional Arrangement**

7. DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an experienced NGO for the implementation of resettlement activities which include livelihood rehabilitation. DWASA will implement the RP through setting a Safeguard Implementation (SIU) headed by DPD at the DESWSP 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, appointed by PIU will be convener of the JVC and PVAC. The DPD of SIU will perform as convener of GRC and RAC. 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.

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

8. 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 the Grievance Redress Committee GRC. Complaints and grievances which are not addressed by Grievance Redress committee (GRC) within 30 days will be sent to the Program Steering Committee (SC) to be resolved within 7 days. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage.

**Contact detail for inquiry:**

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