

Resettlement Plan

December 2015

BAN: Dhaka Environmentally Sustainable Water Supply Project-DMA 602 in ICB-02.7

Prepared by Dhaka Water Supply and Sewerage Authority on behalf of the Ministry of Local Government and Rural Development and Cooperatives–Government of Bangladesh for the Asian Development Bank.

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**Dhaka Water Supply and Sewerage Authority (WASA)
Dhaka Environmentally Sustainable Water Supply (DESWSP)
Resettlement Intervention in the area of ICB-02.7**

Resettlement Plan (RP) of DMA-602

December, 2015

Submitted to:

**Project Director
Project Management Unit
Dhaka Environmentally Sustainable Water Supply Project (DESWSP)
Dhaka Water Supply and Sewerage Authority
8th Floor, WASA Bhaban, 98 Kazi Nazrul Islam Avenue
Kawran Bazar C/A, Dhaka.**

Submitted by:



SAMAHAR

(A Multidisciplinary Research & Development Organization)

**House # 817, Road # 04, Baitul Aman Housing Society Adabor,
Mohammadpur, Dhaka-1207, Bangladesh, Phone: 9115530,
Fax: 9113867, Email: samaharwc@yahoo.com**

CHECKED BY:



Kunhwa Engineering & Consulting Co. Ltd., Korea

in Joint Venture with



Development Design Consultants Ltd., Bangladesh

Farhat Consulting Engineers and Architects Ltd., Bangladesh

in association with



Vernacular Consultants Ltd., Bangladesh



SAMA HAR
(A Multidisciplinary Research Organization)

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Date: 31.12.2015

To
The Superintendent Engineer & Project Director
Dhaka Environmentally Sustainable Water Supply Project (DESWSP)
Dhaka Water Supply and Sewerage Authority (DWASA)
WASA Bhaban (8th floor), 98 Kazi Nazrul Islam Avenue
Kawran Bazar C/A, Dhaka.

Subject: Submission of Resettlement Plan (RP) DMA 602 of MODs Zone 6.

Dear Sir,

Greetings from SAMAHAR!

This is our pleasure to inform you that SAMAHAR is going to submit its first RP of DMA-602 in ICB-02.7 at MODs Zone 6. We have started our activities from February 1, 2015 as per the instruction of MSC and PMU. We are carrying out project's activities successfully. Here, we are submitting the Resettlement Plan (RP) of DMA 602; that is one of the prime responsibilities of Resettlement NGO (SAMAHAR). We have prepared the RP with close coordination of PMU, MSC and RPL-FSL-CRFG JV. We have followed instructions and guidelines of such authorities.

Any suggestion, recommendation and query regarding the issues from your end will be highly appreciated and also your cordial cooperation is expected.

Yours Sincerely

Md. Anwar Hossain
Executive Director
SAMAHAR

CC: Team Leader, MSC, DESWSP, DWASA.

Address :

House No. 1/9, Block - D, Lalmatia
Dhaka-1207, Phone : +88-02-8128858

samaharwc@yahoo.com ▶

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ABBREVIATIONS

ADB	-	Asian Development Bank
ARIPO	-	Acquisition & Requisition of Immovable Property Ordinance
AP	-	Affected Person
DMA	-	District Metering Area
EMP	-	Environmental Management Plan
FGD	-	Focus Group Discussion
GRM	-	Grievance Redress Mechanism
IR	-	Involuntary Resettlement
NGO	-	Non-Government Organization
PMU	-	Project Management Unit
MSC	-	Management Supervision Consultant
RF	-	Resettlement Framework
RP	-	Resettlement Plan
SPS	-	Safeguard Policy Statement
SIU	-	Safeguard Implementation Unit
JVC	-	Joint Advisory Committee
PVAC	-	Property Valuation Assessment Committee
GRP	-	Grievance Readdress Procedure
GRC	-	Grievance Readdress Committee

EXECUTIVE SUMMARY

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 networking to approximately 100 District Metering Areas (DMAs); rehabilitation or replacement, of waterlines 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), implemented similarly as contracts under DWSSDP.

This Resettlement Plan (RP) is prepared for rehabilitation of distribution networks in 16 district metering areas (DMAs) as covered by Package No. ICB-02.7. The Package No ICB 2.7 is expected to have the following benefits: (i) rehabilitation of distribution network which will result in substantial reduction by water losses in the project area; and (ii) proper accounting for use of water and system losses by installation of metered connections.

Dhaka Water Supply and Sewerage Authority (DWASA) are 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.

This RP is prepared based on ADB's Safeguard Policy Statement, 2009 and Government of Bangladesh laws also considered detailed designs prepared by the MSC, and updated by MSC resettlement specialist for the PMU - SIU based on detailed design during implementation.

There is no land acquisition under the proposed package. The main resettlement impact is the potential reeducation in the income of small shops and other businesses if the presence of trenches, excavated soil, and machinery make access difficult for customers. However, the RP is prepared in preparation of any potential temporary loss of income or livelihood during construction.

DESWSP Involuntary Resettlement (IR) is 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.

The draft RP (in local language) has discussed with stakeholders and the document has been disclosed. The RP provides a strategy for continued consultation at different stages of RP implementation.

DWASA has its own Grievance Redress Procedure (GRP) which operates to address any dissatisfaction and complaints by residents and APs regarding its activities. Multi layers grievance redress mechanism has been applied for this project. First layer would resolve complaint, 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 dissatisfied with the ruling of the GRC, he/she or his/her 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.

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. There is no possibility of vulnerability of households in this DMA, because this is a richer residential area.

APs have provided 60 days advance notice to ensure none or minimal disruption, compensation 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 the 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.

I. PROJECT DESCRIPTION

A. Introduction

- a) 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 Meter Area's (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. ICB2.7 is prepared as part of a new project titled – Dhaka Environmentally Sustainable Water supply Project (DESWSP), implemented similarly as contracts under SWSSDP.
- b) 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 new RP will be prepared if any potential temporary loss of income or livelihood during construction.
- c) Issues of involuntary resettlement will be addressed according to national legislation (Government of Bangladesh Acquisition of immovable Property Ordinance, 1982), and 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.
- d) This RP is prepared for DMA 602 under ICB package No.02.7 based on detailed design prepared by the Design and Management Consultants and will be updated based on detailed design during implementation. ADB and DWASA management will review and clear the revised RP during detailed design and prior to commencement of works.

B. Project Components

- a) 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; (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.

C. Objectives of Resettlement Plan

- a) 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

- a) **Action to Minimize Land Acquisition and Resettlement Effects** There is no land acquisition in DMA 602 under package ICB 02.7.

b) Scope of the Resettlement Impacts of this RP

The nature and extent of resettlement impacts were assessed by conducting a reconnaissance survey in all the roads of DMA 602. We have prepared sheets including following records of resettlement impacts and socioeconomic data:

1. Numbers, types and ownership of affected shops and other business;
2. Average business incomes, rent paid by tenants, and numbers of employees;
3. Numbers and types of affected hawkers, average income and any rent paid;
4. Numbers and types of affected structures (including common property resources) and replacement costs; and
5. Any other resettlement impacts.

The Dhaka Environmentally Sustainable Water Supply Project (DESWSP) appointed SAMAHAR an NGO for conducting services related to the dissemination of information in the project implementation area, mitigation initiatives for the potential interruptions and the implementation of resettlement issues under guidance of the Management and Supervision Consultants (MSC) in the pre-construction and proofing period of the project in the area of ICB-02.7 under Zone 06 including 16 DMAs. Resettlement Awareness Team (RAT) of SAMAHAR has completed the road measurement survey and joint verification survey of the area of DMA 602 and it has been found that the width of most of the roads is above 10 meter except a few roads where 02 affected persons has been identified. In that DMA we have also determined the major and minor roads.

Identification of AP's: APs are entitled to receive compensations for their business losses, income losses and relocation of their businesses due to project implementation. Accordingly a list of APs has been prepared. According to project policy the roads width normally above 10 meter will not come under consideration for resettlement compensation. Considering all compensation issues a list of APs has been finalized for compensation 02 persons. Resettlement Awareness Team of SAMAHAR has surveyed all the roads and sub-roads and found 02 affected vendors and has prepared the Entitlement Card (EC) of APs who have business on the roads within less than 10 meter width and will block temporarily during project implementation / physical work.

Recommended Status of APs: As one of the core responsibilities of resettlement issues, we have collected information by interviewing each and every Vendors/Hawkers in the area under DMA 602as per prescribed form supplied by PMU/MSC and identified 02 (Two) persons,(Vendors/Hawkers) for

compensation. As per detailed survey report we recommend list of 02 (Two)APs assessing compensation amount of their business loss or income loss. We have assessed compensation on the basis of their daily average profit and proposed compensation for five days. In consequence we proposed to allocate BDT. 5000/- (Five thousands) only as compensation against their 5 (five) days average profit or income (Details are attached in Resettlement Budget and Financing Plan).

III SOCIO-ECONOMIC INFORMATION AND PROFILE

The DMA is located in the residential area (Bonosree) where the shops and hawkers are not allowed to establish and run their business. Moreover, most of the roads widths are above 10 meters, so it has less scope of severe socio-economic impact. As a result, through reconnaissance survey, road measurement and joint verification found and finalize two vendors as APs who will be losing their income for a few days (5) during physical work of the piped water supply system.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

To ensure awareness and gain support from local community people towards project interventions, very intensive population campaigns were conducted at different levels and category of people. The following methodologies are being used for carrying out public information campaign and consultations:

A. Public Consultation Conducted

- (i) Walk-through informal group consultations were held in the 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, discussed, and suggestions accordingly incorporated in the EMP; and
- (iv) Various forms of informal public consultations (consultation through adhoc discussion-site) have been used to discuss the project activities.
- (v) A Project Information Disclosure Meeting has been conducted

B. Future Consultation and Disclosure

Besides, following initiatives are planned for future public consultation and information disclosure:

1. 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 comprehensive information, education, and communication plan.
2. 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 meeting 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.
 - (ii) Project disclosure: (a) Public information campaigns (leaflet distribution to the communities) 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.
3. 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 ensure that 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.

C. Involvement of NGO, CBOs and Women's Organizations

The NGO (SAMAHAR), Community Based Organizations (CBOs) representing women at different levels are actively involved in the project interventions in particular to the resettlement activities. Noted that the demand of the vulnerable people were well taken and addressed properly.

The particular role of the NGO in this respect is explained below:

- (i) Organize and implement consultation and disclosure activities described above, and the various awareness raising campaigns;
- (ii) Distribute leaflets and other education materials among the city dwellers
- (iii) Implementing Resettlement Plans in each hydraulic zone and distributing entitlements;
- (iv) Organize training for DWASA staff (including Environment and Resettlement Cells and affected communities);
- (v) Assist PMU and PIUs with other technical tasks for example conducting some of the resident surveys for the Environmental Management Plan, where an established relationship with the communities is essential.
- (vi) Ensuring views of women and vulnerable groups are equally represented in project committees and other decision making bodies.

V. GRIEVANCE REDRESS MECHANISM

Following ADB Safeguard Policy Statement (SPS), 2009 established time bound grievance committees together with procedures at three levels to address or resolve unusual incidences occurs during implementation of the project activities. The solution of incidences would be based on the complaints raised from APs and community people. In case of any unresolvable dispute, GRC through submission of formal reference from DWASA will resolve the problem.

Formation of GRC:

Grievance Redress Committee(GRC) constituted comprising of a panel of five members;1st is DWASA representative, 2ndNGO representative; 3rdCity Corporation representative (Male Ward Councilor), 4thCity Corporation Representative (Women Ward Councilor) and the other one is from the representative of Affected Persons (APs).

The GRC of DMA 602 under ICB Package 02.7 of MODs Zone 6 is as below:

Sl. No.	Name	Designation at GRC	Institution	Designation
1	Md. Mahmudul Islam	Chairman	DWASA	PD, DESWSP
2	Md. Moktarul Alam	Member Secretary	NGO	Team Leader, Sahahar
3	Md. Maksud Hossain	Member (Male)	City Corporation	Ward Councilor (M)
4	Fatema Akter Jolly	Member (Male)	City Corporation	Ward Councilor (F)
5	To be nominated	Member from AP	AP	AP Representative

Procedures of resolving grievances are described below:

Step 1

In case of any grievances, the complainant approaches to 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 SIU social safeguards officer, If not resolved.

Step 2

The NGO will recommend that APs 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 determine whether the submitted cases are within their man date. 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 session with aggrieved APs, 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 AP in writing. APs 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 APs. The AP will sign and formally submit the written report to the GRCs at the office of the NGO assisting DWASA in implementing the RP. Any AP 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.

The GRCs has been activated with power to resolve resettlement and compensation issues not to be addressed under legal suit in the courts. The GRCs is ready to receive grievance cases from the affected persons through the resettlement awareness NGO (SAMAHAR). The NGO will assist the APs 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.

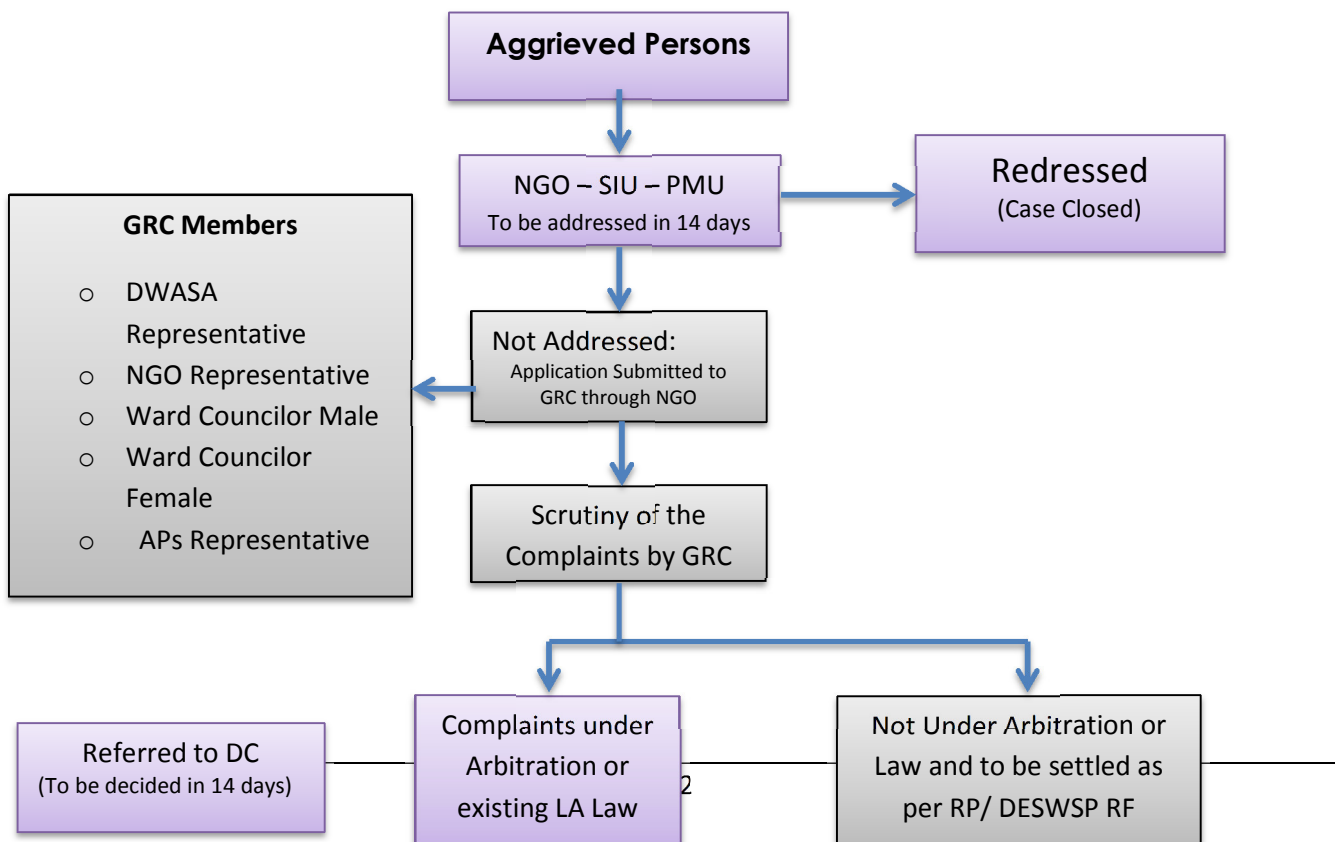
The appeal procedure and conflict resolution will be as follows:

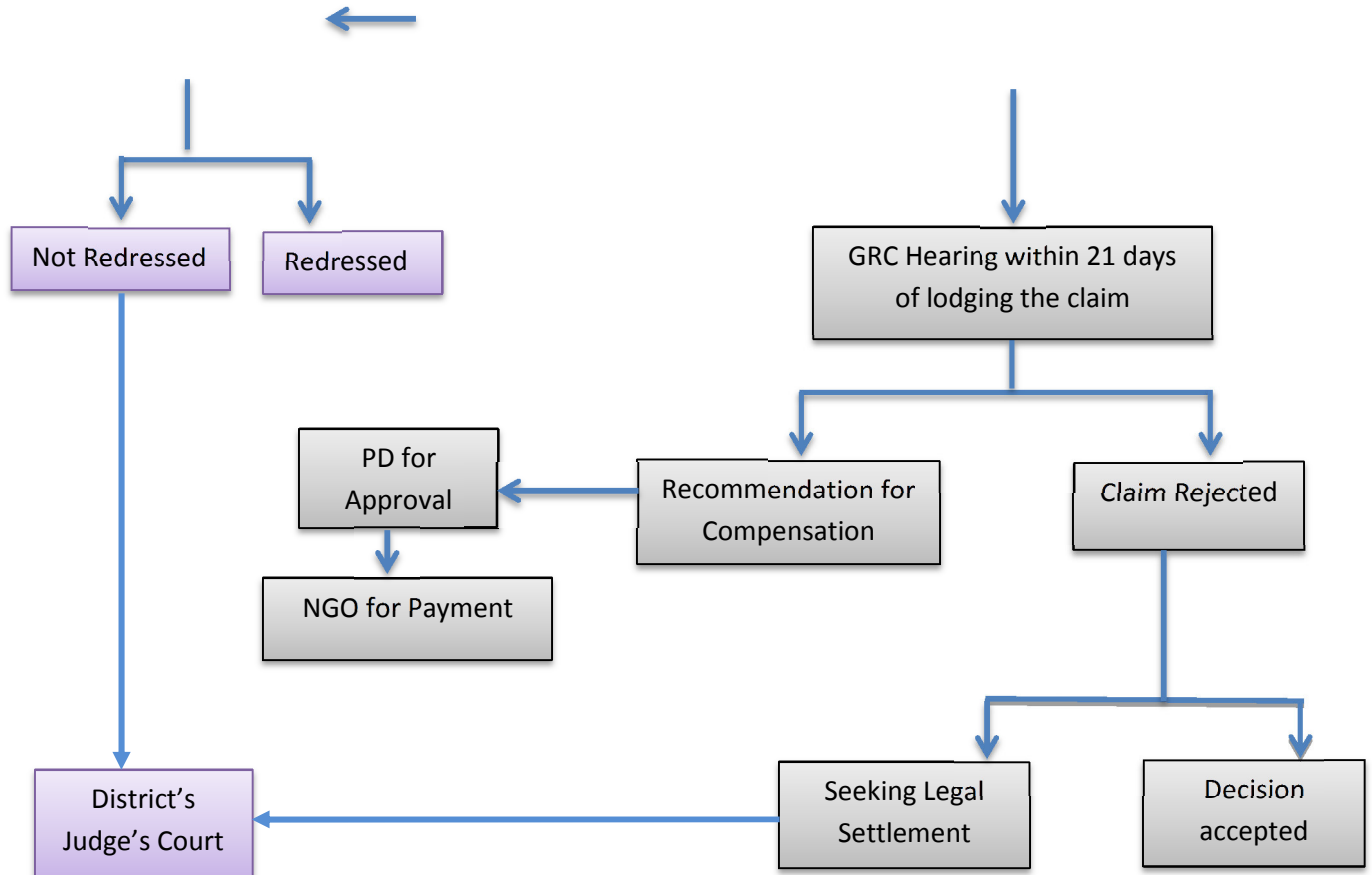
- (i) All complaints from the APs will be received at the field office of the resettlement awareness NGO (SAMAHAR), the member secretary of the GRCs, with a copy for the concerned City Corporation Ward Commissioner's representatives.
- (ii) The representative of the NGO (SAMAHAR) in the GRCs, upon receipt of complaints, will inform the convener (DWASA representative) of the GRC and convener will organize a hearing session from the complainants in the concerned City Corporation/Word Commissioner office, where the complaint was received.
- (iii) The GRC will review the proceedings and pass verdicts to convey to the concerned AP 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 APs.
- (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.

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 and gauges of ADB’s MSC. The ADB Accountability Mechanism information will be included in the PID to be distributed to the affected communities, as part of the project GRM.

Flow Chart of Grievance Redress Mechanism





VI. POLICY AND LEGAL FRAMEWORK

This RP is prepared based on applicable legal and policy frameworks of the government, namely the Acquisition and Requisition of Immovable Property Ordinance (ARIPO), 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.

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, 2009 were identified, and bridging measures included in the entitlement matrix for the project. ADB's 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. 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.

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 non-titled 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.

VII. ENTITLEMENTS, ASSISTANCE, AND BENEFITS

The entitlements, assistance and benefits of the APs have strictly been followed according to the approved Resettlement Framework. We have applied all the guideline provided by PMU/MSD to prepare our survey report and entitlement of APs. This document represents a key requirement of ADB that will constitute the basis for land acquisition, compensation and resettlement. 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.

Project Benefits 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. Some Female labors are already been employed in this project with local people (At different skill levels) during implementation and will be continued after completion. DMA 602 is in richer residential area and this is why no vulnerable group is expected in this DMA.

VIII. RELOCATION OF HOUSING AND SETTLEMENTS

The physical intervention of the project activities does not affect any kind of structure, so it does not require relocation of structure and settlements.

IX. INCOME RESTORATION AND REHABILITATION

The compensation mechanism and income restoration has followed the approved Resettlement Plan (RP) of ICB: 02.7 at Zone 06 dated August 2013 under Dhaka Environmentally Sustainable Water Supply Project in Bangladesh- (Distribution Network Improvement) Package No.ICB 02.7.

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. Compensation and assistance to APs must be provided prior to start of civil works. 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. If required, they will also be assisted to temporarily shift for continued economic activity. Preferential employment in project-related work will be offered to local people, with priority to vulnerable persons.

X. RESETTLEMENT BUDGET AND FINANCING PLAN

Resettlement Budget for Compensation

Resettlement Costs	Quantity	Unit Cost (Tk)	Total	Total (US\$)
Provisional sum for lost income-shopkeepers, owners/tenants of other businesses	--	--	--	--
Provisional sum for lost income-hawkers	2	2500	5000	64.10 US Dollar @ Taka 78

GRM				
Contingency Cost	--	--	--	--
Total	2	2500	5000	

Source: Drat RP of Package # ICB-02.7

Amount in TK: 5000.00 (Five thousand taka).

- DMA-602, (area South Banosree)
- Proposed compensated Person- 02 Person for five days.
- A detailed affected Person is attached.

XI. INSTITUTIONAL ARRANGEMENTS

DWASA is both the EA responsible for the management, coordination and over all 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 (DPDs). 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.

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.

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 resettlement awareness 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.

Contractor: The contractor will have social safeguards personnel to (i) coordinate with MSC on updating the RP based on detailed designs, and (ii) ensure implementation of RP during civil works. Organizational procedures/institutional roles and responsibilities for safeguards implementation steps/activities involved in delivery of entitlements.

Details are described in below:

SL No.	Activity	Responsible Agency
Institutional Strengthening		
1	Consultancy Support to PMU Safeguard Implementation Unit	PMU – MSC
2	Training and Support to DWASA and NGO	PMU – MSC RS
3	NGO Support to PMU	PMU – SIU – MSC
Resettlement Plan Finalization		
1	Designs of DMA Questionnaires'	PMU SIU – MSC RS
2	DMAs data collection and screening the vulnerable HH	NGO – SIU – MSC
3	Calculation of entitlements values and resettlement budget	PMU SIU – NGO - MSC
4	RP updating and preparation (if any)	PMU SIU – MSC
5	Public consultation and establishment project cutoff date	PMU–SIU – NGO – MSC
6	RP finalization and submission to ADB for approval	PMU – SIU – MSC
7	RP public disclosure and GRM establishment	PMU–SIU – NGO - MSC
Resettlement Plan Implementation		

1	Establish GRC	PMU SIU – MSC
2	Budget allocation	DWASA, PMU-SIU- MSC
3	Preparation and disbursement of entitlement cards of the eligible of AP	PMU – SIU – NGO -MSC
4	Provision of checks to AP	PMU –SIU – NGO - MSC
5	Submission of progress report and semiannual monitoring reports	PMU SIU- MSC
6	Continuing public consultation and participation	SIU – NGO –MSC
7	Entertain grievance and redress cases	PMU – SIU – NGO -MSC
8	Implementation of additional support to vulnerable groups	SIU – NGO- MSC
9	Submissions of RP completion report	PMU – SIU - MSC

XII. IMPLEMENTATION SCHEDULE

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 has been 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.

XIII. MONITORING AND REPORTING

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 tissues, social survey methods, etc., by MSC Resettlement Specialist where necessary. Monitoring data will be collected from the 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 resettlements 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.

Appendix-1.1

Socioeconomic Survey Form of Affected Businesses under detail Measurement Survey

Date of Survey	14/09/2015	Serial No-1	
DMA No	602		
Name of The Road	Road # 3 (1)		
Type of Road (by width)	<input type="radio"/> <2 m	<input type="radio"/> 2 to 4 m	<input type="radio"/> >4 m
Name of the Affected Person	Shukhen		
Father's/Mother's Name	Late Bhupon / Shunesto Rani		
Address / Location	Road # 3 (1) Faizur Rahman School Road		
Type of Business	<input type="radio"/> Permanent	<input type="radio"/> Semi -Permanent	<input type="radio"/> <input checked="" type="radio"/> Hawker/Movable
Type of Merchandise	<input type="radio"/> Fruits and Vegetables	<input type="radio"/> Food	<input type="radio"/> Books /Stationery
	<input type="radio"/> Cloths	<input type="radio"/> <input checked="" type="radio"/> Shoe Repair	<input type="radio"/> Others (Specify)
Status of Ownership	<input type="radio"/> <input checked="" type="radio"/> Owner		<input type="radio"/> Tenant
Since when does the person operate in that location	2008		
Frequency of operating in a week	<input type="radio"/> <input checked="" type="radio"/> Every day	<input type="radio"/> Most days	<input type="radio"/> 1 to 2 days / week
	<input type="radio"/> Less than 1 day/week	<input type="radio"/> Seasonal (Specify)	<input type="radio"/> Others (Specify)
Person' employed, if any	No: N/A		
Per month rent, if any	Tk. N/A		
Average profit per day	Tk. 500.00 Taka		
Will the person be affected	<input type="radio"/> <input checked="" type="radio"/> Yes		<input type="radio"/> No
Type of Vulnerability/distress	<input type="radio"/> <input checked="" type="radio"/> None	<input type="radio"/> BPL	<input type="radio"/> Disabled
	<input type="radio"/> WHH	<input type="radio"/> Minority/Child Worker	<input type="radio"/> Other's (Specify)
Work Starting Date in Road			
Permanent Structure/s Present	<input type="radio"/> Yes		<input type="radio"/> <input checked="" type="radio"/> No
Use of Permanent Structure	<input type="radio"/> Boundary Wall	<input type="radio"/> Residential	<input type="radio"/> Commercial / Business
If Structure is present, type of ownership	<input type="radio"/> Owner		<input type="radio"/> Rental How much per month-----Tk
Document Prepared By: Shofiquil Islam Field Officer	Supervised By: Arun Kumar Biswas Field Supervisor	Documented By: Moktarul Alam Team Leader	

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

Appendix-1.2

Socioeconomic Survey Form of Affected Businesses under detail Measurement Survey

Date of Survey	14/09/2015	Serial No. 2	
DMA No	602		
Name of The Road	Road # 6 (a)		
Type of Road (by width)	<input type="radio"/> <2 m	<input type="radio"/> 2 to 4 m	<input type="radio"/> >4 m
Name of the Affected Person	Dilip		
Father's/Mother's Name	Late GopindoMoni Das / Kushum		
Address / Location	Near House # 1, Road # 6, Block # H		
Type of Business	<input type="radio"/> Permanent	<input type="radio"/> Semi -Permanent	<input checked="" type="radio"/> Hawker/Movable
Type of Merchandise	<input type="radio"/> Fruits and Vegetables	<input type="radio"/> Food	<input type="radio"/> Books /Stationery
	<input type="radio"/> Cloths	<input checked="" type="radio"/> Shoe Repair	<input type="radio"/> Others (Specify)
Status of Ownership	<input checked="" type="radio"/> Owner		<input type="radio"/> Tenant
Since when does the person operate in that location	2013		
Frequency of operating in a week	<input checked="" type="radio"/> Every day	<input type="radio"/> Most days	<input type="radio"/> 1 to 2 days / week
	<input type="radio"/> Less than 1 day / week	<input type="radio"/> Seasonal (Specify)	<input type="radio"/> Others (Specify)
Person' employed, if any	No: N/A		
Per month rent, if any	Tk. N/A		
Average profit per day	Tk. 500.00 Taka		
Will the person be affected	<input checked="" type="radio"/> Yes		<input type="radio"/> No
Type of Vulnerability/distress	<input checked="" type="radio"/> None	<input type="radio"/> BPL	<input type="radio"/> Disabled
	<input type="radio"/> WHH	<input type="radio"/> Minority/Child Worker	<input type="radio"/> Other's (Specify)
Work Starting Date in Road			
Permanent Structure/s Present	<input type="radio"/> Yes		<input type="radio"/> No
Use of Permanent Structure	<input type="radio"/> Boundary Wall	<input type="radio"/> Residential	<input type="radio"/> Commercial/Business
If Structure is present, type of ownership	<input type="radio"/> Owner		<input type="radio"/> Rental How much per month-----Tk
Document Prepared By: Md. Shafiqul Islam Field Officer	Supervised By:Arun Kumar Biswas Field Supervisor		Documented By: Md. MoktarulAlam, Team Leader

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

Appendix-2


List of Potentially affected person

List of Potentially Affected Persons Identified During the Transact Walks Conducted in October 2015

Sl. No.	Name of The Vendor	Gender	Occupation	Average Profit Per Day (Taka)
01	Shukhen	Male	Shoe Repair	500
02	Dilip	Male	Shoe Repair	500


Appendix -3

APs ID Cards




WASA

DMA-602, Card No: 02




Name : Dilip
Father's Name : Late GopindoMoni Das
Mother's Name : Kushum
Sex : Male
Age : 40Years
Business Location : South Banosree
Road No. & Name : House#1,Road#6,Block-H
Nature of Business : Cobbler



WASA

DMA-602, Card No: 01



Name : Shukhen
Father's Name : Late Bhuban
Mother's Name : Shunesto Rani
Sex : Male
Age : 45Years
Business Location : Faizur Rahman School
Road No& Name : House # 23, Road # 03 Block H
Nature of Business : Cobbler

Appendix -4

Socio-economic Background of APs DMA – 602

Status of AP # 1

Name of AP	: Shukhen
Father's Name	: Late Bhuban
Mother's Name	: Shunesto Rani
Address/Location of Business	: Road # 3, Block H, Faizur Rahman School Road
Type of Business	: Hawker/Movable
Type of Merchandise/Products	: Shoe Repair
Status of ownership	: Owner
Frequency of Operation	: Everyday
Average profit per day	: 500.00 BDT.
Since when does he is operating the Business	: 2008
Total Investment in his Business	: 5000.00 BDT
Average Daily Operational Cost	: 150.00 BDT
Family Member	: 04
Earning Person	: 02
Alternative Income Source	: Son/5000.00 BDT per Month
Well Being Status	: Poor

Status of AP # 2

Name of AP	: Dilip
Father's Name	: Gopindo Moni Das
Mother's Name	: Kushum
Address/Location of Business	: House # 1, Road # 6, Block H, South Banosree
Type of Business	: Hawker/Movable
Type of Merchandise/Products	: Shoe Repair
Status of ownership	: Owner
Frequency of Operation	: Everyday
Average profit per day	: 500.00 BDT.
Since when does he is operating the Business	: 2013
Total Investment in his Business	: 5000.00 BDT
Average Daily Operational Cost	: 150.00 BDT
Family Member	: 03
Earning Person	: 01
Alternative Income Source	: None
Well Being Status	: Very Poor

Appendix -5

Public Consultation Details

SL No	Address	Participants Type	Purpose of Consultation	Key Issue Discussed	Interrogation on Design & Resettlement Plan
1	Road # 13, School Gate / DMA – 602	Residents of DMA-602	Project Message Dissemination, Awareness Rising and Preparation of RP	Water Related Information, AP Selection, ID card preparation and Loss determination	Entitlement of APs Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion.
2	Road # 12, L Block, DMA – 602	Local People of this area	Awareness Rising, Information Dissemination and Conflict management	AP Selection, ID card preparation and Loss determination, Grievance Raising Procedure, GRC formation Process and problem solution process	Entitlement of APs Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion.
3	Road # 7, Block H	Local People of this area	Project Information Dissemination and RP preparation	Importance of the Project, Implementation Strategy and HH Connection & Pipe line Distribution.	Entitlement of APs Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion.
4.	Hossain Society Meeting room South Banasree Road # 14, Block L	Local People of this area	Awareness Rising, Information Dissemination and Leaflet distribution, GRC formation etc.	Project objective; AP selection and payment procedure; Procedure of GRC formation; Responsibility off the local people	Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion

Appendix – 6

Meeting Minutes of Project Information Disclosure Meeting DMA – 602

Venue: Office of the South Banosree Plot Owner Welfare Samitee Time: 9.00 am

Introduction: A meeting on Project Information Disclosure was held at the Office of the South Banosree Plot Owner Welfare Samitee. Member of the Welfare Samitee, Local Elite, Plot Owner, Contractor Personnel and the NGO representative were present in the meeting.

Agenda:

1. Sharing on Project Information.
2. Queries from the Participants.
3. Opinion of the participants
4. AOB

1. Sharing on Information:

- a) **Background:** Dhaka, the capital of Bangladesh is facing shortage of 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).
- b) **Resettlement Plan, Policy and Principals:** 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 (APIRO).
- c) **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.
- d) **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 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.

- e) **Grievance Redress Mechanism:** To resolve all project related grievance and complaints a common social and environmental grievance redress mechanism is 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.
2. **Queries from the Participants and Solution:** One of the honorable participants informed the contractor's representative that there is sewerage line in the side of the road no 10 and the plan of road cutting for pipe installation in the same direction. Is there any opportunity to change the alignment of the road to be cut? The contractor's representative then and there communicates his higher authority and solved the problem. The Contractor finally agreed to change the alignment of the road for cutting. The Participants were very happy with this prompt action.
3. **Opinion of the participants:** The participants were asked to show their interest and opinion of the new system of the project. The participants said that they are very happy with this system because the pressure of the water would remain 24 hour with availability of water supply. One of the participant made a comment that if the project continued with its declaration then the illegal connections would be stopped and the revenue must be increased.
4. **AOB:** As there was no more issue to discuss, the meeting closed with vote of thanks.

Name of the Meeting: Project Information Disclosure
DMA: 602

Meeting Place: Housing Society Meeting Room
Date: 19-11-2015

Attendance Sheet

Sl No	Name of the Participant	Occupation	Address	Mobile No	Signature
1	Kawser		BANSRI Dhaka.	01917582642	
2	FAZLUR RAHMAN	BUSINESS	BANASREE H/40 RD-11	0182810033	
3	MD. MAKBUL	BUSINESS	R-14-B/N/2-	01799828411	
4	M. A. Satar	Business	H-12, Road-10, Block-L, Serata Banasree,	01713016253	A. Satter.
5	Johar Alamy	Business	Road NO 10 Plot 34 L. Bana	01712066444	
6	Md. Rokunuddin Taluqdar	Ret. Govt Service	K-250. Road. 16 S. Banasree	01711577558	
7	Md. Monirul Hossain	Govt	201 B/D 22 (B) 603	01725028959	
8	Rafiqul Islam	Business	K-158. S. Banasree	01817113922	
9	DELWAR Hossain	Business	L-25. S. BANASREE	01915596592	
10	Didarul Alam Choudhury	Business	L-34 10-10 S. Business	01799250462	
11	Md. Masud Rana	Business	L 29-10	01712127530	
12	Md. Mostafizur Alam	TL SAMAHAR	H# 02, Block-L Road # 14 Banasree	01743947932	
13	md. shafiqul Islam.	F.O-06 SAMAHAR	H-02 Road-14 Block-L, Banasree	01913-741022	
14	Md. Mashkur Rahman	S.M RFL	RFL, Site Manager H-13, R-06, Block-G	01924601806	

Appendix – 8
NGO Activities schedule at DMA -602

Sl. No.	Activities	Time schedule					
		June-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
A. Resettlement Plan Finalization							
01	Data collection and screening the vulnerable HH						
02	Calculation of entitlement values and resettlement budget						
03	Public consultation and establish project cut-off date						
04	RP Preparation						
05	RP public disclosure and GRM establishment						
c) Resettlement Plan Implementation							
06	Preparation and disbursement of entitlement cards (EC) of the eligible APs						
07	Provision of checks to APs by PMU/SIU/NGO						
08	Continuing public consultation and participation						
09	Entertain grievance and redress cases						
10	Implantation of additional supports vulnerable groups						
11	Message dissemination by house visit						
12	Miking (Loud speaker)						
13	Leaflet distribution						
14	Video documentation						
15	Monthly/quarterly meeting at MSC/PMU office						
16	Site meeting with MSC/PMU						
17	Staff meeting						

Appendix – 9
Road Survey
(A Survey Result Presented Below)

SL. No.	Road No.	Width of the Road		Vendors No.	No. of APs to be compensated	Road Cutting Method
		Carriage Way(Mtr.)	Wall to Wall (Mtr.)			
1.	Banosree Main Road	12.2	12.2	No Vendor	N/A	HDD
2.	Rampura Staff Quarter Road	12.2	12.2	No Vendor	N/A	HDD
3.	Road # 01	6.1	6.1	No Vendor	N/A	PB
4.	Road # 2 (1)	6.1	6.1	No Vendor	N/A	PB
5.	Road # 2 (2)	6.1	6.1	No Vendor	N/A	PB
6.	Road # 03/1	6.1	6.1	No Vendor	N/A	OT
7.	Road # 03 (1)	6.1	6.1	Shoe Repair	01	OT
8.	Road # 03 (2)	6.1	6.1	No Vendor	N/A	OT
9.	Road # 04/1	6.1	6.1	No Vendor	N/A	OT, HDD
10.	Road # 04 (1)	6.1	6.1	No Vendor	N/A	HDD
11.	Road # 04 (2)	6.1	6.1	No Vendor	N/A	OT
12.	Road # 04/1 (a)	6.1	6.1	No Vendor	N/A	OT
13.	Road # 04/A	6.1	6.1	No Vendor	N/A	OT
14.	Road # 04/B	6.1	6.1	No Vendor	N/A	OT
15.	Road # 05/1	6.1	6.1	No Vendor	N/A	OT
16.	Road # 05 (a)	6.1	6.1	No Vendor	N/A	OT
17.	Road # 05 (b)	6.1	6.1	No Vendor	N/A	OT
18.	Road # 05/1 (a)	6.1	6.1	No Vendor	N/A	OT
19.	Road # 06/1	6.1	6.1	No Vendor	N/A	OT
20.	Road # 06 (a)	6.1	6.1	Shoe repair	01	PB
21.	Road # 06 (b)	6.1	6.1	No Vendor	N/A	PB
22.	Road # 07/1	6.1	6.1	No Vendor	N/A	OT
23.	Road # 07 (a)	6.1	6.1	No Vendor	N/A	OT
24.	Road # 07 (b)	6.1	6.1	No Vendor	N/A	OT
25.	Road # 07/A	6.1	6.1	No Vendor	N/A	OT
26.	Road # 08/1	6.1	6.1	No Vendor	N/A	OT
27.	Road # 08 (a)	6.1	6.1	No Vendor	N/A	OT
28.	Road # 08 (b)	6.1	6.1	No Vendor	N/A	PB
29.	Road # 09/1	6.1	6.1	No Vendor	N/A	OT
30.	Road # 09 (a)	6.1	6.1	No Vendor	N/A	OT
31.	Road # 09 (a)	6.1	6.1	No Vendor	N/A	OT
32.	Road # 09 (b)	6.1	6.1	No Vendor	N/A	PB
33.	Road # 10/1	6.1	6.1	No Vendor	N/A	OT
34.	Road # 10 (a)	6.1	6.1	No Vendor	N/A	OT
35.	Road # 10 (b)	6.1	6.1	No Vendor	N/A	PB
36.	Road # 11	6.1	6.1	No Vendor	N/A	OT
37.	Road # 12	6.1	6.1	No Vendor	N/A	OT
38.	Road # 13	6.1	6.1	No Vendor	N/A	OT
39.	Road # 14	6.1	6.1	No Vendor	N/A	OT

Appendix – 10
Contractor Implementation Schedule at DMA-602

Sl. #	Road Name or No.	Time Schedule		
		October 2015	November 2015	December 2015
1	Banosree Main Road	Design Finalized	Design Finalized	Design Finalized
2	Rampura Staff Quarter Road			
3	Road # 01			
4	Road # 2 (1)			
5	Road # 2 (2)			
6	Road # 03/1			
7	Road # 03 (1)			
8	Road # 03 (2)			
9	Road # 04/1			
10	Road # 04 (1)			
11	Road # 04 (2)			
12	Road # 04/1 (a)			
13	Road # 04/A			
14	Road # 04/B			
15	Road # 05/1			
16	Road # 05 (a)			
17	Road # 05 (b)			
18	Road # 05/1 (a)			
19	Road # 06/1			
20	Road # 06 (a)			
21	Road # 06 (b)			
22	Road # 07/1			
23	Road # 07 (a)			
24	Road # 07 (b)			
25	Road # 07/A			
26	Road # 08/1			
27	Road # 08 (a)			
28	Road # 08 (b)			
29	Road # 09/1			
30	Road # 09 (a)			
31	Road # 09 (a)			
32	Road # 09 (b)			
33	Road # 10/1			
34	Road # 10 (a)			
35	Road # 10 (b)			
36	Road # 11			
37	Road # 12			
38	Road # 13			
39	Road # 14			

Appendix – 11

Photo Gallery



Public Consultation meeting at Tea Stall



Public Discussion Meeting



Public Consultation meeting at Roadside



Public Consultation Meeting



Project Information Disclosure meeting



Project Information Disclosure meeting



Women Workers are working



Women Workers are working



On The Spot signboard



On The Spot signboard

Appendix – 12
SAMPLE GRIEVANCE REDRESS FORM

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 Officials Reviewing Grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	