



Ministry of Local Government, Rural Development and  
Cooperatives (MoLGRD&C),  
Local Government Division

Dhaka South City Corporation (DSCC)

Dhaka City Neighborhood Upgrading Project  
(DCNUP)

## **Resettlement Policy Framework (RPF)**

**May 28, 2018**

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## Executive Summary

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**E-1. Overview of the Project.** The “Dhaka City Neighborhood Upgrading Project” is a rapid response investment by the Government of Bangladesh (GoB) with co-financing from the International Development Association (IDA) of the World Bank Group (WBG) (hereinafter referred to as “the Project”). The objectives of the project are to enhance public spaces and improve urban services in selected neighborhoods within Dhaka South city area. Dhaka South City Corporation (DSCC) is the implementation agency of the project. The Project will focus on three key areas: (i) roads, streets and sidewalks; (ii) public open spaces like parks, waterfronts development, playgrounds, squares, green areas etc.; and (iii) public buildings such as markets, Traffic management, community centers, libraries and the like. Project preparation advanced with four neighborhoods of south Dhaka namely: (i) Kamrangirchar; (ii) Lalbagh; (iii) Sutrapur-Nayabazar-Gulistan; and (iv) Khilgaon-Mugdha-Bashabo.

**E-2.** The project is comprised of two components: (i) public space upgrading; and (ii) urban management, capacity building and implementation support. Component 1 is for public space enhancements in selected neighborhoods. This component will finance improvement of streets and pedestrian connections, upgrading open and green spaces and development of public buildings and amenities. Component 2 is for urban management, capacity building and project implementation support. This component will finance management and coordination costs associated with project implementation, including: incremental operating costs, training, technical advisory, goods- and services-related procurement for the Project Implementation Unit (PIU); consultancies for contract management and supervision of civil works; and monitoring and evaluation of the results framework.

**E-3. Neighborhood Selection Criteria.** Neighborhoods and areas within Dhaka south city will be selected for inclusion in the project using the following criteria: (i) areas with potential public space assets or having potential for demonstrative effect on livability improvement; (ii) potential for complementarily with ongoing or future Governments interventions for other public space improvement, public transport and other infrastructure investments; (iii) potential for community engagement in marginalized neighborhoods and to support confidence building between citizens and the state at the municipal level; and (iv) potential for benefits accruing to low-income and vulnerable groups, especially women.

**E-4. Area-level sub-project selection criteria:** Within the selected neighborhoods, sub-projects will be selected, designed and appraised for investment, if they contribute to more than one of the following objectives: a) accessibility and mobility; b) pedestrian safety; c) neighborhood public space for recreation; d) local economic development; e) traffic and parking management; f) sanitation and clean environment; g) local-level public transport; h) public & civic amenities; i) “green infrastructure” and drainage to increase disaster resilience, especially flood risk management; and j) behavior change activities for improving city livability and municipal services.

**E-5. Involuntary Resettlement Impacts.** Interventions under the project are likely to be focused on refurbishment and rehabilitation of existing infrastructure and public spaces within existing available land. Therefore, the project does not foresee **land acquisition** for its civil works. However, use of land

under different public agencies will require authorization for development or permission from the relevant agency(s) without ownership transfer through using due protocol by DSCC. However, existing DSCC land or other public lands are not always free from encumbrances. In some cases, there are tenants of DSCC or of other community/public entities. There are also informal uses of the public spaces for small and medium type businesses and even community uses. Temporary impacts on livelihoods are therefore likely. Potential involuntary resettlement impacts those may arise during subproject design and implementation are understood to be as follows:

- (i) private shops operating on the river fronts and other proposed public spaces;
- (ii) possession/leaseholders of shops owned by DSCC or other agencies/entities;
- (iii) community and social institutions located on subproject land;
- (iv) privately planted trees on subproject land;
- (v) loss of income from displaced businesses and rented in premises
- (vi) loss of wage income; and
- (vii) loss of rental housing/premises for residential and business purpose.

E-6. However, the project neighborhood areas are not inhabited by any community with distinct characteristics of Indigenous Peoples as recognized by the World Bank.

**E-7. Resettlement Policy Framework (RPF).** DSCC and the World Bank has agreed on a programmatic approach of subproject identification, design, appraisal and implementation. Exact subproject locations will therefore; be understood during implementation to identify site specific social impacts including involuntary resettlement. Given the scope of the project and likely social impacts, World Bank policy on involuntary resettlement (OP 4.12) has been triggered. DSCC has therefore, agreed on this Resettlement Policy Framework (RPF) with the World Bank<sup>1</sup> for management of social issues and impacts arising during the implementation stage. This RPF provides the principles, policies, guidelines and procedures for identification of social issues and impacts and management of those during identification, design and implementation of subprojects.

**E-8. Legal and Policy Framework:** Principal legal instrument governing land acquisition in Bangladesh is the Acquisition and Requisition of Immovable Property Act 2017<sup>2</sup> (Act 21 of 2017). The Act 21 of 2017 provides provisions for resettlement of physically displaced persons due to acquisition of private land. This does not recognize non-titled persons displaced due to project interventions. Government of Bangladesh has therefore, agreed to implement this RPF prepared following the national law and regulatory framework and the World Bank policy on involuntary resettlement (OP 4.12).

<sup>1</sup> This Resettlement Policy Framework (RPF) for the Dhaka City Neighborhood Upgrading Project (P165477) proposed by the Dhaka South City Corporation (DSCC) on May 6, 2018 and on review by the Practice Manager (xx), was cleared by the World Bank on May 14, 2018.

<sup>2</sup> This Act replaced the earlier Ordinance II of 1982 titled "The Acquisition and Requisition of Immovable Property Ordinance, 1982, effective 21 November 2017.

E-9. **Cut-off date:** Eligibility for entitlements under this RPF is limited by a cut-off date, determined at the time of census of affected persons and inventory of assets affected by a subproject and applicable at the beginning of census. The date of commencement of census of affected persons is considered as the cut-off-date. Any person moving into the land located within the boundary of a subproject after this cut-off date will not be eligible for compensation, relocation and livelihood restoration and rehabilitation assistance.

E-10. **Eligibility and Entitlement:** Compensation at full replacement cost is the basic principle guiding the allocation of entitlements against loss of assets by individuals, groups or communities, special provisions for the improvement of livelihoods of vulnerable displaced persons, and addressing any unanticipated impacts. The entitlement matrix for each subproject Resettlement Plan will be proportionate to the extent and severity of impacts, losses and eligible persons in the subproject, while the provisions made in this RPF include a wider range of possible cases, which may rise under the subprojects.

**1. Compensation for Physical Structures.** All non-land physical structures on subproject land will be compensated to the owners at full replacement cost<sup>3</sup> determined by an officially constituted Property Assessment and Valuation Committee (PAVC). Affected owners will also get a grant to remove and shift the structures at the rate determined by PAVC on current market price.

**2. Affected Trees.** If any trees are identified on subproject land to be privately owned in review of the background information and evidences, owners of affected trees and tree saplings will receive cash compensation at current market price determined by PAVC and DSCC will re-plant five trees for each of the affected trees. Compensation for matured fruit-bearing trees will include price of harvest of one season @ 30% of timber value of the fruit-trees.

**3. Affected Business.** Affected small, medium and large business by size of operating capital or type of legal authorization of businesses will be compensated for their loss of business income for the transitional period and assisted in resume of the same at an alternative site or entering into a new venture or occupation. Affected business owners will also get shifting allowance by size of business; small, medium and large to be determined by PAVC.

**4. Affected Lease/Possession Holder.** Affected lease or possession holders of shops (lessee) will be compensated for their loss of possession temporarily or permanently as per agreement with the lessor. The affected lessee will get allowance for business dispossession equivalent to ten percent of deposited amount with the lessor or equivalent amount of monthly net profit determined by PAVC, **whichever is higher.**

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<sup>3</sup> Replacement cost of houses and other structures, is the market cost of the materials to build a replacement structure with an area and quality similar to the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors' fees, plus the cost of any registration and transfer taxes. In determining the replacement cost, depreciation of the asset and the value of salvage materials are not taken into account.

**5. Displaced Employee.** The laid-off employees of affected businesses will be compensated through cash compensation equal to the lost wages during the period of employment interruption up to 3 months, based on tax records or registered wages, or, in their absence, comparable rates for employment of the same type.

**6. Loss of Rental Income.** Loss of rental income from affected rented-out premises will be recognized for compensation. Owners of the affected rented-out premises will be identified in Census and verified by PAVC. DSCC will consider subsistence allowance for loss of rental income from the affected rented out premises as defined in the entitlement matrix.

**7. Loss of Access to Rent in Premises.** Tenants of affected residential or business premises will be recognized for assistance for moving out of the premises and relocating into alternative rental premises. Affected tenant will be compensated with an alternative rental allowance as defined in the entitlement matrix.

**8. Vulnerable Affected Persons.** Vulnerable households are poor households (below poverty line-income BDT 168,000/year) including those headed by a woman, a disabled person, an elderly (over 65) person. Special assistance will be provided to affected vulnerable persons under the RP as defined in the entitlement matrix.

**9. Public Services and Facilities.** Public services and facilities interrupted and/or relocated due to subproject interventions will be fully restored and re-established by the project at their original location or a relocation site, e.g. gas, electricity, water, sewage, satellite and internet connection, etc.

**10. Construction Related Impacts.** Temporary occupation of land during civil works and any damages caused to community peoples out of it, affected persons will be compensated following the RPF and the subsequent Resettlement Plan.

**11. Unforeseen Adverse Impacts.** Any unforeseen impacts identified at the design and implementation will be addressed following the provisions of this RPF.

**E-11. Consultation and Participation:** The local people including Ward Councilors, community leaders, elite groups, women, residents, businessmen, and local clubs were consulted through mass consultation meetings at the neighborhood level. Several rounds of meetings were held with the community people for selection of the interventions under each of the four neighborhoods. A total of four consultation meetings were held in the four selected neighborhoods where about 200 people from various cross sections were consulted among which 21 were female including Ward Councilors and residents. Feedback from the community consultation was considered in the project preparation process. DSCC will continue community engagement in subproject cycle from identification through design, implementation of subprojects.

**E-12. Identification and Management of Resettlement Impacts:** In accordance with this RPF, each sub-project will be screened for overall expected relocation and/ or resettlement impacts once the engineering design is complete and footprint of the subproject is known. Social impacts will be screened at the beginning of the sub-project preparation. Where subprojects affect formal and informal users of public land within its boundary, a detailed social impact assessment will be carried out and Resettlement Plan prepared.

**E-13. Condition of award of civil works:** Once a Resettlement Plan has been prepared, cleared by the World Bank and disclosed for each subproject, award of civil works contracts for each subproject can take place.

**E-14. Condition of commencement of civil works:** The implementation of Resettlement Plan for a subproject with relocation and/or resettlement impacts, assessed by DSCMC, reported by DSCC and concurred by the World Bank will be a condition for commencement of civil works and the provision of a notice to proceed to contractors.

**E-15. Labor Influx Management:** Labor influx usually arises during civil construction in the project. In migration of laborers from outside the project area also invites local followers supplying goods and services and looking for jobs or business opportunities. The entire process triggers management concern of occupational health and safety, wages, women friendly work environment, public health situations, behavioral and cultural conflicts and the like. Potential risks related to labor influx have been primarily assessed to be low to medium and will be further updated during implementation for each subproject. Civil works contractors will have Labor Management Plan (LMP) included in their Environmental and Social Management Plan (ESMP) in operation with prior approval of the DSCC

**E-16. Gender, Age and Disability:** The project will address the mobility and personal security challenges during movement to be faced by the women, children and disable persons in subproject design and implementation. Project would design the public spaces ensuring smooth movement of the women, children and physically challenged people. Consultation with the local people particularly senior women and any disabled persons during designing the public spaces will be undertaken. DSCC PIU can promote women recruits in project services, collection of gender-disaggregated data, increased participation of women in project decision making, and access to project.

**E-17. Institutional Arrangement:** The Dhaka South City Corporation (DSCC) is the implementing agency of the project. DSCC will be responsible for undertaking all studies, design, and implementation of this project. The Government through the Local Government Division (LGD) under the Ministry of Local Government, Rural Development and Cooperatives (MoLGRDC) would have overall responsibility for project management and coordination. A Project Steering Committee (PSC) would provide the forum for overall guidance, policy advice and coordination of the project activities and addressing the inter-agency issues.

E-18. The DSCC will set up a Project Implementation Unit (PIU) for overall management of the project. The PIU will be headed by Project Director where Deputy Project Director, Executive Engineer as well as Procurement, Financial, Management Specialist, Environmental Specialist, Social Safeguard cum Communications Specialist, Resettlement and Gender Specialist will also be in the PIU team. The PIU will overall be responsible for resettlement functions including preparation, implementation, financing and supervision of all relocation and/or resettlement and social development tasks and inter-agency coordination. DSCC-PIU will constitute PAVC for vetting all census, inventory of lost assets to a subproject, valuation and determination of replacement of affected assets, and determining other allowances and grants for resettlement and rehabilitation of affected persons. Safeguards staff will also be included in the design and supervision consultancies and DSCC will mobilize an NGO or its equivalent arrangement, as RP Implementation Consultant (RPIC) for implementation of Resettlement Plans.

E-19. **Grievance Redress Mechanism:** The DSCC-PIU will establish a Grievance Redress Mechanism (GRM) to answer to queries, receive suggestions and address complaints and grievances about any irregularities in application of the guidelines adopted in this framework for inclusive project design, and assessment and mitigation of social and environmental impacts. Scope and jurisdiction of the GRCs will be as follows:

- (i.) The GRC shall review, consider and resolve grievances, related to social/resettlement and environmental mitigations during implementation, received by the committee.
- (ii.) Any grievances presented to the GRC should ideally be resolved on the first day of hearing or within a period of one month, in cases of complicated cases requiring additional investigations.
- (iii.) Grievances of persons affected during project implementation will also be reviewed by GRC.
- (iv.) GRC decisions should ideally be arrived at through consensus, and if failed to come to a consensus, then the resolution will be based on two-third vote of GRC members. Any decision made by the GRC must be within the purview of social, resettlement and environmental policy framework.
- (v.) The GRC will not deal with any matters pending in the court of law. But if the parties agree on through a written appeal, GRC can mediate. The parties will withdraw the litigation.
- (vi.) A minimum three (3) members shall form the quorum for the meeting of the GRC.
- (vii.) The Legal Adviser will not play role as member but will put his lawful advice/ suggestion during GRC sessions if requires.

E-20. **Budget and Financing.** Necessary budget for compensation and assistance would be available from the Government counter-part financing and included in the DPP (Development Project Proforma) of the DSCC. The Budget will be used as per the subproject specific Resettlement Plans approved by the DSCC and concurred by the World Bank during implementation of the Project.

E-21. **Monitoring and Evaluation:** Monitoring and Evaluation will be carried out through collecting and analyzing information from the field and verifying the progress reporting on resettlement implementation progress and its effectiveness. It will ensure that inputs are provided, procedures are followed, and outputs are monitored and verified as per approved plan and schedule of action. Monitoring will be done both internally and externally to provide feedback to PIU and to assess the effectiveness of the RP and its implementation. Internal monitoring will be carried out by DSCC through the RPIC and the external monitoring will be carried out through the DSCMC.

E-22. A set of indicators will be followed for implementation monitoring of RPF and Resettlement Plans under internal and external monitoring mechanisms. The monitoring will be carried out on intermittent basis over the total project period. Internal monitoring report will be on monthly basis while the external monitoring report will be quarterly and bi-annual basis.



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## Abbreviations

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AIDS	Acute Immune Deficiency Syndrome
AP	Affected Persons
ARA	Alternative Rental Allowance
ARP	Abbreviated Resettlement Plan
AWL	Allowance for Wage Loss
BBS	Bangladesh Bureau of Statistics
BDA	Business Dislocation Allowance
BDT	Bangladesh Taka
BIWTA	Bangladesh Inland Water Transport Authority
BP	Bank Procedure
BSA	Business Shifting Allowance
BTA	Business Transition Allowance
CASE	Clean Air and Sustainable Environment
DC	Deputy Commissioner
DCP	Disclosure, Consultation and Participation
DMP	Dhaka Metropolitan Police
DPD	Deputy Project Director
DPP	Development Project Proforma
DSCC	Dhaka South City Corporation
DSCMC	Project Supervision and Contract Management Consultant
DCNUP	Dhaka City Neighborhood Upgrading Project
DWASA	Dhaka Water Supply and Sewerage Authority
EC	Entitlement Card
EMP	Environmental Management Plan
EP	Entitled Person
ERD	External Resources Division
FGD	Focused Group Discussion

GIS	Geographic Information System
GoB	Government of Bangladesh
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HHs	Households
HIV	Human Immunodeficiency Virus
ID	Identity
IDA	International Development Association
ILA	Inventory of Lost Assets
IMED	Implementation Monitoring and Evaluation Division
LA	Land Acquisition
LGRDC	Local Government, Rural Development and Cooperatives
LRI	Loss of Rental Income
M&E	Monitoring and Evaluation
MIS	Management Information System
MoLGRDC	Ministry of Local Government Rural development and Cooperatives
NGO	Non-governmental organization
O&M	Operation and Maintenance
OP	Operational Policy
PAP	Project Affected Person
PAVC	Property Assessment and Valuation Committee
PC	Planning Commission
PD	Project Director
PIM	Project Implementation Manual
PIU	Project Implementation Unit
PSC	Project Steering Committee
RP	Resettlement Plan
RPF	Resettlement Policy Framework
RPIC	RP Implementation Consultant

SES	Socio Economic Survey
SIA	Social Impact Assessments
SIMP	Social Impact Management Plan
SRC	Structure Replacement Cost
SSR	Social Screening Report
STG	Structure Transfer Grant
STI	Sexually Transmitted Infection
SWM	Solid Waste Management
TOR	Terms of Reference
TV	Television
VLA	Valuation of Lost Assets
VSA	Vulnerability Support Allowance
WB	World Bank
WBG	World Bank Group

## Chapter 1. INTRODUCTION

### A. Background

1. The International Development Association (IDA) of the World Bank Group (WBG) is assisting the Government of Bangladesh (GoB) in preparing the Dhaka City Neighborhood Upgrading Project (the *Project*) under the rapid results initiative of the WBG for supporting an initial set of targeted high-visibility interventions to demonstrate potential for city transformation and build stakeholder buy-in. The project will be designed for rapid response to development needs in selected neighborhoods to improve urban livability. Activities will be limited to existing available lands and no acquisition of private lands will be involved. The initiative will focus on improvement of public spaces in the city, such as (i) roads, streets and sidewalks; (ii) public open spaces like parks, waterfronts, playgrounds, squares, green areas etc.; and (iii) public buildings such as, traffic management, community centers, libraries and the like. Through this approach the project aims to demonstrate the importance and validity of an inclusive process for community engagement. In order to ensure sustainability of all development efforts, the project will also support improvements in selected city-wide administrative services and strengthen the capacity of local institutions in urban management.

2. The possible sub-projects for infrastructure improvement and development under the rapid response project have primarily identified at four neighborhoods of Dhaka: (i) Kamrangirchar; (ii) Lalbagh; (iii) Sutrapur-Nayabazar-Gulistan; and (iv) Khilgaon-Mugdha-Bashabo). These neighborhoods are all within the jurisdiction of Dhaka South City Corporation (DSCC). Within these short listed neighborhoods, the interventions and subprojects will be selected, if they contribute to one or more of the following objectives: (a) Accessibility and mobility; (b) Pedestrian safety; (c) Neighborhood public spaces; (d) Local economic development; (e) Traffic and parking management; (f) Sanitation and clean environment; (g) Local-level public transport; (h) Public & civic amenities; (i) “Green Infrastructure” and drainage to increase disaster resilience, especially flood risk management; and (j) Behavior change activities for improving city livability & municipal services. The final decisions leading to the design of each sub project intervention will incorporate feedback from all relevant stakeholders in the selected neighborhoods.

3. The activities proposed under this project will be within the existing available land owned by the Government of Bangladesh and DSCC and there will not be any requirement of acquisition of private land. However, there are potentials that some of the interventions under the short-listed neighborhoods may impact on existing formal and informal users of unused public spaces including residential and commercial squatters and even encroachers. Attempts will be to avoid neighborhood sites with high density of squatters and encroachers. Involuntary displacement of people at selected neighborhoods will be attempted to avoid or minimized for civil works activities. But in critical cases of design requirements, displacement of few temporary squatters may be inevitable. World Bank policies and guidelines for social development and involuntary resettlement (OP 4.12) will apply to the project, in addition to national legislative requirements.



## B. Rationale and Objective of RPF

4. Although specific subprojects have not been decided upon at this stage, specific location clusters have been considered for some of the possible interventions. The project will support a range of infrastructure improvements and upgrading in various areas under DSCC. The exact scope and scale of these interventions and information of detailed engineering design will be available during the implementation stage of the project. Therefore, identification of site specific social risks and impacts will only be possible during implementation. Given the project programmatic approach and unavailability of site specific information at this state, DSCC has prepared this Resettlement Policy Framework (RPF) as a guiding document for identification and management of potential social risks and impacts likely to arise during implementation. Social risks and impacts those have been foreseen at the project preparation are based on preliminary concept and may not be the precise reality to face during implementation. The RPF will guide the social screening, social impact assessment and preparation of Resettlement Plans (RP) for the selected interventions under the four neighborhoods.

5. The objective of the RPF is to set out the policies, principles, processes, procedures, institutional arrangements, schedules for identification and assessment of social issues and impacts those will potentially be associated with any of the subprojects to be design and implemented under the project during implementation. The RPF will also guide the implementing agency in allocation of appropriate resources for addressing the identified impacts and management of social issues. This RPF will also serve as the guideline for the staff designated by DSCC to oversee and monitor the social safeguards compliance of the project components. The RPF is a dynamic document which will be reviewed and updated periodically, as needed. The specific objectives of this RPF will be to guide DSCC with the following:

- Social screening for identifying implications of project interventions on involuntary resettlement;
- Carry out social impact assessment and community consultation;
- Inventory of loss of assets and impacts;
- Preparation and implementation of resettlement plans;
- Provision resources and institutional arrangement including grievance redress; and
- Providing monitoring of management of involuntary resettlement.

### **C. Methodology of Preparing the RPF**

6. The RPF has been prepared following the national relevant legislatives and the World Bank operational policy on involuntary resettlement (OP/BP 4.12) based on review of secondary information, anticipated social risks and impacts through site visits, and feedback from community consultation at the neighborhoods level. The RPF provides the necessary background for social considerations, a checklist of potential social issues of the project activities to be considered and built into the design of the project so that socially sustainable implementation can take place.

### **D. Presentation of the RPF**

7. This report presents the Resettlement Policy Framework (RPF) prepared for the Dhaka City Neighborhood Upgrading Project. The RPF has been presented in seven chapters among which introduction and background in chapter one, project description and scope of resettlement impact in chapter two, consultation and participation issues in chapter three, Resettlement Policy and eligibility framework in chapter four, implementation arrangement in chapter five, grievance redress mechanism in chapter six and monitoring & evaluation in chapter seven. The RPF will guide DSCC in design and implementation of the neighborhood development interventions during project implementation.

### **E. Approval, Disclosure and Updating of RPF**

8. This RPF has been adopted by DSCC with concurrence by the World Bank on review of the draft RPF shared by the DSCC on May 6, 2018. After clearance of the RPF by the World Bank on May 14, 2018, DSCC has disclosed it in its official website (<http://www.dsc.gov.bd/>) along with a Bangla translation. The original English version of the RPF will be authorized by DSCC for disclosure in the World Bank portal before appraisal.

9. For unanticipated impacts identified during project implementation and not covered under the eligibility and entitlement provisions of this RPF, new and additional eligibility and entitlement provisions will be determined in accordance with the safeguards requirements of OP 4.12 of World Bank's Involuntary Resettlement and the applicable legal framework of the Government of the Peoples Republic of Bangladesh. The standards agreed and established for the eligibility and entitlement provisions of this RPF are binding upon DSCC and can be updated anytime deemed necessary with prior concurrence from the World Bank.

## Chapter 2. PROJECT DESCRIPTION AND SCOPE OF RESETTLEMENT IMPACT

### A. Project Objectives

10. The project will invest in infrastructure development and construction and services that can be implemented in a short timeframe (subject to meeting appraisal criteria) focused on enhancing public spaces in selected neighborhoods within Dhaka city under DSCC. It will focus on three key areas: (i) improving livability, safety and inclusion in selected areas through public space enhancements in selected neighborhoods and improving access to citizen services; (ii) introducing mechanisms for participatory planning among the City Corporations, private sector and civil society; and to better engage citizens; and (iii) the preparation of follow-on projects focusing on larger, strategic investments and institutional reforms. The selection criteria for public space enhancements will emphasize the following: improvements to residents' daily lives, agility to implement and low risk (i.e. manageable safeguards aspects with no land acquisition). Investments for integrated neighborhood development could include rehabilitation of public assets and pedestrian facilities such as street lighting, neighborhood level solid waste collection, better traffic management, rehabilitation of critical roads, new improvement of public spaces, parks, etc.

### B. Project Components

11. The project is comprised of two components: (i) public space upgrading; and (ii) urban management, capacity building and implementation support.

**Component 1: Public space enhancements.** This component will be designed and implemented under two subcomponents including (i) neighborhood level public space upgrading and (ii) city-wide pilot traffic management improvements.

#### **Subcomponent 1.1: Neighborhood-level public space upgrading.**

12. This subcomponent will finance improvements in public spaces clustered within selected commercial, residential and mixed-use areas of DSCC, to enhance the accessibility, usability, safety, attractiveness and disaster and climate resilience of public spaces; improve mobility and pedestrian access to key destinations; and improve traffic safety. "Public spaces" is defined, for the purpose of this project, as open areas or structures that are publicly owned or accessible and available to all for free and without a profit motive. These can be broadly grouped into: (i) open and green spaces, such as parks, playgrounds, squares and waterfronts; (ii) streets and pedestrian connections, such as streets, sidewalks, footpaths; and (iii) public buildings and amenities, such as community centers, libraries and public toilets.

13. Clustering public spaces improvements within a local area (neighborhood), or an "area-based approach" provides for integrated solutions, community-based and a more effective approach. Upgrading various components in the same area such as public facilities, drainage, street lighting, sidewalks, parks etc. results in a synergistic or network effect – as a network of improved and connected

streets and public spaces is more meaningful and visible than singular interventions scattered across the city. This approach also offers opportunity to better engage the community in these neighborhoods.

14. This subcomponent will also finance related consultancy services to: (i) develop detailed engineering and architectural designs of subprojects for purpose of civil works, based on concept designs of the selected neighborhoods; (ii) provide engineering supervision and contract management support for civil works of sub-projects; and (iii) prepare environmental and social assessments and safeguard instruments for subprojects.

15. Where feasible, selected subprojects will pilot the following innovations:

(a) Multiple usable integrated community centers with green features: DSCC owns and maintains numerous community centers that are dilapidated, underused (single use that do not utilize space efficiently) or disused. There is an opportunity to: (i) co-locate multiple uses within the same building to provide a broader range of services for the surrounding community such as: public toilets (including separate toilets for women), multi-purpose halls, health centers, police post, ICT-based citizen facilitation centers and integration with adjacent parks and open spaces; (ii) integrate green building features such as: rainwater harvesting, solar panels, passive heating and cooling features and consolidated waste collection points.

(b) Traffic management pilots at selected locations: (i) within selected neighborhoods, there are opportunities to implement sub-projects to better organize vehicular and pedestrian flows to provide safer and more pleasant public spaces; (ii) city-wide, there are opportunities to improve traffic signal management and intersection designs to remove traffic bottlenecks; and (iii) supported by efforts to build Dhaka Metropolitan Police (DMP) capacity for better traffic enforcement.

(c) Behavior change, awareness and place management: public space assets will need to be maintained. For this, a three-pronged approach is proposed including: (i) activities for better place management and maintenance of newly developed public facilities such as parks and community centers; (ii) activities for creating public awareness through communications campaigns, including: (a) information to citizens on the use, maintenance and sustainability of the newly-created and improved public spaces and facilities; and; (b) information on existing redress mechanisms for gender-based violence and harassment in public spaces; and (iii) piloting behavior change in selected sub-projects to improve “eyes on the street”, avoid “broken window” syndrome, leveraging on “tactical urbanism” approaches, and promoting the normalization of use of these public spaces and improved streets by women.

16. A draft Project Implementation Manual (PIM) has been prepared which describes neighborhood selection criteria, procedures for site analysis of specific subprojects within each selected neighborhood, concept designs for potential interventions based on overall typology of interventions, summary of consultations with local communities, and Terms of References (TORs) for studies needed during the project. The typology / indicative types of subprojects to be financed are listed in Table 2.1.

**Subcomponent 1.2: City-wide pilot traffic management improvements.**

17. This subcomponent will finance the improvement of selected traffic intersections within DSCC on a pilot basis, leveraging on the work done under the CASE Project and consistent with the overall World Bank engagement in urban development and transport. This may include the development of a broad intersection management strategy for selected clusters or corridors of intersections, developed jointly by DSCC and DMP, consisting of a traffic management plan, an operations plan, a traffic signals improvement plan, and a physical layout plan of existing intersections. This will be followed by investments in implementing a part of this strategy and plan at selected traffic intersections in Dhaka South on a pilot basis. Interventions at these pilot intersections may include improved intersection geometry; improved allocation and demarcation of space for various users such as buses, rickshaws/bicycles, street-side vendors, pedestrians etc.; improved access and workability for pedestrians (especially women and disabled); and enhanced enforcement by DMP.

18. This subcomponent will also finance technical assistance to DSCC to identify critical traffic bottlenecks in local areas, and to improve street designs to improve traffic safety. It will also finance the development and implementation of a behavior change / awareness program for all types of road users (drivers and vehicle owners, pedestrians and other users) on traffic awareness, regulations and behaviors. The campaign will also emphasize the rights of pedestrians and marginalized road users (such as women, elderly and disabled) to make roads and streets safer and more convenient for them. It will use various channels of communication such as mass media, TV, radio, newspapers, public interaction etc. Activities under this component will be undertaken in close collaboration with DMP and other relevant stakeholders.

**Climate change co-benefits**

19. Public space improvements are expected to result in substantial climate change co-benefits for Dhaka. Subprojects under Component 1 (inclusive of Subcomponents 1.1 and 1.2) fall into three categories with relevance to climate change adaptation and mitigation (see Table 2.1):

(a) Streets and pedestrian connections: Paving of select streets and widening sidewalks, covering of exposed street-level grey water drainage channels, installation of energy efficient street lighting and the construction of pedestrian bridges. Street improvements and covered drainpipes will reduce the accumulation of water in streets and intersections. New footbridges and upgrading the surface and width of sidewalks and narrow streets will improve pedestrian mobility and safety. Improvements in traffic management will also reduce congestion and vehicle idling in key intersections.

(b) Open and green spaces: Including landscaping for parks, river front restoration and plantings. These features will contribute to flooding mitigation by capturing precipitation and runoff, stabilizing

soils and slowing water-based erosion using bioswales<sup>4</sup>, new trees and other features. Existing solid waste transfer facilities adjacent to parks and public buildings will be upgraded to improve transfer service and strengthen public awareness about Solid Waste Management (SWM) to reduce the accumulation of garbage on streets and drains around these sites.

(c) Public buildings and amenities: Rehabilitation of existing or construction of new multipurpose community center buildings which feature solar panels, rainwater harvesting, energy efficient design and materials and passive heating/cooling features. These designs should reduce the overall energy footprint of the facilities in terms of the draw from power and water networks.

**Table 2.1 Indicative Types of Public Space Development Subprojects**

Streets and pedestrian connections (~32%)	Open and green spaces (~25%)	Public buildings & amenities (~43%)
<ul style="list-style-type: none"> <li>• Paved streets and expanded sidewalks</li> <li>• Street furniture and landscaping including tree plantation</li> <li>• Covering of exposed street level drainage and sewage channels</li> <li>• Energy efficient street lighting to improve safety and access</li> <li>• Improved bridges for better NMT connectivity</li> <li>• Improved traffic management, pedestrian crossings and signalized intersections</li> </ul>	<ul style="list-style-type: none"> <li>• Recreational facilities, such as parks and playground with landscaping, sidewalk furniture and tree plantation</li> <li>• “Green” infrastructure for improved storm water management and erosion control on/around river, pond, jheel and lake embankments</li> <li>• Upgrading existing solid waste collection sites and developing public education/outreach to improve collection and sorting</li> <li>• Public toilets, including separate toilets for women</li> <li>• Reorganization of mobile vendors with improved facilities</li> <li>• Way finding and place making signs</li> </ul>	<ul style="list-style-type: none"> <li>• Multipurpose community centers featuring rainwater harvesting, solar panels and energy efficient design principles and materials</li> <li>• Plans for efficient O&amp;M of upgraded public facilities and spaces</li> </ul>

<sup>4</sup>Bioswales are storm water runoff conveyance systems that provide an alternative to storm sewers. They can absorb low flows or carry runoff from heavy rains to storm sewer inlets or directly to surface waters. Bioswales improve water quality by infiltrating the first flush of storm water runoff and filtering the large storm flows they convey.

**Component 2: Urban management, capacity building and project implementation support.**

20. This component will finance management and coordination costs associated with project implementation, including: incremental operating costs, training, technical advisory, goods- and services-related procurement for the Project Implementation Unit (PIU); consultancies for contract management and supervision of civil works; and monitoring and evaluation of the results framework. This component will also finance the preparation of feasibility studies, conceptual and detailed designs and other necessary preparation activities for follow-on investment projects.

**Subcomponent 2.1: Asset management, operations and maintenance and place management**

21. This subcomponent will finance consultancy services to enhance DSCC capacity for asset management; O&M and place management for public spaces created or rehabilitated under this project. This will include improving DSCC's capacity to operate and maintain community centers, parks and streets created under the project, by developing and operationalizing detailed O&M plans for the newly-created public space assets. A place management strategy will also be put in place for a coordinated, area-based, multi-stakeholder approach to improve the use of these assets to improve vibrancy and inclusion in the neighborhoods. The consultancy service will also develop modalities, model/ template contracts and capacity building for DSCC to outsource the management and operation of these assets to private or non-profit entities in the future.

**Subcomponent 2.2: Urban planning and feasibility study for upgrading unplanned areas**

22. This subcomponent will finance consultancy services for comprehensive urban planning, identification of critical investment projects and feasibility studies to improve municipal services in selected neighborhoods or unplanned areas that have been recently added to DSCC jurisdiction, such as Kamrangirchar. Investments identified under these studies may be financed by a follow-on project.

**Subcomponent 2.3: Support to project management and implementation**

23. This subcomponent will support project management and implementation by financing incremental operating costs; procurements of goods and services for DSCC; consultancy services for results monitoring and evaluation (M&E); and relevant trainings. It will also strengthen the financial management capacity of DSCC by financing consultancy services for implementing a digital accounting system at DSCC, including accounting software, to assist in automated financial reporting and improved internal audit.

**C. Project Area (Dhaka South City Corporation)**

24. The south City Corporation is located at the south part of Dhaka city consisting of 75 Wards of the Dhaka City. DSCC includes the Old Dhaka area comprising the administrative jurisdictions of police stations of Maghbazar, Basabo, Azimpur, Motijheel, Malibagh, Jatrabari, Dhaka Kotwali, Sutrapur, Bangsal, Wari, Gendaria, Lalbagh, Hazaribagh, Dhanmondi, Shahbagh, New Market, Khilgaon, and

Kamrangirchar. People in the Old Dhaka are living in congested settlements, internal roads are very narrow and unavailability of open spaces. The mentionable cultural heritages including Lalbagh Kella, Lalkuthi, Victoria Park, are at the South city area. Dhaka City Neighborhood Upgrading Project area has been defined within the jurisdiction of the Dhaka South City Corporation (DSCC). A total of four neighborhoods have been identified for upgrading under the Dhaka City Neighborhood Upgrading Project. The selected clusters (Sub-projects) are at Kamrangirchar, Lalbagh, Sutrapur- Nayabazar- Gulistan and Bashabo-Mugdha-Khilgaon.

25. The Government of Bangladesh together with the World Bank urban team has identified certain priority areas for “rapid results” investments through consultations with civil society, think tanks and urban experts. These include: Improving pedestrian safety and mobility, enhancing green spaces and open areas, particularly in low-income neighborhoods, and revitalization of waterfront areas. For all types of public spaces, stakeholders stress the importance of designing safe and inclusive spaces for women and healthy and safe environment for the residents including the school going children, boys and girls. DSCC, with the help of ward councilors, proposed a long list of interventions in a number of neighborhoods. The World Bank technical, social and environmental team including urban planning consultants along with the DSCC urban planners made several rounds of visits to the proposed neighborhoods. The joint team exchanged the views and options with the residents including men and women, elected representatives, important personalities and media to identify potential candidate neighborhoods for upgrading under the project. Four neighborhood areas have primarily been identified including Kamrangirchar, Lalbagh, Sutrapur- Nayabazar- Gulistan and Bashabo-Mugdha-Khilgaon. General features and potential interventions for improvement of the neighborhoods have been briefly discussed hereunder.

### **1. Kamrangirchar**

26. Kamrangirchar is a peninsula on the southern bank of Buriganga River and right across the historical urban core of Dhaka. The inclusion of Kamrangirchar in the Dhaka City Corporation and infrastructure development to provide urban services resulted in rapid spatial expansion and population densification of the area. Access and connectivity of the area is a major concern. Two narrow bridges with two lanes of carriageway connect more than 2.87 km<sup>2</sup> area to other parts of the city. Some temporary pedestrian bridges have developed out of necessity. Although Kamrangirchar is located near major economic zone of the Dhaka city, poor connectivity is an impediment to development of the area.

27. ***Kamrangirchar has higher exposure to flood risks.*** The area is surrounded on all three sides by the Buriganga or canals connected to the river and lies outside the city embankment network. There are no flood protection embankments around the peninsula; river protection infrastructure constructed by the Bangladesh Inland Water Transport Authority (BIWTA) act as protection. However, internal roads are lower than the protection infrastructure, giving rise to higher risks of pluvial flooding which have been significantly reduced with construction of drainage by the city corporation.



28. ***Access to services is limited in the area.*** Most households have access to electricity, but services are intermittent due to power cut. There is no water supply network; residents depend on deep tube-well for water. Some households have access to piped gas supply but the supply is poor. Access to sanitation is a major concern in the area, a study suggests only 16 percent household<sup>5</sup> to have access to *pucca* sanitary arrangement. There is no solid waste disposal system, most household dump their waste in the nearby area or river, around five percent household are supported by community-based collection activity. A slum mapping in 2005 found the largest concentration of slums in with 265,000 slum dwellers Kamrangirchar considering their living conditions and access to services<sup>6</sup>.

29. Poor connectivity, inadequate access to urban services and higher flood risk ensued lower land price and house rent in the area. Mostly low-income households settled and are living for generation in Kamrangirchar. Proximity to the city encouraged many migrants to move in the area from different parts of the country, a household survey indicated about 55 percent of households<sup>7</sup> to be migrants.

30. Economic opportunities within the area are also very limited. Residents have to travel to other parts of the city for employment which is expensive and difficult for poor connectivity.

31. There is almost no playground or park for recreation. Markets are considered to be only publicly accessible facilities. Few privately-owned community centre sare used for social gatherings but are not affordable or accessible by all. Access to public spaces and urban services in Karmrangir char are very limited.

## **2. Lalbagh**

32. The area developed around the Lalbagh fort- an incomplete Mughal palace fortress constructed during 1678 AD. The fort was constructed on the Buriganga River which now shifted its flow further south. The brick built fort was established to protect Dhaka from the invasion of Portuguese and Arakanese pirates. Historical significance of the fort is associated with the mutiny in 1857 as well. The 18 acres of fort area with three structures (the mosque, the tomb of BibiPari and the Diwan-i-Aam), two gateways, a portion of the partly damaged fortification wall and landscaping has become one of the most visited public space in densely populated old Dhaka attracting both local and international tourists.

33. Lalbagh, alike other neighbourhoods of historic core or old Dhaka, developed as mixed use area of mainly low-rise buildings. Usually a strip of land along main access roads is used for commercial purposes while inner areas accommodate manufacturing activities and residences. Narrow and winding road network developed during the pre-automobile era and mostly used by pedestrians could not be widened to serve later demand from densification. Location of commercial activities resulted in short distances between work and home. Lalbagh area, thus, is characterized by networks of narrow roads.

<sup>5</sup>[http://www.rajukdhaka.gov.bd/rajuk/image/dap/groupD\\_Report/partE/location2/Chapters\\_2.pdf](http://www.rajukdhaka.gov.bd/rajuk/image/dap/groupD_Report/partE/location2/Chapters_2.pdf)

<sup>6</sup> [http://www.niport.gov.bd/document/research/Slum-of-Urban-Bangladesh\\_Mapping-Census-2005.pdf](http://www.niport.gov.bd/document/research/Slum-of-Urban-Bangladesh_Mapping-Census-2005.pdf)

<sup>7</sup> *ibid*

34. However, narrow roads or *goli (Lane)* with high density residential usage have encouraged creating stronger community bonding and neighbourhood identity in Lalbagh or old Dhaka. During British ruling till 1947, *Panchayet* system existed in old Dhaka along with formal local government where community leaders were responsible for ensuring residents' well-being. Many communities were linked to common trades which helped to bolster their social identities. The culture of community around *goli (Lane)* forming neighbourhood or *moholla* continued even today.

35. Lalbagh is considered as core of old Dhaka for traditional food and festivals. Many residents are involved with food industry by generations. Festivals in the neighbourhoods attract people from all around the city.

36. Land use pattern of Lalbagh is dominated by residential usage, while eastern part has many commercial activities accommodating retail markets for household items, books, spare-parts of vehicles etc. Urban services-electricity, water, solid waste management, drainage - in Lalbagh are provided by city corporation and concerned service providing authorities. However, old supply infrastructures perform poorly disrupting those services. There are many educational and religious institutions within the area but the number of open playgrounds and fields accessible to all are very limited comparing to the density of population. Some of the playgrounds and parks in the area have been recently cleared from illegal occupation and are in the process of development with public amenities.

### **3. Sutrapur-Nayabazar-Gulistan**

37. Historically, these areas developed as hub of commercial whole-sale functions. The name Sutrapur originated from working location of carpenters who are called *sutradhar* in Bangla. A member of the Nawab family who was a chairman of the Dhaka municipality took initiatives to establish a modern market at a site in Nayabazar area to improve the city conditions. The market was inaugurated in 1913 and named after him as Yusuf Market.

38. The commercial areas, as extension of the historical urban core, are organized along narrow streets connected to comparatively wider access roads. Most of the roads do not have any separate space for pedestrians. Moreover, both non-motorized and motorized vehicles are parked by these roads to carry goods for commercial activities. Traffic congestion is a regular phenomenon for these areas. Pedestrians have to walk through the vehicular traffic in a very unsafe condition.

39. Land division among different generations has resulted in small plot of unequal sizes. There are very few open spaces and public facilities in these areas comparing to the population density. Open spaces are usually associated with mosque or school thus restricting access to all. There are handful of water bodies in the area, some of the present playground or open fields have been filled up from water body; thus, have no big trees to provide shades. The few parks including Victoria Park in the area have informal commercial activities along their edges and in many instances, are not maintained properly with lighting and furniture. Cultural Heritage including Kobi Nazrul College, Shakhari Bazar, Victoria Park and Lalkuthi are in this area. There are few community centers, most of them are privately-owned that are rented to use for any social or cultural activities.

40. The reputation as commercial zone attracts non-residential land use in the area without access roads and urban services to support those developments. Access to electricity, water, gas and waste disposal are provided and managed by City Corporation and concerned authorities but the demand often cannot match with the supply. Some of the supply infrastructure are old and are not maintained properly to function to their fullest capacity.

#### ***4. Bashabo-Mugdha-Khilgaon***

41. During late 1950s Bangladesh Railway moved the main station from the congested Phulbaria area to Kamalapur under a realignment scheme. People of the affected area in Kamalapur have been resettled in Bashabo and Khilgaon area. These areas used to be low-lying connected to the river to the east. Also, railway dug out earth to make the rail tracks higher to reduce flood risk. Shahajhnur Jheel and other water bodies were created through the process.

42. The resettlement followed some planning from the Public Works Department. Roads were laid out to serve residential usage on both sides. According to residents, Bashabo was one of the first planned residential area in Dhaka. However, due to change of ownership of land over the years, these areas have converted into high density residential area with some commercial activities along the main streets to serve the community.

43. Khilgaon- Mugdha -Bashabo areas are located along the eastern fringe of Dhaka city and are not connected with the flood protection network built after the devastating flood of 1988 and 1998. The low-lying lands were easily flooded from the river, and inadequate drainage system could not cope with the pluvial flooding. Residents constructed houses filling up low-lying land. Furthermore, there were very limited commercial activities nearby; residents had to travel to Central Business District located in Motijheel and Dilkusha for work. Higher flood risks and distance from economic activities made the area affordable to middle-income households.

## D. Socio-demographic Profile of the DSCC

### 1. Residents profile

44. Among the total population in the south city corporation area, more than 99% are permanent residents while a few (0.67%) are floating population and 0.05% ethnic people (BBS Population Census 2011). Among the male population the floating people is 1.03% while female floating people is 0.20%. Ethnic people are living in the project area for livelihood. Floating people is generated from river erosion, landlessness and poor economic condition. Floating people usually take shelter in the public spaces such as parks, streets, playground, and places without shed. Development of public space with good condition will make restriction to the floating people.

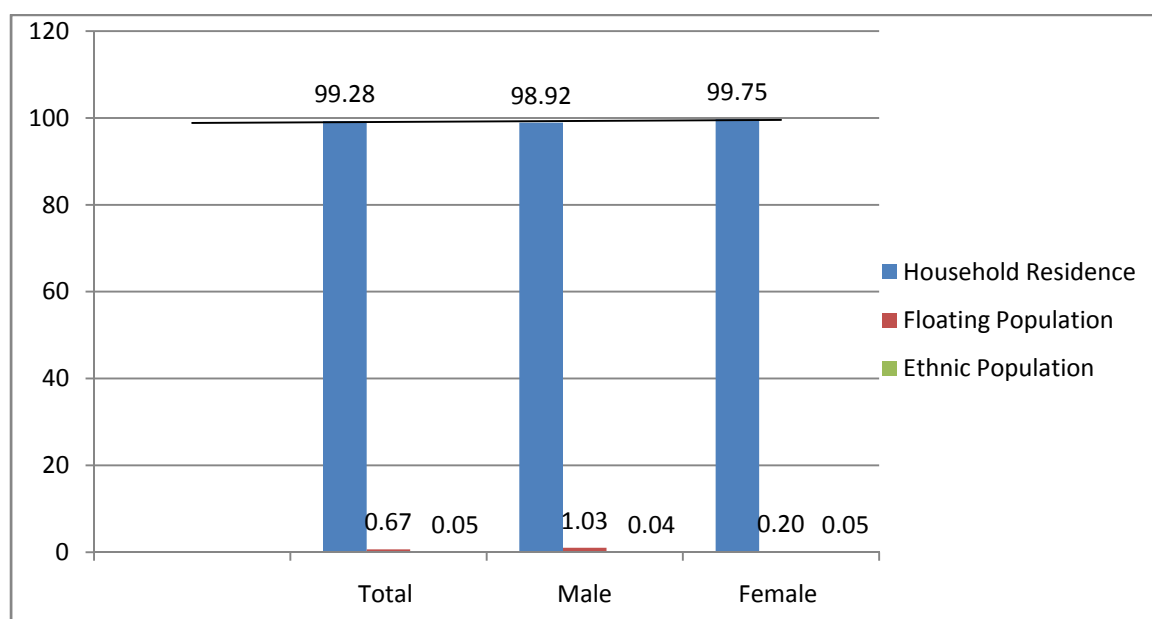


Figure 1: Population Household in Terms Of Residence

### 2. Gender Profile

45. Among the total population 11,469,977 (BBS Population census 2011) in the Dhaka South City Corporation area (19 Thana), 5,981,792 (52.15%) is male and remaining 5,488,185 (47.85%) female. Male female ratio in the project area is quite different compared to the national level ratio (Male 49.20% and female 50.80%).

Table 2.2 Age Group by Sex

Population			
Age Group	Total	Male	Female
00-04	998,599	508,553	490,046
05-09	1,108,178	569,575	538,603

Population			
Age Group	Total	Male	Female
10-14	1,155,036	595,192	559,844
15-19	1,232,757	637,776	594,981
20-24	1,563,956	803,073	760,883
25-29	1,532,024	845,699	686,325
30-34	1,097,892	634,219	463,673
35-39	907,018	523,432	383,586
40-44	718,502	423,307	295,195
45-49	511,733	300,248	211,485
50-54	412,839	244,015	168,824
55-59	243,167	148,474	94,693
60-64	239,027	141,011	98,016
65-69	112,759	66,552	46,207
70-74	106,565	61,074	45,491
75-79	39,279	22,196	17,083
80+	64,646	31,396	33,250
Total	12,043,977	6,555,792	5,488,185
Percentage		54.43%	45.57%

Source: BBS, Population census 2011

### 3. Occupation Profile

46. People of Dhaka city are involved in multi-sectoral avenues for their livelihood. The old Dhaka (project area) is full by the small-scale industries, markets, educational institutions, etc. that provide work opportunities for the eligible people. Occupation of the people at Dhaka South City area has been broadly defined into three categories by the Bangladesh Bureau of Statistics (BBS) i.e. working at Industry sector, working at agriculture sector and involved in service. As per BBS (Population census 2011) it is found that among the total income earning people, 77.90% is involved in service followed by 21.28% in industry sector and only 0.82% is in agricultural sector. Sector and gender specific analysis of occupation revealed that, among the total population involved in industry sector 85.24% are male and only 14.76% female. Among the service holders, it is reported that 83.73% male and 16.27% female. A very little percentage (0.82%) of the people mostly male (92.43%) are engaged in agricultural sector (see Figure 2.2). Development of public spaces as a neighborhood development will provide facilities to the both male and female for recreation at their leisure time.

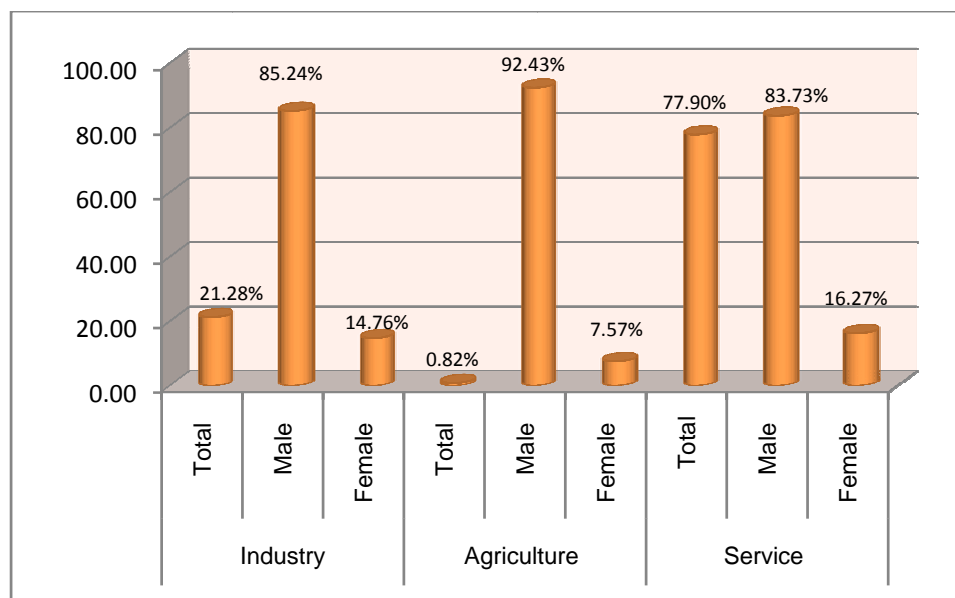


Figure 2: Occupation of the people at the project area

#### 4. Access to Education

47. There are lots of educational institutions in the Dhaka South City area including Dhaka University, Dhaka Medical College Hospital, Bangladesh University of Engineering and Technology (BUET), Bangabandhu Medical University, Jagannath University, Dhaka College, Eden College and many more colleges and schools. People have easy access to educational facilities in the Dhaka Old town. Among the total population above age group 5 years, 73.2% is literate and remaining 26.8% illiterate. In spite of the education facilities in the project area, only 14.04% of the total literate population is found Graduate or above, 12.6% obtained higher secondary certificate while 13.6% passed secondary school certificate (BBS Population census 2011). Local people of old Dhaka city are mostly involved in business and therefore tendency for getting higher education among them is not found that much.

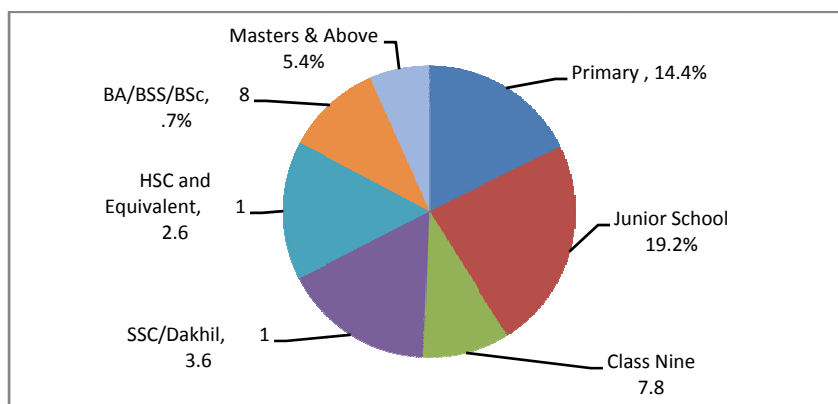


Figure 3: Status of Access to Education

## 5. Ownership of Assets of the selected interventions

48. It is decided that the Dhaka City Neighborhood Upgrading Project will be implemented on GoB land mostly owned by Dhaka South City Corporation. Private land acquisition will not be required for any of the selected interventions. Some of the interventions within the selected clusters are located on the land of other agencies including Deputy Commissioner (DC) Dhaka and Bangladesh Inland Water Transport Authority (BIWTA), DWASA. The Dhaka South City Corporation will arrange to have the land from the other agencies through inter-Ministerial/agency transfer following the government rule/mutual arrangement.

## E. Approach for Subproject Identification

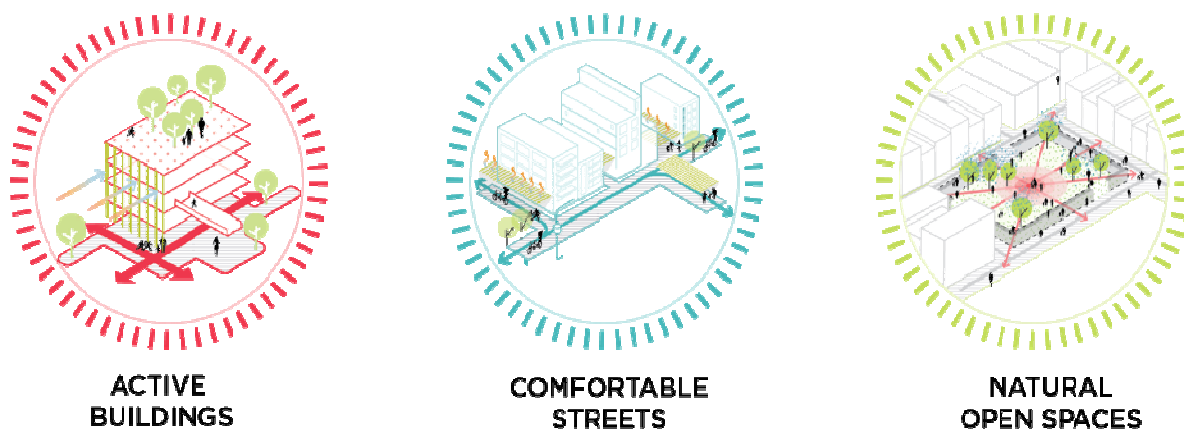
49. **Neighborhood Selection Criteria.** Neighborhoods and areas within Dhaka city will be selected for inclusion in the project using the following criteria:

- i. areas with potential public space assets or having potential for demonstrative effect on livability improvement;
- ii. potential for complementarity with ongoing or future Governments interventions for other public space improvement, public transport and other infrastructure investments;
- iii. potential for community engagement in marginalized neighborhoods and to support confidence building between citizens and the state at the municipal level; and
- iv. potential for benefits accruing to low-income and vulnerable groups, especially women.

50. **Area-level sub-project selection criteria:** Within the selected areas/ neighborhoods, sub-projects will be selected, designed and appraised for investment if they contribute to more than one of the following objectives:

- a) accessibility and mobility;
- b) pedestrian safety;
- c) neighborhood public space for recreation;
- d) local economic development;
- e) traffic and parking management;
- f) sanitation and clean environment;
- g) local-level public transport;
- h) public& civic amenities;
- i) “green infrastructure” and drainage to increase disaster resilience, especially flood risk management; and
- j) behavior change activities for improving city livability and municipal services.

51. Typical Subproject interventions. The Dhaka City Neighborhood Upgrading Project is considering various categories of interventions such as construction of active buildings, comfortable streets and natural open spaces. Such interventions have been proposed based on intensive field visit, consultation meetings and community demand. All three interventions have been demanded by the people in all selected clusters. Development of such facilities will uphold standard of living of the people. These interventions will not require private land acquisition but cause displacement of shops and or houses from the government land.



*Figure 4: Typical Subproject Interventions*

#### **i. Active building**

52. Construction of one multi-storied building under the project in the form of 'Active Building' will provide multiple facilities to the community people including children's corner, gymnasium for the adult, swimming pool, community gathering, free area, etc. Such active building would be very much effective in a dense city like Dhaka. Community people in all three selected clusters have chosen such active building. Construction of active building will require no private land but may case displacement of shops and houses by occupiers.





*Figure 5: Architectural View of Active Building*

## ii. Comfortable Streets

53. The comfortable streets will include carriage way, footpath, green area, seating bench, etc. to provide comfort to the pedestrians. Such interventions will uphold civic facilities for the people. Upgrading of streets will have impacts on the roadside shops and other infrastructures but private land acquisition will not be required. Such interventions will be reviewed for selection and design for all four neighborhoods under DCNUP.



*Figure 6: Architectural View of Comfortable Streets***iii. Natural Open Space**

54. Natural open space particularly water front will be developed under the project for comfortable use of the community. Walkway, seating space, green area, etc. will be included in this intervention. Such water front development is highly demanded by the local people. Although the water front area is presently occupied by the local people in most cases with residence or shops, but development of the water front will bring tremendous changes in lifestyle of the people. Resettlement issues will need to be addressed in this case.

*Figure 7: Architectural View of Natural Open Space***F. Potential Social Issues and Impacts**

55. Upgrading of selected sites for neighborhood development might cause to associate some social issues and impacts on the community people. Development induced displacement and temporary disruption on movement and livelihood opportunities are likely in most of the interventions under neighborhood development schemes. Community people will be benefited from the project. Local people will take part in the decision-making process in selection of the interventions and implementation process of the project. Community engagement has been ensured during selection of the interventions and planning process. Their participation will be ensured during implementation and operation phase of the project. Local elites including Councilors of the respective Wards under DSCC took active part in the decision-making process. Such inclusive approach will leave no social issues critical for the project.



56. The interventions selected for upgrading are located mostly on the City Corporation land and some are on the land of different government agencies including Bangladesh Inland Water Transport Authority (BITWTA), the Deputy Commissioner (DC), Dhaka and Dhaka Water Supply and Sewerage Authority (DWASA), Public Works Department (PWD). These public amenities were constructed long ago and were mostly occupied by a group of people. Recently government agencies made the amenities free from illegal occupancy. The selected neighborhoods are on the government land and therefore, private land acquisition will not be required for neighborhood development in the selected four locations of the Project. The Local communities including Ward Councilors of the selected neighborhoods were consulted in various rounds of discussion for primary selection of the interventions. Inter-Ministerial /agency decision might require for development of the sites under the Project since land ownership is lying with various departments/agencies. In some selected interventions in the four clusters will require displacement of shops/vendors who have been occupying the land for decades. Displacement of business premises due to the project will have adverse impacts on their income and livelihood. In some cases, the shop owners have been occupying the possession for business by depositing a certain amount to the DSCC following City Corporation rules but ownership of the structure is lying with the City Corporation. Many of the possession holders/allottees have been doing business by themselves in the allotted possession but in many cases the possession has been rented out to someone for business. Therefore, entitlement of the possession holder without having ownership of structure and business is difficult to define in terms of resettlement. Intensive discussion with the concerned officials of DSCC and official records including clauses of the allocation of the possession will be required to define the entitlement of the possession holders as per World Bank OP 4.12.

57. In the river front many temporary structures have been built by the local people for business operations. Development of the water front under the neighborhood schemes will require displacement of the shops. Such displacement will cause adverse impacts on their income and livelihood. Compensation and other benefits following the World Bank Operation Policy on involuntary resettlement are to be paid.

58. In some selected locations (particularly at Kamrangirchar neighborhood) some business structures will need to be demolished for construction of community center. A total of about 90 shops are over there from which about 38 shops are in operation. Compensation and relocation of these shops will be required as per Bank policy. Potential social impacts those may arise during subproject design and implementation are understood to be as follows:

- i. Private shops operating on the river fronts and other proposed public spaces;
- ii. Possession/leaseholders of shops owned by DSCC or other agencies/entities;
- iii. Community and social institutions located on subproject land;
- iv. Privately planted trees on subproject land;
- v. Loss of income from displaced businesses and rented in premises
- vi. Loss of wage income; and
- vii. Loss of rental housing/premises for residential and business purpose.

59. The project neighborhood areas are not inhibited by any indigenous community with characteristics defined in the World Bank Operational Policy on Indigenous Peoples (OP 4.10). The project therefore, is not considering requirements of the World Bank OP 4.10 and only OP 4.12 on Involuntary Resettlement is triggered.

60. The local communities will play vital role in identifying and designing specific interventions in the selected neighborhoods through all-inclusive consultation process and comply with applicable regulatory framework of the country and policy guidelines of the World Bank.

## Chapter 3. LEGAL AND POLICY FRAMEWORK

### A. Key Policy Norms and Principles

61. Principles related to social safeguards compliance management ensures management of involuntary resettlement and restoration of livelihoods of project affected persons (PAPs). The resettlement principles adopted for the project recognizes the Acquisition and Requisition of Immovable Property Act 2007 and the requirements of the World Bank (WB) policy on Involuntary Resettlement (OP 4.12) and relevant local laws, policies and guidelines related to urban development in Bangladesh. The RPF has been prepared based on the general findings of the review of existing experience and stakeholder consultations at the selected neighborhoods as a guide for relocation and resettlement of affected persons due to undertaking of subprojects under the project.

62. Land acquisition will not be required in this project and will be deliberately avoided. DSCC will use its existing land in possession for any subproject interventions. In some cases, the land is owned by other agencies such as Deputy Commissioner, Bangladesh Inland Water Transport Authority, DWASA. In such case, the DSCC with appropriate authorization or provisional permission from the relevant agency(s) without title transfer for use of the land for public space improvement under the project following active national laws and regulations. Involuntary displacement will be taken care of as per World Bank OP 4.12 on Involuntary Resettlement.

### B. National Legal Framework

63. Infrastructure development projects using lands in Bangladesh is designed and implemented under the legislative and regulatory framework to compensate the affected persons due to land acquisition using the power of eminent domain. Whenever it appears to the Government that any property in any locality is needed or is likely to be needed for any public purpose or in the public interest, the property is acquired using existing laws and regulations. Land acquisition as of September 2017, was governed by the Acquisition and Requisition of Immovable Property Ordinance, 1982 (Ordinance II of 1982). The ordinance has now been replaced with the new act, "The Acquisition and Requisition of Immovable Property Act, 2017 (Act 21 of 2017) supersedes earlier laws including the Land Acquisition Law of 1894 and others that have been in force between 1947 and 1982.

64. The principal legal instrument governing land acquisition in Bangladesh is the Acquisition and Requisition of Immovable Property Ordinance, 1982 (Ordinance II of 1982 with amendments upto 1994), which recently replaced by the new law (Act 21 of 2017) and other land laws and administrative manuals relevant to land administration in Bangladesh. According to the Act and the formal Ordinance, whenever it appears to the Government of Bangladesh that any property in any locality is needed or is likely to be needed for any public purpose or in the public interest, the Government can acquire the land provided that no property used by the public for religious worship, graveyard and cremation ground. The 1982 Ordinance/Act 21 of 2017 requires that compensation be paid for (i) land and assets permanently acquired (including standing crops, trees, houses); and (ii) any other damages caused by such acquisition. The Deputy Commissioner (DC) determines (a) market value of acquired assets on the date of notice of acquisition (based on the registered value of similar property bought and/or sold in the area over the preceding 12 months), and (b) 200% premium on the assessed value for land and 100% for non-land assets on the land due to compulsory acquisition. There are also provisions for payment of crop compensation to tenant cultivators.

65. The law specifies methods for calculation of market value of property based on recorded prices obtained from relevant Government departments such as Registrar (land), Public Works Department (structures), Department of Forest (trees), Department of Agriculture (crops) and Department of Fisheries (fish stock). Given that people devalue land during title transfer to minimize tax payment, compensation for land paid by DC including premium largely remains less than the actual market price.

66. The Ministry of Land (MoL) is authorized to deal with land acquisition. The MoL delegates some of its authority to the Commissioner at Divisional level and to the Deputy Commissioner at the District level. The Deputy Commissioners (DCs) are empowered by the MoL to process land acquisition under the Ordinance and pay compensation to the legal owners of the acquired property. Khas (government owned land) lands should be acquired first when a project requires both khas and private land. If a project requires only khas land, the land will be transferred through an inter-ministerial meeting following the acquisition proposal submitted to DC or MoL, as the case may be. The DC is empowered to acquire a maximum of 50 standard bigha (6.75 ha) of land without any litigation where the Divisional Commissioner is involved for approval. Acquisition of land more than 50 standard bigha is approved from the central Government of Bangladesh proposed by the Ministry of Land.

67. The land owner needs to establish ownership by producing record-of-rights to be eligible for compensation under the law. The record of rights prepared under 143 or 144 of the State Acquisition and Tenancy Act 1950 (revised 1994) are not always updated and as a result, legal land owners have faced difficulties trying to "prove" ownership. The affected person (AP) has also to produce rent receipt or receipt of land development tax, but this does not assist in some situations as a person is exempted from payment of rent if the area of land is less than 25 bigha (3.37 ha).

### C. World Bank Operational Policy on Involuntary Resettlement

68. The World Bank's policy on involuntary resettlement takes the position that if development induced displacements are left unattended, it often gives rise to severe economic, social, and environmental risks: production systems are dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills may be less applicable and the competition for resources greater; community institutions and social networks are weakened; kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost. This policy includes safeguards to address and mitigate these impoverishment risks to people affected by infrastructure projects.

69. The involuntary resettlement safeguards cover physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) because of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.

70. The overall objectives of the Policy are given below:

- Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs. Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs. Providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- The Policy defines the requirement of preparing a resettlement plan (when the project site/s is/are clearly known) or a resettlement policy framework (where exact site is not known), to address involuntary resettlement. This policy includes safeguards to address and mitigate these impoverishment risks.

71. The key Principles of World Bank Involuntary Resettlement Policy are:

- The need to screen subprojects early in the planning stage;
- Carry out meaningful consultation with communities and affected persons;
- At the minimum restore livelihood levels to what they were before the project, improve the livelihoods of affected vulnerable groups;

- Prompt compensation at full replacement cost is to be paid and provide displaced people with adequate assistances;
- Ensure that affected people who have no statutory rights to the land that they are working and are eligible for resettlement assistance and compensation for the loss of non-land assets; and
- Disclose all social safeguard documents.

72. **Gap analysis of OP 4.12 and National Laws.** There are some gaps between existing land acquisition law of the country and WB Operation Policy on Involuntary Resettlement (OP 4.12) in terms of identification of affected persons and compensation packages. Gaps between GoB LA law (new Act 21 of 2017) and WB OP 4.12 and suggested mitigation measures are given in Table 3.1.

**Table 3.1 Gaps between GoB LA laws and World Bank OP 4.12**

Sl. No	Gaps between WBG OP 4.12 and GoB Act 21 of 2017	Gap-filling measures/actions to be taken in this Project
1	Avoidance and minimization of project impacts.	Subproject designs under the project should aim to minimize impacts and adjusted for avoiding acquisition of land and minimize displacement of people.
2	Existing GoB laws recognize title owners only; informal settlers are not covered.	There will be no acquisition of private land under the project. But there can be involuntary displacement of lessees, allottees or informal users of public spaces and buildings. All affected persons will be identified for compensation and assistance in proportion to their loss and impacts.
3	Existing laws and methods of assessments do not ensure full replacement costs.	Project provisions will be adopted for determining and payments of compensation for losses at replacement costs at current market price.
4	Consultation with affected community not legally required.	Extensive consultations were carried out during the preparatory phase. Similar consultations will continue during project implementation.
5	The affected land owners can object to the acquisition in the beginning but once hearing is done and settled, there is no scope of further complaint during the acquisition process.	There will not be any requirement of involuntary acquisition of private lands. But displaced persons from existing land for subprojects will have access to project grievance redress mechanism (GRM) to hear their grievances and settle those amicably to their satisfaction.
5	No relocation assistance or support under the land acquisition law (Act 21 of 2017).	Affected households and businesses will be assisted for their relocation and livelihood restoration.
6	No support or program for income and livelihood restoration.	The project benefits will include income and livelihood restoration based on requirements.
7	No provision for reconstruction of common property resources.	The project will reconstruct all religious, cultural and community structures, if affected by the project at sites identified and legally arranged by the respective communities.



## **D. Principles of Project Resettlement Policy**

73. The broad principles of the Resettlement Policy Framework are as below:

- The adverse impacts on persons affected by the project would be avoided or minimized to the extent possible.
- Where the adverse impacts are unavoidable, the project-affected persons will be assisted in restoring their standard of living. Vulnerable groups will be identified and assisted to improve their standard of living.
- All information related to resettlement preparation and implementation will be disclosed to the community including the likely affected persons, and community participation will be ensured in planning and implementation.
- The persons affected by the project who does not own land within a subproject boundary but have economic interest or lose their livelihoods will be assisted.
- Before taking possession of the lands for civil works construction, compensation and livelihood restoration assistance will be made to those who are eligible to receive the entitlements.
- A cut-off date will be established through video and still imaging of the lands and physical structures, businesses and other assets and declared in public. Anyone moving into the project area after the cut-off date will not be entitled to compensation or resettlement assistance.
- Appropriate grievance redress mechanism will be established at project level to ensure speedy resolution of disputes related to the project including compensation and resettlement assistance.
- All activities related to resettlement planning, implementation, and monitoring would ensure involvement of project affected persons.
- All consultations with project affected persons shall be documented. Consultations will continue during the implementation of resettlement and rehabilitation works.
- As required, Resettlement Plan (RP) will be prepared for subprojects, including a itemized budget and an implementation schedule.

## Chapter 4. ELIGIBILITY AND ENTITLEMENTS

### A. Eligibility

74. Households or persons who occupy or derive livelihoods from a piece of land within a subproject boundary prior to the cut-off date and who will be physically and/or economically displaced due to permanent or temporary loss of access to land, structures and/or livelihood, whether full or partial, because of the project will be eligible for compensation, relocation and livelihood restoration assistance under this RPF. Following are the affected persons, to be identified through census and verified by the DSCC constituted PAVC, are eligible for compensation and rehabilitation assistance:

- 1) Operators of shops on the proposed public spaces taken for a subproject civil works;
- 2) Possession/leaseholders of shops owned by DSCC or other agencies/entities displaced due to a subproject under the project;
- 3) Operating tenants of owners, possession holders or leaseholders of shops in DSCC designated commercial areas;
- 4) Community and groups losing commonly used structures affected by the project;
- 5) Owners of trees planted on public spaces within a subproject recognizable with socially acceptable evidences and background checking;
- 6) Employees of displaced business and industries;
- 7) Owners of rented-out premises (residential and commercial) affected due to the project interventions;
- 8) Vulnerable persons, including households headed by women, elderly and/or disabled persons, the households in local context with per capita incomes at or below the poverty line.
- 9) Mobile vendors and others who may be drawing livelihoods from the subproject area displaced due to the project.

75. An Entitlement Matrix will be developed as per this framework following the Table 4.1 that outlines various types of losses likely to be resulting from a subproject and provides for compensation and resettlement and rehabilitation assistance for various categories of affected people. The matrix lists types of impacts and losses, application guidelines, and entitlements. The matrix will apply to all subprojects entailing relocation and resettlement impacts irrespective of the size of the subproject and extent of impact.

## **B. Cut-Off Date**

76. Eligibility for entitlements under this RPF is limited by a cut-off date, determined at the time of census of affected persons and inventory of assets affected by a subproject and applicable at the beginning of census. The date of commencement of census of affected persons is considered as the cut-off-date for World Bank project. Any person moving into the land located within the boundary of a subproject after this cut-off date will not be eligible for compensation, relocation and livelihood restoration and rehabilitation assistance. DSCC will establish the cut-off date which will be disclosed to the affected persons and their communities in a consultative process and formalized through documentation and disclosure of the reports.

## **C. Compensation and Rehabilitation Entitlements**

77. Compensation at replacement cost is the basic principle guiding the allocation of entitlements against loss of assets by individuals, groups or communities, special provisions for the improvement of livelihoods of vulnerable displaced persons, and addressing any unanticipated impacts. The entitlement matrix for each subproject Resettlement Plan (RP) will be proportionate to the extent and severity of impacts, losses and eligible persons in the subproject, while the provisions made in this RPF include a wider range of possible cases, which may rise under the subprojects. Each individual affected person will be eligible for a combination of entitlements specific to his/her loss and impacts. The compensation and entitlements are defined hereunder;

### **1. Non-Land/Structure Assets**

78. All non-land physical structures like residential and business premises, community or public premises, associated structures like fence, boundary wall, septic tank and any other useful structures will be compensated at full replacement cost determined by an officially constituted body. Replacement cost of houses and other structures, is the market cost of the materials to build a replacement structure with an area and quality similar to those of the affected structures, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors' fees, plus the cost of any registration and transfer taxes. In determining the replacement cost, depreciation of the asset and the value of salvage materials are not taken into account.

79. For the partial loss of structure/percent of the total of a residential, commercial, public and community structure or its alteration (taking into account functional/economic viability of remaining or un-affected part of the structure), the owners, including formal and informal land users, will receive cash compensation for the lost parts of a structure at replacement cost and for the repair of the remaining structure at the market rate for materials, labor, transport and other incidental costs, without deduction of depreciation for the age of the structure.

80. For the full loss of a residential, commercial, public and community structure/ percent of the total structure (taking into account functional/economic viability of remaining structure), the owners, including formal and informal users, will receive cash compensation at replacement cost, including all transaction costs (such as applicable fees and taxes), without deduction of depreciation for age, for self-relocation.

81. They have the right to salvage all usable materials from the lost structures without any deduction in payment of compensation for salvaged items. Lessees and rental tenants receive a cash refund at the rate of the rental fee proportionate to the size of the lost part of the structure and the duration of the remaining lease period as per condition of the lease contract.

82. If minor structures, such as fences, sheds or latrines, need to be moved, their owners or the lessees and tenants, depending on the arrangements between owners and tenants, may either (i) receive cash compensation for self-relocation of the structure at the current market rate for the cost of labor, materials, transport and other incidental costs, as required, without deduction of depreciation for age, or (ii) the structure may be relocated by the Project.

83. For stalls and kiosks of street vendors, whether licensed or not, either alternative sites comparable in business potential to the lost location will be provided together help for shifting or the vendors will receive cash compensation towards self-relocation to a self-identified site for their stalls at the current market rate for the cost of labor, materials, transport and other incidental costs, as required, without deduction of depreciation for age.

## **2. Affected Trees within Subproject Boundary**

84. Other than trees affected within subproject boundary, if any trees are identified to be privately owned in review of the background information and evidences, owners of affected trees and tree saplings will receive cash compensation and DSCC will re-plant five trees for each of the affected trees. The compensation will be made at the current market price of the trees. Fruit-bearing trees; if the tree is at or near fruit-bearing stage, the estimated current market values of the fruit produce for 3 seasons will be paid. The owners will be allowed to fell trees and take the timber, free of cost.

## **3. Affected Businesses**

85. Affected small, medium and large business by size of operating capital or type of legal authorization of businesses, will be compensated for their loss of business income for the transitional period and assisted in resume of the same at an alternative site or entering into a new venture or occupation. Compensation will be in the form business transition allowance and shifting of the businesses at an alternative site either permanently or temporarily. Compensation and relocation assistance will be equivalent to the size of the businesses (small, medium and large).

#### **4. Affected Lease/Possession Holders**

86. Affected lease or possession holders of business/shops, will be compensated for their loss of possession temporarily or permanently as per agreement with the lessor. DSCC will terminate the lease as per lease condition. However, on livelihood restoration requirement, DSCC will provide compensation will be in the form business dispossession allowance for temporary relocation.

87. If anyone prefers not to continue possession holding, he/she will be entitled to get full refund of the deposited amount (salami) following the conditions of possession contract.

#### **5. Displaced Employees**

88. The loss of employment due to relocation of business, laid-off business of affected businesses will be compensated through cash compensation equal to the lost wages during the period of employment interruption up to 3 months, based on tax records or registered wages, or, in their absence, comparable rates for employment of the same type. Loss of employment will be recorded under Census including condition of employment, discharge and compensation by employer(s).

89. An arrangement of payment disbursement between employer and laid-off employees would need to be documented, verified and made part of the RP. If, however, tax based lost incomes are unknown, then either (i) official poverty line (inflation adjusted) will become the minimum rate for compensation per family per month or (ii) maximum income recognized by National Board of Revenue for waiver of income tax. The prompt and full payment of compensation to the employees is to be verified by an authorized official of DSCC.

#### **6. Rental Income**

90. Loss of rental income from affected rented-out premises will be recognized for compensation. Owners of the affected rented-out premises will be identified in Census and verified by PAVC. DSCC will consider subsistence allowance for loss of rental income from the affected rented out premises. The compensation will be an amount as defined in the entitlement matrix.

#### **7. Loss of Access to Rented Premises**

91. Tenants of affected residential or business premises will be recognized for assistance for moving out of the premises and relocating into alternative rental premises. Affected tenant will be compensated with an alternative rental allowance as defined in the entitlement matrix.

#### **8. Vulnerable Affected Persons**

92. Vulnerable households are poor households (below poverty line-income BDT 168,000/year) including those headed by a woman, a disabled person, an elderly (over 65) person. Special assistance will be provided to affected vulnerable persons under the RP as defined in the entitlement matrix.

## 9. Public services and facilities

93. Public services and facilities interrupted and/or relocated due to subproject interventions will be fully restored and re-established at their original location or a relocation site. All compensation, relocation, restoration and rehabilitation provisions of this RPF are applicable to public services and facilities. However, for shrine and graveyard, the consent of the religious persons, local persons and the district magistrate will be sought to mitigate the impact. Impacts on religious sites will be avoided as much as possible.

## 10. Construction Related Impacts

94. Temporary occupation of land during civil works and any damages caused to community peoples out of it, affected persons will be compensated following the RPF and the subsequent Resettlement Plan.

## 11. Unforeseen adverse impacts

95. Any unforeseen impacts identified at the design and implementation will be addressed following the provisions of this RPF.

## D. Compensation and Entitlement Matrix

96. The entitlement matrix in Table 4.1 summarizes the provisions for eligibility and entitlements adopted under this project.

**Table 4.1 Eligibility and Entitlement Matrix**

<b>Loss Item 1: Loss of structures within subproject boundary</b>		
<b>Persons Entitled</b>	<b>Entitlements</b>	<b>Responsibility</b>
<ul style="list-style-type: none"> <li>Owners of structures identified within project civil works boundary during census and inventory of assets verified by PAVC.</li> </ul>	<ul style="list-style-type: none"> <li>Structure Replacement Cost (SRC) as determined by PAVC and approved by DSCC.</li> <li>Structure Transfer Grant (STG) of affected structure for each owner at current market price determined by PAVC and approved by DSCC.</li> <li>Vulnerability Support Allowance (VSA) of BDT 10,000 (ten thousand) for each vulnerable household/person affected within subproject boundary.</li> <li>Owner will be allowed to take all salvaged materials free of cost.</li> </ul>	<ul style="list-style-type: none"> <li>DSCC</li> <li>PAVC</li> </ul>
<b>Application Guideline</b>		
<ul style="list-style-type: none"> <li>Applicable to all structures located within the boundary of civil works sites under neighbourhood</li> </ul>		

<b>Loss Item 1: Loss of structures within subproject boundary</b>		
Persons Entitled	Entitlements	Responsibility
<p>development subprojects.</p> <ul style="list-style-type: none"> <li>• Full replacement cost will be applied for permanent structures, while it will be repair and renovation cost for movable structures that can be relocated intact with minimum damages.</li> <li>• Vulnerable households are poor households (below poverty line-income BDT 168,000/year) headed by a woman, a disabled person, an elderly (over 65) person or a very poor household.</li> <li>• PAVC will recommend the SRC of the structures and STG at current market price.</li> <li>• DSCC will provide resettlement payments (SRC, STG and VSA) directly.</li> <li>• STG will be applicable when structure owners remove and take away structures on their own within the timeframe set by DSCC-PIU.</li> </ul>		

<b>Loss Item 2: Loss of income from displaced businesses</b>		
Persons Entitled	Entitlements	Responsibility
Persons operating business within project/subproject boundary and recorded in census as displaced due to the project/ subproject.	<ul style="list-style-type: none"> <li>• Business transition allowance (BTA) equivalent to net income for the period of closing the business but not exceeding three months' net income.</li> <li>• Business Shifting Allowance (BSA) will be determined by PAVC commensurate to the size of business: small, medium and large.</li> <li>• Vulnerable owners of displaced businesses will be offered employment in civil works.</li> </ul>	<ul style="list-style-type: none"> <li>• DSCC</li> <li>• DSCMC</li> <li>• PAVC</li> </ul>
<p><b>Application Guideline</b></p> <ul style="list-style-type: none"> <li>• BTA is based on three years average income but not exceeding BDT 30,000 (thirty thousand) per month for large business, BDT 20,000 (twenty thousand) for medium business and BDT 10,000 (ten thousand) for small business.</li> <li>• BTA will be applicable for both business owners operated in self-owned structure and those operating in rented in structures.</li> <li>• Large scale business should have Income Tax and Vat Registration certificate, medium Scale business operators should have trade license or tax token, and small business are informal kiosks and street vendors without any legal authorization.</li> </ul>		

<b>Loss Item 3: Loss of Possession of Affected Business Premises (allotted by DSCC/other Agencies)</b>		
Persons Entitled	Entitlements	Responsibility
<ul style="list-style-type: none"> <li>Lessee or possession holder of shops in DSCC or other business premises with valid allotment documents.</li> </ul>	<ul style="list-style-type: none"> <li>Business Dispossession Allowance (BDA) @10% (ten percent) of deposited amount or one month's equivalent net income, whichever is higher determined by PAVC.</li> <li>If anyone prefers not to continue possession holding, he/she will be entitled to get back deposited amount following the conditions of allotment/agreement.</li> </ul>	<ul style="list-style-type: none"> <li>DSCC</li> <li>DSCMC</li> <li>PAVC</li> </ul>
<p><b>Application Guideline</b></p> <ul style="list-style-type: none"> <li>Displaced people will be noticed by DSCC at least six months ahead of physical relocation.</li> <li>Business operators will be allowed to continue business up to one week prior to start civil construction.</li> <li>DSCC will provide resettlement assistance directly.</li> </ul>		

<b>Loss Item 4: Loss of trees on public land or lessees</b>		
Persons Entitled	Entitlements	Responsibility
<p>Owners of trees within project/subproject boundary grown on public or other land, as recognized by PAVC.</p>	<ul style="list-style-type: none"> <li>Market Price of trees determined by PAVC.</li> <li>Value of fruits @ 30% of timber value for each grown up fruit-trees.</li> <li>Owner of the trees will be allowed to fell and take the trees free of cost within the DSCC declared deadline.</li> <li>DSCC will explain policies regarding compensation for the trees of different categories and size and make the affected persons aware that they could take the timber and fruits free of cost.</li> </ul>	<ul style="list-style-type: none"> <li>DSCC</li> <li>DSCMC</li> <li>PAVC</li> </ul>
<p><b>Application Guideline</b></p> <p>Applicable to all trees and plants located within site boundary at cut-off dates. Ownership of trees will be determined through a screening process guided by the PAVC based on information on plantation and maintenance of the concern trees.</p>		



<b>Loss Item 5: Loss of income (wage earners in small business and industry excluding owners or employers)</b>		
Persons Entitled	Entitlements	Responsibility
Regular wage earners affected by the sub-project interventions	<ul style="list-style-type: none"> <li>Grant to cover temporary loss of wage income (Allowance for Wage Loss - AWL) at minimum wage rate for 30 days, if lost due to the project interventions.</li> <li>Vulnerable employees displaced due to the project will be offered employment in civil works.</li> </ul>	<ul style="list-style-type: none"> <li>DSCC</li> <li>DSCMC</li> </ul>
<p><b>Application Guideline</b></p> <ul style="list-style-type: none"> <li>Affected employees must have been employed with a displaced business for at least twelve months (from the date of census), as identified by Census.</li> <li>The minimum wage rate will be determined at current market price and needs of vulnerable groups will be assessed under the guidance of the PAVC.</li> <li>The AWL will be paid directly to the eligible affected persons by DSCC.</li> </ul>		

<b>Loss Item 6: Loss of Income from and Access to Rented-out Premises</b>		
Persons Entitled	Entitlements	Responsibility
<ul style="list-style-type: none"> <li>Owner of the affected rented-out premises as identified in Census.</li> <li>Household/ person rented-in any such structure as identified in Census.</li> </ul>	<ul style="list-style-type: none"> <li>Allowance for Loss of Rental Income (LRI) to owner of both residential and commercial rented-out premises equivalent to 3 months' rent but not exceeding BDT 24,000 (Twenty-four thousand).</li> <li>Alternative Rental Allowance (ARA) to tenant of rented-out business premises equivalent to one month's rent but not exceeding BDT 8,000 (Eight thousand).</li> <li>Vulnerable affected persons will be offered employment in civil works under the project.</li> </ul>	<ul style="list-style-type: none"> <li>DSCC</li> <li>DSCMC</li> </ul>
<ul style="list-style-type: none"> <li>The owner of rented out premises will be entitled for LRI for each unit of premises rented out to separate household or person.</li> <li>In case of any advance deposited by the tenant, an agreement on no-claim or outstanding balance should be certified by the local government representative between owner and tenant.</li> <li>The LRI and ARA will be paid by DSCC directly to the eligible affected persons.</li> </ul>		

Loss Item 7: Unforeseen adverse impacts		
Persons Entitled	Entitlements	Responsible Agency/Committee
Households/ persons affected by any unforeseen impact identified during RP implementation	Entitlements will be determined as per the resettlement policy framework	<ul style="list-style-type: none"> <li>• DSCC</li> <li>• DSCMC</li> <li>• World Bank</li> </ul>
<ul style="list-style-type: none"> <li>• The unforeseen impacts will be identified through special survey by DSCC as per request from impacted population. The entitlements will be approved by DSCC and World Bank.</li> </ul>		

### E. Compensation Payment Procedure

97. DSCC will ensure that the properties (structure and non-structure assets) to be affected by the project will be compensated at their full replacement cost determined by a legally constituted Property Assessment and Valuation Committee (PAVC) as per structure and mandate outlined in the subproject RP. The payment of compensation and other assistance, target replacement of productive assets and restoration of loss of income and workdays by the relocated households, especially the vulnerable households. Compensation and other cash assistance will be paid through account payee cheques payable in Bank accounts opened by the affected persons eligible for compensation and assistance under RP. The Bank account will be in the joint name of husband and wife as the case may be.

98. DSCC will mobilize an NGO or its equivalent as RP Implementation Consultant (RPIC) with a team of professionals and support staff that will provide necessary support to DSCC-PIU for identification of eligible affected parties, determining their loss and entitlements, delivery of cash entitlements, and relocation of displaced parties. Details of the scope of work of the RPIC and their qualifications will be provided in the subproject RPs. A payment modality will also be adopted by DSCC following their financial and accounting official procedures.

## Chapter 5. DISCLOSURE, CONSULTATION AND PARTICIPATION

### A. General

99. The Right to Information Act 2009 of the Government of Bangladesh and the World Bank requirements on disclosure and consultation provide the basis for community engagement in identification, design and implementation of subproject under the project. Community engagement is important for sustainable development in all sectors. This is ensured through consultation with and participation of communities, affected persons and other stakeholders from an early stage of project preparation. Consultation and participation is an integral part of the social assessment to integrate beneficiary and community feedback into project design and implementation approach. This is a continuous process from identification to implementation including monitoring and evaluation. Dhaka South City Corporation (DSCC), in the process of preparing the project and this framework, has engaged the communities through neighborhood level consultations and formal workshops. In the subsequent project phases, consultation with communities and affected parties will start early in the subproject identification process and be continued through design and implementation. The specific objectives of the consultation and participation in subproject cycle are to:

- i. Identify key stakeholders and beneficiaries and engage them in subproject identification, design and implementation process;
- ii. Inform communities, beneficiaries and key stakeholders about project objectives, design and implementation approaches and their roles in subproject cycle;
- iii. Enable the communities, beneficiaries and key other stakeholders to raise their voices and inform subproject design and implementation approach of their expectations, options and concerns;
- iv. Integrate community feedback into subproject design and implementation approaches and share with communities any technical constraints in feeding any their options with clarities satisfactory to them;
- v. Develop and continue an accessible platform of meaningful consultation with the communities, beneficiaries and affected persons in project cycle up to monitoring and evaluation of subproject implementation including social development and safeguards plans.

100. DSCC will hold discussions with communities, direct beneficiaries and affected persons inclusive of age, gender, occupation, disability and social status at each stage of subproject cycle to understand their views and options to benefit subproject design and implementation approach for inclusion and sustainability.

## **B. Methodology for Consultation and Participation**

101. DSCC has engaged neighborhood level communities in concept design and identification of the menu of physical interventions for neighborhood upgrading in selected neighborhoods following its own communication strategy and in response to the requirement of the World Bank of engagement and consultation with stakeholders. According to World Bank operational policies and guidelines on Environmental Assessment (OP/BP 4.01) and on Involuntary Resettlement (OP/BP 4.12), DSCC requires to undertake disclosure, consultation and participation (DCP) in the project cycle for engagement of and consultation with stakeholders. Therefore, consultation meetings with the primary and other stakeholders at the neighborhood level was one of the key measures to integrate community responses in concept design and preparation of the project and ensure that DSCC has information about potential key challenges in project cycle and designed outcomes of the project are inclusive of community needs and aspirations. As a part of planning of the project, four (04) consultation meetings were held at four selected neighborhoods.

102. The elected community representatives (male and female Ward Councilors), local elites, women groups, traders and businessmen, community leaders, religious leaders and youths attended the neighborhood level meetings and participated in concept discussion and identification of areas of improvement including challenges and ways of their management. DSCC urban planning team presented the concept of the urban upgrading approach as against existing neighborhood level constraints. The presentation was also about sustainable urban development approach in compliance with environmental and social requirements of the country and the World Bank.

103. The participant community representatives, men and women were enthusiast about the consultation process and expressed their desire of active engagement in subproject cycle at the neighborhood level. Feedback from the communities have been duly reviewed for consideration in economic, social and environmental analysis and the approach and criteria for identification of subprojects in the implementation stage of the project. Stakeholder engagement and consultation will be continued during project implementation for identification, design, construction and operation.

## **C. Stakeholders Mapping**

104. Stakeholders mapping helps to proactively anticipate stakeholder challenges and plan mitigation strategies. It is a way to map complex stakeholder dynamics to understand how they individually and collectively determine the success or failure of a project. Mapping helps identify (i) key stakeholders to involve in project cycle; (ii) conflicts, collusions, and other informal relationships among stakeholders that influence the outcome; and (iii) influential actors who may support or derail the project. Stakeholders are those who may be affected by or have an effect on an effort. They may also include people who have a strong interest in the effort for academic, philosophical, or political reasons, even though they and their families, friends, and associates are not directly affected by it. Stakeholders are people, groups, or institutions, which are likely to be affected by the proposed interventions under DCNUP (either negatively or positively), or benefited by the project interventions or those who can

influence the outcome of the project. Stakeholders have been identified through internal discussions, community meetings, key informant interviews and literature review. Generally, a distinction is made between groups of stakeholders, the primary and secondary stakeholders and key stakeholders. The primary stakeholders are the stakeholders who are directly affected or benefited by the project including the community members in the potential slums for upgrading and those will be affected due to the interventions. The secondary stakeholders are NGOs, community based organizations, and community development projects in the selected cluster areas. The key stakeholders are governance agencies, development partners, media, community leaders, civil society, traders, construction laborers and consultants. The community people including local elites, elected councilors, beneficiary groups, businessmen, women groups and potential affected people were consulted during selection of the interventions under each cluster.

**Table 5.1 Stakeholders analysis**

Stakeholders	Interests
Potential affected parties (households, shops, vendors, community entities)	Displacement, compensation, livelihood restoration, resume/continuation of community practices
Beneficiaries (residents of and other communities in the selected neighborhoods)	Responsiveness of infrastructure design to beneficiary needs and aspirations Environmental degradation, safety and security, age and disability friendliness, all weather use
Dhaka South City Corporation, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives	Cost, smoother implementation, community support and participation
Media, civil society organizations, clubs (sports, cultural spiritual)	Transparency, accountability and participation
Financing agency	Accountability, timely delivery of fund and implementation of the project, safeguards compliance

105. The project is being implemented in the Dhaka City for the development of civic facilities of the community people. Therefore, the Project will include various categories of stakeholders during its planning and implementation stage. The affected parties including shops, vendors and community entities will be, to some extent, adversely affected by the project interventions. They will lose their income and livelihood sources due to the project interventions for the time being. They would be meaningfully consulted throughout the project planning and implementation phase and include them in

the decision-making process. To restore their livelihood standard, the affected people would be paid compensation & resettlement benefits and brought under short-term livelihood restoration program.

106. Other beneficiary groups including residents and communities will be participating in the decision-making process for selection of the interventions under the neighborhood and give thoughtful opinion/suggestions in this case. They can play vital role during construction and operation phase of the project by raising awareness of the people for proper use of the civic amenities. They can be included in the management committee of the neighborhoods.

107. The executing agency- Dhaka South City Corporation, under the Ministry of Local Government, Rural Development and Cooperatives and Local Government Division (LGD) will be involved in policy formulation, contract awarding, execution and overall monitoring & evaluation. The Project Director at the Project Implementation Unit (PIU) will be the focal points who will keep liaison with World Bank and other departments/agencies. He will be reportable to the Mayor of DSCC and Ministry of LGRDC on progress of activities.

108. The printing and electronic media will be updated about the project progress as secondary stakeholders. The focal person of the project will update the Media personnel through official briefing as and when required. The involvement of media personnel in the planning and implementation stage will ensure transparency and accountability of the project personnel and other officials associated with the project planning and implementation process.

109. Financing agency i.e. International Development Association (IDA) of the World Bank Group will be overseeing the planning and implementation of the project within the stipulated time. They will also be interested to know about the timely disbursement of fund as per agreed schedule.

#### **D. Outcome of Consultation**

110. The local people including Ward Councilors, community leaders, elite groups, women, residents and businessmen were consulted through mass consultation meetings at the neighborhood level. Several rounds of meetings were held with the community people for selection of the interventions under each of the four neighborhoods. A total of four consultation meetings were held in four clusters i.e. Kamrangirchar, Lalbagh, Sutrapur and Khilgaon on four different dates for selection of neighborhoods where about 200 people from various cross sections were consulted among which 21 were female including Ward Councilors and residents. The participants from the local community took active part in the discussion and provided opinion and suggestions for selection of interventions where there will be no land acquisition and physical displacement of the people. It was also discussed in the meeting to revisit the primarily selected interventions and finalize the list in consultation with the Ward Councilors and other elites. Based on discussion with the Ward Councilors and other elites including residents, the interventions in each of the neighborhoods have been selected. Potential social risks and challenges during implementation of the neighborhood development program will be mitigated in close

coordination with the Ward Councilors and other residents. Detailed of the outcomes of consultation meetings have been attached in **Annex- F**.

## **E. Consultation and Community Engagement Framework**

111. The community engagement with the project process will continue during identification, design and implementation of neighborhood level subprojects under the project. The consultation and participation process will be inclusive of age, gender, disability, occupation, and social and economic status. The consultation will also be a vehicle of community participation in the process of preparation and implementation of the resettlement plans. Consultation meetings will need to be held during planning stage with all level stakeholders while focused group meetings will be held with the communities and affected persons during implementation stage. Consultation meetings would be held in each of the neighborhood area in several occasions following prior notice to the people. Such consultation meetings would be held ahead of conducting census and inventory of lost assets (ILA) survey. Outcomes of the consultation meetings will have to be incorporated in the resettlement plan.

112. The focused group meetings will be held, during implementation of the RP and subsequently during subproject implementation, with various occupational groups based on homogeneity at the neighborhood level. The meetings would be held on fortnightly basis to disseminate information about the RP implementation tools, subproject design and implementation approach. Resolution of the consultation meetings and FGDs would be documented for future reference and any social audit by the project authority and the Bank. **Annex-A** provides the inclusion and participation framework to be followed in the project implementation in the process of subproject identification, design, implementation and monitoring and evaluation. A consultation checklist is provided at Annex-E.

## **Chapter 6. ASSESSMENT OF RESETTLEMENT IMPACTS**

### **A. Resettlement Impacts of the Project**

113. The project impacts will be ascertained based on the final engineering designs and delineated boundaries for subprojects at the neighborhood level. Though land acquisition is completely avoided under the project, it is anticipated that a few of the people will experience varying levels of economic displacement owing to subproject interventions. The Project aims to not dislocate or dismantle any existing structures as far as possible.

### **B. Social Impact Assessment for Subprojects**

114. Resettlement impacts of each subproject will be assessed through a detailed social impact assessment, including an initial screening and categorization of impacts, a census of affected persons with an inventory of lost assets (ILA), a socio-economic baseline survey (SES), and valuation of lost assets (VLA). Depending on the progress of the technical design of subproject facilities, the assessment of resettlement impacts will be based on an estimate of asset losses. If exact alignments/locations are not yet known, a draft RP will be prepared to be updated at a later stage; otherwise, if detailed engineering design is available, comprehensive and accurate measurements of actual impacts will be undertaken and a final Resettlement Plan will be prepared.

#### **1. Social Screening**

115. In accordance with this RPF, each sub-project will be screened for overall expected relocation and/ or resettlement impacts once the engineering design is complete and footprint of the subproject is known. The screening will include a screening and categorization form (Annex-C), classifying the significance of impact and elaborating relocation and/ or resettlement requirements (if any). The detail is as follows:

- Social impacts will be screened at the beginning of the sub-project preparation.
- The impacts that may occur will be recorded in the Form, which will be used for the subsequent design of the sub-project to avoid or minimize impacts.
- The completed Form will be attached to the sub-project proposal.
- The impact category of each sub-project will be determined on the basis of the number of persons experiencing major impacts and nature of these impacts.
- Where resettlement or impact on livelihoods is expected to take place, an RP or an Abbreviated Resettlement Plan (ARP) will be prepared in line with the RPF.



- The sub-project with significant resettlement impacts, i.e., 20 households or more persons are expected to experience impacts, a full Resettlement Plan will be prepared.
- An abbreviated Resettlement Plan will be prepared in case less than 20 households experience the impacts of project, and
- If no RP/ARP is required, any social impacts and their mitigation will be addressed through Environment and Social Management Plan for the subproject.

## 2. Census and Socioeconomic Survey

116. At the beginning of the preparation of the census and Inventory of Lost Assets (ILA), DSCC-PIU resettlement staff will work closely with design engineers in the field to minimize relocation and/ or resettlement impact as much as technically feasible. The efforts of minimizing resettlement impacts will be documented and included in the Resettlement Plan. The RP consultant with the design consultant, in cooperation with the ward level councilors and communities, will also sketch resettlement impact maps showing the boundary/location of subproject facilities and, the boundaries of physical assets so the affected structures can be identified. These maps will be included in each subproject Resettlement Plan.

117. Census will be undertaken using a structured questionnaire (sample at Annex-D) to enumerate all physically and economically affected persons in a subproject, including all affected households and businesses. Affected community assets will also be recorded by interviewing the authorized representatives. The census questionnaire will record the size and members of an affected household, its project affected assets with estimated sizes and associated property status, as well as income sources (business, employment). Given the size of subproject and small number of affected persons, a limited number of socio-economic characteristics of the affected households, such as ethnicity, gender, age and education of its members, head of household, total income and its sources, as well as vulnerability in terms of poverty, age, disabilities and gender of household head, will be recorded. The census will also inquire into the compensation preferences and expectations of each affected household.

118. The data on affected assets will be used to prepare a quantitative Inventory of Lost Assets (ILA) as part of the relocation and/or resettlement impact database, including immovable property (buildings and other structures), and income losses.

119. If the relocation and/ or resettlement impact assessment is based on the feasibility design of a subproject, a preliminary project impact assessment and asset valuation will be prepared based on estimated impacts. The data from the census and Inventory of Losses are presented in the section on the scope of relocation and/ or resettlement impacts in aggregate form, and for each individual household or legal entity in the annex of each Resettlement Plan. The census of 100% affected persons and ILA will be carried out by the RP consultants of the Design Consultant Team.

### 3. Consultation with Affected Persons

120. Affected persons will be consulted in several staged following the inclusion and participation framework. Affected persons will be consulted during census and ILA, in FGDs and open community meetings. The RPF requirements will be disclosed to the affected persons and feedback from communities and affected persons will be recorded for review and consideration in the formulation of compensation and resettlement assistance packages following the Entitlement Matrix of this RPF. Draft Resettlement Plans will be discussed with the communities and affected persons finalized incorporating any valid comments from them.

### C. Resettlement Processing in Subproject Cycle

121. Based on the World Bank Operational Policies, the Project is expected to meet the following procedures in various stages of subproject cycle for assessment of impacts and preparation and implementation of Resettlement Plan for a Subproject to go ahead with civil works.

#### 1. Social Impact Screening and Assessment

122. Screening, categorization and gender sensitivity analyses are integral to social impact assessment. A resettlement and social screening will be undertaken for each proposed subproject once engineering designs are ready to assess the impacts on people. This screening will assess, if social impacts necessitate detailed social impact assessment and preparation of Resettlement Plan.

123. *Social screening of subprojects will also review and ownership details of land proposed for the subprojects and lands with any title dispute will be dropped from investment under the project.* A social screening report (SSR) will be prepared for each subproject.

#### 2. Social Impact Assessment and Preparation of Resettlement Plan

124. Based on results from the social screening, if resettlement impacts are involved, a detailed social impact assessment (SIA) will be carried out including a census, socioeconomic survey, market price survey and consultation. Preparation of Resettlement Plan will be initiated as part of the detailed design process for each subproject. Each Resettlement Plan will be prepared after the completion of detailed design following the social screening. An abbreviated RP will be prepared where the number of affected households will be less than twenty. *Annex B* provides an outline of Resettlement Plan(RP) and abbreviated RP. However, in cases where subproject interventions cause partial loss of assets without any physical relocation of households and any permanent loss of livelihoods, a Social Impact Management Plan (SIMP) will be prepared for managing the compensation for partial loss of assets.

### 3. Condition for award of civil works contract

125. Once a Resettlement Plan has been prepared, cleared by the World Bank and disclosed for each subproject, award of civil works contracts for each subproject can take place. This will include identification of final resettlement impacts, final census of Project Affected Persons (PAP), final inventory survey of affected assets and final compensation rates which meet the requirement of full replacement costs.

### 4. Condition for commencement of civil works

126. The implementation of Resettlement Plan for a subproject with relocation and/or resettlement impacts, assessed by DSCMC, reported by DSCC and concurred by the World Bank will be a condition for commencement of civil works and the provision of a notice to proceed to contractors. The implementation status must clearly include (i) disbursement of compensation to affected persons at full replacement costs for project components; (ii) other entitlements listed in the Resettlement Plan that have been provided; and (iii) a comprehensive income and livelihood restoration and rehabilitation program, supported by an adequate budget.

## D. Gender Mainstreaming

127. Women hold key economic roles in project areas and engage in a wide range of income generating activities in the production and marketing sector. However, with less voice, visibility and skills, women are more vulnerable to project impact, which negatively affects their livelihoods. Planning and implementation of Resettlement Plan will pay attention to ensure that women are adequately included in relocation and/ or Resettlement process and are given special attention in delivery of fair and timely compensation and support to the women. To ensure this, DSCC PIU will take the following actions in the process of preparation and implementation of Resettlement Plans:

- i. Collect and establish gender-disaggregated data through census and impacts assessments to pinpoint how many women are likely to be affected by the Project and establish their pre-Project conditions.
- ii. Inclusion of women as major participants in the consultation processes. At least 30% of the meeting attendants will be women.
- iii. Allocation of shops in developed markets in the joint names of husband and wife, if not single.
- iv. Payment of resettlement allowances and relocation assistance in the joint account of both spouses, if not single.
- v. Use of participation / consultation strategies that encourage the involvement of women, persons with disabilities, minorities and poor households in resettlement planning and implementation.

- vi. Design and establish gender responsive grievance redress mechanism.
- vii. Give women and poor access to project related employment opportunities. At least 30% of the project employments will be prioritized for women.
- viii. When possible, include women members in the committees to facilitate preparation and implementation of Resettlement Plans.
- ix. Emphasize the effect of resettlement impacts on women in monitoring and evaluation of Resettlement Plan.

## **Chapter 7. IMPLEMENTATION ARRANGEMENT AND PROCESS**

128. The implementation arrangement, and roles and responsibilities for the planning, implementation and supervision of resettlement functions, described in this RPF, involve a number of institutional actors which are defined in this Chapter.

### **A. Institutional Arrangement**

129. The Dhaka South City Corporation (DSCC), under the Ministry of Local Government Rural Development and Cooperatives (MOLGRDC), will be the primary GoB counterpart agency, and the main contact point with the Bank for all matters relating to project implementation. DSCC will be responsible for undertaking all studies, design, and implementation of this project. It will also be responsible for operation and maintenance (O&M) of the project after its completion. The project will encourage adopting and practicing participatory process in subproject planning and implementation.

130. The Government would have overall responsibility for project management and coordination through Local Government Division (LGD) under MoLGRDC. A Project Steering Committee (PSC) will provide the forum for overall guidance, policy advice and coordination of the project activities and addressing the inter-agency issues. DSCC will be responsible for the implementation of the Project through a Project Implementation Unit (PIU). PIU will engage a Design, Supervision and Contract Management Consultant (DSCMC) and mobilize an NGO or its equivalent arrangement, as Resettlement Plan Implementation Consultant (RPIC).

### **B. Project Management**

#### **1. Project Steering Committee (PSC)**

131. The PSC would be chaired by the Secretary of the Local Government Division (LGD) under the Ministry of Local Government Rural Development and Cooperatives (MOLGRDC). It will comprise senior officials from Ministry of Communication, Finance Division, Planning Commission (PC), Economic Relations Division (ERD), Implementation Monitoring and Evaluation Division (IMED), DSCC, DMP as members. The Project Director of the PIU will act as the member secretary of the PSC. The main responsibilities of the PSC will be as follows: (i) to provide oversight, policy guidance and approve the project's Annual Work Plan and Budget; (ii) to facilitate inter-agency coordination to ensure compliance and adherence to the project's development objectives; (iii) to resolve disputes or conflicts related to the project if any; (iv) to approve any policy, regulatory, and institutional recommendations from the project; (v) to approve changes in the project implementation arrangements, including hiring additional specialists; and (vi) to undertake policy decisions, if needed, for smooth implementation of the project.

## 2. Project Implementation Unit (PIU)

132. The DSCC will set up a Project Implementation Unit (PIU) for overall management of the project. The PIU will be staffed with a Project Director, Deputy Project Director, Executive Engineer as well as experts on procurement, financial management, environmental and social safeguards, communications and gender. The PIU will overall be responsible for resettlement functions including preparation, implementation, financing and supervision of all relocation and/ or resettlement and social development tasks and inter-agency coordination. For this purpose, the following specialists are proposed within PIU to take care of social safeguard issues:

- One Resettlement and Gender Specialist
- One Social Safeguard/Communication Specialist

133. The PIU will have ultimate responsibility for social analysis of subprojects with respect to stakeholders, gender, labor influx, communications and involuntary resettlement and management of those following the national regulatory framework and the World Bank requirements on social development and safeguards. The individual consultants will advise the PIU on legal and policy requirements including those of this RPF.

### **Detail Tasks of Resettlement/Gender Specialist of PIU**

134. The overall scope of work of social development and safeguards individual consultant of PIU includes but not limited to the following:

- Screening of the subprojects for land ownership and any involuntary resettlement issues.
- Based on the screening, determine the level of social impact assessment and type of action plans for social impact management and involuntary resettlement;
- Preparation of terms of reference (ToR) for social impact assessment and preparing the safeguards management tools;
- Monitoring and over sighting social impact assessment and public consultation in a manner acceptable to DSCC and the World Bank;
- Reviewing draft social impact management plans (SIMP) and Resettlement Plans (RP) prepared by consultants and providing comments for improvement of the documents;
- Assisting PIU in the process of administrative review and approval of the social impacts management plans including resettlement plans with financial resources;
- Assisting PIU in the process of review and concurrence of the social impact management plans and any resettlement plans from the World Bank;
- Assist consultants in community consultation at neighborhood and at city levels and communicate community feedback with the design team of the project;

- Work with the design team closely and assist beneficiary vetting of engineering design of subproject interventions through disclosure and consultation;
- Assist PIU in disclosure of SIMP, RP or ARP of each works package;
- Oversight implementation of SIMP, RP or ARP of each works package and undertaken site visits and spot consultation in the process including review of regular progress reports prepared by consultants;
- Assist PIU in establishing grievance redress mechanism (GRM) and its disclosure to the community to ensure their free access to the GRM;
- Facilitate gender analysis, identification of gender gaps and mainstreaming gender in subproject design and implementation including social impact management;
- Contact and liaise with regulatory authorities including the Department of Environment for chalking out administrative requirements of subproject level social and resettlement management;
- Supporting the Project Director, PIU in oversight management, monitoring and evaluation of project implementation with respect to social development, gender, community engagement, communications and involuntary resettlement;
- Preparing quarterly progress reports covering social and resettlement aspects (in addition to other safeguards aspects);
- Maintaining liaison with key stakeholders including regulatory agencies and the World Bank on social issues relating to the project.
- Preparation of completion report on social development and safeguards aspects.

#### **Detail Tasks of Communications Specialist of PIU**

135. The overall scope of work of the communications specialist individual consultant of PIU includes but not limited to the following:

- Design, formulate and lead the development of the communications and advocacy strategy for behavioral changes adoptive to safe use of civic facilities and urban infrastructure within the scope of the Right to Information Act 2009 and Bank policy information disclosure.
- Enhance the DSCC's media and online presence and information dissemination by upgrading the quality and use of existing media/information platforms;
- Consult national project officials, stakeholders and beneficiaries to ensure their views are captured in outreach activities to reflect the human element and development results of the project including subproject design and resettlement measures;

- Support project events (launches, field visits, ceremonies, etc.) with a view to issue actionable recommendations to improve event management, outreach and advocacy around key development dimensions;
- Advise on and support the organization of publicity/outreach for the project, knowledge-sharing events and promotional opportunities;
- Participate and support the communications network of the project; and
- Any other tasks assigned by the Project Director, like translation of documents into Bangla language, preparation of disclosures tools as well as contribute to identifying new and creative ways to enhance visibility and outreach of project deliverables and results.

136. Overall institutional arrangement is presented in Figure 1

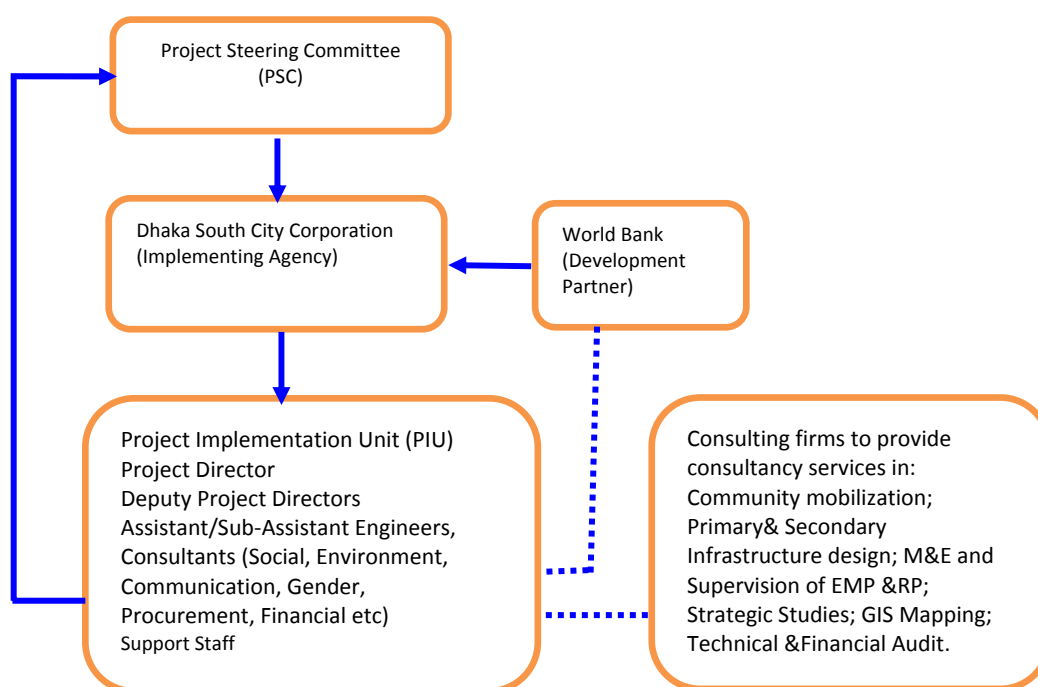


Figure 8: Institutional Arrangement

### 3. Design and Supervision and Contract Management Consultant (DSCMC)

137. An engineering firm will be recruited as DSCMC which, apart from the engineering staff, will also have the resettlement, social and gender staff. Among others, they will assess resettlement impacts and prepare Resettlement Plans for subprojects. DSCMC will report to PIU and prepare the implementation program, quality of works, delivery of works, and certify the quantities of work carried out by Resettlement Plan implementing consultancy and the payments. They will also help the PIU in project planning and management, quarterly progress reporting, contract management, financial management and overall project management.



#### 4. RP Implementation Consultant (RPIC)

138. Resettlement implementation team of professionals and support staff or its equivalent will be mobilized by PIU as Resettlement Plan Implementation Consultant (RPIC) for services of implementation of Resettlement Plans (prepared by the DSCMC). The RPIC will assist PIU in identification of affected persons for compensation for their loss and impacts due to undertaking of subprojects in the selected neighborhoods under the project. The RPIC will help the affected persons in their effort of relocation and restoration of income stream at the pre-project level. The RPIC will design and carry out internal monitoring of RP implementation activities and produce monthly progress reports. Details of the tasks of the RPIC have been proposed in **Annex-B**.

### C. Management of Other Social Concerns and Impacts

#### 1. Labor Influx Management

139. Labor influx usually arise during civil works construction, when all or part of the required labor force are brought in from outside the project area, often compounded by an influx of other people (followers) who follow the incoming workforce for selling goods and services or looking for jobs or business opportunities. The influx of workers and followers can lead to adverse social and environmental impacts on local communities, especially if the communities are rural, remote or small. This influx may trigger the risks of social conflict, increased risk of illicit behavior and crime, change in community dynamics, increased pressure on existing public services, increased risk of communicable diseases, induce additional pressure on public health services, gender based violence, child labor and school dropouts, price hike of essentials, increase housing rents, traffic related accidents, and so forth.

140. Severity of the risks of labor influx varies for community absorption capacity, number of laborers in a worksite and the duration of civil works construction. The risk is low where numbers of workers are small compared to the size of the host community, the site is in an urban context with high absorption capacity and law-enforcement is strong. The risk is high where number of workers is large, the community is small and in a remote area with pre-existing social conflicts, high prevalence of gender-based violence and weak law-enforcement. Given the country context, conservative religious and cultural heritage, project location in an urban setting (capacity city), community fabric is guided by politically powered leaders, small number of laborers, community experience of frequent development works in all corners of the city, precedence of child labor<sup>8</sup> and gender based violence, risk of labor influx is anticipated to be low to medium.

141. DSCC-PIU will therefore, conduct site specific labor influx screening and assessment to identify related risks for management. The concern civil works contractor will include Labor Management Plan

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<sup>8</sup> The Labor Act 2006 (revised in 2013) will be the basis for employment and management of wage laborers in civil works sites under the project.

(LMP) in their Environmental and Social Management Plan (ESMP) following the project EMF and RPF and report its implementation status regularly to the PIU. The PIU, however, will include labor related information and update in their regular project progress reports.

## 2. Gender, Age and Disability

142. Bangladesh has made a great progress in achieving gender equality and enhancing the status of women. Its success in girls' education, reducing fertility and mortality and the famed microcredit revolution are some of the gains that set it apart from its neighbors and other countries of its income level (World Bank 2008). Despite these celebrated victories however, there are serious remaining gaps. Women's participation in the labor market remains very low even though this too has improved over the last decade. The National Women Development Policy-2011 has been enacted for protecting rights of the women in all spheres of social and economic participating and empowerment. In the project area, the four selected neighborhoods, women face major constraints for mobility, safety, access to services, livelihoods and participation in decision-making. On the other hand, disability out of age, mental and physical challenges is a concern of urban livability improvement. The project's interventions are informed by the findings and include measures to reduce the identified gender gaps and address the disability requirements to the extent possible. Public space enhancements will benefit women and disabled persons by improving their access, mobility and security, and all activities will be undertaken with an inclusive lens. The project will address the mobility and personal security challenges to be faced by the women, children and disabled persons in the project area. Project would design the public spaces ensuring smooth movement of the women, children and physically challenged people. Consultation with the local people particularly senior women during designing the public spaces will be necessary. Gender, age and disability analysis will be included in subproject identification and design studies and measures will be identified for gender, age and disability friendly public space design, development and management.

143. Gender, age and disability analysis at the subproject level will identify the access constraints for men and women, boys and girls, and men and women with disabilities. This will provide the information necessary for effective integration of gender and physical challenge issues into project design and implementation approach. DSCC, in the project implementation process, will engage with the communities to gather their views and preferences disaggregated by gender, age, disability and poverty to integrate their views and preferences in subproject design.

144. Gender analysis will be carried out during selection and design of subproject interventions in each selected neighborhoods and measurable indicators on social inclusion and gender mainstreaming will be set to gather information during implementation. It is to be ensured that if women are involved in civil works construction, ensure: (i) equal pay for equal work; (ii) gender friendly work environment; and (iii) work place safety for women and children.

### **3. Budget and Financing**

145. The Project will not require private land acquisition for any of the subprojects under the neighborhoods but will require use existing available land owned by DSCC and other public agencies (DC, BIWTA, DWASA, PWD). Use of existing lands may induce displacement of people largely shops. Compensation for loss of assets and income would be paid as per guideline adopted in this RPF. Necessary budget for compensation and assistance would be available from the Government counter-part financing and included in the DPP (Development Project Proforma) of the DSCC. The budget includes compensation for the affected assets, resettlement assistances, capacity building training of the PIU and DSCC, operation cost of the RPIC. The Budget will be used as per the subproject specific Resettlement Plans approved by the Government and concurred by the World Bank during implementation of the Project.

## **Chapter 8. GRIEVANCE REDRESS MECHANISM**

### **A. Background and Purpose**

146. Subproject selection and displacement due to infrastructure development induce social and environmental concerns. Construction/improvement of public spaces as part of neighborhood development has a more complicated situation due to the density of settlement in Dhaka South City area. It is very likely that communities will have questions and complaints and in some cases suggestions on alternative options for location and design for public space development. The beneficiaries and the likely affected persons for project purpose may have issues of inclusion and participation and recognition of losses and the compensation process applicable for them. The current legislative framework has limitations in addressing such claims and complaints and there is no mechanism to hear and redress grievances of beneficiaries and affected persons. Considering the context, the project will establish a grievance redress mechanism (GRM) to answer to queries, receive suggestions and address complaints and grievances about any irregularities in application of the guidelines adopted in this framework for inclusive project design, and assessment and mitigation of social and environmental impacts. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal procedures. The procedure will however, not pre-empt a person's right to go to the courts of law.

### **B. Grievance Focal Points**

147. A two-tier Grievance Redress Mechanism (GRM) will be established for the project including; (i) Ward Level GRM (Tier one) and (ii) Project level GRM (Tier two). Tier one GRM will be attending complaints and grievances those cannot be resolved at the tier two GRM. Responsible Executive Engineer or one of the Deputy Project Directors at PIU will be the convener of the Ward level GRM, while the Project Director at PIU will chair the project level GRM. Grievance Redress Committee (GRC) at the Ward level will be authorized to deal with all suggestions and complaints at the Ward level. DSCC will ensure that communities are fully informed about the GRM and their rights to offer suggestions and make complaints, and the different mechanisms through which they can do so, including grievances related to the land taking process and physical displacement. Given the concentration of subprojects is within the city, the secretariat of both GRM will be at PIU HQ. GRC may sit on any grievances and suggestions from the communities at the ward level locally or in the office of the ward councilor or at the PIU HQ.

148. The membership of the GRCs will ensure proper presentation of complaints and grievances as well as impartial hearings and investigations, and transparent resolutions. The GRC Convener will request the concerned Ward Councilor from which the complaint was received to participate in the hearing. If the aggrieved person is a female, GRC will request the concerned female Ward Councilor to participate in the hearings.

149. To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the GRC Chairs will apply the following guidelines:

- Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- Remove a recommendation by any person that may separately accompany the grievance redress application.
- Disqualify a GRC member who has made a recommendation on the application or separately before the formal hearing:
- Where a GRC member is removed, appoint another person in consultation with the Project Director.
- The GRC Chairmen will also ensure strict adherence to the guidelines of social management and impact mitigation policies adopted in this framework and the mitigation standards, such as compensation rates established through market price surveys.

### C. GRM Policy Guidelines

150. The GRM focal person at the Ward level will be established before approval of the subprojects by the DSCC for implementation under the project financing. GRC at the Ward level will meet at least once before commencement of a subproject and have an orientation on their mandate, functions and working procedures. The following issues will be considered for effective management of grievances under the project.

151. **Sensitization and Dissemination of GRM:** The PIU will disclose project related information including subproject interventions with location, provision of GRM with scope and procedures, and rights of the communities of accessing the GRM through subproject launching meeting. A brochure containing information on GRM, entitlement for losses, role of DSCC and local people, and the like will be distributed among the community people and made available at Zonal offices and Ward Councilors' offices. As part of the subproject launching program, a session with DSCC PIU, Zonal Office, Ward Councilor's office, Consultant and representative of the local people will be organized on the GRM provision including functions of GRC at Ward level and at Project level (PIU) and rights and responsibility of the communities. Exact addresses for lodging complaints and providing suggestions to the project team will be disclosed in the meeting and subsequently in leaflets distributed among the local people particularly affected people.

152. All disclosure materials including GRM leaflets, notices, will be in the local language (Bangla) so that affected people are aware of their rights and obligations, and procedure of grievance resolution.

153. **Social Inclusion and Safeguards:** DSCC will ensure effective implementation of the requirements of the World Bank on social development and involuntary resettlement. DSCC will appoint designated

specialists for management of social safeguards, resettlement, communications and gender issues related to the project. Subproject selection procedure will follow an all-inclusive consultative process involving the communities irrespective of their age, gender, ethnicity, religion, caste, profession and social status.

154. **Monitoring GRM activities:** Monitoring and evaluation and associated sanction measures will ensure check and balance of the GRM activities under the project. The monitoring and evaluation of GRM activities will be carried out against a set of indicators developed at the time of implementation and included in the RPs.

#### D. Formation of Grievance Redress Committee (GRC)

155. The member secretary of GRCs will be regularly available and accessible for affected/benefited persons to address concerns and claims/grievances. Female member of community will participate in the grievance redress sessions when the aggrieved person will be a female. The DSCC may appoint a Legal Advisor/Consultant to provide legal support during grievance resolution. The legal advisor will not be a member of the GRC.

**Table 8.1 Formation of GRC at Ward and Project Level**

Level	Members of the GRC at different levels
Tier Two (Project Level)	<ul style="list-style-type: none"> <li>▪ Project Director, PIU – Convener</li> <li>▪ Deputy Project Director/Executive Engineer, PIU– Member</li> <li>▪ Assistant Engineer, PIU – Member Secretary</li> <li>▪ Assistant Estate Officer, Estate Department, DSCC- Member</li> <li>▪ Resettlement and Gender Specialist, PIU, Member</li> </ul>
Tier One (Ward Level)	<ul style="list-style-type: none"> <li>▪ Executive Engineer/DPD, PIU– Convener</li> <li>▪ Assistant Engineer, PIU – Member Secretary</li> <li>▪ Ward Councillor (Concern Ward)- Member</li> <li>▪ Female Ward Councillor (in case of female aggrieved person)- Member</li> <li>▪ Social Safeguard /Communication Specialist at PIU- Member</li> </ul>

## **E. Scope and Jurisdiction of GRC**

156. The scope of work and jurisdiction of GRC are:

- 1 The GRC shall review, consider and resolve grievances, related to social/resettlement and environmental mitigations during implementation, received by the committee.
- 2 Any grievances presented to the GRC should ideally be resolved on the first day of hearing or within a period of one month, in cases of complicated cases requiring additional investigations.
- 3 Grievances of persons affected during project implementation will also be reviewed by GRC.
- 4 GRC decisions should ideally be arrived at through consensus, failing which resolution will be based on majority vote. Any decision made by the GRC must be within the purview of social, resettlement and environmental policy framework.
- 5 The GRC will not deal with any matters pending in the court of law. But if the parties agree on through a written appeal, GRC can mediate. The parties will withdraw the litigation.
- 6 A minimum three (3) members shall form the quorum for the meeting of the GRC.
- 7 The Legal Adviser will not play role as member but will put his lawful advice/ suggestion during GRC sessions

## **F. Filing Grievance Cases and Resolution Process**

157. The persons or entities with a concern or complaint will file their grievance petitions with the GRM focal points without any fear and intimidation. Where required, the GRC will assist the aggrieved persons in drafting the complaints. All grievance cases must be submitted in writing to the Chair, GRC at the Ward level, the first tier GRM. The complainant may be represented by him/ herself or appointed agent such as locally elected officials/legal advisors. The resolution made by GRC will be communicated to the concern aggrieved person in writing. If dissatisfied with the resolution of the GRC, the concern aggrieved person may request through the convener of Ward level GRC, a further review of the judgment at the Project-level GRC, second tier GRM. The case with review request the first tier GRM, will be forwarded to the Convener of the project-level GRC, with all documentations by the local level GRC. If the disputant remains unsatisfied at the second tier, he/she can go to the formal court of law.

158. GRC meetings will be held in the GRM secretariat or at any other location(s) as agreed with the complainants. If needed, GRC members may undertake field visits to verify and review the issues on dispute and take technical clarifications from the legal advisor/consultant at the PIU. Complaints resolved at any tier of the GRM and accepted by the aggrieved persons will be approved by the Project Director for implementation or actions.

159. The complaints received at any tier of the GRM will be heard, investigated and resolved within one calendar month from the date of registering the complaints.

## G. Documentation and Monitoring

160. To ensure impartiality and transparency, hearings on complaints at the GRC level will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register and document all proceedings including hearing, resolution and closing of the cases.

161. The **GRM Registrar Book** will contain (1) Case no. with date and channel of receipt, (2) Name of complainant with gender and contact details, (3) Story of the complaints, (4) Method of resolution with details of site verification and hearing, (5) Decision of GRC and agreement, and (6) Management actions to implement the agreed decisions.

Grievance resolution will be a continuous process during subproject implementation. The conveners' office at PIU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by World Bank and any other interested persons/entities. The PIU, with assistance from the DSCMC will also prepare periodic reports on the grievance resolution process and publish these on their website.



## Chapter 9. MONITORING AND EVALUATION

### A. Objectives of M&E





162. The objective of the M&E system presented herein is not only to assist in maximizing benefits of the resettlement packages to the affected persons but also enhance the delivery capacity of PIU with regard to resettlement implementation. Further, the system will serve as a tool to ensure timely and fair delivery of entitlements to the affected persons.

163. The M&E system will obtain feedback from target populations and the field operatives to facilitate formulation of remediation measures when required and as a result ensure achievement of targets within schedule. M&E will be carried out through collecting and analyzing information from the field and verifying the progress reporting on resettlement implementation progress and its effectiveness. It will ensure that inputs are provided, procedures are followed, and outputs are monitored and verified as per approved plan and schedule of action. A database will be developed for the ongoing monitoring and evaluation and also for ex-post evaluation.

164. Monitoring and evaluation mechanism of resettlement related operations involves a two-pronged approach. Monitoring will be done both internally and externally to provide feedback to PIU and to assess the effectiveness of the RP and its implementation. Internal monitoring will be carried out by DSCC through the RPIC and external monitoring and evaluation will be carried out through the DSCMC. World Bank will be carrying out periodic missions for review and monitoring of social development and safeguards operations under the project.

### B. Monitoring Phase

165. Before commencing the relocation of the PAPs, monitoring is required on the process of establishing the resettlement unit, budget management, consultation with APs for information dissemination on payments of entitlement and their participation in the implementation process. The key elements to be monitored are:

-  Consultation of PAPs for information disclosure;
-  Process of PAP identification for compensation;
-  Budget disbursement;
-  Institutional capacity building

### C. M&E Indicators

166. Benchmarks relating to monitoring and evaluation of RP implementation are as follows:

- ✓ Disbursement of compensation payments to PAPs;
- ✓ Relocation of displaced people after payment of compensation;
- ✓ Functioning of grievance redress mechanism;
- ✓ Establishment of infrastructure and other facilities in project-managed resettlement areas;
- ✓ Implementation of livelihood restoration measures.

167. Indicators have been proposed with due regard to above bench marks and are to be used in monitoring the implementation process about compliance to the RP policy. The essential indicators to be monitored are the specific activities and the entitlement matrix contents. **Table-9.1** includes indicative indicators for achievement of the objectives. Additional indicators will be chosen in consultation with the safeguard team during the early phase of monitoring.

**Table 9.1 Monitoring Indicators**

Process Indicators	<ul style="list-style-type: none"> <li>✓ Setting up of PIU with social safeguards, communication and gender staff</li> <li>✓ Engagement of RP Implementation NGO/Equivalent arrangement</li> <li>✓ Placement of funds at Resettlement Account of PIU for payment of compensation and resettlement benefits</li> <li>✓ Procedure of confirming identity of eligible affected persons</li> <li>✓ Procedure employed in determining loss and entitlements</li> <li>✓ Development of livelihood and income restoration program</li> <li>✓ Preparation of disclosure instruments</li> <li>✓ Information disclosure and consultation events</li> <li>✓ Formation of GRC and PAVC</li> <li>✓ Grievance redresses procedures in-place and redress efficiently</li> <li>✓ Level of public awareness on RP policy and provisions</li> </ul>
Output Indicators	<ul style="list-style-type: none"> <li>✓ Number of households/PAPs affected/relocated</li> <li>✓ Number of households/PAPs compensated and assisted</li> <li>✓ Amount of compensation disbursed</li> <li>✓ Number of persons employed in construction and project sites</li> </ul>

		<ul style="list-style-type: none"> <li>✓ Amount of resettlement benefits disbursed</li> <li>✓ Number of eligible persons identified and receiving training</li> <li>✓ Number of vulnerable households resettled</li> <li>✓ Disbursement of Special Packages for vulnerable groups</li> </ul>
Resettlement Indicators	Impact	<ul style="list-style-type: none"> <li>✓ Changes in occupation</li> <li>✓ Changes in income and expenditure</li> <li>✓ Gender balance and women empowerment</li> <li>✓ Changes in vulnerable households and women headed households.</li> <li>✓ Changes in the quality of life (pre and post-project)</li> <li>✓ Changes in employment patterns at household level</li> </ul>

#### D. Monitoring Levels

168. Monitoring of RP implementation will be carried out at two levels. First, PIU will conduct regular internal monitoring through its own staff and the RPIC. They will visit the subproject sites on a regular basis and have close interaction with resettlement personnel of PIU, RPIC, and the affected persons. Internal monitoring will be carried out monthly.

169. Second, the DSCMC hired by PIU for design and supervision of project civil works, will carry out external monitoring of the social/resettlement activities under the Project. This will be carried out on a quarterly and bi-annual basis, following the start of RP implementation activities.

170. The indicators for external monitoring will be judged by the DSCMC for assessment of compliance and evaluation as per **Table 9.2**.

**Table 9.2 Indicators for Evaluation of the RP implementation**

Compliance Issues	<ul style="list-style-type: none"> <li>▪ Entitlement policies and compensation</li> <li>▪ Adequacy and efficiency of organizational mechanism for RP implementation</li> <li>▪ Livelihood income restoration of PAPs</li> <li>▪ Efficiency and PAPs satisfaction of grievance redress</li> <li>▪ Efficiency and transparency of public consultations</li> <li>▪ Provisions of timely budgetary allocation by for RP implementation</li> </ul>
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Evaluation	<ul style="list-style-type: none"> <li>▪ PAPs have reestablished/upgraded their livelihoods</li> <li>▪ PAPS were extended assistance to restore their incomes to pre-project or higher levels.</li> </ul>
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171. The DSCMC will also peruse the accounting documents used in recording the payments to affected persons. In addition, they will undertake a comprehensive annual impact evaluation to assess the effectiveness of the work being undertaken and achievement of objectives.

172. The RPIC will prepare monthly progress reports while the DSCMC will prepare quarterly progress reports on social development and resettlement implementation activities assisting the PIU. The social development and safeguards monitoring reports will assist PIU in ascertaining whether resettlement goals have been achieved, and more importantly, whether livelihoods of displaced persons have been restored. The reports will include suitable recommendations for improvements. The monitoring and evaluation documents will also be publicly available, including posting in project website.

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## ANNEX-A: INCLUSION AND PARTICIPATION FRAMEWORK

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### A. Background

Social inclusion is the process through which DSCC will value all individuals in a community irrespective of their gender, ethnic identity, poverty and vulnerability. Their diverse contributions to communities will be respected and considered in identification and design of subprojects for neighborhood development. Communities around the selected cluster/subproject are using the existing civic facilities that proposed for improvement under the DCNUP. Local Ward Councilors, elite groups, residents, businessmen and women group took active part in intervention selection process under each selected cluster. Due to dense area in the Old Dhaka, such interventions for upgrading civic facilities will attract all level stakeholders to take part in planning, design and implementation stage.

The project will therefore, seek to adopt all-inclusive consultative process to help ensure that subproject designs be inclusive of all groups in the community, regardless of gender, disability, or socio-economic status. Implementation of the project should, therefore, pay attention to the needs of women and other excluded groups during the intervention selection procedure, in the determination of potential loss and relocation requirements, and in the neighborhood development. DSCC will explicitly consider social and gender concerns into project design and the active participation of all sections of the people will be ensured during implementation. It will include social assessment and gender analysis for socially inclusive design, implementation and operation with beneficiary participation.

### B. Social and Gender Analysis

The objective is to identify the differences and provide evidence for gender roles, activities, needs and available opportunities for men and women. This will provide the information necessary for effective integration of gender issues into project design and will be a key to promoting social inclusion and participation of various cross sections of the people including Ward Councilors, local elites, residents, businessmen, women groups concern Government departments, line agencies, etc. DSCC, during project implementation, will undertake an assessment of the target communities to gather their views and preferences disaggregated by gender, ethnicity, and poverty in order to facilities upgraded civic facilities to all cross sections of the people in the subproject area.

This will require analyzing the existing civic facilities in the sub-project area and community who are using the facilities. Analysis may include, but not limited to, the following information:

- Community profile, indicating population size, ethnicity, education, major economic activities, formal/informal institutions and rules and behavior, and the scope of strengthening them to assume ownership of the project.
- Occupational groups among the inhabitants in the surrounded area of the cluster
- Existence of common/community properties in the subproject area that are used by the people of the selected clusters

### C. Inclusion and Participation

In compliance with community feedback during consultation, the project proposes the following principles, guidelines and procedures to mainstream social inclusion and participation including gender actions in respect of subproject interventions adopted in subproject Resettlement Plan.

- Ensure that subproject selection and implementation has been done in consultation with community people;
- Carefully screen the subproject to identify needs and expectations of, and potential adverse impacts on, women and document them;
- Identify the impact details and the most appropriate mitigation measures through intensive consultation with the affected/benefited communities, NGOs and civil society organizations, professionals, and the like.
- Identify appropriate actions to ensure and maximize subproject benefits to community people including women and other vulnerable groups through the consultative process.
- If women are involved in civil works of the project, ensure: (i) equal pay for equal work; (ii) gender friendly work environment; and (iii) work place safety for women and children.

The project will facilitate a socially-inclusive design and ensure the active participation in the project process of all community members including women, thereby maximizing project benefits for them and safeguarding against social vulnerability during the implementation of subprojects.

#### i. Ensuring community cohesiveness

Only communities with a demonstrated history of community organization and cohesiveness will be selected for project participation to ensure that infrastructure for the neighborhood meet the needs of all community members. Because of the community-driven design of the interventions, assuring that communities are willing and able to work together in an equitable manner will help guard against the exclusion of less powerful groups within the communities during implementation. The selection process will study the history of community-driven activities, including the running and community management of other infrastructure and livelihood projects, and will assess trust in community organizations and leaders through interviews and focus group discussions with community members.

#### ii. Increasing Participation of Women

Participation of women will be ensured during selection and design stage of the sub-project interventions by stimulating their participation in all community meetings and also consulting them separately in focused group discussions to learn their preferences, experiences and needs in terms of interventions selection. During the implementation process, women will be encouraged to participate in all community meetings, to be represented in decision-making for implementation of RP/abbreviated RP and to contribute in safeguarding themselves from health and social vulnerabilities. Women will be fully informed about entitlements, timetable of compensation delivery and relocation activities.

### iii. Equitable participation of the ultra-poor, and excluded groups

The interests and needs of renters, the ultra-poor, and any other excluded groups will be identified in the social assessments and through separate focus group meetings. DSCC local Zonal Officials will also ensure their active participation in community meetings and working groups to guard against the development of exclusionary community infrastructure as proposed in the neighborhood development scheme.

### iv. Participation of NGOs

Locally active NGOs are to be consulted about the goals and objectives of the project including timeline of project implementation, scope of participation of the NGOs with their livelihood development programs including microcredit to uphold livelihood standard of the community people particularly displaced people. DSCC will ensure participation of the NGOs in consultative process and implementation of the project.

### v. Participation of other Agencies

Implementation of the project will need support from the government agencies such as district administration, Bangladesh Power Development Board, Bangladesh Inland Water Transport Authority, and other line agencies. DSCC will coordinate with other related government agencies in designing and implementation of the project. The project will create scope of business opportunities for the business communities such as contractors, suppliers, etc. during project implementation.

### vi. Participation of local elites and community people

Selection of the communities as per criteria for qualification under the Project naturally requires involvement of Ward Councilors of the concerned Ward, Local elites playing role in the community should be consulted in selection of the subproject interventions. They will also participate in design and implementation of the project. DSCC will ensure participation of these groups from the initial stage of the project.

## **D. Consultation and Participation at Subproject Cycle**

Involvement of communities for neighborhood development is not limited to interactions with them but also disclosing relevant information pertaining to the project tasks and targets. Consultation and participation (CP) with communities and other stakeholders will take place through interpersonal communications, focused group discussions and small and large community meetings. Additionally, broadcasting in electronic and printing media may be carried out to further disseminate information. The DSCC councilor's offices in the respective clusters will be the platforms for disclosure and consolidate feedback from the communities and other stakeholders.

### i. Identification stage

Subproject identification needs to from the community level. Dissemination of the project information to the community and relevant stakeholders is to be carried out by the DSCC at the identification stage. The communities shall be informed through mass consultation about the subproject interventions including

guiding principles and policies and participation of the community in the subproject cycle. This will include the process being followed for prioritization of the identified interventions in the selected clusters. The beneficiary groups/community in the surrounded area and other stakeholders will be involved in the decision making to the extent possible. The DSCC will facilitate to inform and consult the communities for identification of subproject interventions based on priority needs. Information generated at this stage will be documented with evidence.

#### ii. Sub-project Planning and Design Stage

Subproject information will be disseminated amongst the beneficiaries towards increasing their awareness and their roles and responsibilities. Planning stage is intended to be an interactive process with the intended beneficiaries at least in two stages. Initially while carrying out feasibility study and second at the finalization of the subproject. This would be the joint responsibility of the DSCC and World Bank.

In case of displacement of houses and shops in the selected interventions, consultation with the beneficiaries and affected persons and their profiling are mandatory as per the requirements of the SIA and preparation of social development and safeguard plans including RP as appropriate. Consultation will be done at socioeconomic and census surveys as part of the RP preparation. Consultation with respect to cultural aspects will be carried out as part of the social assessment of the subprojects.

#### iii. Implementation Stage

Consultations as part of the implementation stage would be direct interactions of the DSCC with the beneficiaries and affected persons, if any. These would comprise of consultations towards the role of beneficiaries in subproject implementation, establishment of grievance mechanism, compensation for income or asset loss, relocation of affected persons and/or cultural properties, and towards addressing impacts on common property resources.

#### iv. Review and evaluation stage

Communities and other stakeholders will participate in the subproject workshops at mid-term and at the end of the subproject implementation. The independent social reviewers will make use of the consultation and participation process and involve the communities including Ward Councilors and other local elites. Communities will be consulted for their views on implementation process, social management measures for inclusion, participation, transparency, and impacts of resettlement and grievance response.



## v. Consultation checklist

The following checklist will be the guiding tool for carrying out consultation and enhance participation of communities and other stakeholders in a subproject cycle.

<b>INFORM</b>	<b>CONSULT</b>	<b>ENGAGE</b>	<b>COLLABORATE</b>	<b>EMPOWER</b>
<b>Goal:</b>	<b>Goal:</b>	<b>Goal:</b>	<b>Goal:</b>	<b>Goal:</b>
Promote community understanding of issues, problems, alternatives, opportunities and solutions through balanced and objective information	Obtain feedback on analysis alternatives and decisions	Work directly with communities to ensure that their concerns and aspirations are understood and considered	Communities become partners in each aspect of the decision, including development of alternatives and identification of preferred solutions	Final decision-making in the hands of communities
<b>Commitment</b>	<b>Commitment</b>	<b>Commitment</b>	<b>Commitment</b>	<b>Commitment</b>
Keep the communities informed	Listen and acknowledge community concerns and expectations	Ensure community's concerns/aspirations directly reflected in subproject design and appraise them how their input influenced the decision	Value community's advice and innovations in devising solutions and incorporate their advice and recommendations to the maximum extent	Implement the project as decided by the communities
<b>Techniques</b>	<b>Techniques</b>	<b>Techniques</b>	<b>Techniques</b>	<b>Techniques</b>
<ul style="list-style-type: none"> <li>✓ Fact sheets</li> <li>✓ Briefings</li> <li>✓ Open meetings</li> <li>✓ Websites</li> </ul>	<ul style="list-style-type: none"> <li>✓ Public comment</li> <li>✓ Focus groups</li> <li>✓ Surveys</li> <li>✓ Public meetings</li> </ul>	<ul style="list-style-type: none"> <li>✓ Meeting with communities/ NGOs</li> <li>✓ Workshops</li> </ul>	<ul style="list-style-type: none"> <li>✓ Participatory decision making</li> <li>✓ DSCC, Ward Councilors</li> </ul>	<ul style="list-style-type: none"> <li>✓ Citizen juries</li> <li>✓ Delegated decisions</li> </ul>

**E. Monitoring of Inclusion and Participation**

Social inclusion will be monitored in line with the social analysis of inclusion and participation of various groups/agencies including women and consistent with the activities/issues that have been integrated into project design. DSCC will monitor the issues on a regular basis and include the results in the quarterly reports. Social inclusion will also be included in the independent review and evaluation of the RP implementation.

Social and gender analysis will be carried out during selection of communities within selected towns and measurable indicators on social inclusion and gender mainstreaming will be set to gather information during implementation as essential inputs for evaluation and impact assessment. Depending on the project contents and objectives, subproject indicators for evaluation should take into account, among other relevant aspects, the following points:

- Specific needs of community people including affected and beneficiary groups irrespective of gender and incorporation of them into subproject selection and design.
- Local knowledge and inputs for enhancement of subproject outcomes.
- Intended and unintended social and gender effects of the subprojects.

Lessons and good practices to be drawn from the monitoring process which can help mainstreaming gender and inclusion of community people in project design and implementation in any future projects.

## ANNEX-B: DRAFT OUTLINE OF A RESETTLEMENT PLAN

A resettlement action will need to be prepared for each of the selected neighborhoods. The resettlement plan will be prepared based on the census and inventory of losses survey result following the World Bank operational policy 4.12 on involuntary resettlement. The Resettlement Plan (RP) will have 12 chapters among which

**Chapter One** will describe about introduction and background of the project, subproject description, benefits and impacts, measures to minimize impacts, objectives and purpose of Resettlement Plan.

**Chapter Two** will describe Scope of Land Acquisition, description of other affected properties such as structure, trees, and impacts on business, wage, livelihood, Vulnerability Status of Affected Households, project impacts on gender, etc.

**Chapter Three** will contain socioeconomic profile of the affected HHs and population, income, occupation, marital status, etc.

**Chapter Four** will describe disclosure, consultation and participation process, methodology, outcomes, disclosure plan, etc.

**Chapter Five** includes legal and policy framework including world bank operational policy on involuntary resettlement, GOB land acquisition laws and regulations, gap between GoB land acquisition laws (Acquisition and Requisition of Immovable Property Act 2017) and World Bank policy (OP 4.12) on involuntary resettlement. Purpose of resettlement planning, legal and policy commitment, etc.

**Chapter Six** will describe entitlements, assistance and benefits that includes compensation and entitlement policy, compensation payment procedure, property valuation and compensation payment process while

**Chapter Seven** will say about relocation of the physically displaced households and shops, scope of displacement and relocation, options for relocation, social preparation for relocation, etc.

**Chapter Eight** will describe income restoration and rehabilitation, gender consideration and employment in civil construction.

**Chapter Nine** will say about grievance redress mechanism (GRM) in the project and existing GRM in the DSCC. Complaints and grievance mechanisms, filing of grievance cases and documentation, grievance redress monitoring, etc.

**Chapter Ten** will incorporate land acquisitions and resettlement budget and financial plan, approval of resettlement budget and management of compensation and flow of awards while

**Chapter Eleven** will describe implementation arrangement including formation and functions of various committees such as Property Assessment and Valuation Committee, Physical Relocation Assistance Committees and lastly

**Chapter Twelve** will say about monitoring and evaluation issues of the project including objectives of monitoring, stages of monitoring, and reporting requirements.

#### Outline of Abbreviated RP:

In case of preparation of abbreviated RP for the selected neighborhood the outline underneath would be followed

Project Background and Impacts	Description of project interventions, assessment of land needs (private and public lands, including DSCC's own) for the civil works in each subproject, screening of physical cultural resources, a census survey of affected persons, and valuation of the affected assets;
Legal and policy framework	Analysis of the legal framework for compensation, applicable legal and administrative procedures, gaps between local laws and the Bank's resettlement policy, and the mechanisms to bridge such gaps;
Compensation Entitlements	Description of compensation and other resettlement assistance that will be provided according to the principles and guidelines adopted in this RPF;
Participation and Consultation	An account of the consultations with the displaced persons/households about acceptable alternatives;
Grievance redress mechanism	Describe specific arrangement and procedure for receiving and resolution of complaints and grievances from the PAPs and their community
Budget and Implementation Schedule	A resettlement budget with breakdowns by loss categories and the number of persons entitled to compensation/assistance, and an implementation schedule;
Monitoring and Evaluation	Describe monitoring arrangement involving PIU and Consultants and mechanism for independent review and evaluation as well as reporting.

#### ***Process of assessing compensation and resettlement benefits***

The Dhaka City Neighborhood Upgrading Project will affect structures, trees, busienss, income & livelihood, etc. due to neighborhood development. The property assessment and valuation committee (PAVC)- to be constituttud by the Ministry of Local Government, Rural Development and Cooperatives, will assess compensation for the affected structures, trees and other assets.

**The cost for affected structures** would be calculated using the market rates to be collected from different stakeholders such as sellers of brick, iron, cement, sand, CI sheet, bamboo, wood and other materials required for construction of a particular type of affected structure as Pucca, Semi Pucca, Tin made, Katcha, Thatched, etc., The people who are involved in constructing structures such as engineer, mason, carpenter,

etc. would also be interviewed about quantity of materials required for construction of a certain area (in square feet) of structure. Besides, very recent project experience in Dhaka city and surrounded area would be considered during calculation of the unit rate of structures. Apart from these, Public Works Department's (PWD's) scheduled rate for the affected structures would be consulted for determination of the unit rate. Taking into account of the category of affected structures the PAVC will recommend a unit rate for each of the categories. The quality of housing materials used for the affected structure would also be taken into account during assessment of unit rate. The costs for relocation and special assistance will be consistent with the resettlement policy. The PAVC will determine replacement cost of affected structures taking into consideration of the new structure to be built by the PAPs with the compensation money. No taxes, levies or depreciation will be deducted from the amount of structure.

**Compensation for trees** will need to be assessed in case of cutting the trees due to the project interventions. People, community or any agency may be identified as owner of the trees. Compensation for the trees would be assessed based on the scheduled rate of Department of Forest. Rate of trees would be assessed based on age and girth category. The PAVC will talk to the wood merchant and knowledgeable persons about price of trees. They will also consult the rate of Department of Forest. Considering age and girth category the affected trees will be classified as large, medium, small and plant.

In both cases (structure and trees), it will be kept in mind that the owners will be allowed to take away salvageable materials of structure and fell & take away the trees after payment of compensation.

Other resettlement benefits for the restoration of business, income from rented out premises, income from wage, grants for vulnerability, etc. would be determined as per policy adopted in the resettlement Policy Framework.

#### **Compensation Payment Procedure to the Non-Titled EPs**

The non-titled holder means having no legal ownership of the affected property but socially recognized and enlisted during census, SES and or Joint verification survey. The Acquisition and Requisition of Immovable Property Act 2017 has no provision to compensate these types of affected people. The World Bank policy on Involuntary Resettlement provides procedures and guidance in identification of losses and compensation and assistance to displaced lessees, allottees and informal users of public spaces and building under the project interventions.

The following steps would be taken to pay compensation to the Non-titled affected persons-

- DSCC will finalize the demarcation of the subproject boundary in selected neighbourhoods;
- DSCMC on behalf of DSCC will carry out inventory of assets of private and public entities and conduct census of affected persons;
- DSCMC will prepare Resettlement Plan for each neighbourhood, where required and DSCC will approved with concurrence from the World Bank;
- DSCMC/DSCC will engage an experience NGO/Agency as RP Implementation Consultant (RPIC) for implementation of the Resettlement Plans;
- RPIC will develop work program and time schedule for implementation of the Resettlement Plans;
- RPIC will collect Resettlement Plans and database from PIU and review them through field checking and consultation with affected persons;
- Individual Identity number will be created against the name of all Entitled Persons (EPs);

- Photograph of the Entitled persons will be taken for preparation of ID cards;
- Entitled persons file and entitlement card for each of the EPs will be prepared;
- Assist the EPs opening Bank Account in their names (both spouses, if not single);
- The tenants of commercial premises and employees will collect documents in favour of their tenancy or identity from the owner of the structure/employer which will need to be attested by the concerned Ward Councillor;
- ID card with photograph of the EP will be prepared and issued from the PIU and distribute them among the EPs before starting the implementation of RPs;
- Ministry of LGRDC to form committees such as Grievance Redress Committee and Property Assessment and Valuation Committee;
- The EPs will be informed about date, time and venue of handing over cheques;
- Compensation cheques should be AC payee and would be handed over to the individuals at a place convenient to the EPs before the local community and the ward councillors;
- PIU Accountant will maintain books of compensation payment with assistance from the RPIC.

#### **Responsibility of the RP Implementation Consultant (NGO/alternative arrangements)**

**Overall responsibility:** Assist DSCC in social mobilization, updating and implementing the resettlement plans for the project. The principal tasks will be to identify the project affected households/business enterprises and entitled persons for estimating their losses and dislocations, processing their entitlements and delivery of entitlements.

#### **Specific responsibility of the RP Implementation Consultant will be as follows:**

- 1) Design and carry out disclosure campaign including tools for disclosure and information dissemination among the displaced persons and collect their feedback.
- 2) Liaise with the DSCC, Ward Councilor's office, DSCC Zonal offices in the process of joint verification, payment of compensation, relocation and income restoration.
- 3) Assist the Property Assessment and Valuation Committee (PAVC) for verifying and determining replacement cost of affected assets and other allowance as specified in the RPF for updating and implementation RPs ensuring fair compensations/entitlements in full before they are evicted from the subproject sites.
- 4) Participate in grievance redress process and facilitate the aggrieved persons and their communities in producing grievance petitions to the GRC focal points. Communicate GRC decisions to the aggrieved persons and take necessary measures as per the decisions agreed by them.
- 5) Collect and update PAP database containing information from PAP census and inventory of losses by the PAVC and design and operate Management Information System (MIS) for determining and

making payment of entitlements to the eligible affected persons and generate reports on progress monitoring and evaluation.

- 6) Identify eligible affected persons and determine their loss and entitlements based on updated inventory of losses vetted by PAVC and where necessary, recommended by GRCs.
- 7) Assists the PIU to process the data for cross checking the resettlement budgets, as required to implement the RPs.
- 8) Provide assistance to displaced households and shops in finding alternative sites, if sought.
- 9) Prepare entitled persons file and entitlement cards (EP&EC) for individual entitled persons (EPs) and assist DSCC in payment of entitlements.
- 10) Assist DSCC in documenting issuance of photo ID cards and payment of entitlements including ID register, payment register, payment vouchers, etc.
- 11) Assist eligible PAPs in opening Bank accounts for receiving payment of entitlements.
- 12) Identify problems and place them with the Social Safeguard Specialist of DSCC for corrective measures.
- 13) Document updates on grievance resolution and relocation, and include them in the regular progress reports for submission to the PIU and the field offices.
- 14) Advise and assist the displaced households and persons on the subproject boundary in shifting their structures and belongings within given time to facilitate civil works.
- 15) Assist DSCC in preparing any updates and reports from time to time, as required.

### ANNEX-C: Social Screening Checklist (for RP preparation only)

Screening Questions	Yes	No	Remarks
▪ Land Acquisition is required for the selected Subprojects?			
▪ Dislocation or involuntary resettlement of residential HHs?			
▪ Dislocation and involuntary resettlement of commercial premises?			
▪ Disproportionate impacts on the poor, women and children, Indigenous Peoples or other vulnerable groups?			
▪ Whether people are meaningfully consulted and they are aware of the project?			
▪ Whether people took social preparation for relocation and livelihood restoration?			
▪ Other social concerns relating to inconveniences in living conditions in the project areas that may trigger cases of upper respiratory problems and stress?			
▪ Poor sanitation and solid waste disposal in construction camps and work sites?			
▪ Possible transmission of communicable diseases (such as STI's and HIV/AIDS) from workers to local populations?			
▪ Social conflicts if workers from other regions or countries are hired?			
▪ Large labor influx during project construction that causes increased burden on the society?			



## ANNEX-D: CENSUS SURVEY QUESTIONNAIRE

**Dhaka South City Corporation (DSCC)**  
**Dhaka City Neighborhood Upgrading Project**  
**(DCNUP)**

**Census and Inventory of Losses Questionnaire**

HHs ID No.					
Neighborhood #					
Area Code					

**01. Particulars of Household**

1.1	Name of Respondent	<input style="width: 95%;" type="text"/>
1.2	Relation with House Hold Head	<input style="width: 95%;" type="text"/>
1.3	Name of Household Head(Block Letter)	<input style="width: 95%;" type="text"/>
1.4	National ID No.	<input style="width: 95%;" type="text"/>
1.5	Mobile No.	<input style="width: 95%;" type="text"/>
1.6	Family member of Household	Male = <input style="width: 15%;" type="text"/> Female = <input style="width: 15%;" type="text"/> Total= <input style="width: 15%;" type="text"/>
1.7	Road No	<input style="width: 95%;" type="text"/>
1.8	Maholla	<input style="width: 95%;" type="text"/>
1.9	Ward	<input style="width: 95%;" type="text"/>
1.10	Main /Occupation (Code in Q-2)	<input style="width: 95%;" type="text"/>
1.11	Secondary/Occupation (Code in Q-2)	<input style="width: 95%;" type="text"/>
1.12	Religion (Tick Mark)	Islam (01) <input style="width: 10%;" type="checkbox"/> Hindu (02) <input style="width: 10%;" type="checkbox"/> Others (03) <input style="width: 10%;" type="checkbox"/>
1.13	Indigenous people	Yes / No <input style="width: 10%;" type="checkbox"/> <input style="width: 10%;" type="checkbox"/>
1.14	Yearly income of the Household	Tk. <input style="width: 85%;" type="text"/>
1.15	Yearly expenditure of the Household	Tk. <input style="width: 85%;" type="text"/>
1.16	Sex of Household Head (Tick mark)	Male (01) <input style="width: 10%;" type="checkbox"/> Female (02) <input style="width: 10%;" type="checkbox"/>
1.17	Nature of Displacement (Tick mark)	1. Home structure, 2. Business structure, 3. Home & Business structure, 4. Tree within premise, 5. Tree with structures. <input style="width: 85%;" type="checkbox"/> <input style="width: 10%;" type="checkbox"/> <input style="width: 10%;" type="checkbox"/> <input style="width: 10%;" type="checkbox"/> <input style="width: 10%;" type="checkbox"/>

**02. Particulars of Household:\***

Sl No.	Name of Household members(Start with household head)	Relation with Household Head	Sex M=1/F=2/H=3	Age	Marital status*	Main Occupation	Secondary Occupation	Educational qualification	Total Yearly income (Taka)	Are you owner of the affected property? Yes=1/No=2	Physical status/ Disable=01 Physically fit=02
0	1	2	3	4	5	6	7	8	9	10	11
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

\* **Relation Code:** Self=1, Husband=2, Wife=3, Son=4, Daughter=5, Father=6, Mother=7, Brother=8, Sister=9, Brother's Wife=10, Son-in-law (Sister/Daughter) =11, Daughter-in-law =12, Grandson =13, Granddaughter =14, Father-in-law /uncle =15, Mother-in-law /Aunt =16, Nephew =17, Niece =18, Grandfather=19, Grandmother = 20, Other's (Please mention)

\* **Sex Code:** Male=1, Female=2, Hermaphrodite Man=3

\* **Marriage Code:** Married=1, Single=2, Widow/Widower =3, Deserted (wife/Husband) =4, Divorced=5

\* **Occupation Code:** Farming=1, Teacher=2, Expatriate=3, Service=4, Housewife=5, Fishing=6, Business=7, Day labor=8, Driver=9, Mason=10, Carpenter=11, Unemployment=12, Tailor=13, Doctor=14, Ayurvedic Physician=15, Boatman=16, Student=17, Rickshaw/Van Puller=18, Child=19, Old/Disable=20, Other's = 21 (Please mention).....

\* **Education Code:** One to five/Equivalent=1, Six to Ten=2, SSC/Equivalent=3, HSC/Equivalent=4, BA/Equivalent=5, MA/ Equivalent=6, Child=7, Hafez=8, Only sign= 9, Illiterate=10, Waiting for getting admission=11, Other's (Please mention).....

### 3. Information about Land

3.1 Do you have your own land in the Dhaka City and surrounding area to live/deal in? (Tick): 1=Yes  
2=No.

3.2 If answer is "Yes", furnish detail information about the land under your possession within Row.

3.3 Local of land ..... Quantity in Decimal

### 4. Detail of Affected Structures

4.1 Detail description of affected structure

SL. No.	Use of structure*	Description of Structure *			Code No.	Size			Owner= 1, Renter= 2 Allottee=3
		Roof	Wall	Floor		Length (ft)	Width (ft)	Area (Sq.ft)	
0	1	2	3	4	5	6	7	8	9
1									
2									
3									
4									
5									
6									
7									
8									

**Use code:** Residential=1, Kitchen=2, Cattle-shed=3, Business=4, Boundary wall=5, Toilet=6, Tube-well=7 Other= (Mention).....

**Infrastructure Code:** Paca-Paca-Paca (Paca)=1, Paca-Paca-Kacha (Paca)=2, Tin-Paca-Paca (Semi Paca)=3, Tin-Paca-Kacha (Semi Paca)=4, Tin-Tin- Paca (Tin made Double Barreled)=5, Tin-Tin-Kacha (Tin made double barreled)=6, Tin-Tin-Paca (Tin made slanting roof)=7, Tin-Tin-Kacha (Tin made slanting roof)=8, Tin-Wood/bamboo/Straw-Wood/mud (Kacha double barreled )=9, Tin-Wood/bamboo/Straw-Wood/mud (Kacha slanting roof) = 10, Straw-Wood / bamboo / Straw-Wood / mud-Wood / mud (Thached) =11, Polythene/open/Kacha=12, Tube-well=13 Sanitary latrine=14, Slave latrine=15, Kacha latrine=16, Boundary wall=17, Other= (Mention).....

05. **Income Loss From Affected / Rented Out Structure** (In Tk).....

05.1 Have you rented out structure? [01] yes [02] No

05.2 If the answer is yes, monthly rent: Commercial

Tk.

05.3 If the answer is yes, monthly rent: Residential

Tk.

**5.4 Rental Detail:**

Sl.No.	Name of Tenant	Father's Name	National ID No.	Monthly Rent	Family Member	Rent Duration
0	1	2	3	4	5	6
1						
2						
3						
4						

**06. Own business information**

6.1	Name of the business enterprise	
6.2	Trade License No (If any)	
6.3	Vat Registration No (If any)	
6.4	Type of Business	
6.5	Total Capital (In BDT)	
6.6	Monthly gross income (In BDT)	
6.7	Monthly gross expenditure (In BDT)	
6.8	Monthly net income (In BDT) = 6.6 - 6.7	
6.9	TIN No (If any)	
6.10	Location of business (Tick-mark)	Own land (01) Govt land (02) Tenant (03)

**7. Are there laborers in the business Yes=1, No=2****7.1 If the answer is yes then please provide Employee Detail:**

Sl	Name of employee(s)	Father's Name	National ID No.	Monthly Salary	How long?
0	1	2	3	4	5
1					
2					
3					
4					
5					

**8. Particulars of Trees (Individual Ownership / Government or Owned By Any Other Agency):****8.1. Detail description of trees on own land**

Sl	Name Of Tree	Fruit=01 Timber=02 Medicinal=03	Description of Trees				Total	Govt.=01 Private=02
			Large	Medium	Small	Plant		
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
	Total							

\*Large= Height 16+ft & Width 30-40+ inch    Medium= Height 11-15ft & Width 20-30 inch

Small= Height 6-10 ft & Width 10-20 inch    Plant= Height 1-5 ft & Width 01-10 inch

**9. Nature of Loss of Respondent (mentionable):**

- (1) Residential premise,    (2) Business premise,    (3) Residential cum Business premise (4) Only Tree  
 (5) Only Business (6) Possession (without structure ownership) 7. Others ..... (Specify)

**10. Resettlement Related:**

10.1 If homestead/business is affected,

10.1.1 Owner of occupied land (Tick-mark): DSCC= 01, BIWTA=02, DC=03, Other agency =04

10.1.2 Extent of loss (Tick-mark): Partly =01, Fully =02

**10.2 How do you like to be resettled**

(01) Self (02) by the project (03) In a group (With neighbor)

**10.3 If you are resettled by yourself, where (Tick-mark)**

Nearby place=01, In other area=02, Back to own village/city=03 Others =04  
 .....please mention)

**11. How Do You Like To Get Compensation for affected property?** In cash=01, In kind =02 or Both=03

**12. How would you like to spend the compensation money?**

<b>01.</b>	To buy land	<b>02.</b>	To shift house	<b>03.</b>	To invest for self-employment	<b>04.</b>	For taking new occupation
<b>05.</b>	To do business	<b>06.</b>	To build house	<b>07.</b>	To market the produces	<b>08.</b>	To get job
<b>09.</b>	For adjustment of loan	<b>10.</b>	Other (Please mention)				

**13. Would you share with your wife while you spend the money?** Yes=01 No=02

**14. What are the available sources/opportunities for employment in your locality?**

- a. ....  
 b. ....  
 c. ....

**14. Is there any requirement of training for skill development for taking up new occupation for you or members of your family?** Yes=1, No=2.

**17.1 If answer is Yes, name of training essential for you/ family members:**

<b>01.</b>	Poultry rearing	<b>02.</b>	Beef fattening/	<b>03.</b>	Milking cow rearing	<b>04.</b>	Vegetable Cultivation
<b>05.</b>	Fish culture	<b>06.</b>	Swing/Tailoring	<b>07.</b>	Technical( Please mention	<b>08.</b>	Other's (Specify).....

**Comments of the enumerator's**

**Signature of the interviewer**

**Date. .... / .... / .....**

Name of Interviewer \_\_\_\_\_ Code

Date: \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Code

Date: \_\_\_\_\_

Data Entry Operator Name \_\_\_\_\_ Code

Date: \_\_\_\_\_

## ANNEX-E: CONSULTATION CHECKLIST

Dhaka South City Corporation (DSCC)

Dhaka City Neighborhood Upgrading Project (DCNUP)

### Checklist for Community Level Consultation

**Date:** ..... **Venue:**.....

**Name and Designation of Key Discussant:**.....

**No. of Participants: Total**.....**Male:**.....**Female:**.....

Issues of Discussion	Answers/Responses/findings
Familiarity about the project	
Knowledge about interventions in the selected neighborhoods	
Major occupation of the population in the neighborhood area	
Approximate numbers of population in the neighborhood area (Where consultation meeting is held)	
Availability of Land for neighborhood development (DSCC, DC, Other Agency's land)	
Existing facilities for recreation of the adult and Children in the neighborhood area	
How the existing free- space , parks, etc. used by the local people	
People's demand for neighborhood development	
What type of neighborhood development is preferred by local people	
What types of people use the existing facilities of the free space	

Issues of Discussion	Answers/Responses/findings
For how long the selected neighborhood area is occupied (if any) by the people	
Whether the people are agreed to vacate the space following the project policy	
Existing Grievance Redress System (GRS)	
Potential Positive Impacts of Urban upgrading project	
Potential adverse Impacts of Urban upgrading project	
Mitigation measures in case of adverse impacts	
Expectations, Suggestions, Recommendations	



## ANNEX-F: OUTCOMES OF CONSULTATION AND PARTICIPATION MEETINGS

Date of Consultation Meetings	Venue of Meetings	Category of people attended	Outcomes of the consultation meetings
February 28, 2018	Kamrangirchar Al-Hera Community Centre	About 50 participants attended including Three Ward Councilors, residents and entrepreneurs, members of youth club, social organization and political party, doctor, teacher and imam of local mosque. Eleven female including local political leaders joined the consultation in Kamrangirchar.	<p>Local people were well-briefed about the project. They understood that the DCNUP is for upgrading of the existing civic facilities and construction of new amenities for uphold their standard of living and ensure comfort. Ward Councilors and other elites expressed views to revisit the lists of primarily selected interventions and modify it as well (if possible) as per community demand.</p> <p>The following issues were raised by the local people-</p> <p><b><u>Waterfront development.</u></b> All the participants of Kamrangirchar identified water front development along the canal connecting the Buriganga river as an opportunity to develop public space and amenities for residents as well as residents on the other side in Lalbagh. Their suggested examples of public facilities included incorporating walkways, parks, seating arrangements, play area, street lighting with waterside development. Participants also emphasized to include public awareness raising components about waste disposal in the river and streets with the development.</p> <p><b><u>Connectivity.</u></b> Councilors demanded to plan for interventions that can improve connectivity of the area to rest of the city. They shared their concern about past planned initiatives of constructing bridges which was not materialized. The discussion about planning for pedestrian only bridge in comparison to bridges for both vehicular and pedestrian was not seen as beneficial. The reasons mentioned supporting their opinion included combined bridges save</p>

Date of Consultation Meetings	Venue of Meetings	Category of people attended	Outcomes of the consultation meetings
			<p>resources, existing examples of pedestrian bridges are very flimsy and vehicular access can bring business in the area.</p> <p><b><u>Safe and comfortable public spaces.</u></b> Residents reiterated councilors' opinion about waterside development. Female members emphasized on the need to provide adequate lighting to make such development safe and plant trees for shading to make usage comfortable. They also identified lack of public toilet facilities within the area mostly because of unavailability of land. Some members of the community suggested that DSCC can identify <i>Khas</i> land owned by government, free them from illegal encroachment and develop as open spaces for their neighborhoods.</p> <p><b><u>Street width.</u></b> In discussion about narrow streets within Kamrangirchar, residents reported that most of the livelihood opportunities, markets, and schools in the area are within short distance; hence, most people walk to those places. Although roads are narrow but they are usable by pedestrian and rickshaws. They did not consider widening the streets as houses along them are small and cannot afford to give away land by the streets to widen. Recent development initiatives have improved drainage and lighting of some these streets but there is demand for more. Waste management in these streets is a major concern. Most female members opined the streets to be safe even after dark as they know each other, which some male members differed.</p> <p><b><u>Community centers.</u></b> There is no facilities or location to provide trainings and skill development activities for residents. At</p>

Date of Consultation Meetings	Venue of Meetings	Category of people attended	Outcomes of the consultation meetings
			present, schools are used to accommodate such initiatives or health campaign programs. Most community centers in the area are privately owned and have to be rented to use. Residents usually travel outside their neighborhood to access health care facilities. Councilor of Ward 27 posed the demand to develop a community center in Muslimbagh area. All of the stakeholders agreed on the demand for publicly owned community centers that may include facilities like gymnasium, swimming pool, training center etc.
March 01, 2018	Lalbagh Community Centre	About 40(forty) participants including Ward Councilors, residents and entrepreneurs, business men, members of youth club, social organization and political party, doctor, teacher and imam of local mosque attended the consultation meeting at Lalbagh. Only two female from the residents attended the consultation meeting.	<p>DSCC Executive Engineer and World Bank officials, briefed the local people about the project. The community people particularly Ward councilor's expressed views to revisit the selected interventions and modify it as per community demand.</p> <p>Following issues were discussed:</p> <p><b><u>Waterfront development.</u></b> Residents and councilors of Lalbagh area suggested to develop the riverside along the Beribadh (embankment) for public use. They reported that government owns land along the embankment that are not utilized to their fullest potential and are illegally occupied. These lands can be identified and developed in similar manner to Hatirjheel waterfront development. Planting more trees along the riverbank would improve the environment of the densely-populated area. Participants also suggested waterfront can work as a connector between Kamrangirchar and Lalbagh.</p> <p><b><u>Pond and surroundings development.</u></b> The councilor of ward 24 identified one of the potential site for development near the crematorium. The crematorium has a pond</p>

Date of Consultation Meetings	Venue of Meetings	Category of people attended	Outcomes of the consultation meetings
			<p>bordering with the embankment, a playground at the back and a newly constructed hospital on a side. The pond is used for bathing as a ritual after funeral ceremony but in a poor condition. The pond can be developed as waterbody for the neighborhood connecting with all the public spaces and facilities.</p> <p><b>Community centers.</b> The councilors suggested that community centers should have been designed for multiple usage; at present, they are only used for weddings. Since Lalbagh is a densely-populated area and demand for land is high, it is better to think building with multiple usages. One of the suggestions was to incorporate emergency health service in the community center. Considering the weather participants suggested to have both indoor and outdoor sport facilities in community centers.</p> <p>One of the demands for community center came from youth and female members. They suggested to design community centers to encourage the youth to spend time and stay away from drug addictions. There can be IT training facilities in the centers. The councilor was supportive to keep existing library in the Amligola community center as in any new development. Participants indicated the need for swimming pools in every ward for children to learn swimming. The elderly participants suggested to have separate smoking lounge so that people do not smoke in streets.</p> <p><b>Student-centered development.</b> Bakshi bazar area is surrounded by Bangladesh University of Engineering and Technology (BUET), Dhaka Medical College, Badrunnesa College, Alia Madrasa, Dhaka Education Board and Madrasa Education</p>

Date of Consultation Meetings	Venue of Meetings	Category of people attended	Outcomes of the consultation meetings
			<p>Board; therefore, frequently used by students. But there are limited facilities to support their needs. Councilor of ward 27 suggested for a comprehensive planning of the neighborhood keeping the students' need in focus and bring business in the area.</p> <p><b><u>Playgrounds:</u></b> Participants reported that there is no designated space for girls or women to play or walk in the area; but there is need for such open space. However, considering the conservative social context of old Dhaka, they suggested to either have separate open space for girls or time-segregated usage of common open spaces. They suggested to have indoor sports facilities for women and girls. In general, there are few playgrounds in the area but not distributed among different wards. Residents suggested to identify publicly owned land illegally occupied and develop them as playgrounds to keep children busy and away from drugs.</p> <p><b><u>Street improvement:</u></b> Traffic congestion is a problem in the area; there are no pavements for pedestrians in many streets according to the participants. Roads are narrow as well, so they were concerned about accommodating separate pedestrian and vehicular paths. When suggestion was put forward whether there can be time segregated usage of streets by pedestrian and vehicles, most participants agreed to consider citing examples they have seen in other countries. However, residents emphasized on making the streets safer with CC TV coverage and street lights.</p>
08.3.2018	Sutrapur (Lalkuthi-Farashganj Sporting Club)	About 60 people including Eight Ward Councilors (including two	Local people were well-briefed about the project by the DSCC and World Bank officials. The Ward Councilors expressed views to

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		female), Local Elites, members of youth club, social organization and political party, doctor, teacher of local college, businessmen, five women (residents) attended the consultation meetings.	<p>have another meeting with them for finally selection of the interventions since they were not well aware of the intervention selection procedures.</p> <p>Following issues were discussed in the meeting</p> <p><b><u>Water Front development:</u></b>Waterfront along the Buriganga river is to be developed for recreational facilities. River front is occupied by the people in many ways. Development program can keep the river front free from illegal occupancy.</p> <p><b><u>Development of Lalkuthi compound:</u></b> Councilor of Ward No. 43(Arif Hossain) told that Lalkuthi is cultural heritage but not well maintained. Lalkuthi-centered development initiative should be taken. Keeping the Lalkuthi main building as it is some other infrastructures including library, community centre (for multipurpose use), etc. can be taken under neighborhood development scheme.</p> <p>It was decided to revisit the selected interventions and modify the list as per community demand. Accordingly the community people were again consulted by the DSCC and finalized the list of interventions as per their demand.</p>
March 13, 2018	Khilgaon (Bashabo Community Centre)	About 25 people including Four Ward Councilors (with one female), Local Elites, members of youth club, social organization and political party, president of the Bashabo house-owners association, businessmen, local women	<p>Local people understood that the DCNUP is for upgrading of the existing civic facilities and construction of new amenities for uphold standard of living and ensure comfort. Ward Councilors and other elites demanded for additional interventions and expressed views to revisit the selected interventions if possible, and modify the list as per community demand.</p> <p>Audience member from the Khilgaon cluster: shares that such a project like this deserves a larger audience and more attention. He expresses the need for public toilet facilities in close proximities.</p>

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		residents attended the consultation meetings.	<p>Playground for children so that children can have an active life and have interactions beyond engaging in computer games and television. A lot of people walk these streets every day, yet there are no public toilet facilities in the area. Drinking water is also a problem for the area, the water is impure and smells. There is need for more water pumps in the local area.</p> <p>Local representative from Ward 1: There is a lot of working opportunities in this ward. When deciding what type of work can be implemented space is a major issue. He looks forward to taking the team for more site visits in his area so the community's demands can be taken into account.</p> <p>Ward 11 Counselor (Shahjahanpur): There is a jheel in this area; the residents living near the jheel face many difficulties, such as outbreak of mosquitoes and odor from the polluted water. He wants a mini Hatirjheel in this jheel area, he wants less polluted water so that people can walk by the jheel for their leisure without discomfort. He wants the water to be cleaner so that there is no odor coming from the water body. He also wants action to be taken for controlling mosquitoes in the area.</p> <p>Representative from Ward 4 Counselor: Walking through the Baganbari area road is extremely difficult. In case of emergency it is not possible to use these roads, they are too narrow and always crammed with people.</p> <p>Mr. Golam Morshed, Counselor from ward 4: Welcomes everyone. He says that at a suitable time he wants to invite everyone relevant to the community to share their</p>

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			<p>opinion. Work needs to be done in south BashaboBalur Math. The community also wants a 4 storied building to be constructed at the MuktiJoddhaShangshadlocatedinKhilgaon. He also mentioned that it would be good if they could sit and discuss again after the designs and drawings have been confirmed.</p> <p>Woman Counselor of the local area: There is a playground at ward 1 and there is Bhuiyan field in ward 2, and both these areas need walking spaces so that the elderly can walk for leisure and to maintain their health. Meradiahaat (market) is located in Ward 3 and there is a need for proper walking space in that area so that people can walk comfortably. There is a need for public toilets in all the parks and playing fields; more convenient if the toilets are separate for men and women.</p>