

**Bangladesh  
Urban Resilience Project**

**Social Management Framework**



**Government of the People's Republic of Bangladesh**

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## Abbreviations and Terms

ADRF	Alternative Dispute Resolution Forum
URP	Bangladesh Urban Resilience Program
BBRC	Bangladesh Building Regulatory Commission
BNBC	Bangladesh National Building Code
CCFVI	Coastal City Flood Vulnerability Index
CCL	Cash Compensation under Law
CP	Consultation and Participation
DCC	Dhaka City Corporation
DDM	Department of Disaster Management
DSCC	Dhaka South City Corporation
DMA	Dhaka Metropolitan Authority
DM&RD	Disaster Management and Relief Division
DMP	Dhaka Metropolitan Police
DNCC	Dhaka North City Corporation
DRR	Department of Relief and Rehabilitation
DWASA	Dhaka Water Supply and Sewerage Authority
DSMA	Dhaka Statistical Metropolitan Area
DPP	Development Project Proforma
EMP	Environment Management Plan
EA	Executing Agency
EOC	Emergency Operation Center
EOC	Emergency Operation Center
FSCD	Fire service and Civil Defense
FAR	Floor Area Ratio
GIS	Geographic Information System
GAAP	Generally Accepted Accounting Principles
GRC	Grievance Redress Committee
ICT	Information and Communication Technology
IGRM	Integrated Grievance Redress Mechanism
IDMCC	Inter Ministerial Disaster Management Coordination Committee
IMDMC	Indiana Medical Device Manufacturers Council
LGD PMU	Local Government Department Project Management Office
M&E	Monitoring and Evaluation
MOFDM	Ministry of Food and disaster management
NPDM	National Plan for Disaster Management
NCC	National Coordination Center
NDMC	National Disaster Management Committee
NDMTRI	National Disaster Management Training and Research Institute
NDMAC	National Disaster Management Action Committee
OC	Officer in Charge (of police station)
OP	Operational Policy
RAJUK	Rajdhani Unnayan Kortripokkha(Capital City Development Authority)
PAP	Project Affected Person
PAVC	Project Asset Valuation Committee
RAP	Resettlement Action Plan

RPF	Resettlement Policy Framework
RC	Replacement Cost
SOD	Standing Order on Disaster
SCC	Sylhet City Corporation
SMF	Social Management Framework
SMP	Social management plan
SECDP	Small Ethnic Community Development Plan
UNISDR	United Nations Office for Disaster Risk Reduction
URU	Urban Resilience Unit
URP	Urban Resilience Project
WG	Wage Grant

# **Bangladesh Urban Resilience Project**

## **Social Management Framework**

### **Executive summary**

#### **1. Introduction:**

Bangladesh is one of the most disaster-prone countries of the world because of its geographical location and the disaster risks are increasing due to climate change effects and other reasons. Besides natural disasters like cyclone, flood and tornado; man-made disasters like fire, drainage congestion, landslide and building collapse are increasing rapidly particularly in and around the major cities. The country has on the other hand achieved considerable capacity in disaster management particularly with respect to coastal cyclone, tidal surge and flood and to these the local communities, rural local government, NGOs, voluntary organizations like Red Crescent Society, and government organizations in the district and Upazila levels have been playing important role. But the city level emergency disaster management system remains weak as revealed from the various assessments and the City Corporations in particular have not been actively involved in disaster management except in some relief distribution during events like flood.

The National Plan for Disaster Management 2010-15 identified 12 major hazards. Of these, flood, fire, tornado and infrastructure collapse are highly relevant in both Dhaka and Sylhet while landslide too is highly relevant in Sylhet. In addition, drainage congestion is a serious concern in both cities. Earth quake is infrequent but Dhaka has been identified by Stanford University, as one of the 20 most earthquake vulnerable cities in the world. Besides earthquake, Dhaka has been identified as the second most flood prone metropolis, after Shanghai of China. Unplanned urbanization is consequently contributing to the threat.

Urban Disaster Resilience has been defined as the capability to be prepared, respond to, and recover from multi-hazard threats with minimum damage to public safety and health, the economy, and security of a given area. The focus of the proposed project concerns natural disasters like flood, cyclone, tornado, earthquake etc. including accidents like fire, building collapse, landslide etc. that cause massive destruction and unrecoverable loses to the victims. All these incidents are frequent in the deliberate project areas of Dhaka and Sylhet City Corporation.

#### **2. The Project:**

In this backdrop, the Government of Bangladesh intends to implement the Bangladesh Urban Resilience Project (URP) in two cities, Dhaka (DNCC, DSCC) and Sylhet (SCC). The URP is the first phase of a series of projects which will initially focus improving the critical capacity and for planning and emergency response. The second phase would seek to further improve construction standards for future developments and reduce existing physical vulnerabilities. The third phase would consider broader investment in infrastructure development in water supply system, power system, transport, and construction of protective infrastructure.

The URP-1 will focus improving critical capacity, planning and emergency response. This will also lay foundations for subsequent interventions of urban resilience, improving structural resilience through reduction of existing physical vulnerability, risk sensitive land use planning, safe construction standards and practices to ensure sustainable mitigation measures from damages caused by these disasters.

Investments under the project includes construction or upgrading buildings to accommodate a National Coordination Center, a National Disaster Management, Research and Training Institute, Emergency Operations Centers and Control Rooms for development of resilience to disasters in Dhaka and Sylhet city corporations. Although all sites are not identified at this stage, all constructions will expectedly be on available lands to Bangladesh government or of the City Corporations.

### **3. The Social Management Framework:**

#### **Purpose and applicability:**

The SMF will guide the executing agencies in identification of social aspects and impacts through a detailed social assessment prior to actual implementation. The executing agencies will develop and implement remedial measures to mitigate any social risks through development and implementation of Social management plans (SMP), which includes a Resettlement Policy Framework (RPF). The implementing agencies will ensure that sound methodologies are followed and no displacement (if any) is unattended to ensure prevention of the loss of livelihoods or dislocation of residence, even if temporary due to any project related construction work. Acquisition of private land will be fully avoided by a screening process. Voluntary donation of land will be accepted only when the interventions are not location sensitive and the potential donor is not expected to create any threat of elite domination or external pressure. But this too is unlikely as maximum effort will be made to locate physical works on available public land or on land belonging to the concerned GOB agencies and City Corporations.

The SMF will be applied throughout the duration of the project. This will be implemented and monitored by the respective Executing Agencies for project investments to be identified, prepared and implemented following the procedures recommended. The Executing Agencies will be responsible for mainstreaming the SMF in the identification and preparation of subprojects. All investments will be implemented following the SMF guidance on social issues and safeguards, and will include the associated costs including stakeholders' consultation, disclosure and training of local actors. LGD will develop a community operational guideline for implementation of the SMF in carrying out social screening and preparation of SMP.

#### **Approach and Methodology**

This SMF has been prepared based on preliminary social assessment carried out through literature review and stakeholders consultation. Literature review includes desk review of existing documents obtained from the concerned organizations and by visiting websites. It also comprised collection of secondary information and conduct field visits and stakeholder consultation.

#### **Stakeholder Analysis:**

The project involves a range of stakeholders at three different levels. The primary level includes the city population including slum dwellers, poor, middle income households, women, disabled



persons, small ethnic and vulnerable communities and people deserving special attention, community based organizations, local Ward Councilors, and etc. Secondary level stakeholders include the executing agencies - the City Corporations, RAJUK, Fire Service and Civil Defence, Civil Society Organizations and local NGOs etc. The tertiary level stakeholders include national level GoB agencies, national and International NGOs, Universities, Research Organizations, Consultants and International Agencies etc.

**Legal and Regulatory Framework relevant to the URP:**

- a. Applicable GOB Policies, Laws and Guidelines
  - Disaster Management Act, 2012
  - Disaster Management Policy, 2008
  - Standing Order on Disasters
  - Guidelines for Government at all levels (best practices in disaster management etc.)
  - Multi Sectoral Disaster Management Plans
  - Earthquake Contingency Plan
  - Acquisition and Requisition of Immovable Property Ordinance, 1982
  - Fire prevention and fire fighting law 2003
- b. Applicable Operational Policies of WB
  - Involuntary Resettlement (OP 4.12)
  - OP 4.10 concerning small ethnic and vulnerable communities

**Social Issues:**

- a. Inequality
- b. Inclusion/ exclusion
- c. Participation – capacity to participate and opportunity or lack of opportunity/ hindrance to participation
- d. Elite-capture of facilities or elite domination in relevant organizations (CBOs)
- e. Access to institutions like LGBs/ Ward Councilor/ City Corporation Zonal Office

**Socially excluded, disadvantaged and vulnerable groups deserving special attention:**

- a. Small ethnic and other vulnerable or socially excluded communities like untouchable (dalit), ahmadia and hijra
- b. Women and children
- c. Old and disabled
- d. Slum dwellers
- e. People living/ working/ studying in poorly constructed or poorly maintained buildings
- f. People living in the thickly populated, water-logged, low-lying areas, along narrow lanes and beside hills

**Likely Social Impacts and Mitigation:**

The project's overall social impact will be positive while negative effects are unlikely. Probable impacts comprise the following:

1. Reduced risk of disasters for improved resilience, better planned and well coordinated response although natural hazards like flood, cyclone, tornado, earthquake etc. can't be avoided but man-made hazards like fire, building collapse, traffic accident, landslide and even drainage congestion can be reduced.
2. Enhanced awareness and capacity of the local communities too participate in preparedness, planning and response

3. Vulnerable groups (women, children, disabled, poor etc) can be better reached by services and response.
4. Improved capacity of various executing agencies.

Due to better prevention and expected lower casualties and damages, the project will contribute to improving investment, employment and income opportunities and thereby enhancing economic and social development. No adverse effect on the loss of land or access to common property resources or on livelihoods security of the project area is expected.

**Small Ethnic Community Development Plan (SECDP):**

The project will be designed to ensure that all the sections of the communities including the very poor, vulnerable women, small ethnic and vulnerable community people, traditional minority community, marginalized and disabled people get access to information and facilities of the project. To ensure inclusiveness and participation of all relevant primary stakeholders particularly of small ethnic communities the project has prepared a SECDP which is included in this SMF and will be applied during the project implementation. For other vulnerable groups, the project will take special to ensure inclusiveness and participation on priority basis.

**Resettlement Policy Framework:**

Although the URP-1 will avoid acquisition of private land (to the extent feasible), the consultation during social assessment revealed that the public land or city corporation land likely to be used for constructing new facilities that may involve relocating existing users of such land for residential or small business purpose with or without permission. Such affected persons/ households will be provided financial assistance for relocation residential accommodation and business and be provided support to restore livelihoods in the form of skill training and cash grants. The method of assessing loss and paying rehabilitation assistance is detailed in the RPF which is included in the SMF as a guideline for the executing agencies of the project.

The RPF includes an entitlement matrix which has been developed in accordance with the GoB law on land acquisition and in compliance with the World Bank safeguard policies (OP 4.12). Following the finalization of the design, the detailed survey of the affected land and/or non-land assets and a full census of the affected families will be carried out to record the likely actual losses and impacts. As a part of the resettlement process, replacement cost surveys (or asset valuation) will be carried out, which will form the basis for determining the compensation for the affected users, if any displacement and need for rehabilitation assistance arises.

Cash Compensation under Law (CCL) to be paid through the DC office may not be needed as acquisition of private land will be avoided. However, at extreme circumstances private lands may also be acquired and public lands can be resumed from private uses. Resettlement Action Plan (RAP) will be prepared and implemented based on social impact assessment of project interventions at the implementation stage. Assistance will be provided for relocation of residence and business of affected individuals or households as determined in social impact assessment. Any CCL will be paid through DC office and resettlement assistance as per RAP will be paid through the project office in the City Zonal Office level and if required, competent partner NGO/consultant will be engaged to identify affected households/ persons and advise the project authority on the implementation of RAPs.

**Gender Assessment:**

The challenges of gender and disaster management will be looked from the gender lens along with other key elements of governance and disaster risk reduction (DRR) which includes participation, accountability, decentralization, coordination and cooperation and cooperation. Hence the project design will be gender responsive based on the gender analysis. The findings and recommendations from the gender analysis during project planning and feedback from beneficiaries during implementation will be discussed thoroughly to determine the need for further action. The SMF of the project includes a gender assessment and provided checklist for use during the implementation.

#### **Grievance Redress Mechanism:**

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 action.

The project will have two tier grievance redress mechanism. The first tier will a focal point and grievance redress committee at the City Corporation Zonal office level. The second tier will be established at the City Corporation headquarters level which will have monitoring, oversights and appeal role run by a GRC. The DDM will monitor the grievance redress outcome and will make it part of the reporting

#### **Disclosure:**

The SMF will be submitted to the Bank for review and clearance by the designated regional safeguard unit of the Bank and formally agreed with the Government of Bangladesh. The Implementing Agencies will upload the SMF in their official website along with the Bangla translation. The English version of the SMF will be forwarded to the World Bank for disclosure at country office information centre and in the Bank Info shop before appraisal.

#### **4. Implementation Arrangement**

The Government of Bangladesh (GoB) has overall responsibility for implementing this multi-Sectoral and multi- Ministerial Project. The GoB shall ensure proper planning, management, and co- ordination of the Project through five of its Ministries i.e. Ministry of Planning (MoP), Ministry of Local Government, Rural Development and Co- operatives (MoLGRDC), Ministry of Home Affairs (MoHA), Ministry of Disaster Management and Relief (MoDMR), and Ministry of Housing and Public Works (MoHPW). On behalf of GoB, these Ministries shall oversee that the key components of the Project are being implemented efficiently.

The three main physical components of the project will be implemented by four Implementing Agencies (IAs) namely Dhaka North City Corporation (for DNCC itself, DSCC and Sylhet City Corporation and Bangladesh Fire Service & Civil Defense), RAJUK, and the Department of Disaster Management. The fourth component concerning project management and coordination will be implemented by the Project Coordinating Monitoring Unit (PCMU) of the Programming Division, Planning Commission, Ministry of Planning.

# I. Introduction

## A. Background

Urban resilience is defined as the capability to prepare for, respond to, and recover from significant multi-hazard threats with minimum damage to public safety and health, the economy, and security of a given area<sup>1</sup>. Contemporary academic discussion of urban resilience focuses three distinct threats—climate change, natural disasters and terrorism. However, the focus of the proposed project concerns natural disasters like flood, cyclone, tornado, excessive rains, earthquake etc. but also includes transport accidents, fire, building collapse, landslide and other hazards which may sometimes be purely accidental. But often disasters like Rana Plaza and Nimali tragedy were cases of building collapse and fire, which occurred due to negligence of concerned authorities and building owners.

With the climate change effects already visible in Bangladesh, resulting more frequent cyclone storms and unpredictable rains are causing landslides in areas like Chittagong which can also happen in Sylhet and prolonged waterlogging affecting both Sylhet and Dhaka are not properly managed by the concerned city corporations and they lack capacity even to effectively coordinate among the concerned authorities like Dhaka WASA and RAJUK. With limited capacity and experience, both government and people are highly concerned about adversities of reoccurrence of disasters like earth quake, cyclone and flood, etc.

Although no major earthquake affected Bangladesh over the last 100 years, several small earthquakes occurred across the country including Dhaka and that raised people's concern. Particularly, Dhaka has been identified by Stanford University, the leading school on seismic risk management, as one of the 20 most earthquake vulnerable cities in the world. The concentration of seismic risk in urban centers of Bangladesh is a major reason of concern; continued and unplanned urbanization is consequently contributing to the threat. With the current regulatory and enforcement structure for urban development, authority and accountability is not clearly defined, making effective resilient development planning difficult<sup>2</sup>. Besides earthquake vulnerability, Dhaka has been identified as the second most flood prone metropolis, after Shanghai of China, among the nine cities of the coastal countries of the world, according to a vulnerability index worked out by a British university with researchers from the Netherlands. The Coastal City Flood Vulnerability Index (CCFVI), developed jointly by the Dutch researchers and the University of Leeds, also suggested three other Asian cities as most prone to flooding with Kolkata (India) as the third spot.

National Plan for Disaster Management of the Government of Bangladesh 2010-15 identified 12 major hazards to respond on priority basis (flood, cyclone and storm surges, tornado, river bank erosion, earthquake, drought, arsenic contamination, salinity intrusion, tsunami, fire, infrastructure collapse, and landslide). Of these flood, fire, tornado and infrastructure collapse are highly relevant in both Dhaka and Sylhet while landslide too is highly relevant in Sylhet. In addition, drainage congestion is a serious concern in both cities.

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<sup>1</sup>[http://en.wikipedia.org/wiki/Urban\\_resilience](http://en.wikipedia.org/wiki/Urban_resilience) retrieved on

<sup>2</sup><https://blogs.worldbank.org/endpovertyinsouthasia/category/tags/disaster-risk-mitigation> retrieved on

An assessment of the current situation while formulating the Bangladesh Urban Resilience Program (URP), revealed that there is no effective city level emergency disaster management system in place for Dhaka and other major cities whereas the country has built considerable capacity with managing coastal flooding and cyclone disasters through repeated response experience and support systems in place through local government (UP and Upazila), NGOs and government institutions working at the district and Upazila levels. The city level local governments in Dhaka (Dhaka North and Dhaka South City Corporations, the former Dhaka City Corporation and Sylhet City Corporation) have not been actively involved in disaster management except some relief distribution during events like floods in 1988, 1998 and 2004, for example. But the City Corporations in Dhaka lack capacity to face events like Nimtali Fire Tragedy or building collapse.

## **B. Project Description**

In the above backdrop, Government of Bangladesh intends to execute an urban disaster management project to be implemented in Dhaka and Sylhet city corporations called Bangladesh Urban Resilience Project (URP) with the Dhaka North City Corporation (in cooperation with Dhaka South City Corporation, Sylhet City Corporation and FSCD), RAJUK, and DDM as main implementing agencies. The URP will initially focus improving the critical capacity and for planning and emergency response (called pillar 1 of urban resilience). This will also lay foundations for subsequent interventions in pillars 2 and 3 of urban resilience, improving structural resilience through reduction of existing physical vulnerability; and risk sensitive land use planning and safe construction standards and practices to ensure sustainable growth.

URP is the first phase of a series of projects. With the key elements in place, the second project would seek to further improve construction standards for future developments and reduce the existing physical vulnerabilities in Dhaka and major cities across Bangladesh. A third project could consider broader investment in priority sectors, for example critical facilities, water supply system, power system, transport, and construction of protective infrastructure.

### **1. Objective of the Bangladesh Urban Resilience Project**

- a. The Objective of the project is to increase the effectiveness of disaster preparedness and response, while addressing existing and emergent risks in Dhaka and Sylhet.
- b. The Project will enhance the capacity of municipal public organizations in Dhaka and Sylhet to effectively prepare for, respond to and recover from small and large emergency events. It will also identify an investment program to reduce critical vulnerabilities and will support an improvement in the quality of new building construction.
- c. Further, the project seeks to create an enabling environment for coordinated, locally managed disaster risks management.

### **2. Components of the URP**

Component A: Reinforcing Bangladesh's Emergency Response Capacity: To improve the emergency response systems in the country, Component A of the URP will establish and execute an integrated emergency management system in Bangladesh at national level which supports local-

level response operations for improved efficiency. This system will be based on national guidelines as defined by the Revised Standing Orders on Disasters 2010 and the Disaster Management Act of 2012 and aligned with international standards of practice. The following activities will be implemented under Component A:

- a. Creation of National Coordination Center and National Disaster Management Research and Training Institute
- b. Enhancements to Fire Service and Civil Defense Capabilities
- c. Building Emergency Management Capabilities of Dhaka City Corporations
- d. Enhancing Sylhet City Corporation's Emergency Management Capabilities

*Component B: Assessment of Vulnerability of Critical and Essential Facilities:* Objective of this component is to develop the consensus-driven analytical foundation required for longer-term investments to reduce risks in the built environment of Dhaka and other cities in Bangladesh. It would concentrate on assessing the vulnerability of the built environment in greater Dhaka to earthquakes and other major hazards, focusing on essential and critical facilities and infrastructure. The assessment will establish the patterns of vulnerability of the city, understand the hotspots, and serves as a basis for a long term vulnerability reduction in greater Dhaka. Component B will also develop and operationalize a Data sharing GIS platform that would capture all relevant information and enable its spatial visualization to inform planning processes and systems to make them risk-sensitive. The following activities will be implemented under Component B:

- a. Assessment of Vulnerability of Critical and Essential Facilities and Lifelines
- b. Data Sharing Platform to Support Risk-Sensitive Development

*Component C: Improved construction, urban planning, and development:* The objective of Component C is to put in place the institutional infrastructure and competency to reduce long-term disaster vulnerability in Dhaka. It would address both the existing built environment as well as future development. The strategy will be to create an organization within RAJUK, the Urban Resilience Unit (URU) to support RAJUK, mainstreaming and improving Dhaka urban resilience. Component C will also put up the infrastructure and process to ensure an efficient and integral process for land use & zoning clearance; building code implementation and enforcement; permitting and approval of site & building plans; and Improved competency (through professional accreditation), trainings, continuous education, forums, piloting of projects for urban resilience, demonstrating results that address key urban development and management problems and issues. The following activities will be conducted under Component C:

- a. Creation and Strengthening of URU
- b. Electronic Construction Permitting
- c. Professional Accreditation Program
- d. Building Code Enforcement within RAJUK

*Component D: Project Implementation, Monitoring, and Evaluation:* The objective of this component is to ensure effective implementation of the Project activities. The Project will have a complex implementation structure that engages several ministries focused on disaster preparedness and emergency response. The implementing units will develop appropriate methodologies and procedures for execution. Due to the capacity building objectives of the project, it will be important to build M&E approaches into the project management structure. The project will also undergo an independent mid-term review and end-of-project evaluation. The following activities will be conducted under Component D:

- b. Project monitoring

- c. Mid-term review
- d. End of project evaluation
- e. Independent research project

Component E: Contingent Emergency Response: Following an adverse natural or man-made event or that causes a major disaster, the Government may request the Bank to re-allocate project funds to this component (which presently carries a zero allocation) to support response and reconstruction<sup>3</sup>. This component would allow the Government to request the Bank to reallocate project funds and designate them as Immediate Response Mechanism funds to be engaged to partially cover emergency response and recovery costs. This component could also be used to channel additional funds should they become available as a result of the emergency.

### **C. Social Issues and Impacts**

Investment activities under the project include construction and/or upgrading buildings to accommodate a National Coordination Center, a National Disaster Management, Research and Training Institute, and Emergency Operations Centers and Control Rooms for development of resilience to disasters in Dhaka and Sylhet city corporations. Although the sites are not identified at this stage, all these constructions will expectedly be on land already available with the government or with the involved City Corporations. However, the executing agencies may opt for involuntary acquisition of private lands at extreme circumstances of requirement. Involuntary displacement of peoples is likely when the sites on public lands will be resumed from private uses. Social impacts of project interventions will therefore, only be known during implementation.

Given the location and approach of the project preparation and implementation, the World Bank's Operational Policies on involuntary resettlement (OP 4.12) and on indigenous peoples (OP 4.10) are triggered to the Project. LGD has carried out the preliminary social assessment and developed a Social Management Framework (SMF) that meets the requirements of country legal framework and the Bank requirements including OP 4.12 and OP 4.10. However, application of OP 4.10 and OP 4.12 to a project intervention will be understood only when the sites will be identified and assessed at the project implementation level. In addition to social safeguard compliance requirements, the SMF lays down the processes to ensure that project preparation, design and implementation ensure inclusion, participation, transparency and social accountability.

The SMF will guide the executing agencies in identification of social aspects and impacts through a detailed social assessment prior to actual implementation. The executing agencies will develop and implement remedial measures to mitigate any social risks through development and implementation of Social management plans (SMP) for all interventions and Resettlement action plan (RAP), where required. The implementing agencies will ensure that sound methodologies are followed and no displacement is unattended to check impoverishment rather improvement of livelihoods. Voluntary donation of land will be accepted only when the interventions are not location sensitive and the potential donor is not exposed to any threat or coercion.

### **D. Approach and Methodology**

This SMF has been prepared based on preliminary social assessment carried out through literature review and stakeholders consultation. Literature review includes desk review of existing

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<sup>3</sup>Such a reallocation would not constitute a formal Project restructuring, as permitted under the particular arrangements available for contingent emergency response components (ref. Including Contingent Emergency Response Components in Standard Investment Projects, Guidance Note to Staff, April 2009, footnote 6).

documents obtained from the concerned organizations and by visiting websites. It also comprised collection of secondary information and conduct of field visits and stakeholder consultation. The assessment enabled the preparation of SMF. The SMF will apply throughout the duration of the project. It will be implemented and monitored by the respective EAs for project investments to be identified, prepared and implemented following the procedures recommended. Each of the EAs will be responsible for mainstreaming the SMF in the identification and preparation of subprojects. All investments will be implemented following the SMF guidance on social issues and safeguards, and will include the associated costs including stakeholders' consultation, disclosure and training of local actors. LGD will develop a community operational guideline for implementation of the SMF in carrying out social screening and preparation of SMP for all investments and RAP, where required.

#### **E. Disclosure**

The Draft SMF has been disclosed in a Stakeholders Consultation Workshop held on November 30, 2014 in the NEC Committee Room-1, Planning Commission, Dhaka. Comments from the consultation workshop have been incorporated to update the SMF. The updated SMF will be submitted to the Bank for review and clearance before project appraisal. The SMF after Bank clearance will be translated into Bangla (local language) and disclosed locally and the English version disclosed through the Bank's Infoshop.

The updated SMF and its Bangla translation will be available at all offices of the involved executing agencies and the MOFDM (DM&RD), DDM, City Corporations, RAJUK and Fire Service and Civil Defense Department.

The executing agencies will upload the SMF in their official websites along with the Bangla translation. Information about these locations will be advertised in local newspapers (English and Bangla).

#### **F. Structure of the Report**

After a brief introduction about the project with its background and description of approach and methodology to be followed, this report has comprises an assessment of social issues and impact of the project in the potential areas presented in Section II besides describing social setting of the project areas. Section II also provides historical background of the target areas; the demographic profile as well as description of various hazards like flood, drainage congestions, land slide, earth quake, fire, collapse of infrastructure, etc.

Section III provides a stakeholder analysis which is followed by description of legal and policy framework of both GOB and the World Bank in section IV. Section V provides an outline of the SMF describing the principles of urban resilience, general principles of social development, gender assessment, resettlement policy framework, the concerns of the socially excluded and vulnerable people including the small ethnic communities, communication and consultation framework, and grievance redress mechanism. Finally, the section VI describes institutional arrangement which includes project management, institutional capacity building and monitoring and evaluation.



## II. Assessment of Social Issues and Impacts

### A. Social Setting of the Project Area

#### 1. Urbanization and the Project Cities

##### **Dhaka, the Capital City of Bangladesh**

Not long ago, Bangladesh was called a large village and its capital Dhaka was termed a rural town or Ganj. This statement is partly correct and partly wrong as Dhaka city was born more than 400 years ago and it was capital of Bengal during Mughal and pre-Mughal periods. Also, Dhaka had several hundred thousand people before the British rule was established in Bengal in 1757. Importance of Dhaka declined during the British period but it became provincial capital again after the fall of British rule in the subcontinent and again it became a major city. Karl Marx wrote in New York Daily Tribune on 25 June 1853 that from 1818 to 1836 the export of twist from Great Britain to India rose tremendously. In 1824 the export of British muslin (clothes) to India hardly amounted to 1,000,000 yards, while in 1837 it surpassed 64,000,000 yards. But at the same time the population of Dacca decreased from 150,000 inhabitants to 20,000. This decline of Indian towns celebrated for their fabrics was by no means the worst consequence. British steam and science uprooted, over the whole surface of Hindustan, the union between agriculture and manufacturing industry.<sup>4</sup>

The city of Dhaka started expanding during rule of Subedar Islam Khan (1608) when Jahangir was Mughal emperor in Delhi and the city was made capital of Bengal province and named Jahangir Nagar. It also expanded during the rule of Subedar Saista Khan during the rule of Mughal emperor Aurangajeb and the whole 17th century is remembered as a golden age in the history of Dhaka. As a capital for its suitable location Dhaka soon became an important commercial hub and manufacturing station and during this period the Lalbagh fort was established.

Dhaka Municipality was established (under Act III B.C. of 1864) on 1<sup>st</sup> August, 1864. Prior to this, a Committee of Improvement worked in the city which was formed in 1823. The Act of 1884 recognized for the first time the elective principle in unambiguous term. The next significant milestone was the Bengal Municipal Act of 1922.

After the partition of India, Dhaka became the provincial capital of the then East Pakistan in 1947 and then in 1971 it became capital of the independent country, Bangladesh. In 1978, Dhaka Municipality was awarded the status of Municipal Corporation and the existing Chairman became the Mayor of the Corporation. In 1982, two adjacent municipalities, namely Mirpur and Gulshan Municipalities were merged with Dhaka Municipal Corporation. In 1990, Dhaka Municipal Corporation was renamed as Dhaka City Corporation and was divided into 10 zones.

The Local Govt. (City Corporation) Act 2009, (Amendment-2011), Dhaka City Corporation has been divided as Dhaka South City Corporation (DSCC) and Dhaka North City Corporation (DNCC). Dhaka North is situated within Longitude 90°20' to 98°28' and Latitude within 23°44' to 23° 54'. Its total area covers 82.638 sq. kms which consists of five zones including 36 Wards.

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<sup>4</sup><http://www.marxists.org/archive/marx/works/1853/06/25.htm> accessed on Dec 2, 2014

The physical expansion of entire Dhaka City over the last four decades was mainly due to rapid population growth; the highest rate of population growth and physical expansion took place during 1981–1991 when population was doubled.. However, since 2000s, the territorial configuration of Dhaka City had been classified into four different connotations.

- First, in 2005, Dhaka City Corporation had an area of 290 sq. kms. (120 sq. miles).
- The second concept of Dhaka City is the Dhaka Metropolitan Area (or more precisely the Dhaka Metropolitan Police or DMP Area) which is commonly referred to as DMA. Up to 2005, DMA or DMP was about 360 sq. km. (or 139 sq. miles) and this area was somewhat larger than DCC.
- The third connotation of Dhaka is the Dhaka Statistical Metropolitan Area or DSMA. In 1981, DSMA covered an area of 797 sq. kms. (307 sq. miles). The area of the DSMA region, however, was increased to 1353 sq. kms. (522 sq. miles) during the year 1991.
- The fourth concept of Dhaka is known as Capital Development Authority or Rajdhani Unnayan Karttripakhya (RAJUK) area, which is mainly a planning region and also larger than DSMA. During 1959, RAJUK had a planning area of about 829 sq. kms. (320 sq. miles). However, up to 2005, the planning area of RAJUK spread to nearly 1528 sq. kms. (590 sq. miles).<sup>5</sup>

### **Sylhet: The holy City of Muslim Shrine Hazrat Shahjalal (R)**

**Sylhet** (Bengali: সিলেট *Silet* pronounced: [sɪlɛt]), also known as **Jalalabad** and "City of Hazrat Shah Jalal"; is a major urban center in north-east Bangladesh. It is one of the richest cities of Bangladesh. It is the principal city and administrative capital of Sylhet Division. The city is located on the banks of Surma River in the Surma Valley and has a population of about 500,000 people, making it one of the largest cities in Bangladesh. The city is home to the mausoleums and mosques of Shah Jalal and Shah Farhan, revered Sufis of Bengal and the Indian subcontinent.

Every year, Sylhet receives hundreds and thousands of pilgrims and tourists to the Dargahs of Shah Jalal and Shah Farhan. It also has other tourist attraction for nice view of hills, tea garden, forest, wetland area, waterfalls and ecopark etc. Sylhet is important to the global Hindu believers also because the ancestral homes of Krishna incarnation Chaitanya's father and mother in Golapganj and Habiganj. Sylhet is also where body parts of Sati (another form of Goddess Durga) fell on Earth. Hindu devotees from across the world visit these important landmarks in Sylhet.

Many Sylhetis (local people of Sylhet) have emigrated abroad over the years, and the city receives some of the highest annual remittance inflows in Bangladesh, particularly from the British Bangladeshi community. These remittances have fuelled a real estate and construction boom. Sylhet is also a center of the Bangladeshi oil and gas sector, with the country's largest natural gas reserves located in Sylhet Division. Historically, Sylhet was part of various kingdoms and sultanates in Bengal and Assam. Under British rule, it was a strategically important hill station in the north-east India.

The 14th century marked the beginning of Islamic influence in Sylhet, with the arrivals of Sufi disciples to the region. A messianic Muslim saint, Shah Jalal, arrived in Sylhet in 1303 from Mecca via Delhi and Dhaka. Under the spiritual leadership of Shah Jalal and his 360 companions,

<sup>5</sup><http://www.asiaticsociety.org.bd/journal/07SharifuddinAhmed.pdf> accessed on 2 Dec 2014

many people converted to Islam and began spreading the religion to other parts of the country. Shah Jalal died in Sylhet in or around the year 1350.

Sylhet grew as an urban centre over the last few centuries from the time of Muslim rule in the early 14<sup>th</sup> century. However, the rapid growth and expansion of Sylhet occurred during the colonial period. Sylhet Municipality was established in 1878. A devastating earthquake demolished almost the entire town on 12 June 1897 following which a modern and European model new town was built on the wreckage. Many new roads were constructed in the late 1890s and Sylhet became really connected to the other parts of the country with the establishment railway connectivity in 1912–15.

From the very beginning of the 20th century, the importance of Sylhet increased with the establishment of the tea industry. In the 1950s and 1960s, rapid urbanization took place in the town, fostered by the expatriate Sylhetis and the process is still ongoing. Urbanization of sylhet accelerated after independence.

On 10<sup>th</sup> April 2001 Sylhet was declared a city corporation. The Sylhet City now comprises 27 wards and 210 mahallas. In area it is small but has high concentration of population, about 2.7 million people live in 26.50 km<sup>2</sup> area. At present, Sylhet is the district-headquarters as well as the divisional headquarters of the districts of Sunamganj, Habiganj, Maulvi Bazar and Sylhet District.

The Sylhet City Corporation is responsible for the services that are provided within the city which includes traffic, roads, garbage collection, water supply, registrations and many others. The corporation consists of the Mayor and 22 other Commissioners, and focuses on the development of the city.

## **2. Demographic Profile**

Currently over 7 million in DCC area and 15 million in wider Dhaka Metropolitan area (newgeography.com) which will increase to 25 million by 2025 (planet of slums by Mike Davis; Asia Times, 20 May 2006). Annual growth rate of urban population is 3.5% in Bangladesh and 4.2% in Dhaka. Population of Dhaka City Corporation area was 5.52 million in 2001 (population census 2001).

Enumerated and unadjusted population of Sylhet City Corporation area (27 wards) is 479,837 as per population census 2011. Adjusted population could be about 5% higher for under counting and if adjoining urbanized area included population can be a bit higher. Population of Sylhet City Corporation area in 2001 was 263,197.

Table 1: Some important demographic data for Dhaka and Sylhet districts are provided below as per population census 2011.

SL	Particulars	Dhaka district	Sylhet district
1	Area (sq km)	1,464	3,454
2	Population	12,043,977	3,434,188
3	Population Density/ sq km	8,229	995
4	Sex Ratio (M/F*100)	119	101
5	Literacy Rate % age 7+	70.5	51.2
6	Female Literacy % age 7+	66.9	48.9
7	Disability % of population	0.8	1.4
8	Muslim Population (%)	94.7	92.6
9	Sanitation %	93.5	61.8
10	Lighting by electricity %	97.0	62.9

Source: BBS. Bangladesh Census of Population and Housing, 2011

**Table 2: Area and population of Dhaka City, 1600–2001**

<i>Period</i>	<i>Rule</i>	<i>Area sq km</i>	<i>Population</i>
1600	<i>Pre Mughal</i>	1	<i>Unknown</i>
1700	<i>Mughal</i>	50	90,000
1800	<i>Early British</i>	8	200,000
1818*	<i>Early British</i>	8	150,000
1836*	<i>Early British</i>	8	20,000
1867	<i>Mid British</i>	8	51,000
1911	<i>Late British</i>		125,733
1947	<i>Pakistan</i>	12	250,000
1951	<i>Pakistan</i>		335,928
1961	<i>Pakistan</i>	28	550,143
1971	<i>Bangladesh</i>	40	1,500,000
1974	<i>Bangladesh</i>	40	1,600,000
1981	<i>Bangladesh</i>	62	2,475,710
1991	<i>Bangladesh</i>		6,950,920
2001	<i>Bangladesh</i>		9,912,908
2011	<i>Bangladesh</i>		15,391,000

\* Karl Marx, *British Rule in India*

Source: SaleemulHuq and MozaharulAlam. Flood Management and Vulnerability

of Dhaka City. <http://www.bvsde.paho.org/bvsacd/cd46/cap9-flood.pdf> retrieved on 21 Jul 2014 and World Fact Book

### 3. Poverty in the Project Cities Urban Poverty

Urban cities are generally understood to be the place for the privileged groups. Lack of skills and education, access to resources, and rural urban migration for livelihood earning, left pockets in the privileged areas for the urban poor. The extreme urban poor are waste pickers, daily wage workers, beggars, housemaids, petty vendors, rickshaw pullers and sex workers. This section of the urban dwellers lives in foot paths, railway stations, market places, garages and slums. The slum areas are identified as the clusters of urban poor. They accept these types of unhygienic places to save from their meagre income and avoid unnecessary travel cost. Low income earners accept not only

hazardous environment but also residential premises vulnerable to natural disasters. Urban poor are more at risk than their rural counterparts. According to the household income and expenditure survey 2010, proportion of poor population in the urban areas of the country is 21.3% which is 18.0% in Dhaka division and 15.0% in Sylhet division. In the core city areas, the poverty rate is assessed in single digit while in the suburban areas, it is drastically higher. For example, proportion of poor people in Uttara Model Town is only 3.7% while in the adjacent Turag area (peri-urban), they are 25.1%<sup>6</sup>. Poverty incidence in Sylhet Sadar Sub-district covering the Sylhet city is 14.3% which in the adjoining other sub-districts ranges from 10% to 52%. A comparison of head count ratio of overall and urban poverty using upper and lower poverty line is shown below for the country, Dhaka division and Sylhet division.

Table-3: A comparison of head count ratio of overall and urban poverty 2010  
(% people living below poverty line)

SL	Area	% below Upper poverty line		% below lower poverty line	
		Overall	Urban area	Overall	Urban area
1	Country Average	31.5	21.3	17.6	7.7
2	Dhaka division	30.5	18.0	15.6	3.8
3	Sylhet division	28.1	15.0	20.7	5.5

Source: BBS. Household Income and Expenditure Survey, 2010

While head count ratio describes what percentage of people live below the upper and lower poverty lines, another important indicator- poverty gap describes the depth of poverty how much below the poverty line the average poor people are living. By this indicator, the HIES 2010 found that poverty gap is lower in Sylhet Urban (2.7%) than in Dhaka urban area (3.7%) meaning that although Dhaka urban area has lower percentage of poor people, the Dhaka poor are further below the poverty line than the Sylhet poor. It was also observed that the rural area had higher poverty as well as deeper poverty indicating that both incidence and depth of poverty reduces with urbanization.

#### 4. Major Hazards in Dhaka and Sylhet Cities

The cities of Dhaka and Sylhet are prone to several hazards described below. Some of the hazards are natural like flood, storm and tornado and earthquake; some are mix of natural and human-induced such as waterlogging and landslide, while some others are more human-induced than natural or accidental such as fire and infrastructure collapse.

##### *a. Flood*

#### **Dhaka**

After Shanghai of eastern China, Dhaka has been marked as the most flood prone metropolis among nine major coastal cities, according to a vulnerability index (CCFVI) worked out by Dutch researchers and the University of Leeds. Kolkata is another city of the nine which ranks third. Meanwhile, environment experts have been saying that at least 20 million people would be displaced as 17 per cent of Bangladesh, mainly in the coastal areas would be inundated when the

<sup>6</sup> BBS, HIES 2010, Upazila Level Poverty Table

sea level is expected to rise by a meter by 2050 due to global warming. It is also warned that social vulnerability to flooding will double in the cases of Dhaka, Manila and Shanghai by 2100.

Nigel Wright, from the University of Leeds' School of Civil Engineering said that "Vulnerability is a complex issue and it is not just about exposure to flooding, but the effect it actually has on communities and business and how much a major flood disrupts economic activity."The population close to the coastline and the number of cultural heritages exposed to floods will increase, so there is an urgent need for action towards adaptation measures by raising the anticipatory mentality of local population, the study suggested. This is true for both Dhaka and Sylhet having important cultural sites beside the river and vulnerable to flood.

The vulnerability indicators include percentage of a city population living close to the coastline; the amount of time needed for a city to recover from flooding; the amount of uncontrolled development along the coastline, as well as the volume of measures to physically prevent floodwater entering a city.

The indicators that led to the measurement include measures of the level of economic activity in a city, its speed of recovery, and social issues such as the number of flood shelters, the awareness of people about flood risks, and the number of disabled people in the population.

The index also looks at how cities are prepared for the worst - for example, do they have flood defense, do they have buildings that are easy to clean up and repair after the flood? It is important to know how quickly a city can recover from a major flood.

An assessment of flood hazard, vulnerability and risk of mid-eastern Dhaka by Masood, M and Takeuchi, K. published in Springer Science and Business Media, BV 2011 published online on 16 Dec 2012 noted that 60% of mid—eastern Dhaka is regularly flooded. This part of the city remains unprotected even in 2014.<sup>7</sup>

Until 1990s most part of Dhaka city in the peripheries was flooded. Most severe floods in the recent decades are floods of 1987, 1988, 2004 and 2007. The City of Dhaka is surrounded by four rivers – Turag, Burigonga, Sitalokhya and Balu. The left banks of Turag and Burigona have flood protection embankment constructed after 1988 flood in early 1990s while the right banks of Balu and Sitalokha are yet to have such embankment.

By virtue of being surrounded by the distributaries of several major rivers, the city has been subjected to periodic flooding since its early days. Major floods in the Greater Dhaka area have occurred in 1954, 1955, 1970, 1974, 1980, 1987, 1988, and 1998 due to spillover from surrounding rivers. Among these, the 1988 and 1998 floods were catastrophic. In the 1988 flood, it was estimated that about 85 percent of the city was inundated at depths ranging from 0.3 to over 4.5 meters, and about 60 percent of city dwellers were affected. It also disrupted city life, air travel, and communication from the capital city to the outside world. The 1998 flood was most severe in terms of extent and duration. It was estimated that about 56 percent of the city was inundated, including most of the eastern and 23 percent of the western parts of the city. The flood protection Embankment and floodwalls along the Turag and the Buriganga rivers protect the western part of the city from river flooding but eastern part remains unprotected.

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<sup>7</sup>(<http://link.springer.com/article/10.1007%2Fs11069-011-0060-x#page-2> retrieved on 22 Jul 2014)



Bangladesh is vulnerable to sea level rise, repeated cyclones, deeper penetration of saline water, erratic rainfall, flood, drought, river bank erosion and many more, Daily Star- Jan 20, 2010



Heavy rains, water logging and chaotic mess of traffic paralysed life all over the country, including the capital Dhaka-The Age June 24, 2014



Torrential rain submerges Dhaka again- The Daily Star September 20, 2014

## Sylhet

Sylhet city stands on the river Surma and the river flows almost along the middle of the City. Sylhet experiences heavy rains and the river brings water from the hilly areas of eastern India. Although some parts of the city have hills and high land, most other parts are plain land adjoining low-lying floodplains and haor. Therefore, the city is vulnerable to flood.



District level disaster report 2012 provides a hint to the extent of flood vulnerability of Sylhet. Heavy rains in south-eastern and north-eastern Bangladesh, starting on June 25 and lasting over five days have caused floods and catastrophic landslides, leaving at least 118 dead (as of June 29) and over 300,000 people without secure accommodation. This report focuses on the impact of the flooding in the district of Sylhet.

Flash Floods set off by heavy rains and upstream torrents from Meghalaya in India have swamped vast stretches of land in Sylhet and other nearby districts of the country, leaving thousands of people marooned. The situation has affected 10 upazillas out of total 12 in Sylhet district in addition to some of the wards in Sylhet City Corporation. At the time of writing all the rivers in Sylhet division significantly exceed danger levels.

So far, two people (including one 10 year-old boy) were found dead with an unspecified number of people injured. 8,028 people have taken shelter in 38 shelters opened by local government while an unspecified number are reported displaced and taking shelter in relative's houses. At the time of reporting figures are a little confused, but the administration in Sylhet has already allocated 50,000 metric tons of food grain out of which 27,000 metric tonnes are already distributed. In addition to this, it has already distributed BDT 500,000 out of a total of BDT. 2,027,000 that it expects to distribute.

Flood waters have completely destroyed 1,907 houses and partially damaged 14,938 houses. 39 government medical teams are providing health support including treatment and medicine to flood affected people. At the time of reporting, the district administration is continuing relief distribution and with their response believes that the overall situation is under control. It is closely observing the situation and taking necessary steps to manage the potential impact.

The situation of the upazillas of Sylhet Sadar, Gowainghat, Jointapur, Kompaniganj, Kanaighat, Jokiganj, Bianibazar, Golapganj, DakshinSurma, Bishwanath and Balaganj upazila and Sylhet



town was thought to be improving slowly. At the time of writing, however, water started to enter again into low lying areas of Jokiganj and Biani Bazar upazila due to a breach in embankment prompting further concerns.

#### *b. Drainage congestion*

### **Dhaka**

Dhaka receives about 2,000 mm of rainfall annually, of which almost 80% falls during the monsoon. Floods are one of the main natural hazards affecting the city and are associated with river water overflow and rain water stagnation. The city has become more vulnerable to intense urban flooding due to heavy and unpredictable rainfall in recent years. The drainage capacity of the city has also decreased alarmingly due to development of unauthorized settlements. Illegal occupation of drainage canals and wetlands by land grabbers has further contributed to the problem



*Vehicles plying and people walking in knee-deep water in city street is quite common even in the event of a few mm rainfall.*

**Sylhet:** Sylhet City is located very near Assam, most rainy part of the world. Sylhet experiences highest yearly rainfall in Bangladesh and therefore substantial part of the city is affected by water-logging although the city is not much affected by river flood except in exceptional high floods like those of 1988, 1998 and 2007. Rural areas of the district are however flooded almost every year and their life is very much integrated with the city.

In June 2012 two persons died and several others were missing as heavy rains over three days and onrush of flash flood water overflowing the river inundated more than 20% area of of Sylhet district including low-lying areas of Sylhet city. The areas that went under water are Bandar Bazaar, Massimpur, Sunbhanighat, Ghashitola, Shibganj, Mendibag, Shhadipur, Jhalopara, Kalighat, Birthkla, Shah Jalal Upasahar, Kolapara, Bilpar, Zinda Bazaar, Akhalia Topoban and, Bagbari. Several of the areas went under waist deep water and people have to take shelter elsewhere. The district disaster control office said that about 50,000 people have been affected and

therefore flood shelters were opened and affected poor people in the shelters provided dry food. Sudden flood disrupted railway service<sup>8</sup>.

The city is sometimes flooded and often waterlogged like this. In another occasion only after 92 mm rains in 10 hours many areas of the city was waterlogged. The reason was stated to be blockade of drains for not cleaning and maintaining regularly and many roads went under water. The City Mayor said that drainage congestion is a serious problem as many drains and canals are occupied and construction of drains would cost Tk. 200 million.

### *c. Tornado*

The two transitional periods between southwest and northeast monsoons over the Indian sub-continent are characterized by local severe storms. The transitional periods are usually referred to as pre-monsoon (March-May), and post-monsoon (October- November). It is the pre-monsoon period when most of the abnormal rainfall or drought conditions frequently occur in different parts of Bangladesh. Also there are severe local seasonal storms, popularly known as norwesters (kalbaishakhi). Severe norwesters are generally associated with tornadoes.

Tornadoes are embedded within a mother thundercloud, and moves along the direction of the squall of the mother storm. The frequency of devastating norwesters usually reaches the maximum in April, while a few occur in May, and the minimum in March. Norwesters and tornados are more frequent in the afternoon. Table 3 shows some of the devastating norwesters and tornadoes that hit Bangladesh. Norwesters may occur in late February due to early withdrawal of winter from Bangladesh, Bihar, West Bengal, Assam, and adjoining areas. The occasional occurrence of norwesters in early June is due to the delay in the onset of the southwest monsoon over the region (Karmakar, 1989).

Some of the devastating norwesters and tornadoes that affected in the last four decades

- i. 14 April 1969 Demra (Dhaka)
- ii. 17 April 1973 Manikganj (Dhaka)
- iii. 10 April 1974 Faridpur
- iv. 11 April 1974 Bogra
- v. 09 May 1976 Narayanganj
- vi. 01 April 1977 Faridpur
- vii. 26 April 1989 Saturia (Manikganj)
- viii. 14 May 1993 Southern Bangladesh
- ix. 13 May 1996 Tangail
- x. 04 May 2003 Brahmanbaria – very near Sylhet
- xi. 21 March 2005 Gaibandha

*Source: Bangladesh: State of the Environment 2001 and web sources quoted in NPDM*

Wind speeds in norwesters usually do not exceed 113-130 km/hr (70-80 miles/hr), though often their speeds exceed 162 km/hr (100 miles/hr). When the winds become whirling with funnel shaped clouds having a speed of several hundred kilometers or miles per hour, they are called tornados. Norwesters bring the much-needed pre-monsoon rain. They can also cause a lot of havoc and destruction. Tornados are suddenly formed and are extremely localized in nature and of brief

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<sup>8</sup> Daily Sun, Dhaka on 28 June 2012

duration. Thus, it is very difficult to locate them or forecast their occurrence with the techniques available at present. However, higher resolution satellite pictures, suitable radar, and a network of densely spaced meteorological observatories could be useful for the prediction or for issuing warnings of norwesters and tornados.

#### *d. Landslide*

A landslide in Sylhet's Jaflong on Wednesday left three workers dead and two others injured. The mishap happened when the workers were excavating land to dig up stones in the Ballaghat area at around noon," Officer-in-Charge of Goainghat police station Shafiqur Rahman said. Rahman said the injured had been hospitalised. Published 13/3/13. Another 10 persons injured were admitted to Osmani Hospital in Sylhet City.<sup>9</sup>

#### *e. Earthquake*

Bangladesh and the northeastern Indian states have long been one of the seismically active regions of the world, and have experienced numerous large earthquakes during the past 200 years. Many of seismic-tectonic studies have been undertaken on the area comprising the Indo-Burman ranges and their western extension and in the northern India. Major active fault zones of the country have been delineated through geological trenching and dating methods. A list of reference of this is provided in Haque, (1990), using data from various sources. A seismic zoning map of Bangladesh has been proposed in 1979 by Geological Survey of Bangladesh (GSB) dividing the country into three seismic zone which was accompanied by and outline of a code for earthquake resistant design. Later, a new updated seismic zoning map and detailed seismic design provisions have been incorporated in Bangladesh National Building Code (BNBC 1993). A seismicity map of Bangladesh and its adjoining areas has also been prepared by BMD and GSB. Bangladesh has been classified into three seismic zones with zone-3 the most and zone-1 the least vulnerable to seismic risks. Sylhet falls in most vulnerable zone 3 and Dhaka falls in moderately vulnerable zone 2.

The NPDM took note of seven devastating earthquakes of RS 7.0 and above that occurred in and around Bangladesh between 1869 and 1950. Epicentral distance of three of them was between 60 and 80 kms of Sylhet. For Dhaka, the lowest Epicentral distance of earthquake centre was 150 kms that affected Sylhet in 1818. Three others had Epicentral distance of 170 to 250 kms from Dhaka.

Earthquake Vulnerability Assessment Sylhet by M. Ahmed, K. M. Khaleduzzaman, Nure Alam Siddique and S. Islam in *SUST Journal of Science and Technology*, Vol. 19, No. 5, 2012; P:27-34 marked Sylhet as one of the most earthquake vulnerable area using Rapid Visual Screening (RVS) and Modified Turkish Method.

The concentration of seismic risk in urban centers of Bangladesh is a major source of concern; continued and unplanned urbanization is adding to the threat. With the current regulatory and enforcement structure for urban development, authority and accountability is not clearly defined, making effective resilient development planning difficult.

#### *f. Fire*

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<sup>9</sup><http://bdnews24.com/bangladesh/2013/03/13/3-dead-2-injured-in-sylhet-landslide> retrieved on 2 Dec 2014

Fire happens quite frequently in and around Dhaka city, often in garments factories and slum areas. In the case of factories most incidents are caused by electrical short circuits which can be prevented by periodic checking of electrical wiring, appliances and accessories. But the factory owners neglect these simple things as some extra investment is needed. In the case of slums and residential area fire, most incidents occur due to negligence like not putting off gas stove after cooking or drying clothes in the kitchen.

Casualties in the case of fire in the factories can be minimized if extra stairs made fire exit are kept open but such area are often dumped with various materials and locked. Gatemen and other staff responsible to manage them are not often found on emergencies. The situation is changing now with continued efforts from the BGMEA and buyers on worker safety but still lot more need to be done particularly in factories who supply clothes on sub contract basis, hence not accessed by buyers.

### **Record of Fire Accidents from 1990 to 2000**

The fire service department of the government says that nearly 150 workers died due to fire accidents in garment factories from 1990 to 2000. Unofficial sources say this death toll exceeded 250. Over this period, at least 40 incidents of fire have been recorded in different garment factories. In the year 2000 alone, three major fire accidents in three different factories claimed at least 60 lives and injured over 200 people.

In 1990, a fire in the Saraka Garments in Mirpur Dhaka left 32 workers dead in stampede. One major cause of this was that the main gate was locked and the panicked workers could not get out of the factory. The reasons and the patterns of deaths in garment fires have remained the same throughout the decade of the 1990s and even in the new millennium.

In September 2000, 12 women workers died in a stampede following a fire in Globe Knitwear in Dhaka. The main collapsible gate of the factory was locked during the accident. In October of the same year 50 workers were seriously injured in stampede following a fire in another Dhaka factory. The year ended with the Narsingdi incident where 50 people died.

A fire at a garment factory north of Dhaka, the capital, killed at least 20 people and injured dozens on Tuesday, in the latest blow to the country's largest industry. The fire at a 10-story factory in the Ashulia industrial area, about 16 miles from the capital, started on the ninth floor around lunchtime, when most of the 5000 workers were outside. Local reporters who had rushed to the hospitals said at least 24 people had been killed. Factory officials said they knew of about 20 deaths<sup>10</sup>.

Piles of clothes in garment factories are easily combustible. Fires can be very deadly because some factory owners lock exits to prevent workers from leaving their machines. International labor groups have criticized the safety of Bangladesh's garment factories. A factory fire outside Dhaka in February killed more than 20 people.

### **Tazneen Garment Incident:**

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<sup>10</sup> New York Times reported on Dec 14, 2010

At least 137 people were killed of which 124 dead bodies were recovered due to a fire at a Garments Factory at Ashulia area near Dhaka city. The fire started Saturday night and quickly moved through the lower floors of the building. The fire left scores of workers trapped on the upper floors while rescue workers contended with difficult access. The main difficulty to put out fire was lack of proper access road for the fire fighting vehicles<sup>11</sup>.

### **Nimtali Tragedy**

On 3<sup>rd</sup> June 2010, at least 125 people, mostly women and children, were killed and many others injured in the Nimtali fire in the Old Dhaka. After the tragedy, the government compensated each of the victim families with an amount of Tk 1, 20,000. But those who lost all of their belongings and properties did not get any compensation. Even no medical funds were provided to the burn victims separately<sup>12</sup>.



*Other than in the factories, four separate incidents of fire have been reported in the capital on Friday afternoon<sup>13</sup>.*

A total of 20 units of fire-fighters from different stations, Fire Service and Civil Defense (FSCD) and the headquarters doused the blazes that originated in four different areas of the capital. In Hajaribagh a devastating fire broke out at a leather factory at around 2:30pm in the afternoon. Md. Mainul Islam, officer-in-charge of Hajaribagh police station said a devastating fire broke out at ‘Jeans Treat Ltd’, adjacent to Karim Leather. SCD official Mohammad Ali said that the fire might have originated from an electric short circuit but the amount of loss inquired in fire could not be known yet. “A total of 11 units of the firefighters from different stations of the FSCD fought for over one and a half hours to douse the fire together with police and local people ” said FSCD Mobilizing officer Shahjadi Sultana.

In Dhanmondi: In Dhanmondi: Fire broke out at the 2nd floor of Archeda Plaza, a six-storey building, at Dhanmondi in the afternoon. Fireman Azharul Islam of Mohammadpur Fire Station said Mohammad Ibrahim, owner of the apartment, had torched his own house following a quarrel

<sup>11</sup> UPI reported on Sunday Nov 25, 22012

<sup>12</sup><http://newagebd.net/17319/4th-anniv-of-nimtali-fire-tragedy-today/#sthash.VJZyWma.dpuf> (New Age 3Jun2e, 2014) and <http://observerbd.com/details.php?id=23708> ( Daily Observer 6<sup>th</sup> Apr 2014)

<sup>13</sup><http://www.dhakatribune.com/bangladesh/2014/feb/14/4-separate-fire-incidents-capital#sthash.5M14TMvz.dpuf>

with his wife. Fire fighters brought the blaze under the control around 3pm but the cause of the fire could not be known.

In Bongshal: Fire broke out at a warehouse of motor parts at Mokimbazar in around 2pm. The FSCD Mobilising officer said almost the entire warehouse was damaged in the fire. Abul Hasan, officer-in-charge of Bongshal police station, said the warehouse located at the ground floor of the building was shut during the fire. The fire might have originated from an electric short circuit,” the OC said.

In Motijheel: Another fire broke out at a building in Motijheel however the local people managed to douse it before the FSCD officials reached the spot, said Shahjadi Sultana.

### **Sylhet**

Fire incidents have reached an alarming rate in Sylhet this month. Over 20 fire incidents had already been recorded in the current month. The fire service officials opined that hike in temperature, lack of caution in houses and factories, faulty electric supply lines and use of defective gas cylinders were responsible for this rise in fire incidents. Sylhet Divisional office, public residence and a furniture shop were gutted in separate incidents in the Sylhet city's Alompur and Dakshin Surma industrial areas yesterday. The incidents burned down assets worth Tk25 lakh. Assistant director of Fire Service and Civil Defense Sylhet, said fire originating from an electric short-circuit had engulfed a Sylhet Divisional office in Alompur area under Dakshin Surma police station. Another fire broke out at Raykhail in Dakshin Surma area. Fire service officials estimated the loss to be worth Tk15 lakh. Because of the current temperature hike, all substances remain dry and fire engulfs them very quickly.' He further said overheated machineries also caused fire some time because of frequent fluctuation in electric voltage, adding that the rate could be reduced if the people could be made more aware of such incidents, he said. New Nation Jul 23, 2014

### *g. Infrastructure collapse*

When the Rana Plaza factory building collapsed in the Bangladesh capital on 24<sup>th</sup> April 2013 at Savar, Dhaka, more than 1,130 garment workers were killed, crushed under eight stories of concrete. More than 2,500 people were rescued from the building alive, but some suffered terrible injuries.

It is considered the deadliest garment-factory accident in history, as well as the deadliest accidental structural failure in modern human history. The building contained clothing factories, a bank, apartments, and several other shops. The shops and the bank on the lower floors immediately closed after cracks were discovered in the building. Warnings to avoid using the building after cracks appeared the day before had been ignored. Garment workers were ordered to return the following day and the building collapsed during the morning rush-hour.

A six-story building housing a garment factory namely 'Phoenix Garments' collapsed in in the heavily industrial Tejgaon area of the Dhaka city on 25 February 2005 that caused death of at least 18 people, seriously injuring more than 50 and trapping more than 300. Most of the garment workers died or injured were female.

## **5. Social Resilience**

Few nations are more deeply associated with disaster vulnerability and poverty than Bangladesh, a small densely populated nation facing many hazards and climate change adversities caused by global warming and sea level rise. But the nation has proven its capacity and commitment to face such disasters more by domestic response and with good use of external assistance.

Many will remember the devastating cyclone that hit Bangladesh in 1970. That event resulted in an astounding 500,000 lives lost. A cyclone that hit in 2007, Sidr, was quite similar in magnitude, but caused only 3400 deaths, suggesting that much has changed. The changes include an impressive grassroots approach to preparedness and response.

The capital city, Dhaka has immense problems and disaster vulnerabilities caused by hazards like flood, water logging, tornado, fire, building collapse and probability of earthquake. But the nation has proven its immense inner capacity to face them except a number of major incidences of fire and building collapse. The failure in this area is more of governance problem than social. In contrast, volunteerism helped a lot even in the rescue of victims of Rana Plaza when heavy equipments could not start the work for high risk, artisanal workers started rescue with simple hand tools and saved hundreds of lives. Their strengths were love to humanity and courage rather than modern equipment. It often happens in Bangladesh that fire is brought under control by local people just with pouring water before fire service vehicles arrive. Lorries and buses fallen down are pulled up using simple tools like iron chain and cranes are called only in severe cases.

Most often victims are helped by neighbors, particularly local youths before government or NGO assistance arrives. Without waiting for any order from the government, the schools become temporary shelters and students and youths in particular start voluntary rescue and relief work. Then comes the local community leaders, local government, NGOs, business community, civil society and finally the government and donor organizations.

## **B. Social Issues in Urban Resilience**

The project is unlikely to affect any social group adversely through any of its activities but several disadvantaged and more vulnerable social groups are specifically considered while planning and executing urban resilience project.

The social groups deserving special attention in urban resilience include

- Slum dwellers
- Women and children
- Disabled
- People living in flood prone and water logging prone low-lying areas
- People living beside the hills, hence vulnerable to landslide (in Sylhet)
- People living and working in houses vulnerable to cyclone and earthquake

Besides considering vulnerability of certain social groups it is also important to highly emphasise vulnerability of public buildings and other infrastructure so that saving of them saves many life.

### **1. Inequality**

The country including the urban areas experienced considerable economic growth but it has been accompanied by increasing inequality over the decades. National gini-coefficient measuring inequality increased from 0.451 in 2000 to 0.467 in 2005. The Sixth Five Year Plan acknowledged the problem of inequality and pledged to address it during the plan period 2011-15. Income inequality is higher in the cities than in the rural areas indicating the need for special attention to the disadvantaged groups noted above.

National plan for disaster management highlighted quoting from the PRSP that poverty-disaster interface in Bangladesh is quite perplexing. Disasters have had an adverse long-term impact on economic and social activities of the poor. Additionally, the poor are more vulnerable to any kind of disaster due to a) depletion of assets, b) income erosion due to loss of employment, c) increased indebtedness and d) out migration. Moreover, the cost to cope with disasters is disproportionately higher for the poor.

### **2. Inclusion**

Natural and also human-induced hazards tend to affect all in the impact area. But the poor and other disadvantaged groups may suffer more because of poor housing condition, poor area of living, poor occupational condition and lack of getting preference in rescue and evacuation etc. This has been proven by negligence in of concerned authority in the case of fire and building collapse in Dhaka which could be avoided should the concerned authority taken preventive and corrective measures.

National Policy on disaster management, 2008 says as one of its core principle that Women, children, elderly, the disable and other socially marginalized groups will be primary beneficiaries of all disaster management efforts.

It should however not be concluded that only the poor are affected by events like fire and infrastructure collapse. Collapse of a foot-over-bridge in Dhaka smashed a car causing death of car owner. So, urban resilience program should be all inclusive.

### **3 Participation**

Since hazards tend to affect all, the urban resilience program need to be all inclusive and all types of local stakeholders should have opportunity to participate in its planning, implementation and monitoring and evaluation.

Core principles of National Plan for disaster management emphasized that The disaster management plan will be country-driven and promote national ownership of strategies through broad-based participation of civil society, will be result-oriented and focus on outcomes that will benefit the poor; and will be comprehensive in recognizing the multidimensional nature of poverty;

The programs funded under the Action Plan on Disaster Management will be implemented by line ministries and agencies, with participation, as appropriate, of other stakeholder groups, including civil society, professional and research bodies and the private sector.



The NPDM directed that the Union Disaster Management Committee to prepare Union Disaster Management Plan following a proper community risk assessment procedure with the participation of vulnerable groups and the communities and that the Union Disaster Management Plan will comprise both disaster risk reduction and emergency response. Although not specifically mentioned for the City Corporation, it is implied that the City level disaster management plans be participatory.

#### 4 Issues concerning women and children

The main issue concerning women is facilitating their participation and thus enabling them to have due share of the project benefits. In the case of urban resilience program it concerns reducing their vulnerability and given special care in rescue, evacuation, and women-friendly environment in shelters and public infrastructure etc.

The National Plan for Disaster Management is indicative to what the relevant regional and sectoral plans would consider to address the key issues like risk reduction, capacity building, climate change adaptation, livelihood security, gender mainstreaming, community empowerment and response and recovery management. The plan also will act as basic guideline for all relevant agencies in strengthening better working relations and enhance mutual cooperation.

The URP as presented in the detailed project description however did not mention anything about gender related issues and of any effort to addressing them. Search for the words gender, women and children separately showed that these words are not found in the document. However, there are opportunities to incorporate gender in the URP while the documents are modified during the approval process.

#### 5 Tribal Peoples in the Project Area

Tribes, minor races, ethnic sects and communities are commonly known as tribal peoples in Bangladesh<sup>14</sup>. Tribal peoples are mostly concentrated in the Chittagong Hill Tracts (CHT) region constituting Bandarban, Rangamati and Khagrachari districts under Chittagong Division. They are also dispersed in small proportion in other plain districts mainly in the border districts of Rangpur, Dinajpur, Rajshahi, Mymensingh, and Sylhet. Most tribal people bear the pedigree of Sino-Tibetan groups along with distinctive Mongoloid attributes. Their dialects are Tibeto-Burman languages. According to the population census of 2011 around 27 tribal groups reside in Bangladesh and they constitute about one percent of the national population. The tribal peoples are also residing in the urban areas. Except in some pockets of major cities, they are largely migrants for livelihood purposes. The permanently settled tribal peoples in the urban areas are less than 1% of the total urban dwellers. The social assessment found tribal peoples in both Dhaka and Sylhet cities. Self-identity, language and culture of these tribal peoples resemble some of the characteristics laid down in the World Bank OP 4.10 on Indigenous Peoples. According to the project approach, none of the tribal peoples or their lands will be affected by this project but they are likely to be within the project areas to benefit from it. Therefore, the World Bank OP 4.10 is triggered to the project and a Tribal Peoples Planning Framework (TPPF) has been included in this framework.

**Tribal peoples in Sylhet:** According to the population census 2011, tribal peoples are present in 25 wards out of 27 Wards of Sylhet City Corporation. A total of 485 ethnic households are living

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<sup>14</sup> Bangladesh Constitution, 2011

in this city. Ethnic households are largely dispersed in the city as they are found in single digits in 12 wards. Ten to 24 ethnic households are living in 6 wards. In rest 7 wards the small ethnic groups are living in community of 28 to 75 households.

**Tribal peoples in Dhaka City:** The population census 2011 provides the information that a total of 3169 tribal households are living in the Dhaka north and south city corporations. However, they are not living as distinct community. The tribal peoples in the city are very much integrated in the mainstream community, speaking Bangla and their children are enrolled in Bangla schools and they are very much part of the total community.

## 6. Vulnerable and Socially Excluded Groups

Besides tribal people who will receive special attention as outlined in the SECDP several other socially excluded, disadvantaged and vulnerable groups will be specially targeted to ensure inclusiveness and participation on priority basis. Such vulnerable groups deserving special attention include:

- a. Socially excluded communities like untouchable (dalit), ahmadia and hijra
- b. Slum dwellers
- c. People living/ working/ studying in poorly constructed or poorly maintained buildings
- d. People living in the thickly populated, water-logged, low-lying areas, along narrow lanes and beside hills.

While conducting social assessment the project will identify such vulnerable groups, their expectations and need and will recommend special measures to enhance inclusiveness and participation of such groups. The suggested measures will also include institutional arrangement to better address the needs of the abovementioned special target groups.

## 7. Elite Domination

Disaster management as a whole in Bangladesh including urban resilience is committee-lead. In the national level there are more than half dozen committees and in the city corporation, district and upazila levels also there are three committees at each level. Only at the grassroots level, Union Parishad, there is one committee to take care of all sorts of disaster management. All these committees comprise high officials and politicians and only less powerful ones include civil society and NGO representative. None include representatives of the poor and vulnerable ones.

In the City Corporation Disaster Management Committee is headed by Mayor and all Ward Members are its members. So it is to a great extent dominated by elected representatives of the citizens. Most of the 33 other members are government officials or city corporation officials except nine representing civil society (5), women (1) and NGOs (3) who tend to represent elites, rather than the poor and common citizens. In such a situation it is difficult for the poor and other disadvantaged groups to have strong voice and raise their demand to the competent authority. Hence elite domination remains a possibility unless the elected women members of the city corporation are empowered and motivated to take a strong role.

### **C. Transparency and accountability**

The national plan for disaster management has been prepared in a participatory way, having several consultations with stakeholders and established a road map of effective partnership with the organizations working at local, national and regional levels and one of the key focuses of the National Plan for Disaster Management is to establish institutional accountability in preparing and implementing disaster management plans at different levels of the country. Development Plans incorporating Disaster Risk Reduction and Hazard Specific Multi-Sectoral Plans have made this plan an exclusive tool for reducing risk and achieving sustainable development.

The NPDM directed as one of the M&E tasks to identify agency accountability and responsibility for various performance indicators. It specified that the IMDMCC will be responsible for monitoring progress of implementation of this plan at the national level while the DM&RD through Disaster Management Bureau will be responsible for monitoring at the local level.

The URP will include institutional arrangements to ensure efficiency, transparency and accountability in implementing and M&E of the project.

### **D. Project Impacts and Safeguard Compliance Issues**

#### **1. Potential benefits and opportunities**

##### *a) Present situation*

The URP Project details highlighted that currently there is no effective local City-level emergency management system in place for Dhaka and other major cities of Bangladesh including Sylhet. *It noted that*, while the country has built considerable capacity with managing coastal flooding and cyclone disasters through repeated response experience and support systems in place through local government, NGOs and government institutions under the ongoing Cyclone Preparedness Program, the current set-up is not sufficient to manage catastrophic events such as earthquakes in complex urban areas like Dhaka City. Urban earthquake response in Dhaka is complicated by the fact that at least three levels of political jurisdictions will first be physically impacted by the earthquake and must also respond in a coordinated manner. Further, the vulnerability of the built environment is a major concern.

The URP has correctly identified that the current Emergency Response system is organized using the multiple committee approach rather than the international Command and Control (or Direction and Control) system. There are at least 11 committees related to disaster management. Committees of decision makers are essential for determining available resources for priority resource distribution. However, there is no evidence of linkages between the designated committees and the response operations – these linkages are not developed in the Disaster Management Act of 2012 and the Revised Standing Orders on Disaster, 2010. The committee approach is not suited for operational decision-making – rather, emergency response operations require direction and control through use of the International Standards for Incident Command System and Emergency Support Functions to manage emergencies efficiently and effectively.

There is currently no functional and adequately equipped National Coordination Center with the capacity to execute National-level emergency management planning and response in accordance with international standards at the Ministerial and City Corporation levels. As a result, no central

emergency management system or a common operating picture has been developed to effectively manage urban large-scale disaster response, such as a major earthquake that can cause widespread damage. Additionally, there is no established emergency management assessment and needs assessment process documented and practiced, nor is there a uniform situational assessment reporting format. There is no operational, internationally based Emergency Operations Plan in place for any civilian authority and at any jurisdictional level that will establish the coordination mechanisms necessary for major response operations. There is no sustained capacity development program for training, exercises, and drills required to implement and operationalize an Emergency Management System according to national guidelines and aligned with international standards of practice.

The Fire Services and Civil Defense (FSCD) organization has demonstrated capacity for emergency response and is currently the most prepared civilian agency. This should be reinforced with further investments in critical infrastructure and response equipment that will help FSCD carry out its functions more effectively.

This is a far reaching project that will increase disaster risk reduction and emergency management capacity at the national and local levels in Bangladesh. The overall goal of the Emergency Management System Component A is to first, improve and create awareness of the existing emergency management system based on the country's existing laws and regulations and second, to ensure the system is based on, and in alignment with, international standards and third, operationalize the Emergency Management System so that the country plans and responds in an organized and effective manner. This must be accomplished through a robust and sustained capacity development program to create or upgrade state-of-the-art emergency operations centers, outfit them with modern interoperable communications systems and emergency management information systems and train and establish a cadre of emergency management professionals for Bangladesh.

*b) Expected benefits*

Component A of the URP will establish and operationalize an integrated emergency management system in Bangladesh at national level which will support local-level response operations for improved efficiency. This system will be based on national guidelines as defined by the Revised Standing Orders on Disasters 2010 and the Disaster Management Act of 2012 and will be aligned with international standards of practice.

Under the component A, the National Coordination Center and Emergency Operation Center (EOCs) will be equipped with an Emergency Management Information Data System with additional communications systems for the Control Rooms. It will establish and make functional a National Disaster Management Training and Research Institute (NDMTRI).

The NDMTRI will provide a number of key opportunities:

- a) community level training and awareness of hazards and risks;
- b) training for modern disaster risk reduction strategies and emergency management system;
- c) disaster risk reduction and emergency management specific job function training and Incident Command System training; and
- d) International Search and Rescue Advisory Group (INSARAG) entry to advanced training and certification.

The INSARAG component will be operated by and managed by members of the Fire Services and Civil Defense.

Further, the component will construct an Emergency Operations Center as the foundation for establishing an Emergency Management System for Dhaka City. The purpose of the EOCs is to house professional staff in order to provide City-level situational awareness in the event of a major disaster. This project activity will test applicability for development of an emergency management system for Sylhet City Corporation. Like Dhaka, Sylhet City Corporation will have an EOC along with management information system, incident command system, and training facilities.

Under the component B, the project will develop consensus-driven analytical foundation required for longer-term investments to reduce risks in the built environment of Dhaka and Sylhet. It would concentrate on two activities:

- i) An assessment of the vulnerability of the built environment in greater Dhaka to earthquakes and other major hazards, focusing on essential and critical facilities and infrastructure; and
- ii) Extend the hazard, vulnerability and risk assessment (HVRA) to greater Dhaka to serve as a scientific foundation to the previous activity.

The component C will put in place the institutional infrastructure and competency to reduce long-term disaster vulnerability in Dhaka. It would address both the existing built environment as well as future development. The over-all scheme for component C will enhance the capacity of RAJUK through:

- i. Creating an organization within RAJUK, the Urban Resilience Unit (URU) to support RAJUK, DNCC and DDM mainstreaming and improving Dhaka urban resilience;
- ii. Putting up the infrastructure and process to ensure an efficient and integral process for land use & zoning clearance; building code implementation and enforcement; permitting and approval of site & building plans; and
- iii. Improving competency (through professional accreditation), trainings, continuous education, forums, piloting of projects for urban resilience, demonstrating results that address key urban development and management problems and issues.

In short, the URP will enhance urban resilience capacity of the involved agencies- the Ministry of Disaster Management and Relief, the Disaster Management Department, the DNCC, the DSCC, the Fire Service and Civil Defence, and the RAJUK through establishing EOC, Training Centre, provisioning of modern equipment, MIS, ICT facilities and human resource development etc. All are aimed to better plan and better respond to future disaster risks in Dhaka and Sylhet cities.

## **2. Social Impacts by Project Components**

The URP consists of four main components that focus

- a. Emergency response and preparedness,
- b. Assessment of vulnerability of critical and essential facilities,
- c. Support improvements in urban development planning and regulating construction, and

- d. Provide institutional arrangements for implementation and M&E for efficiency, transparency and accountability in the implementation of project activities.

Component (a) will establish a National Coordination Center and National Disaster Management Research and Training Center that will operationalize and sustain a program for well-coordinated emergency planning and response operations, and undertaken training, educational and awareness activities; will enhance management planning and response capability of the Fire Services and Civil Defense; and will build management capability of the Dhaka City Corporations and Sylhet City Corporation. This component will include some construction but acquisition of new land will be avoided hence involves very little involuntary resettlement, if any.

Component B would concentrate on two activities: i) An assessment of the vulnerability of the built environment in greater Dhaka to earthquakes and other major hazards, focusing on essential and critical facilities and infrastructure. The assessment will establish the patterns of vulnerability of the city, understand the hotspots, and serves as a basis for a long term vulnerability reduction in greater Dhaka; ii) Extend the hazard, vulnerability and risk assessment (HVRA) to greater Dhaka to serve as a scientific foundation to the previous activity. Previous HVRA studies for Dhaka undertaken by CDMP and by BUERP-1 were limited to the geo-administrative boundary of Dhaka City Corporations (South and North). However, RAJUK's jurisdiction extends beyond the administrative boundaries of the Dhaka City Corporations to adjoining secondary cities. Amongst its responsibilities, the Building Construction Rules (2008) provide authority to RAJUK to enforce the national building code in addition to the Construction Rules themselves. Under this broad mandate, RAJUK plays an important role in steering the development of Dhaka and overseeing the implementation of construction codes and standards. Its policies, processes and competencies can impact urban resilience both positively and negatively.

Component B will enhance the capacity of RAJUK to better prepare for enforcing national building code in Dhaka Metropolitan area. It does not involve any LA hence no involuntary resettlement involved.

Component C will include setting up of an Urban Resilient Unit (URU) within RAJUK which focuses to develop human and capital resources development, implement Bangladesh National Building Code (BNBC) and provide assistance to Bangladesh Building Regulatory Commission (BBRC).

The URP has very little construction work and it will be the strategy of the concerned agencies to use already available land and premises rather than new land acquisition.

Social impacts of the URP-1 will be positive mainly through increased awareness and capacity to better plan and execute disaster preparedness, evacuation, rescue, recovery and rehabilitation against both natural and man-made disasters in both cities. While natural disasters cannot possibly be stopped but better preparedness, proper infrastructure development, better regulating and enforcing construction quality following national building code, early warning (such as against flood and cyclone), evacuation and rescue can minimize loss of life and damage to property. And, post-disaster assistance for recovery and rehabilitation can help restoration of livelihoods and overcome adversities. The URP-1 will be a step forward to these ends.

Probable positive impacts comprise the following:

1. Reduced risk of disasters for improved resilience, better planned and well coordinated response although natural hazards like flood, cyclone, tornado, earthquake etc. can't be avoided but man-made hazards like fire, building collapse, traffic accident, landslide and even drainage congestion can be reduced.
2. Enhanced awareness and capacity of the local communities too participate in preparedness, planning and response
3. Vulnerable groups (women, children, disabled, poor etc) can be better reached by services and response.
4. Improved capacity of various executing agencies.

Table below provides a quick review of potential impacts.

Table 4: Potential Social Impacts at a glance

<i>Issues</i>	<i>Social Impacts (Positive)</i>	<i>Land Acquisition</i>	<i>Loss of Livelihood</i>
<b>A. Emergency response and preparedness :</b> *acquire land and construct NDRCC *construct National Disaster Management Training and Research Institute (NDMTRI) * Construct and equip two FSCD Fixed Control Rooms * construct an Emergency Operations Center (EOC)	√ √ √ √	No No No No	No No No No
<b>B. Assessment of vulnerability of critical and essential facilities</b> (capacity enhancement of RAJUK)	√	No	No
<b>C. Setting up of an Urban Resilient Unit (URU) within RAJUK</b> * Electronic permitting and monitoring system (e-permit) * Professional Accreditation * Building Code Enforcement * Mainstreaming of Risk Sensitive Land Use Plans * Urban Redevelopment Pilot Project	√ √ √ √	No No No No	No No No No
<b>D. Institutional Development</b>	√	No	No

### 3. Social risks and safeguards issues

This social Management framework has carefully examined the applicability of the relevant social safeguard tools of the World Bank including the OP 4.10 Indigenous Peoples (revised April 2013) and OP 4.12 Involuntary Resettlement.

It was noted earlier in this document under social issues that in the cities of Dhaka and Sylhet respectively, only about 0.1% and 0.6% people come from various small ethnic group/tribal peoples. They have migrated to the city from their ancestral villages and in the city they are very much integrated with the mainstream community. Within the cities, such tribal peoples do not have “collective attachment to geographically distinct habitats”. They had such attachment in the ancestral villages but in the city their interest is linked to present occupation, residence and access to services like education and health. So, in the city, they do have own identity but are not isolated from the mainstream community. However, the tribal peoples identify them as distinct groups with their own language and culture different from the mainstream peoples. Therefore, application of the World Bank Operational Policy on Indigenous People (OP 4.10) will be understood once the project sites are identified for design and implementation.

Other social issues - noted earlier - inclusion, participation and likely elite domination and gender are important and appropriate mitigation measures are indicated in this SMF.

And, component A of the URP involves acquisition of land and construction of certain facilities in Dhaka and Sylhet. It is therefore required that the OP 4.12 Involuntary Resettlement is triggered in the URP. The resettlement issue is discussed later in this document.

### 4. Social concerns and Mitigation Measures

It is suggested that, while making the detailed project proposal in the form of the Development Project Proforma (DPP) for the Government of Bangladesh the following screening matrix and mitigation measures are positively considered and included in the DPP for planning purpose and is given importance while executing the project and in the M&E.

#### **Matrix specifying Mitigation Measures**

It is important to note that the ESMF Toolkit of the World Bank suggests that the ESMF should advise communities and executing agencies to try to avoid the need for special planning reports (e.g. EMP, RAP) since they require extra resources (and time) to prepare and indicate less than ideal subproject design. Since some components of the URP-1 will require resettlement, although to a limited extent RAP is envisaged.

The URP will enhance capacity of the concerned agencies to better plan and better respond to probable hazards and will protect people from the adversities of hazards like flood, cyclone and earthquake. There is very little scope to adversely affect any social group. However, to ensure that the project meets its main objectives and the relevant safeguards, a set of exclusion criteria will be applied particularly addressing the issue of involuntary resettlement. For other issues, mitigation measures will be planned and implemented which are discussed in the next section.



Table 5: Checklist for screening and mitigation Social concerns and mitigation measures

SL	Issues foreseen in the URP	Action needed if answer is <b>yes</b>	Trigger/ Further Action
1	Land acquisition involved, any individual displaced	Cautiously select land for acquisition. Check if land available with the concerned agencies or other GOB agencies can be utilized for the proposed construction.	Resettlement Action Plan (RAP)
2	Temporary use of public or private land for implementing any subcomponent requiring construction	Carryout field appraisal and consultation with likely affected and groups facilitated by competent partner NGO	Based on consultation, workout compensation or livelihoods assistance mechanism
3	Affecting ecologically sensitive areas such as hills and natural vegetation	Find alternative site	Environmental Management Plan (EMP)

### III. Stakeholder Analysis

#### A. Objectives of Stakeholder Analysis

The stakeholder analysis presented here has been conducted to

- Identify various stakeholder groups having varying interest
- Describe their profile and characteristics and the nature of their agenda or interest in the project
- Gauge their influence in the project – their intention, capacity and likelihood to influence the project
- Understand specific issues, concerns as well as expectations from the project
- Identify conflict of interests between stakeholders in order to help managing such conflicts in the course of project execution
- Assess capacity of various stakeholder groups to participate and help improving participation particularly of the weaker groups
- Assess the appropriate type of participation by various stakeholder groups at various stages of project cycle.

#### B. The Stakeholder Groups and their Concerns

The URP involves a wide range of stakeholders in the primary (Ward, Zone, City Corporation level) – the slum dwellers, poor, middle income households, women, disabled, community based organization and local Ward Councilors, Women Word Councilors etc.), secondary (City Corporation, RAJUK, Fire Service and Civil Defense, Bureaucracy, Civil Society Organization/ local NGOs etc.) and tertiary level (national level GoB agencies, national NGOs, International NGOs, Universities, Research Organizations, Consultants, International Agencies etc.).

Table 6: An Indicative List of URP-1 Stakeholders with their basic characteristics and concerns

Stakeholder Category	Relevant Stakeholders	Profile/ Characteristics	Expectations	Key Concerns	Ability to Influence
Government of Bangladesh	Ministry of Disaster Management & Relief	Headed by Minister but effectively administered by the bureaucracy.	Policy direction, implementation supervision, Ensure allocation and release of fund.	Administration, Control mechanism, audit compliance so that there is no audit objection	High
	Ministry of Local Government, Rural Development and Cooperatives	Like above	Like above	Like above	High

Stakeholder Category	Relevant Stakeholders	Profile/ Characteristics	Expectations	Key Concerns	Ability to Influence
	(LG Division)				
	Ministry of Planning (Planning Commission)	Like above	Approve project, allocate fund in the ADP	Maintaining planning discipline	High
	Ministry of Finance	Like above	Approve financial allocation, release fund.	Expenditure control, financial discipline	High
	Economic Relations Division	Like above	Negotiation with the development partners	Agreements honored, meeting the requirements of both GoB and development partners	High
	Department of Disaster Management	Administrative Department highly bureaucratic in nature	Propose specific activities, execute project, propose fund allocation, act as liaison between the field implementation and the ministry	Political and administrative control affects implementation	High
	Fire Service and Civil Defense	Technical department. Has good reputation and capacity	Need support in the form of equipment, training, ICT	Infrastructure problems like narrow roads affect performance	Moderate
	RAJUK	Lacks capable and committed manpower but has strong legal mandate	Like above	Political and administrative control and corruption affects implementation	High
Local Government	Mayor	Elected local government but has limited financial capacity and administrative authority	More resources received from the project	Implementation and receiving support from the project	High
	Ward Councilors	Elected grassroots	More resources received from	Implementation and receiving	Medium

Stakeholder Category	Relevant Stakeholders	Profile/ Characteristics	Expectations	Key Concerns	Ability to Influence
		local government representatives, has limited financial and administrative authority and technical capacity	the project	support from the project in the own wards	
	Women Ward Councilors	Elected grassroots local government representatives, has limited financial and administrative authority and technical capacity	Women's empowerment, Share of project resources for programs benefiting women, women-friendly facilities	Implementation and receiving support from the project in the own wards	Low for traditional male dominated administrative structure
Community Based Organizations	Ward or zone level volunteer groups	Participate in project activities	Training, capacity building, access to resources	Bureaucratization and elite domination in program interventions	Low
NGO/ Civil Society	Local and National NGOs and CSO	Participate and influence decision making	Proper execution of the URP to benefit particularly the vulnerable groups and victims of hazards	Transparency and accountability	Medium
Common Citizen,	Poor, women, disabled, children, vulnerable groups	Usually do not have active organization	Proper execution of the URP to benefit particularly the vulnerable groups and victims of hazards	Are not deprived and excluded	Low
	Middle income households	Usually do not have active organization	Proper execution of the URP to benefit	Are not deprived and excluded	Low

Stakeholder Category	Relevant Stakeholders	Profile/ Characteristics	Expectations	Key Concerns	Ability to Influence
			particularly the vulnerable groups and victims of hazards		
Non-poor and local elites	Large business, industry, high income professionals	Control resources, have good linkage with local government, bureaucracy and politicians	Are included in the decision-making bodies	Leadership, domination in administering project interventions	High
International Community/ INGO	World Bank/ INGO for example	Administers grants and provide technical support to the Project	Project benefits the target people	Compliance of the relevant safeguard policies	High

## IV. Legal and Policy Guidelines

### A. Government Legislatives and Regulatory Framework

Bangladesh's regulative framework for disaster management provides for the relevant legislative, policy and best practice framework under which the activity of Disaster Risk Reduction and Emergency Management in Bangladesh is managed and implemented. The framework includes:

#### *Disaster Management Act 2012*

Disaster Management Act of Bangladesh was passed in the parliament on 24 Sept, 2012. This Act has established legal cover under which disaster risk and emergency management will be undertaken in Bangladesh, and the legal basis in which activities and actions will be managed. It will also create mandatory obligations and responsibilities on Ministries, committees and concerned authorities to comply. Before the Act, the country already had National Disaster Management policy which was good enough as expressed commitment but this was not legally enforceable.

The objectives of the Act will be

- a) To help communities to mitigate the potential adverse effects of hazard events, prepare for managing the effects of a disaster event, effectively respond to and recover from a disaster or an emergency situation, and adapt to adverse effects of climate change;
- b) To provide for effective disaster management for Bangladesh;
- c) To establish an institutional framework for disaster management; and
- d) To establish risk reduction as a core element of disaster management.

Following passing of this Act, Government of Bangladesh established the Disaster Management Department for more effective management of all types of disaster in Bangladesh in a coordinated manner.

Under legal cover of this Act, Disaster Management Committees have been established from national level to Union level with defined roles of various authorities.

#### *Disaster Management Policy 2008*

The Overall Objective of the Disaster Management Policy is to strengthen the capacity of the Bangladesh disaster management system to reduce unacceptable risk and improve response and recovery management at all levels.

The strategic goals of the policy are drawn from the SAARC Disaster Management Framework:

1. Professionalizing the disaster management system
2. Mainstreaming risk reduction
3. Strengthening institutional mechanisms
4. Empowering communities at risk
5. Expanding risk reduction programs
6. Strengthening emergency risk reduction systems
7. Developing and strengthening networks

#### *Disaster Management Plans*

The Bangladesh National Plan for Disaster Management is a strategic document to be effective for a certain period of time. This is an umbrella plan that provides the overall guideline for the relevant sectors and the disaster management committees at all levels to prepare and implement their area of roles specific plans. The Disaster Management and Relief Division (DM&RD) being the focal ministry for disaster risk reduction and emergency management will take the lead role in disaster risk reduction and emergency management planning. Additionally, there will be a few hazard specific management plans, such as Flood Management Plan, Cyclone and Storm Surge and Tsunami Management Plan, Earthquake Management Plan, Drought Management Plan, River Erosion Management Plan, etc.

Moreover, there will be a detailed Disaster Management Plan for each District, Upazila, Union and Pourashava and City Corporation of the country. A District Disaster Management Plan will be the compilation of the Upazila Disaster Management Plans of the District. Similarly an Upazila Disaster Management Plan will be the compilation of the union disaster management plans of that Upazila prepared by the Union DMCs. So DMCs at Union and Pourashava levels will be mainly responsible for conducting the risk assessments and prepare the ground level plans. Once developed those will be sent to the DMCs at one level higher – Upazila DMCs, whose role will be to verify and compile the union plans and identify the resource requirements for the Upazila.

#### *Standing Orders on Disaster*

The Standing Orders on Disaster describes the detailed roles and responsibilities of committees, Ministries and other organizations in disaster risk reduction and emergency management, and establishes the necessary actions required in implementing Bangladesh's Disaster Management

Model. The Standing Orders have been prepared with the avowed objective of making the concerned persons understand their duties and responsibilities regarding disaster management at all levels, and accomplishing them. All Ministries, Divisions/Departments and Agencies shall prepare their own Action Plans in respect of their responsibilities under the Standing Orders for efficient implementation.

A number of committees are functional at various tiers of administration and local government. These are:

- The National Disaster Management Council (NDMC) chaired by Honourable PM
- Inter-Ministerial Disaster Management Coordination Committee (IMDMCC) chaired by the honorable Minister of Food and Disaster Management
- City Corporation Disaster Management Coordination Committee chaired by honorable Mayor
- District Disaster Management Coordination Committee (DDMC) chaired by the DC
- Pourashova Disaster Management Coordination Committee chaired by Poura Mayor
- Upazila Disaster Management Coordination Committee chaired by UNO
- Union Disaster Management Coordination Committee chaired by UP Chairman

#### *Guidelines for Government at all Levels (Best Practice Models)*

Guidelines for Government at all levels are developed as best practice models, and are used to assist Ministries, NGOs, disaster management committees and civil society in implementing disaster risk management. Guidelines will include, among others:

- Disaster Impact and Risk Assessment Guideline
- Urban Disaster Reduction Guidelines, 2010
- Local Disaster Risk Reduction Fund Management Guidelines
- Emergency Fund Management Guidelines
- Indigenous Coping Mechanism Guidebook
- Community Risk Assessment Guidelines
- Damage and Needs Assessment Methodology
- Hazard Specific Risk Assessment Guidelines
- Emergency Response and Information Management Guideline
- Contingency Planning Template
- Sectoral Disaster Risk Reduction Planning Template
- Local Level Planning Template
- National Risk Reduction Fund Management Guideline
- National Disaster Reduction and Emergency Fund Management Guideline
- Local Disaster Management Fund Guideline
- Guideline for Road and Water Safety
- Guideline for Industrial Safety
- Guideline for Disaster Shelter Management
- Monitoring and Evaluation Guideline for the Implementation of the Plan
- Guideline for International Assistance in Disaster Emergency

#### *Multi-Sectoral Disaster Management Plans*

A number of hazard specific disaster management plans will be formulated by the concerned authorities and one relevant to face probable future hazard is earthquake contingency plan described below:

### *National Plan for Disaster Management*

The key focus of the National Plan for Disaster Management is to establish institutional accountability in preparing and implementing disaster management plans at different levels of the country. Development Plans incorporating Disaster Risk Reduction and Hazard Specific Multi Sectoral Plans have made this plan an exclusive tool for reducing risk and achieving sustainable development.

### *Earthquake Contingency Plan*

Higher intensity earthquake in this region occurred in the past and the mild shakes experienced in recent dates are seen as initial call for earthquake that may affect major cities of Bangladesh. The overall development of these cities has taken place without any caution for the earthquake. As such, it is feared that a high intensity earthquake in these cities may result in to serious devastation and collapse the cities. Thus, a well-designed and fully coordinated plan for optimum and efficient preparedness, response and early recovery, usually known as Contingency Plan, in a systematic manner so that their capacities and resources are best utilized to fulfill the need complimenting and supplementing other agencies. Realizing the need of coordinated and comprehensive emergency response, United Nations has been promoting its humanitarian response activities in a cluster approach. This approach is proved to be effective and efficient in responding to recent disasters, for instances, the response during the earthquake on 8 October 2005 in Pakistan. Hence, it has been decided that this concept of response operations in functional clusters be applied in Bangladesh also in case of possible earthquake disaster. In this approach, under National Earthquake Contingency Plan, all response activities are grouped into nine relevant operational functional clusters based on the similarity of works, normal and disaster time mandates of different relevant organizations and possible complementarily in the resources and capacities. The clusters are as follows:

1. Emergency Operations Cluster 1 – Overall Command and Coordination
2. Emergency Operations Cluster 2 – Search, Rescue and Evacuation
3. Health Cluster
4. Relief Services (Food, Nutrition and other Relief) Cluster
5. Shelter (Including Camp Management) Cluster
6. Water Supply, Sanitation and Hygiene Cluster
7. Restoration of Urban Services Cluster
8. Transport (Road, Rail, Air, Sea) Cluster
9. Security and Welfare Cluster

### *Acquisition and requisition of immovable property ordinance, 1982*

Permanent acquisition of land or temporary requisition is governed in Bangladesh by the act called acquisition and requisition of immovable property ordinance, 1982 amended in 1994 and published latest by the government in 2010 incorporating the relevant amendments.

**Section 3** of this act requires that the Deputy Commissioner issues notice to the concerned owners.

**Section 4** provides that any person affected by the proposed acquisition may object in writing within 15 days after publication of the notice as per clause 3.

**Section 5** provides that in case of any objection received, the Divisional Commissioner will give decision on the proposed acquisition and his decision will be treated final.

**Section 6** provides that after the decision of the Deputy Commissioner (in case of no objection from affected persons) or of the Divisional Commissioner (after settlement of



the objection), the Deputy Commissioner will serve notice saying that government has decided to acquire particular land and claims for compensation for all interests may be submitted to him.

**Section 7** provides that the Deputy Commissioner will make payment of compensation.

**Section 8** provides that the Deputy Commissioner will make estimate of the compensation based on the average market value of the land in the area over a period of past 12 months and to this amount 50% allowance will be added because of compulsory nature of the acquisition. In addition payment will be made for any damage of standing crops.

**Section 10** provides that the compensation shall be paid within 60 day from the date of deposit by the requiring person of the estimated amount of compensation under section 7(3) and further that the Deputy Commissioner will not take possession of the land before making the payment.

**Section 27** provides that the government will appoint an arbitrator to settle any claims by affected person if the compensation is felt inadequate. The arbitrator will be a judicial magistrate not below the rank of subordinate judge.

**Section 28** provides that any affected person not accepting compensation determined by the Deputy Commissioner may make an application to the arbitrator for revision within 45 days of serving notice under clause 7(3).

A glance look of the above legal provisions implies that the law serves interest of both government and the affected person and reasonable compensation can be expected. However there are procedural problems and implementation delays often cause mistrust among the PAPs. Delays cause another complexity that the land price goes up by when compensation becomes inadequate. Also there is another tendency that certain interested quarters build structure after starting the acquisition process to claim higher compensation. Such complexities can be avoided by making acquisition proposal and estimates of compensation and other assistance ahead of time and documenting existing condition of land at cutoff date so that unlawful extra claims can be discarded.

Another limitation of the law is that non-owner occupants cannot be paid compensation as they do not hold any legal document. Government has made some special provisions by enactment of law for acquisition of land for priority projects like Jamuna Bridge, Padma Bridge and Elevated Express Way etc.

At present, there exists no approved national policy on involuntary resettlement in Bangladesh. A draft national policy was prepared in 2008 but that was not finalized. GoB however has practice of providing compensation to non-owners also such as tenants, squatters, and other users under various projects as the projects make such provision there is no legal barriers in this regard. Several large projects such as the Jamuna, Padma, Bhairab, Paksey, and Rupsa bridge projects, the ensuing involuntary resettlements were planned and implemented successfully. Resettlement in the Jamuna Multipurpose Bridge Project (JMBP), indeed, is considered a leading example with many “good practices” – for example, (i) identification of all affected persons and issuance of ID cards; (ii) cut-off date established by census; (iii) preparation automated EP files and EC (iv) Preparation of payment statement (v) compensation for losses irrespective of titles; (vi) replacement value of land and other assets; (vii) resettlement of the affected households; (viii) special provisions for assistance to poor women and vulnerable groups; (ix) training/livelihood programs for income and livelihood restoration; (x) project benefits for “host” villages; (xi) management information system

for processing resettlement benefits, monitoring and evaluation; and (xii) involvement of NGOs in RAP implementation – which has influenced many other projects since its completion in 1998.

For the purpose of land acquisition for the Jamuna bridge a special law was enacted to expedite the LA process that gave the Deputy Commissioner more authority and shortened the notice period and appeal period and the Divisional Commissioner made the final appealing authority. Acquisition of private land is unlikely in BURP and therefore, formulation and enactment of such law may not be required. However, making special arrangement to provide assistance for the rehabilitation of the squatters can be implemented under the project while payment of compensation to legal owners can be executed through the Deputy Commissioner against LA and any special assistance to legal owners can be provided through the project, such as the top-up for ensuring replacement cost.

#### *Fire Prevention and Fire Fighting Law 2003*

Fire Service and Civil Defense Directorate is governed under the Fire Prevention and Fire Fighting Law 2003 (Agni Protirodh O Nirbapon Ain 2003). The department has the motto Speed, Service and Sacrifice and is placed under the Ministry of Home Affairs. The employees of this department always keep themselves standby as first responder for fire fighting, fire prevention, search & rescue, to render first aid, to send the serious casualties to hospital and to provide fire safety for the VIP's. The employees of this department remain stand by round the clock following the motto Speed, Service and Sacrifice.

## **B. World Bank Social Safeguard Policies**

### *a. World Bank guideline on Urban Resilience*

Based on pilot city reports (Jakarta and Can Tho), an expert team of World Bank and AusAid in 2012 prepared tools for urban resilience integrating risk information into investment decisions. It recommended following action steps:

- Develop technical tools to standardize risk assessment and cost benefit analysis,
- Develop institutional tools for integrating risk assessment and cost benefit results in decision making,
- Develop political awareness adopted risk-based analysis approach to decision making, and
- Implement capacity building with key stakeholders incorporating core GIS skills, data management and risk-based decision making to begin with.

### *b. World Bank Policies on Social Safeguards*

#### **Project Screening and Categorization**

The Bank undertakes environmental screening of each proposed project to determine the appropriate extent and type of EA.

(a) *Category A*: A proposed project is classified as Category A if it is likely to have significant adverse environmental impacts that are sensitive, diverse, or unprecedented. These impacts may affect an area broader than the sites or facilities subject to physical works.

(b) *Category B*: A proposed project is classified as Category B if it's potential adverse environmental impacts on human populations or environmentally important areas-including wetlands, forests, grasslands, and other natural habitats-are less adverse than those of Category A

projects. These impacts are site-specific; few if any of them are irreversible; and in most cases mitigation measures can be designed more readily than for Category A projects.

(c) *Category C*: A proposed project is classified as Category C if it is likely to have minimal or no adverse environmental impacts.

(d) *Category FI*: A proposed project is classified as Category FI if it involves investment of Bank funds, through a financial intermediary, in subprojects that may result in adverse environmental impacts.

### **Integration of Social and Environmental Assessments**

*The Bank OP 4.01 requires an Environment Assessment that addresses physical, biological, health and safety, socio-economic and cultural heritage impacts; it also makes use in some cases of Social Assessment.*

EA takes into account the natural environment (air, water, and land); human health and safety; social aspects (involuntary resettlement, indigenous peoples, and physical cultural resources); and transboundary and global environmental aspects. EA considers natural and social aspects in an integrated way. (OP 4.01 Paragraph 3).

The Bank's OP 4.12 (Involuntary Resettlement) states: This policy applies to all components of the project that result in involuntary resettlement, regardless of the source of financing. It also applies to other activities resulting in involuntary resettlement, that in the judgment of the Bank, are:

- (a) directly and significantly related to the Bank-assisted project;
- (b) necessary to achieve its objectives as set forth in the project documents; and
- (c) carried out, or planned to be carried out, contemporaneously with the project.

### **Grievance Redress**

Accessible procedures appropriate to the project to address grievances in the affected Indigenous Peoples' communities arising from project implementation. When designing the grievance procedures, the borrower takes into account the availability of judicial recourse and customary dispute settlement mechanisms among the Indigenous Peoples. (OP 4.10 Annex B paragraph 2 (h))

Displaced persons and their communities, and any host communities receiving them, are provided timely and relevant information, consulted on resettlement options, and offered opportunities to participate in planning, implementing, and monitoring resettlement. Appropriate and accessible grievance mechanisms are established for these groups. (OP 4.12 paragraph 13 (a))

### **Disadvantaged or Vulnerable Status**

OP 4.10 states that 'This policy contributes to the Bank's mission of poverty reduction and sustainable development by ensuring that the development process fully respects the dignity, human rights, economies, and cultures of Indigenous Peoples. (OP4.10 paragraph 1).For all projects that are proposed for Bank financing and affect Indigenous Peoples, the Bank requires the borrower to engage in a process of free, prior, and informed consultation. The Bank provides project financing only where free, prior, and informed consultation results in broad community support to the project by the affected Indigenous Peoples. Such Bank-financed projects include measures to (a) avoid potentially adverse effects on the Indigenous Peoples' communities; or (b) when avoidance is not feasible, minimize, mitigate, or compensate for such effects. Bank-financed

projects are also designed to ensure that the Indigenous Peoples receive social and economic benefits that are culturally appropriate and gender and inter-generationally inclusive.

OP 4.01 requires the environmental assessment to take into account social aspects relevant to the project, including those addressed in OP 4.10 and 4.12. Both OP 4.10 and 4.12 have specific requirements for the treatment of vulnerable groups. Under Bank procedures, disadvantaged or vulnerable groups are to be examined as part of the environmental assessment, Resettlement Action Plan (RAP), and/or Indigenous Peoples Plan (IPP).

### **3. The World Bank Policy on Access to Information**

The World Bank recognizes that transparency and accountability are of fundamental importance to the development process and to achieving its mission to alleviate poverty. Transparency is essential to building and maintaining public dialogue and increasing public awareness about the Bank's development role and mission. It is also critical for enhancing good governance, accountability, and development effectiveness. This Policy is based on five principles:

- Maximizing access to information.
- Setting out a clear list of exceptions.
- Safeguarding the deliberative process.
- Providing clear procedures for making information available.
- Recognizing requesters' right to an appeals process.

## V. Social Management Framework

### A. Principles of Urban Resilience

#### 1. Key Points

- Resilience is the ability of a system, community, or society exposed to hazards to resist, absorb, accommodate, and recover from the effects of a hazard promptly and efficiently.
- Residual risk and uncertainty have to be managed in a way that is both flexible and robust, using design solutions that build on investments in risk information, strategic communication, cross sectoral coordination, and a well-planned response and recovery strategy.
- The urban poor are particularly vulnerable to the impacts of climate change and natural hazards due to the location of their homes and livelihoods and the lack of reliable basic services.
- The phases of disaster risk management, mitigation, preparedness, disaster, response, recovery, and reconstruction each offer practical opportunities to enhance resilience.
- Risk mitigation is part of the resilience approach. With the general aim of increasing preparedness and the capacity to respond to a disaster and swiftly recover from its impacts, resilience goes beyond mere mitigation.
- Risk can be reduced by reducing the exposure and vulnerability of people or assets that are linked to their geographical location, the structure of the built and natural environment, operational and institutional arrangements, and management of the fiscal impacts of natural hazards.
- Social resilience is the capacity of individuals within a community or society to cope with and adapt to disturbances or changes.
- Land use planning and ecosystem management are relatively low-cost “no- regrets” approaches to managing disaster risks effectively, especially for small and medium sized urban centers that lack resources and capacity.
- The resilience of urban infrastructure and services is critically important for emergency response and the quick recovery of a community and its economy. The design of critical systems needs to take into account the possibility of failure through redundant and backup measures so that they can deal with failure in ways that are least damaging to the society.
- Risk information provides a basis for prioritizing risk reduction measures. Sharing hazard and risk information with stakeholders is critical in managing the risks facing urban communities and sectors.
- Creating an enabling environment for communities to participate and make decisions based on adequate risk information and tools fosters the collective resilience of an urban system.

#### 2. Fundamental issues of urban resilience

##### a) *Urban Disaster Resilience*

Resilience is the ability of a system, community, or society exposed to hazards to resist, absorb, accommodate to, and recover from the effects of a hazard promptly and efficiently by preserving and restoring essential basic structures (UNISDR 2011b). As a concept, resilience can be applied to any community and any type of disturbance: natural, man-made, or a combination of the two. Disaster resilience can be seen as a public good that builds an appropriate amount of redundancy into urban systems and encourages communities to plan how to deal with disruptions. Addressing

disaster risk in the context of resilience encourages urban planners to look at the many impacts of disasters and build the long-term capacity of communities to both adapt to and cope with uncertain risks. The goal is for communities to prepare for an earthquake as much as they prepare for a drought or flooding. By breaking urban resilience down into four components, infrastructural, institutional, economic, and social, underlying issues can be addressed and capacity can be deepened. While this report addresses all components of disaster resilience, the focus is on the infrastructure and social aspects.

#### Components of Urban Disaster Resilience



- Infrastructural resilience refers to a reduction in the vulnerability of built structures, such as buildings and transportation systems. It also refers to sheltering capacity, health care facilities, the vulnerability of buildings to hazards, critical infrastructure, and the availability of roads for evacuations and post-disaster supply lines. Infrastructural resilience also refers to a community's capacity for response and recovery.
- Institutional resilience refers to the systems, governmental and non-governmental, that administer a community.
- Economic resilience refers to a community's economic diversity in such areas as employment, number of businesses, and their ability to function after a disaster.
- Social resilience refers to the demographic profile of a community by sex, age, ethnicity, disability, socioeconomic status, and other groupings, and the profile of its social capital.

The following sections set the context for integrating resilience into urban areas and summarize the guiding principles.

#### *b) Risk, Uncertainty, and Complexity*

Drivers of risk, such as rapid urbanization, environmental degradation, development related processes, and the effects of climate change, shape and configure hazards. The shift of populations from rural to urban areas is largely driven by economic opportunity. Development in high-risk areas, such as hillside slopes, floodplains, or subsiding land, is often uncontrolled, with the poor and the vulnerable settling in hazardous areas because they are more affordable. In extreme cases, vulnerable populations living in slum settlements trade off environmental and disaster safety for living in proximity to the economic opportunities urban environments offer (Lall and Deichmann 2009).

Uncertainty is an essential element of any disaster; it refers to disaster impacts that cannot be quantified or are completely unknown. To cope with uncertainty cities need a robust approach to decision making. This means taking into account potential weak spots and system failures and preparing for a wide range of futures rather than focusing on optimal design solutions. Climate change adds an additional layer of uncertainty. In the foreseeable future, population and asset growth in hazardous areas will be by far the biggest driver of fatalities and damages from extreme weather events. Urban infrastructure refers to the systems and services that are critically important for emergency response and the quick recovery of a community and its economy. A different approach is needed, one that focuses on robust design and builds on investments in risk information, strategic communication, cross-sectoral cooperation, and well planned response. Poor urban planning often sets minimum critical needs as the objectives of any project. However, given

the degree of uncertainty linked to disasters, such an approach often fails to meet those critical needs, whereas resilience approaches go beyond them. The complexity of urban infrastructure increases exponentially as population and density expand. As an urban area grows, the transportation available will quickly reach capacity and cannot address the basic community needs. After a disaster, this can lead to cascading or co-location failures.

*c) Disaster Risk Management and Opportunities for Resilience*

All governments have an obligation to protect their citizens. Because local governments are the first institutions to respond to disasters, they have a particular obligation to reduce risk and build resilience within their communities (UNISDR 2011b). For city and municipal governments, this means guiding where development takes place; providing safe and affordable infrastructure and services; regulating building design and construction; regulating hazardous activities that can lead to disasters; influencing land availability and what can be built where; encouraging and supporting household and community action that reduces risk; and providing adequate disaster early warning, preparedness, and response systems. Public institutions are accountable for managing and communicating risk. Creating and enforcing the accountability of city and municipal governments to effectively manage and communicate risk can be challenging, in part because it requires a perspective that stretches beyond elected terms. Authorities must balance a multiplicity of competing economic, political, and social interests. Some decisions and resources also are beyond local control, at regional or national levels, or beyond their jurisdiction. A combination of measures is needed to ensure that local government is accountable for the safety of its citizens.

*d) Disaster Risk Information and Mitigation*

Sharing data and creating open systems promotes transparency and accountability and ensures that a wide range of actors enhance resilience. As a knowledge institution, the World Bank has a mandate to share its information freely, widely, and in accessible ways. Risk information provides the basis for prioritizing risk reduction measures. Indicators and visualization tools can highlight trade-offs between various policy options and guide investment and development decisions. The Open Data for Resilience Initiative (OpenDRI), led by the Global Facility for Disaster Reduction and Recovery (GFDRR) in partnership with the World Bank and other development institutions, aims to reduce the impact of disasters by empowering decision makers with better information and the tools to support their decisions.

*e. Social Resilience*

Social resilience refers to the capacity of a community or society to cope with and adapt to disturbances and changes. It covers the ability of communities to self-organize, adjust to stresses, and increase their capacity for learning and adaptation. A resilient community is able to respond positively to change or stress and maintain its core functions. People affected by an emergency are often the first responders and the most critical partners in reconstruction. Any attempt to build resilience thus has to consider social factors, utilizing local knowledge and networks for managing and reducing risk. Efforts to quantify and create a methodology to score a country's relative resilience tend to break social resilience into two separate components. The first explains the amount of participation and engagement of communities and the second the demographic distribution of the entire society. The first component will rely on indicators like political engagement and participation in elections, while the second will take into account demographic indicators like sex and age distribution, socioeconomic status, ethnicity, and disability. For our purposes, these components have been combined into a single group that explains traditional social development themes and goals. Table 4.1 lists major challenges in integrating social resilience into

urban projects. The most cost effective, useful, and sustainable urban investments in building social resilience are those that meet basic development or poverty reduction needs while simultaneously reducing vulnerability to disasters<sup>15</sup>. The urban poor are particularly vulnerable to climate change and natural hazards as a result of where they live within cities and their lack of reliable basic services<sup>16</sup>. Collaboration between local governments and citizens has been found to substantially reduce the costs of risk reduction, ensure local acceptance, and build social capital<sup>17</sup>. The benefits can extend to general improvements in urban governance, infrastructure, and services. Within urban governments, social resilience is well-suited to be integrated into project cycles because it parallels social development goals. To maximize the chances that investments in building sustainable resilience will be successful, urban planners must understand the relationships and institutions that protect against and encourage adaptation to the shocks and hazards urban areas face. Government and donor-financed projects can support effective participation and help build social resilience at both neighborhood and municipal levels. Projects should promote and enhance community and stakeholder participation to the extent possible, regardless of whether the proposed investment focuses on the community or the government. While it is still difficult to include stakeholders at the community level effectively, a number of strategies have been tested for inclusion of all level stakeholders in project preparation and implementation successfully.

Table 7: Challenges in Integrating Social Resilience

Stakeholder/community participation	Vulnerable and marginalized populations
<ul style="list-style-type: none"> <li>• Limited awareness of the impact of disaster risk and climate change</li> <li>• No priority given to reducing disaster risk and adapting to climate change.</li> <li>• Lack of political will within local government units.</li> <li>• Vested political or commercial interests.</li> <li>• Poor coordination between local government units, civil society organizations, and private stakeholders</li> <li>• Limited resources.</li> <li>• No support for participatory decision making and local resilience planning.</li> </ul>	<ul style="list-style-type: none"> <li>• Competing priorities.</li> <li>• Lack of legitimacy and trust.</li> <li>• No history of collective organization.</li> <li>• Discrimination within communities</li> <li>• Gender inequality.</li> </ul>

*f. Land Use Planning*

Risk-based land use planning identifies the safest areas in order to prioritize immediate investments in urban development and infrastructure projects. Land use plans influence the location, type, design, quality, and timing of development. Mainstreaming risk-based land use planning in infrastructure projects reduces risk in the rapidly urbanizing centers that are prevalent in hazard-prone areas and exposes where high concentrations of population and economic assets are at risk. Risk-based land use plans must inform all infrastructure projects. Historically, urban centers have been located in naturally hazardous zones. Cities have arisen at sites of agricultural surplus, such as fertile volcanic soils, or along major trade and transportation routes, such as coasts

<sup>15</sup> Pasteur 2011; Pelling 2010; Venton 2010

<sup>16</sup> The World Bank 2011

<sup>17</sup> UNISDR/ ILO/UNDP 2010



and river systems that are prone to flooding and coastal erosion.; they are often located on seismic faults. Close to 650 million people in dense urban centers in East and South Asia, Central America, and Western and South America are exposed to geophysical and hydro-meteorological hazards<sup>18</sup> Land use planning efforts have not responded to rapid urban growth and the spatial expansion that is exposing more people and economic assets to disasters. More than half the global population now lives in urban centers; fastest-growing are small and medium urban centers in low and middle income countries<sup>19</sup>. While the urban population is expected to double by 2025, land settled in urban areas is expected to triple by then. Land use planning spatially directs projected growth by allocating zones for specific uses that meet stated community socioeconomic goals. Unplanned land development can heighten flood risk by increasing impervious surfaces and consequent water runoff. Land development based on promises that large engineering works will offer safety from episodic risks can instead exacerbate disaster risks. Taking into account of the land use situation in cities of Bangladesh especially in Dhaka the project should be designed. Risk-based land use planning can reduce both episodic and everyday risks. While risks from catastrophic events like earthquakes and volcanic eruptions may not be predictable, relatively small and frequent events that cause localized damage though few injuries and deaths constitute a considerable proportion of hazard risks.

#### *g. Urban Eco System*

From an ecological perspective, an urban area is its own fully functioning ecosystem. An ecosystem is defined as a biological community of interacting organisms and their physical environment, a concept that clearly applies to urban areas. The major difference between our traditional understanding of ecosystems and one that covers urban areas is that the physical environment in cities has human-made as well as natural elements that are affected not only by the natural environment but also by culture, personal behavior, politics, economics, and social organization. The urban ecosystem thus contains both individual and nested systems from three spheres: the natural, the built, and the socioeconomic environments. Urban planners need to incorporate natural ecosystem services into such urban infrastructure and resilience projects. Urban ecosystems are intertwined systems of natural and man-made services so that it can be difficult to understand how new infrastructure will impact natural systems. Urban planners can work with local stakeholders and experts to attempt to understand positive externalities, like ecosystem services, that may not be fully understood. The goal is not to stop new infrastructure projects but to ensure that the complexity of an urban ecosystem is recognized in government and donor supported projects. To formulate policies and programs that build resiliency and promote sustainable development, systems need to be dynamically balanced as well as integrated. Issues like biological diversity, water filtration, soil depletion, and deforestation must be dealt with as part of issues like sewerage, water supply, transportation, social/political institutions, and norms and values. This means that because urban ecosystem management is multidisciplinary it requires a composite of social, environmental, economic, and decision making tools and institutions that are flexible enough to adapt to changes in one or several systems. An integrated urban ecosystem approach generates information for policy makers so that trade-offs and synergies between options (in terms of social, economic, and ecological values) can be addressed at various spatial, temporal, and management scales.

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<sup>18</sup> Dilley 2005

<sup>19</sup> UNECOSOC 2009

### *Pro-Poor and Community-Focused Ecosystem Management*

The poor are forced to draw upon the natural resources within and around cities because of structural and institutional problems. These include inadequacies in governance structures, land tenure arrangements, and access to financial resources. As noted, many of the urban poor live in informal settlements located in less desirable and consequently more hazardous locations. In search of living space, bio-fuels for cooking or sale, and water for daily needs, they uncover and degrade the landscape. The lack of public health resources adds to their difficulties; in low-income countries public health spending averages just 1 percent of gross domestic product (GDP), compared to 6 percent in high-income countries (IFRC 2002).

In order to be successful and equitable, ecosystem management must be linked to poverty reduction. Urban infrastructure projects need to address the trade-offs between conservation, livelihoods, and equitable distribution of resources. Historically there has been tension when conservation models that create protected areas are perceived as inaccessible to communities. Often, these models are implemented at the expense of poor and marginalized residents and users of resources from the areas. Social, economic, and environmental development programs have become impediments to sustainable development because there is no balance between the need to protect ecosystem services and the desire to use resources to address community needs. Communities need to be allowed to identify and negotiate their own options and to increase their flexibility to cope with unexpected change.

#### *h. Urban Upgrading*

Urban upgrading prioritizes the infrastructure, housing, livelihoods, and social networks of the most vulnerable households living in slum settlements. Strategic upgrading can manage disaster risks by (a) regulating slum development in hazard-prone areas; (b) reducing losses by planning evacuation routes and community refuges; and (c) promoting safe and socioeconomically viable low-income neighborhoods as part of a city-wide plan. In fast-growing cities, poor planning for low-income households creates slum conditions that transfer a disproportionate burden of disaster risk to the poor. Most slum settlements are not planned, slum structures are not durable, and they tend to be located on hazard-prone sites because those are relatively inexpensive. The urban poor live in areas they can afford close to work and where they have kinship ties and that is usually in slums, which have the worst urban environmental conditions. The rural poor move to urban centers in large numbers for higher wage livelihoods. Migrants find accommodation in slum pockets, reinforcing the formation and persistence of slums; a third to half of the urban population in low-middle-income countries lives in slums (Kinyanjui 2010). Slums form when a city is unable to provide affordable housing for migrants seeking better economic opportunities. Colonial legacies of land use and housing regulations in most cities in developing countries especially Bangladesh have been inappropriate; a chronic lack of housing development finance, public or private, skews urban land markets and drives up the price of housing. Density regulations, such as low floor area ratios (FAR) and minimum development and housing standards that are expensive, restrict the supply of land and housing for low income households. Consequently, chronic housing scarcities have given entrepreneurs opportunities to collude with real estate developers, politicians, and local officials to profit from selling to the urban poor, at considerable cost to them, a notion of security against immediate eviction by “allowing” them to squat on or illegally develop vacant urban sites that are hazardous and without services.

## *Incorporating Resilience into Project Cycle*

It is crucial to place resilience at the core of project planning, particularly in regions that are developing rapidly. This SMF emphasizes incorporating resilience from the start into urban investment projects. All projects go through a planning, implementation and evaluation cycle and most organizations use variations of the same core phases. Project interventions are intended to reduce poverty and increase welfare; sustainably manage the environment and natural resources; and reduce disaster risk and improve recovery management.

### **B. General Principles of Social Development**

#### **1. Inclusion and participation**

Projects will be designed to ensure that the all sections of the communities including the very poor, women, small ethnic groups and other vulnerable groups will get access to information and facilities of the project. Project planning will be done through engagement of the local elites, political and social leaders, community people and all departments and line agencies for inclusion and participation. Field level consultation will be held with various cross sections of the people to confirm participation in the project planning and implementation process. An Inter-agency District Committee (IDC) will be established at the city level with at least one representative from the concerned departments including DC office, DDM, Fire Service, City Corporation, RAJUK, etc. for monitoring of the project works. The community people will be invited in open meetings to participate in discussions and opinion sharing on activities of the project.

#### **2. Transparency and social accountability**

The Right to Information Act (2009) recognizes that stakeholders can exercise their rights to access information in context of development programs and the public institutions including DDM are obligated to place information in public domain. This creates an enabling environment to develop trust among implementing partners and builds in checks and balances to strengthen the system. Project information will be disclosed in public domain including the social screening/assessment report, social management plan and RAP, as applicable.

The project will implement social accountability tools to improve citizen participation and transparency. Strengthened transparency and accountability includes display of information of all activities including cost and sources of finance at prominent and public places in the cities, participation of communities in monitoring and evaluation, and use simple formats for reporting findings at planning, implementation and post-implementation project stages. Specific measures will be designed on (i) consultation, feedback and grievance-redress mechanisms to alert project staff to problems identified by beneficiaries, affected people, and other stakeholders; (ii) participatory planning to ensure the project meets the needs of beneficiaries; and (iii) participatory monitoring and evaluation for identification of problems.

#### **3. Social safeguards**

Legal and policy framework provides for acquisition of land and assets and compensation measures for the assets acquired. The project approach will be to avoid or minimize, to the extent feasible, the hardships and impoverishment that land acquisition or displacement associated with

the implementation of the project. The Executing Agency will prepare project proposals based on the following principles:

- Acquisition of private and public lands causing physical displacement of people will be avoided.
- Displaced people like slum dweller (if any) will be compensated and assisted for livelihood restoration, and demolished physical structures will be replaced or compensated commensurate to ground situations.

The above principles will be mainstreamed adopting appropriate process for social impact assessment and mitigation of impacts.

#### **4. Subproject exclusion criteria**

To ensure that the project interventions will meet the main objectives of the project, legal requirements and social safeguards, a set of exclusion criteria will be applied including the following:

- Project affecting mosques, temples, graveyards and cremation grounds, and other places/objects of religious, cultural and historical significance;
- Projects threatening cultural tradition and way of life of small ethnic group/tribal peoples; severely restrict their access to common property resources and livelihood activities; and
- Project interventions facing grievances petitions from communities on social and environmental issues, cannot be resolved even at the PMU level.

#### **5. Grievance Redress Mechanism**

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 action. The procedure will however not pre-empt a person's right to go to the courts of law. Grievance response focal points will be available at the city level Urban Resource Centre (URC) to be established at City Corporation Zonal office who will be responsible to receive complaints from the aggrieved persons. Second tier and third tier of GRC will be at City Corporation head office and third tier will be at Department of Disaster Management (DDM). A Grievance Redress Committee (GRC) will be formed for each city with the URC. The first tier of GRC at the city level will be authorized to deal with all suggestions and complaints at the project level. Scope and process of GRM has been discussed in more detail in *Chapter V*.

#### **6. Approval and Disclosure**

The SMF will be submitted to the Bank for review and clearance by the designated regional safeguard unit of the Bank and formally agreed with the Government of Bangladesh. Appraisal of the social management issues for each subproject as well as SMP of each subproject and RAP wherever required, will also be subjected to review and clearance by the Bank. Whenever requested, DDM will provide the Bank with copies of the social screening reports for all subprojects by URCs and the project consultant.

DDM and City Corporations will upload the SMF in their official website along with the Bangla translation. The English version of the SMF will be forwarded to the World Bank for disclosure at country office information centre and in the Bank Info shop before appraisal. DDM will advertise the date of disclosure and its website address through newspapers. Each SMP and any RAP will be translated in Bangla and disclosed similarly. Apart from disclosing on official websites, a printed copy in Bangla will be placed at the project site.

### **C. Gender Assessment and Action Framework**

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 local elites, elected people's representatives, concerned government departments, line agencies, etc. DDM, in the course of project implementation, will undertake an assessment of the city dwellers to gather their views and preferences disaggregated by gender, ethnicity, and poverty in order to resolve existing disaster risks and way of resilience and to establish a participatory process for implementation and monitoring.

Gender is recognized as a cross cutting issue which should be integrated into all disaster risk management policies, plans and decision-making processes, including risk assessment, early warning, information management and education and training. However, past research (Nasreen, 1995; 2006; 2007; 2008; 2009) reveal that the gender dimension to disaster, i.e. vulnerabilities and capabilities associated with gender and disaster risk reduction (DRR) often go largely unrecognized, especially by the government agencies.

Nevertheless, gender issues are getting growing attentions from different actors including government. Recently (2011) the Standing Order on Disaster (SOD) of Disaster Management Bureau (DMB) has been revised and based on the recommendations of the National Disaster Management Advisory Committee (NDMAC), the Ministry of Women and Children Affairs (MoWCA) has been included in the SOD. Moreover, MoWCA has included gender and disaster issues in the recently approved National Women's Advancement Policy (2011) but the policy remains to be effectively implemented and the SOD in reality comprises dozens of committees from national level to Union level and involving too many functionaries in each committee made the system like everybody's business but nobody's sole responsibility.

The challenges of gender and disaster management should be looked from the gender lens along with other key elements of governance and disaster risk reduction (DRR) which includes participation, accountability, decentralization legally enforceable obligation, national coordination and cooperation and international cooperation and coordination.

It must also be recognized that the DRR activities are different than emergency humanitarian response. DRR is a holistic approach which must involve all stakeholders to reduce the risks of disaster in a sustainable manner. Most importantly, gender specific responses to disaster risk reduction should be promoted from capability perspectives as a distinct category, not from vulnerability perspectives as of existing practices.

The project design will be gender responsive based on the gender analysis. The findings and recommendations from the gender analysis during project planning and feedback from beneficiaries during implementation will be discussed thoroughly to determine the need for further action. Listed below are the key action points:

**General Checklist**

- ✓ Assess men's and women's capacity to participate and the factors affecting that capacity.
- ✓ Identify government agencies and non-governmental organizations (NGOs), community-based organizations (CBOs), and women's groups that can be used during project implementation.
- ✓ Ensure that gender concerns are addressed in the relevant sections (including project objectives, scope, poverty and social measures, cost estimates, institutional arrangements, social appendix, and consultant's TOR for implementation and M & E support).
- ✓ Develop gender-disaggregated indicators and monitoring plan.

**Staffing**

- ✓ Ensure adequate gender balance in field teams.
- ✓ Select field team members with gender awareness, local knowledge, cultural understanding, and willingness to listen.

**Community participation mechanism**

- ✓ Develop a participation strategy for men and women during project implementation and M & E.
- ✓ Conduct women specific consultation to take their views and suggestions on the design. Any mechanism established during the project design such as grievance mechanisms should have adequate representation from women.
- ✓ Ensure work conditions that are conducive to women's participation (e.g., gender-equal wage rates, construction season, toilet and child-care facilities).

**Training options**

- ✓ Include financial and technical capacity building for relevant local government bodies to enable them to effectively support women SHGs.

**Monitoring and evaluation**

- ✓ Develop M & E arrangements: (i) internal M & E by project staff; (ii) external M & E by NGOs or consultants, as necessary; and (iii) participatory monitoring by beneficiary men and women.
- ✓ Disaggregate all relevant indicators by gender such as number of women gaining access to credit, increase in women's income, and career prospects for project trained women.

**Documentation**

Document the gender-responsive design features in the DPR and include covenants in the loan agreement to ensure gender-sensitive project design mechanisms to be complied by the executing agency

## **D. Resettlement Policy Framework**

The project envisages acquisition of land for constructing National Coordination Centre (NCC) and National Disaster Management Training and Research Institute (NDMTRI) in Dhaka. The project also envisages construction of Fire Service and Civil Defense Fixed Control Rooms and an Emergency Operations Center (EOC) in Dhaka and Sylhet.

### **1 Key policy norms and principles**

The resettlement principles adopted for the project recognizes the Acquisition and Requisition of Immovable Property Ordinance 1982 (subsequent amendment in 1993 and 1994) and the requirements of the World Bank (WB) policies on Involuntary Resettlement (OP 4.12) and relevant local laws, policies and guidelines related to urban development in Bangladesh. The Resettlement Policy Framework (RPF) has been prepared based on the general findings of the review of existing experience and stakeholder consultations at the selected cities as a guide for relocation and resettlement of affected persons in case of involuntary displacement.

Project Authority will get khas land or departmental land to be handed over to the project for construction. Land acquisition and involuntary displacement will be avoided or minimized to the extent possible through the incorporation of social considerations into project design.

According to the social screening there will be no private land acquisition for this project. Government land will be used in Dhaka and Sylhet for the project interventions. Some unauthorized occupants both residential and commercial might be displaced due to the project. Mitigation measures based on other urban sector projects financed by World Bank will be taken. An entitlement matrix is furnished at the end of this section based on potential impacts on structure, business and livelihoods.

If land acquisition is required for any subcomponent of the project the requiring body will propose to DC office(s) for acquisition as per project needs. World Bank OP 4.12 (Involuntary Resettlement) is triggered here. An abbreviated resettlement action plan will need to be prepared for the URP following World Bank OP 4.12 and GoB law.

### **2. Social Impact Assessment**

Once the project is conceived and, social screening (as discussed earlier, with assistance by URC and project consultants) will be carried out for assessing feasibility of the options. The Screening process will determine the level of assessment that should be undertaken with regard to a specific defined potential investment, as initially identified in the PPSIP preparation studies. The social screening will provide a rapid assessment of the subproject characteristics, its beneficiaries, the socioeconomic dimensions of the area, and its potential impacts and risks. It will also identify potential need for additional lands and the methods of obtaining those lands. Results of the social screening will determine whether or not a project requires Social Impact Assessment (SIA).

SIA will be carried out during the project preparation stage when social screening will identify potential social safeguard issues. The principal opportunity of the SIA involves identifying viable alternatives; identifying potential social impacts, including direct or indirect; permanent or temporary; physical or economic, assessing their significance; designing least-cost mitigation measures and monitoring requirements; formulating institutional arrangements; and ensuring meaningful public consultation and information disclosure procedures. To ensure that social concerns are adequately addressed, specific social analyses will include: (i) Socio-economic

analysis; (ii) Stakeholder analysis and (iii) Involuntary resettlement (including temporary or permanent relocation and compensation for loss of assets). The assessment will identify and estimate impacts, risks and opportunities and suggest measures to avoiding or minimizing, mitigating and managing, and compensating adverse social impacts.

### **3. Involuntary Displacement**

Involuntary displacement is likely when Project will acquire private lands or resume public lands from private uses for implementation of the project. The URP will avoid (to the extent feasible) acquisition of private land. However, it may require displacement of temporary squatters who may be staying in the project site or may run some business like tea shops. Such people will be assisted to relocate and support will be provided in accordance with field appraisal and consult likely affected people facilitated by implementing Agency/NGO engaged for this project. Based on this assessment, the affected households will be assisted to overcome the loss and restore livelihoods, if required.

### **4. Resettlement Planning**

Involuntary resettlement may be involved in the process of acquiring land by the project (by involuntary acquisition, direct purchase or inter-ministerial transfer) for implementation of the project. Temporary or permanent relocation may also be involved due to the project interventions. Social screening and SIA will be carried out for each project locations to identify social safeguard compliance issues with regard to the Bank OP 4.12 on Involuntary Resettlement. Based on findings, the project will require RAP preparation for the subproject with assistance from project consultant. An abbreviated RAP will be prepared if the project affecting less than 200 persons and a full RAP will be prepared if the project affects more than 200 persons.

If the project has no adverse impact, due diligences report will be included in the SMP confirming the same and also stating reasons for the same. The SMPs or RAPs will be shared with the Bank for review and clearance prior to the contract bidding and implemented before award of civil works contracts. The Bank will periodically review and do random checks for the documents.

A full resettlement plan shall include a statement of involuntary resettlement objectives and strategy, with:

- i. Description of the Sub-Project with measures taken to minimize adverse impacts;
- ii. Findings of the socioeconomic survey and social and gender analysis including summary of public consultations held, cut-off date;
- iii. Survey Maps showing land requirements, proposed location
- iv. Land requirements and action plan for obtaining land (LA/Land Purchase/Voluntary Donation Plan);
- v. Legal and policy framework, including eligibility criteria and cut-off date for the subproject (cross referring to SMF)
- vi. Entitlements Matrix, proposed resettlement measures for the affected PAP categories
- vii. Participation, Consultation, Grievance Redress Mechanisms for resolution of complaints and conflicts with appeals procedures;
- viii. Relocation Planning (If some householders are displaced) with information on resettlement site, if available;
- ix. Income restoration and livelihood support measures including access to training, temporary employment, and credit;



- x. Post resettlement support, if any required (shelter, infrastructure, and social services);
- xi. Organizational responsibilities for implementing, monitoring and evaluation;
- xii. Cost estimate for implementing RAP; and
- xiii. Implementation schedule, showing how activities will be scheduled with time-bound actions in coordination with the civil works.

The abbreviated RAP will include key details such as: the list of affected households, their impact category, magnitude of loss or damage to land and/or assets suffered by them (based on census survey); the entitlements matrix, cut-off date, detail information on specific entitlements of the implementation schedule including the payment of compensation and resettlement assistance, budget, and site hand over for the civil work. Like the full RAP, the abbreviated RAP shall ensure that adequate compensation, rehabilitation, and relocation arrangements are planned and budgeted.

### **5. Eligibility and Entitlements**

An Entitlement Matrix will be developed as per this framework following the Table 4.1 that will outline various types of losses resulting from a project and provide 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 project components entailing relocation and resettlement impacts irrespective of the size of the project components and extent of impact. RAP will be updated, if additional resettlement impacts are identified in any stage of a project implementation.

The entitlement matrix has been prepared in accordance with the GoB laws and in compliance with the World Bank safeguard policies (OP 4.12). Following the finalization of the design, the detailed survey of the affected land and/or non-land assets and detailed census survey of the affected families will be carried out to record the actual impacts. As a part of the land acquisition, replacement cost surveys (or asset valuation) will be carried out, which will form the basis for determining the compensation for the affected land and assets, if land acquisition takes place.

This valuation can also be used to inform the negotiation of land value between plot owner as per the laws on land acquisition and the community, or when land is to be directly purchased. All involuntary land acquisition will be compensated at replacement cost. Moreover, the affected persons will be assisted to re-establish their living standards (affected shelter and incomes) to a level equal to or better than their living condition prior to the project. The project will pay the difference to the land losers where the replacement cost is lower than the market value. In cases of disputes such as where land records are not updated and/or where the affected people are unable to produce the desired documents or absentee land owners, then the compensation amount will be deposited in the account of the concerned DC office until the case is disposed.

Table 8: Eligibility and Entitlement Matrix

<b>Loss Item 1: Loss of Land: Acquisition of private land will be fully avoided</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Legal owner/ titleholders as identified by Deputy Commissioner (DC).	<ul style="list-style-type: none"> <li>• Replacement cost (RC) of land.</li> <li>• Dislocation allowance (DA) to land owners.</li> </ul>	<ul style="list-style-type: none"> <li>• RC will be recommended by PAVC that will include current market price and the transaction cost (stamp duty and registration cost).</li> <li>• DC will pay cash compensation under law (CCL) for the land.</li> <li>• If RC is higher than CCL, the difference (top-up) will be paid by DDM.</li> <li>• The DA will also be paid by IA directly to the PAPs.</li> </ul>	<ul style="list-style-type: none"> <li>• Legal owners will be assisted by IA through URC/project consultant to organize legal documents in support of their ownership.</li> <li>• URC/Project consultant will identify loss and entitlement of female owners and co-sharers through share determination at the field upon receipt of payment data from DC office.</li> </ul>	<ul style="list-style-type: none"> <li>• As determined by PAVC</li> </ul>

<b>Loss Item 2: Loss of structures with title to land</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Legal owner/ titleholders as identified by DC. <u>If applicable in future project</u>	<ul style="list-style-type: none"> <li>• RC of structure as determined by PAVC.</li> <li>• Transfer Grant (TG) of affected structure @ 12.5% of structure value.</li> <li>• Reconstruction Grant (RG) of affected structure @ 12.5% of structure value.</li> <li>• Special Allowance (SA) for each residential households headed</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable to all structures located on the site boundary at cut-off dates.</li> <li>• PAVC will recommend the RC of the structures.</li> <li>• DC will pay CCL for structure and if CCL is less than RC, DDM will pay the difference (top-</li> </ul>	Assistance in relocation and reconstruction.	<ul style="list-style-type: none"> <li>• As determined by PAVC</li> <li>• 12.5% of structure value.</li> <li>• 12.5% of structure value.</li> <li>• BDT 10000 per Household</li> </ul>

	<p>by a destitute female, a disabled, an elderly (over 60) persons or a very poor (below poverty line) households whose annual income is up to BDT 90,000 (ninety thousand) amounting to BDT 10000 per Household.</p> <ul style="list-style-type: none"> <li>• Owner will be allowed to take away all salvageable materials free of cost within DDM declared deadline.</li> </ul>	<p>up) directly with the assistance from IA.</p> <ul style="list-style-type: none"> <li>• DDM will provide other resettlement assistance (TG and RG and SA) directly.</li> <li>• The SA will be equivalent to one month's income at the rate of daily wage rate in the locality.</li> </ul>		
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<b>Loss Item 3: Loss of structures without title to land</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
<ul style="list-style-type: none"> <li>• Socially recognized/ officially lease holder owners of structures built within the site boundary as identified during census and verified by PAVC</li> </ul>	<ul style="list-style-type: none"> <li>• RC of structure as determined by PAVC.</li> <li>• Transfer Grant (TG) of affected structure @ 12.5% of structure value.</li> <li>• Reconstruction Grant (RG) of affected structure @ 12.5% of structure value.</li> <li>• SA for each residential households headed by a destitute female, a disabled, an elderly (over 60) persons or a very poor (below</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable to all structures located on the site boundary at cut-off dates.</li> <li>• PAVC will recommend the RC of the structures.</li> <li>• IA will provide other resettlement assistance (TG and RG and SA) directly.</li> <li>• The SA will be equivalent to one month's income at the rate of daily</li> </ul>	<p>Assistance in relocation and reconstruction.</p>	<ul style="list-style-type: none"> <li>• As determined by PAVC</li> <li>• 12.5% of structure value.</li> <li>• 12.5% of structure value.</li> <li>• BDT 10000 per Household</li> </ul>

<b>Loss Item 3: Loss of structures without title to land</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
	poverty line) households whose annual income is up to BDT 90,000 (ninety thousand) amounting to BDT 10000 per Household.. • Owner will be allowed to take all salvageable materials free of cost within declared deadline.	wage rate in the locality.		

<b>Loss Item 4: Loss of community properties (if any)</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
• Socially recognized owners of structures built on the ROW as identified by PAVC	• RC of structure as determined by PAVC. • Transfer Grant (TG) of affected structure @ 12.5% of structure value. • Reconstruction Grant (RG) of affected structure @ 12.5% of structure value. Or • DDM will replace the community property with proper assistance from City Corporations at	• Applicable to all community properties located within the site boundary at cut-off dates.	Assistance in relocation and reconstruction.	• As determined by PAVC • 12.5% of structure value. • 12.5% of structure value.

	alternative site with the project cost • Owner will be allowed to take all salvageable materials free of cost within declared deadline.			
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**Loss Item 5: Loss of trees on public land planted by and providing livelihoods to current users**

Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
<ul style="list-style-type: none"> <li>• Socially recognized owners of trees grown on public or other land, as identified by PAVC.</li> <li>• Owners of trees such as Forest Department, Zilla Parishad, Society, Union Parishad, Lessee on public land</li> </ul>	<ul style="list-style-type: none"> <li>• RC of trees determined by PAVC.</li> <li>• Value of fruits @ 30% of timber value for each grown up trees.</li> <li>• Owner of the tree will be allowed to fell and take the trees free of cost within the declared deadline.</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable to all trees and plants located within site boundary at cut-off dates.</li> <li>• DC will pay CCL as applicable for trees/plants.</li> <li>• If CCL is less than RC or there is no CCL (for socially recognized owners), the difference or RC of different species of trees will directly be paid by DDM with assistance from IA.</li> <li>• PAVC will recommend RC of trees and fruits.</li> </ul>	DDM/URC will explain policies regarding compensation for the trees of different categories and size and make the PAPs aware that they could take the timber and fruits free of cost.	<ul style="list-style-type: none"> <li>• Determined by PAVC</li> </ul>

**Loss Item 6: Loss of income from dismantled commercial and industrial premises**

Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Any proprietor	• An amount	DDM will	Vulnerable PAPs	• BDT

or businessman or artisan operating in premises, at the time of issuance of Notice u/s 3 and/or as per census.	equivalent to three months' net income based on three years average income but not exceeding BDT 50,000(fifty thousand) per month for large scale business enterprises. <ul style="list-style-type: none"> <li>• An amount equivalent to three months' net income against the small and medium scale business operators as per census but not exceeding BDT 24,000 (twenty four thousand) in total.</li> <li>• One time moving assistance of BDT 5,000 (five thousand) for tenants.</li> </ul>	directly pay the entitlement to the eligible PAP.	will be brought under income generating program.	50,000(fifty thousand) per month for large scale business enterprises (Who pays income tax and have tax certificate ). <ul style="list-style-type: none"> <li>• Small and medium scale business operators (who do not pay income tax) as per census but not exceeding BDT 24,000</li> <li>• BDT 5,000 (five thousand) for tenants.</li> </ul>
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<b>Loss Item 7: Loss of income (wage earners in small business and industry excluding owners or employers)</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Regular wage earners affected by the acquisition as identified by census.	<ul style="list-style-type: none"> <li>• Grant to cover temporary loss of wage income (wage grant - WG) @ 300/day for 90 days if lost due to the project interventions.</li> </ul>	<ul style="list-style-type: none"> <li>• PAP must have been an employee of landowner or business located in the acquired lands for at least twelve months, as identified by Joint Verification and/or Census.</li> <li>• The needs of vulnerable groups will be</li> </ul>	<ul style="list-style-type: none"> <li>• Vulnerable PAPs will be brought under income and livelihood regenerating program.</li> <li>• Involvement of qualified PAPs in construction work.</li> <li>• Involvement of qualified PAPs in tree plantation and social</li> </ul>	<ul style="list-style-type: none"> <li>• 300/day for 90 days</li> </ul>

		<p>assessed.</p> <ul style="list-style-type: none"> <li>• The WG will be paid directly to the eligible PAP.</li> </ul>	afforestation.	
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**Loss Item 8: Loss of income from rented-out and access to rented-in residential and commercial premises**

Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
<ul style="list-style-type: none"> <li>• Official leaseholders of 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>• Rental allowance (RA) for both residential and commercial rented-out premises to owner of the structure for the amount equivalent to 3 months' rent but not exceeding BDT 7,500 (seven thousand five hundred).</li> <li>• Alternative housing allowance (AHA) for both residential and commercial rented-in premises to eligible PAPs (rentees) for the amount equivalent to one month's rent but not exceeding BDT 5,000 (five thousand).</li> <li>• Additional structures erected by tenant will be identified by the PAVC and compensated as Item No. 3.</li> <li>• Right to salvage materials from demolished structure erected by</li> </ul>	<ul style="list-style-type: none"> <li>• The owner of rented out premises will be entitled for dislocation allowance for each unit of premises rented out to separate households or persons.</li> <li>• In case of any advance deposited by the tenant, an agreement on non-claim or outstanding balance should be certified by the local government representative between owner and tenant.</li> </ul> <p>The RA and AHA will be paid directly to the eligible PAPs.</p>	<p>Vulnerable PAPs will be brought under income and livelihood regenerating program.</p>	<ul style="list-style-type: none"> <li>• 3 months' rent but not exceeding BDT 7,500</li> <li>• one month's rent but not exceeding BDT 5,000</li> </ul>

	tenant.			
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<b>Loss Item 9: Disconnection of utilities (gas, electricity, telephone, water, sewage, etc)</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Legal owner/ titleholders as identified by DC	New connection assistance as determined by PAVC	IA will make payment of the compensation money directly to the PAPs	IA will provide assistance for reinstallation of the utilities	

<b>Loss Item 10: Loss of government agency provided residence</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Households/persons residing in government agency assigned housing as identified by the concerned department's Administration Unit	<ul style="list-style-type: none"> <li>• Shifting to housing of equal or better condition provided by the government agency</li> <li>• Shifting cost covered by the government agency</li> <li>• Right to salvage materials from demolished structure erected/extended by the government employee.</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable to all government employees residing in government assigned housing within site boundary on cut off dates</li> <li>• Shifting cost will be covered by the government agency under the regulation of government.</li> <li>• PAVC will identify and recommend the additional infrastructure erected/extended by the government employee.</li> </ul>	IA will identify the government employee and corresponding assigned structure from respective office.	



<b>Loss Item 11: Unforeseen adverse impacts</b>				
Persons Entitled	Entitlements	Application Guidelines	Additional Services	Monetary Amounts
Households/ persons affected by any unforeseen impact identified during RP implementation	Entitlements will be determined as per the resettlement policy framework	The unforeseen impacts will be identified through special survey as per request from impacted population. The entitlements will be approved by Implementing Agency and World Bank.	As appropriate	

#### **6. Compensation Payment Procedure**

DDM will ensure that the properties (land, 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 to be outlined in the RAP. 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 household's. Compensation and other cash assistance will be paid through bank bills (cheques) payable in Bank accounts opened by the affected persons eligible for compensation and assistance under RAP. The Bank account will be in the joint name of husband and wife as the case may be.

The Implementing Agency (IA) will directly pay the remaining as per requirement of the RAPs directly to the project affected persons. IA through the project consultant will advise, assist and monitor the affected persons receiving compensation and other cash assistance for better use of the money.

#### **7. Eligibility and cut-off date**

The cut-off date of compensation eligibility for title holders is decided according to the Acquisition and Requisition of Immovable Property Ordinance, 1982 (date of serving notice under section 3) and for non-titleholders; it is the start date of the census survey. Those who encroach into the subproject area after the cut-off date will not be eligible for compensation or any other assistance for relocation and resettlement.

## E. Small Ethnic Community Planning Framework

### 1. Objectives

For the purpose of this SECPF, small ethnic communities mean people belonging to various tribes either living in the hill areas or in the plains as a group rather than as individual person or household. The Small Ethnic Communities' Development Framework is based on the World Bank's Operational Policy 4.10 and is applicable to all sites with the presence of small ethnic community populations. The specific objectives of the SECOF are to:

- i. Ensure that project activities and interventions uphold the social and cultural norms and practices of the small ethnic community or other vulnerable communities
- ii. Ensure that the project engages with the small ethnic communities in a free, prior and informed consultation through processes that are appropriate to the local institutional context, ensuring that their participation is meaningful in the entire process of preparation, implementation and monitoring of the sub projects and related activities
- iii. Ascertain that the project does not inadvertently lead to or induce disempowerment, or increase disparities between the small ethnic community/other vulnerable and 'mainstream' communities
- iv. Avoid, minimize and/or mitigate any kind of adverse impacts on small ethnic community households, including on their livelihoods;
- v. Establish appropriate strategies for information sharing, communication, training and decision-making with the different small ethnic communities (women and men) at all stages of the project
- vi. Ensure that the project benefits and investments are equally accessible to the small ethnic groups and other vulnerable communities inhabiting the project area

For the target cities of URP, most of the small ethnic community peoples are small in number and fully mainstreamed into the local social, cultural and economic institutions due to their livelihood requirements. However, given that there is a small presence of the small ethnic community peoples, the SECPF will be incorporated within the overall project design. The need for a Small ethnic community Development Plan (SECDP) will be established at the project preparation on the basis of screening using the following criteria:

- a. Presence of small ethnic community and other vulnerable communities in the target project cities.
- b. Adverse impacts on customary rights of use and access to land and natural resources, including common area and grazing lands
- c. Negative impacts on socio-economic or cultural identity of small ethnic community or other sub-groups.
- d. Impacts that may undermine indigenous knowledge and customary institutions
- e. Focused consultations with small ethnic community and other vulnerable communities on interventions

## **2. Baseline**

Project planning processes will include preparation of a baseline on the socio-economic profile and resource dependence of the small ethnic groups in the project area, along with other relevant information on the small ethnic population in the project area, such as their participation in community decision-making, participation within local institutions and customs, and language and cultural markers. Based on the consultations, key issues of the small ethnic community and other marginalized groups with respect to URP interventions would be summarized, and will form part of the baseline. Every sub-project plan will contain a separate section on the baseline small ethnic group situation, if present. This baseline will be used in the preparation of the SEVCDP and will include the following:

- a. List of communities with presence of small ethnic communities and their identification (name of small ethnic community, other marginalized social groups, if any);
- b. Community-wise listing of all small ethnic and other marginalized households
- c. Community-wise socio-economic profile of small ethnic and marginalized groups/households vis-à-vis other social groups (occupations, land holdings, debt status, etc.)
- d. Details of any traditional forest usage rights of small ethnic and marginalized groups in the area

Participatory assessment methods will be used during the planning stages, and the key issues of small ethnic groups and other vulnerable communities will be summarized in a small ethnic group Situation Assessment Report.

## **3. Informed Consultations and Broad Community Support**

Free, prior and informed consultations will be held with small ethnic and other vulnerable communities, CBOs, NGOs, and small ethnic community institutions (if any) where small ethnic community populations are found to be in the sub-project areas. These free, prior and informed consultations will take place during resource development planning process, and their broad community support will be documented. The following mechanisms will be followed:

- e. Separate consultations with small ethnic and other vulnerable communities will be organized for every such group identified during the sub-project preparation stage
- f. Where small ethnic communities populations are in the minority, exclusive consultations with small ethnic community women and men, leaders, SEC focused NGOS, and any relevant stakeholders to identify the priorities and strategies for ensuring small ethnic community inclusion in project institutions, interventions, and project benefits
- g. Fortnightly meetings in small ethnic communities for information sharing and consultation during the planning stages;
- h. Monthly meetings during the implementation stages of the project.

## **4. Publication and information dissemination**

URP will enhance awareness of the project's interventions among local small ethnic community populations through timely and routine publication and dissemination of information on the sub-project interventions in communication strategies that are locally acceptable and understandable

to the target groups.

*i. Culture-Sensitive Information Dissemination, Awareness and Outreach*

If needed, there will be added emphasis on adapting the information dissemination and communication activities to the local small ethnic community languages. In this case, the PMU will engage the services of a development communication specialist for developing a strategy and tools for communication, community outreach and information dissemination in small ethnic community areas where the national language is not spoken or where local customs or rituals would impact awareness.

*ii. Training*

Training and capacity building will take place for LGED and PMU staff implementing the SECDP in each sub project area. This will include:

- i. Capacity building within the PMU on small ethnic community Development Frameworks
- ii. Equal participation of small ethnic community men and women in training on project/development issues.

*iii. Procedure*

In order to prepare a small ethnic community development plan (SECDP), the following steps will be taken:

- a. Social screening to establish the presence of small ethnic community in each sub-project area;
- b. Based on the detailed social assessment, establish baseline data on the small ethnic community communities and households in the project area, including but not limited to:
  - i. Socio-economic profile—land-holding, source/s of income, migration status, indebtedness, etc.
  - ii. Livelihood strategies, including service, business and dependence on forests and other natural resources
  - iii. Dependence on any common lands (for grazing, housing, etc)
  - iv. Existing participation in local governance institutions, as well as the role of any small ethnic community institutions.
- c. Review the relevant Acts, policies and guidelines applicable to the different small ethnic community groups residing in the project areas
- d. Identify the specific project impacts (both positive and negative) on the small ethnic community groups and households
- e. Prepare and validate a list of affected households and groups and prepare a plan of activities, with clear time-lines, responsibilities and a budget.
- f. Validate the list with the District administration and City Corporation of all affected households
- g. Submit the SECDP to the Deputy Commissioner, LGED, community members, and other relevant officials

*iv. Principles*

The major project principles will also be applicable in the Small ethnic and vulnerable community Development Plan (SECDP) preparation and implementation, which include the following

- a. Focus on the marginalized and disadvantaged small ethnic households
- b. Specific interventions to be identified and included to target and benefit the most vulnerable and poorest social groups in the village, including women

- c. Project implementation and activities will adhere and perpetuate principles of transparency and accountability
- d. Planning and implementation of project activities will be participatory and ensure appropriate inclusion of the members of the small ethnic and vulnerable community households

v. *Contents*

The SECDP will contain a brief description of the baseline small ethnic and vulnerable community situation, the specific adverse impacts of URP on small ethnic and vulnerable community households, options for avoidance and/or mitigation, and an implementation framework.

## **5. Grievance Redress Mechanisms**

Wherever relevant and wherever traditional mechanisms are prevalent, grievance redress mechanisms (GRM) will be customized for the needs of small ethnic and vulnerable community people and to address the needs of small ethnic and vulnerable community communities. In addition, wherever small ethnic and vulnerable community people are in large numbers, there will be a small ethnic and vulnerable community representative in the grievance committees.

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## **F. Communication and Consultation Framework**

The Project objective is to construct National Coordination Centre (NCC) on disaster management and a National Disaster Management Training and Research Institute (NDMTRI) in Dhaka. The project also envisaged construction of Fire Service and Civil Defense Fixed Control Rooms and an Emergency Operations Center (EOC) in Dhaka and Sylhet to facilitate the people during natural disaster (earth quake, tornado, flooding, etc.) and man-made disaster such as firing, building collapse, etc. and to improve living conditions of these city dwellers. Hence, to major extent, the success of the project depends on effective and meaningful communication strategy. Strategic communications approach is a social process of dialogue, negotiation, and consensus building through the use of a variety of methods. Based on principles of inclusion, transparency and accountability, the communication strategy aims to enhance the ability of stakeholders to engage, influence local level institutions and hold them accountable for their work. The project will encourage civic engagement through Grievance redress committees, where the community people are part of redressing any complaints/grievance over social and environmental issues. This is a long term process of continued dialogue, clarifying issues under discussions and finding solutions to matters of common concern. Through engagement a space is created where issues can be openly discussed, compromises negotiated and solutions acceptable to the majority accepted and ratified. This strategy seeks to foster social, political, and institutional changes at different levels by building trust among implementers and the users, promoting a two-way communication, exchanging knowledge and skills for a sustainable change in both availability of services and behavior that is consistent with fact on the ground.

As part of communication strategy of the project it is proposed to inform the project information directly to the concerned stakeholders. The communication methods could include: (i) interpersonal communication, (ii) workshops/seminars, (iii) presentation to institutions, (iv) display hoardings, pamphlets, fliers, etc. IA will design an action plan for implementation of the communication strategy along with the social management plan for the project. A focal person will be assigned to deliver project information to all concerns including printing and electronics media.

Consultation with the community people will be a continuous process and the project authority, consultants and RPF implementing Agency will be continuing consultation meetings at project identifying stage, preparation stage and implementation stage as well.

### **i. Consultation and Participation at project cycle**

Involvement of communities 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, radio broadcast and other media forms may be used to further disseminate information. The City Corporations will be the platforms for disclosure and consolidate feedback from affected/beneficiary communities and other stakeholders.

#### ***1. Identification stage***

Project identification will start from the city level including selection of probable sites for construction of project installations. Dissemination of the project information to the community and relevant stakeholders is to be carried out by the project consultant/City Corporations at the identification stage. Various categories of stakeholders including concerned agencies/departments,

line agencies, community people, etc. shall be made aware of the scope of project interventions including guiding principles and policies and participation in the project cycle. The City Corporations will facilitate to inform and consult the communities for identification of project for equitable benefits to the diverse community households. Information generated at this stage will be documented with evidence.

**2. Project Planning and Design Stage**

Project information will be disseminated amongst the affected people/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 project. This would be the joint responsibility of the City Corporations and project consultant.

In case of displacement and involuntary land taking, 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 SMP or RAP as appropriate. Consultation will be done during conducting socioeconomic and census surveys as part of the SMP/RAP preparation. Consultation with respect to cultural aspects will be carried out as part of the social assessment of the project.

**3. Implementation stage**

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

**4. Review and evaluation stage**

Communities and other stakeholders will participate in the project workshops at mid-term and at the end of the project implementation through City Corporations. The independent social reviewer will make use of the consultation and participation process and involve the city dwellers in addition to the consultants and RAP implementing Agency/NGO. Communities will be consulted for their views on implementation process, social management measures for inclusion, participation, transparency, and impacts of resettlement and grievance response.

**ii. Consultation checklist**

The following checklist will be the guiding tool for carrying out consultation and enhance participation of communities and other stakeholders in a project cycle. (Table 10)

Table 10: Consultation Checklist

<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	Obtain feedback on analysis alternatives and decisions	Work directly with communities to ensure that their concerns and aspirations are understood and considered	City Dwellers become partners in each aspect of the decision, including installation of rescue equipments, warning system,	People will be getting immediate action/facilities during any types of disaster

<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>
objective information			etc.	
Commitment	Commitment	Commitment	Commitment	Commitment
Keep the communities informed about nature of signals and in case various disaster and immediate actions to be taken by them	Listen and acknowledge peoples' concerns and expectations	Ensure people's concerns/aspirations directly reflected in project design and appraise them how their input influenced the decision	Value people's advice and innovations in devising solutions and incorporate their advice and recommendations to the maximum extent	People's safety and security will get first priority
Techniques	Techniques	Techniques	Techniques	Techniques
<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 Concerned departments/ community people/ NGOs</li> <li>✓ Workshops/ seminars</li> </ul>	<ul style="list-style-type: none"> <li>✓ Participatory decision making</li> </ul>	<ul style="list-style-type: none"> <li>✓ Citizen juries</li> <li>✓ Delegated decisions</li> </ul>

### **G. Grievance Redress Mechanism**

To address the grievances, the project will have two tier grievance redress mechanism (GRM). As **first tier** of GRM, an officer will be designated as project facilitator at the City Corporation Zonal Office level who will be the first level contact for an aggrieved person. On a fixed date of every month, the facilitator will visit concerned ward where individuals / community will approach the project facilitator. Also there will be a system of registering complaints at the ward and zonal level and the facilitator will examine those complaints and set appointment with aggrieved persons at the ward level when he/she visits the ward. The complains will be registered in books kept at the ward level and zone level based on written complaints or phone call or SMS or email. The first tier of GRM will play role as alternative dispute resolution forum (ADRF). Most of the issues will be resolved at ADRF by discussing with people. The first tier of GRC (ADRF) will forward issues if not resolved at ADRF level. Only written appeal/email will be recorded but verbal/ non-written appeal will not be entertained at any level of GRM.

As **second tier** of GRM, an Integrated Grievance Redress Mechanism (IGRM) will be established at the City Corporation level where designated officer will be assigned as convener of GRC. He will register appeals forwarded by ADRF and arrange hearing of grievances in presence of aggrieved persons. But aggrieved persons will not be able to submit grievance directly to the GRC. This GRC may record appeal if it comes through email from the non-resident citizen of the city (living abroad).



The project will commit itself for proactive disclosure and sharing of information with the key stakeholders, including the city dwellers/beneficiaries. The project will have a communication strategy focusing on efficient and effective usage of print and electronic media, bill boards, posters, wall writing, and adoption of any other method suiting local context, logistics, human and financial resources.

### i. Grievance Resolution Process

The complaints and grievances from the aggrieved persons will be addressed through the process described below.

*Table 11: Grievance Resolution Process*

Step 1	<ul style="list-style-type: none"> <li>• The CITY CORPORATIONS as ADRF on behalf of project executing agency informs person-interested and counsels them about the project goals, objectives, role of people and project authority in project implementation, land acquisition and resettlement policy, compensation and entitlement modalities, entitlement packages, and eligibility and process to obtain the entitlements, etc. during consultation meetings and on regular personal contact.</li> <li>• People with clear understanding approach to SCC/DNCC/DDM for solution of the problems and compensation under law and assistance (in case of acquisition) as applicable.</li> <li>• People-interested with confusion and valid complaints on land acquisition and resettlement process, entitlements or any other issues related to project implementation approach GRC for resolution. The aggrieved persons may also opt to produce their grievances directly to the Project Director.</li> </ul>
Step 2	<ul style="list-style-type: none"> <li>• The implementing agency assists the aggrieved PAPs to produce a written complaint to the convener of GRC with stories and expectations. The CITY CORPORATIONS counsels the aggrieved persons on the mandate and procedure of grievance resolution.</li> <li>• GRC scrutinize the case records and sort out cases to be referred to the DC or the court of law and those to be resolved in GRC.</li> <li>• Hearing is organized on cases with merit at the GRC secretariat or at Mayor/Councillor offices at local level and resolution is given by the GRC in one month of receiving the complaints.</li> <li>• Aggrieved persons satisfied with the resolution approach the DNCC/DDM for quick implementation of the decision under the provision of the RAP. The agreed resolution is forward to the PD for approval before execution of the decision.</li> <li>• In case the resolution is not acceptable to the aggrieved person, he/she approaches the PD (project level GRC) through the local level GRC convener with assistance from the implementing agency for further review.</li> </ul>
Step 3	<ul style="list-style-type: none"> <li>• Cases with all proceedings are placed with the PD for review. The PD with assistance from the Member Secretary of project level GRC will review and take decision. If found necessary, field investigation is carried out and the resolutions are given within one month of receiving the complaints.</li> <li>• The resolution will be sent to the Conveners office of the local level GRC to communicate to the aggrieved persons for acceptance. The resolution accepted</li> </ul>

	<p>by the aggrieved person is then approved by the PD.</p> <ul style="list-style-type: none"> <li>• In case the resolution is not acceptable to the aggrieved person, he/she approaches the court of law for resolution.</li> </ul>
Step 4	<ul style="list-style-type: none"> <li>• The resolution accepted by the aggrieved persons at any level (Local or project level) is approved by the Project Director and forwarded back to the Conveners' office keeping records at his/her office.</li> <li>• Based on the approved grievance resolution, the implementing agency processes his/her entitlements and assists DNCC/DDM in quick execution of the resolution.</li> </ul>

#### **ii. GRM Documentation and Monitoring**

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, including intake details, resolution process and the closing procedures. Project will maintain the following three GRM Books:

**Opening Book:** (1) Case no., (2) Date and channel of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (loss of land/property or entitlements), (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.

**Resolution Book:** (1) Serial no., (2) Case no.,(3) Name of complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

**Closing Book:** (1) Serial no. (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.

Grievance resolution will be a continuous process during subproject implementation. The City Corporations and PMU 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 IDA and any other interested persons/entities. The City Corporations will also prepare periodic reports on the grievance resolution process and publish these on their websites. DNCC/DDM will consolidate reports from the concerned officials of the project on GRM and post in their website.

## **VI. Institutional Arrangement**

Disasters are incident, when previous predictions and calculations fail to forecast the misery to be suffered by the victims. It takes institutional practice and preparedness to resist urban disasters like flood, earth quake, land slide or collapse of manufacturing buildings with large number of victims locked inside. Therefore, the institutional arrangements should have additional preparedness to undertake sufficient measures for disaster risk resilience. Institutional preparedness has to be two fold in this context; community based arrangement and administrative setup. Successful risk resilience programs indicate a bottom up approach is more accountable in this circumstance as the sufferers are the most experienced in minimizing impacts upon themselves. In addition to that, the

designated administrative positions should have sufficient intellect to exercise best practice measures of other urban disasters. Customary trainings, discussions and best remedy advises should be practiced at all level with high level of coordination with community stakeholders. In addition to an inclusive work approach, the stakeholders should be capable of taking decisions in ad-hoc basis to ensure rapid and timely delivery of required services during disaster. The entire group including victims and administration has to work as one and make sure that the key bodies involved are acquainted with socio-economic and cultural practices of the region. As the two regions: Dhaka and Sylhet city corporation have faced variety of acute disasters in the past, a flexible plan has to be adopted to make the stakeholders prepared for basic and severe disasters. In addition to a successive plan of action, the national disaster mitigation team has to maintain up to date records of disasters and circulation for enhancement of knowledge of the administrative stakeholders. The focal people in charge of disaster risk resilience should go through self-evaluation of performances to maintain best standard of delivery in disaster situation.

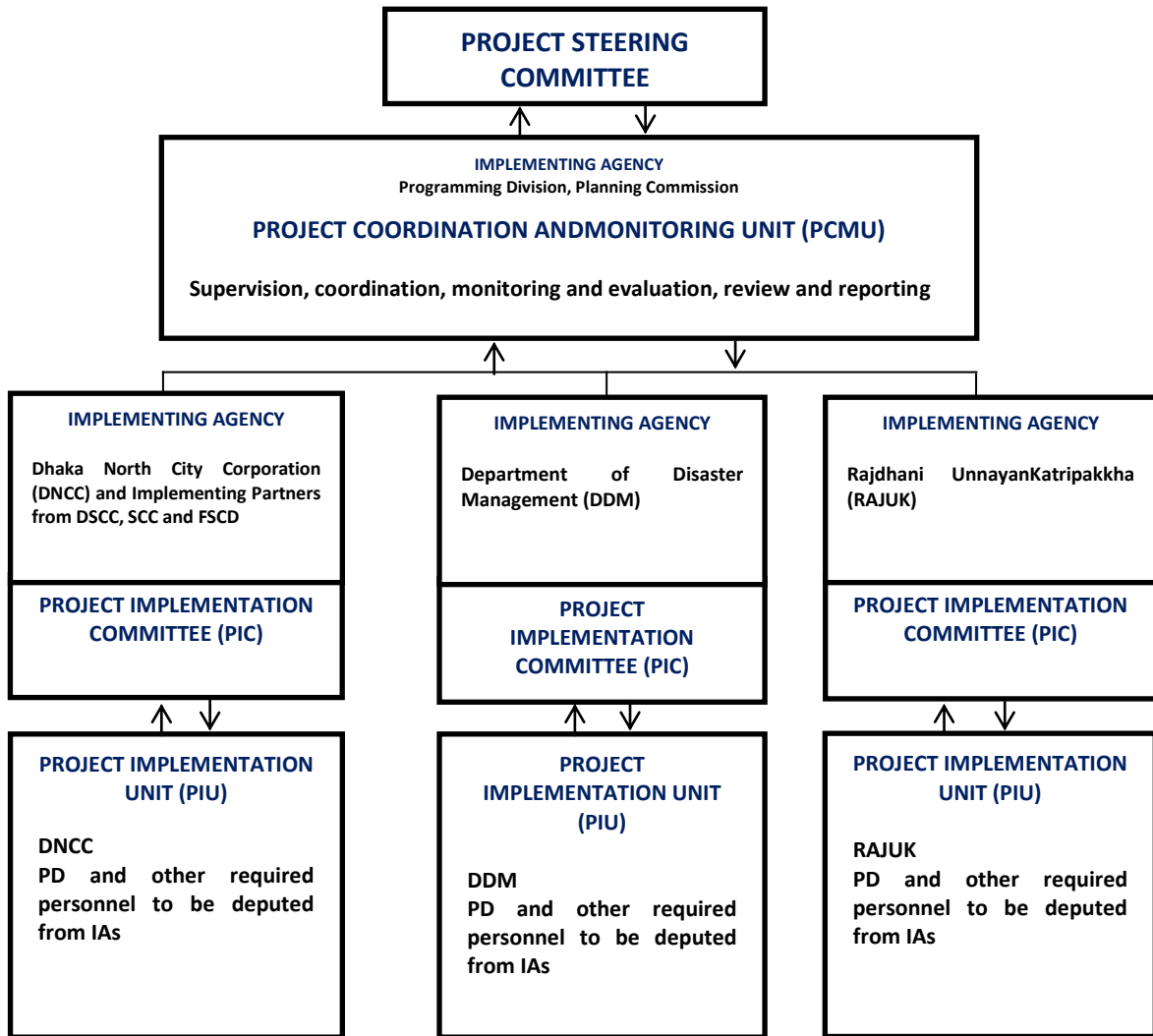
### **A. Project Management**

The Government of Bangladesh (GoB) has overall responsibility for implementing this multi-Sectoral and multi- Ministerial Project. The GoB shall ensure proper planning, management, and co- ordination of the Project through five of its Ministries i.e. Ministry of Planning (MoP), Ministry of Local Government, Rural Development and Co- operatives (MoLGRDC), Ministry of Home Affairs (MoHA), Ministry of Disaster Management and Relief (MoDMR), and Ministry of Housing and Public Works (MoHPW). On behalf of GoB, these Ministries shall oversee that the key components of the Project are being implemented efficiently.

A Project Steering Committee (PSC) shall be constituted to provide an apex forum for overall guidance, policy advice, and coordination of activities of the Project addressing inter-agency issues that may arise during implementation. The PSC shall be chaired by the Secretary, Planning Division, Ministry of Planning with appropriate representatives from concerned Division(s) of the Planning Commission, LGD of MoLGRDC, MoDMR, MoHPW, MoHA, Prime Minister's office (PMO), Finance Division (FD), Implementation Monitoring and Evaluation Division (IMED), External Resources Division (ERD), Ministry of Health and Family Welfare (MoHFW), Ministry of Defense (MoD), Ministry of Primary and Mass Education (MoPME), Ministry of Education (MoE) , Ministry of Information and Communication Technology (MoICT), Armed Forces Division (AFD), Metropolitan Police (Dhaka and Sylhet), DNCC, DSCC, SCC, FSCD, DDM, and RAJUK.

The 3 (three) components (A,B & C) of the Project shall be implemented by (3) three Implementing Agencies (IAs) namely DNCC (for DNCC itself, DSCC and SCC within MoLGRDC and BFSCD within MoHA); RAJUK within MoHPW and DDM within MoDMR. Component D will be implemented by the Project Coordinating Monitoring Unit (PCMU) of the Programming Division, Planning Commission, Ministry of Planning. A Project Implementation Committee (PIC) shall be constituted in each of the 3 (three) IAs under the Chairpersonship of respective Head of the Agency. A Project Implementation Unit (PIU) will oversee efficient and effective implementation and regular monitoring of activities with respect to relevant components

**Figure 4: Overview of project implementation arrangements and responsibilities**



It will be necessary to strengthen the implementing agencies with a PMU housing professional, technical, procurement, financial management, social, and environment staff that would use appropriate procurement and financial management systems, and procedures with adequate internal control arrangements.

The three implementing agencies have been assessed by the Bank fiduciary specialists as having the capacity to manage projects similar to the proposed project. However, given the level of coordination required in this project, the Bank will be conducting a thorough institutional assessment of the concerned agencies during preparation to determine the appropriate implementation and fiduciary arrangements.

## **B. Institutional Capacity Building**

The URP has strong social development focus and the implementation of the project interventions with social compliance requires institutional capacity building in this area. It is therefore proposed to include Social Development Specialist in each Project Management Unit within the Implementing Agencies initially under the project which should later be institutionalized in the organizational setup of these agencies.

Institutional capacity building will also include various short and long training and awareness raising program. All such training and awareness raising program must include social development aspects such as resettlement, special assistance to small ethnic and vulnerable communities and disadvantaged groups, inclusiveness, participation besides technical and environmental aspects and overall enhancement of disaster management capacity of the concerned organizations and urban disaster resilience in general.

## **C. Monitoring and Evaluation**

Indicators for Monitoring and Evaluation:

Although there have recently been a number of high-profile efforts to find indicators for components of disaster resilience, the most consistent and effective indicators are produced within urban infrastructure projects. Most of these efforts have ignored urban areas to focus either on country-level resilience or on very small areas. Two new indexes, the Social Vulnerability Index and the Resilience Capacity Index, though so far only applied in the United States, have been successful at monitoring disaster resilience and may be useful in understanding what indicators might be useful for evaluating urban infrastructure projects. Though individual indicators can be helpful for monitoring and evaluation, they are not necessarily sufficient in themselves for evaluating projects that enhance urban resilience. Though single indicators cannot describe all the components of urban resilience, indicators like Sheltering Capacity or Number of Hospital Beds help greatly in understanding the state of resilience in a given area and evaluating how a community will respond to a disaster. For this reason, it is suggested that urban planners formulate practical indicators for each infrastructure project. Urban planners can base urban resilience indicators on the risk assessment and the risk-based land use plan. These often provide helpful data, though being hazard-specific most will address only a small area of urban resilience. Urban planners should try to create indicators geared to a market basket of hazards so??

## **D. Budget**

Implementation of the URP will involve multi task actions. Although it is expected that land acquisition will not be required for implementation of the project, but squatters, encroachers, lessees, will have to be resettled and rehabilitated before implementation of the project. The executing agency will have to undergo capacity building trainings. The budget should address it as an integrated component within cost of the project. Capacity building and skills development training of the project affected vulnerable community (women HHHs, extreme poor, disabled, elderly) should be addressed in income and livelihood restoration program under the project. Resettlement and rehabilitation will be a primary concern of project budgetary affairs. Compensation for resettlement and rehabilitation of the affected households will be delivered in two phases as explained in the RPF. The compensation package as described in the RPF has to be completed to the PAPs prior to displacement. The resettlement costs will include replacement cost

of structures and other assets. Replacement value will be paid for standing crops, fish etc agricultural loss. Special assistance will be provided to vulnerable HHs according to the entitlement matrix. A particular section of the budget will include other costs involved with project implementation including project disclosure, public consultations and focus group discussions, surveys, training and income and livelihood restoration, and monitoring and evaluation. This approximation may be revised based on changes on any additional impacts to be considered during implementation. Therefore, the budget will remain as a dynamic process for cost estimate during implementation.

## **Annexes**

## Annex 1: Format for Social Screening

[The filled out forms will be reviewed and evaluated by a professional expert assigned by DNCC/DDM/project consultant. The project consultant will include a summary estimate of the impacts and mitigation requirements for each city by components in the Screening Report. Impacts identification and the mitigation eligibility and requirements should follow the principles adopted in this SMF. Preparation of a social management plan does not depend on this screening.]

### REVIEW and EVALUATION

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Name of City Corporation: .....

Project Component/ Activity: .....

Location of component/ Activity: .....

#### I. Resettlement Impacts

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*In respect of the social impacts and community concerns, is there a need to,*

Undertake an in-depth social impact assessment study?  Yes  No

Prepare a Resettlement Action Plan?  Yes  No

#### II. Impacts on small ethnic community peoples and other vulnerable/ socially excluded groups

---

*In respect of the social impacts on TPs and their concerns, is there a need to,*

Undertake an in-depth impact assessment study?  Yes  No

Prepare a Small ethnic and vulnerable community Peoples Plan?  Yes  No

**Type of Group**                      **Likely impact + -**      **Any need for in-depth assessment**      **Who to execute**

**a. Women and children**

**b. Dalit (untouchable)**

**c. Ahmadia**

**d. Hijra**

**e. Disabled**

**The attached filled out format has been reviewed and evaluated by:**

Name: .....                      Designation: .....

Signature: .....                      Date: .....



## SOCIAL SAFEGUARDS SCREENING OF SUBPROJECT

*[To be filled in for each community jointly by Project Proponent(s) and consultants. Where private lands are to be acquired or public lands are to be resumed from authorized and unauthorized private users, census of affected persons and inventory of losses to be carried out.]*

### A. Identification

1. Name of Area: ..... Ward No. : .....  
City Name: .....
2. Project component: .....
3. Brief description of the physical works: .....  
.....  
.....
4. Screening Date(s): .....

### B. Participation in Screening

5. Names of consultants' representatives who screened the subproject :
6. Names of DNCC/DDM/SCC/Fire Service/ RAJUK officials participated in screening:
7. Local Government representatives and community members & organizations participated in screening: List them in separate pages with names and addresses, in terms of community selection and any other information to identify them during preparation of impact mitigation plans.
8. Would-be affected/benefited persons participated in screening: List them in separate pages with names, addresses in terms of community selection where they would be affected, and any other information to identify them during preparation of impact mitigation plans.

### C. Land Requirements & Ownership

9. Will there be a need for additional lands\* to carry out the intended works under this contract?  
 Yes  No (\* 'Additional lands' mean lands beyond the existing available land)
10. If 'Yes', the required lands presently belong to (Indicate all that apply):  
 Private citizens  Government – khas & other GoB agencies  
 Others (Mention): .....

### D. Current Land Use & Potential Impacts

11. If the required lands belong to Private Citizens, they are currently used for  
(Indicate all that apply):  
 Agriculture # of households using the lands: .....  
 Residential purposes # of households living on them: .....

- Commercial purposes # of persons using them: ..... #of shops: .....
- Other Uses (Mention): ..... # of users: ...

12. If the required lands belong to Government agencies, they are currently used for (Indicate all that apply):

- Agriculture # of persons/households using the lands: .....
- Residential purposes # of households living on them: .....
- Commercial purposes # of persons using them: ..... # of shops: .....
- Other Uses (Mention): ..... # of users: .....

13. How many of the present users have lease agreements with the concerned government agencies?

.....

14. Number of private homesteads that would be affected on private lands:

Entirely, requiring relocation: ..... Partially, but can still live on present homestead: .....

15. Number of business premises/buildings that would be affected on private lands: .....

Entirely and will require relocation: # of businesses housed in them: .....

.....

Partially, but can still use the premises: ..... # of businesses housed in them: .....

16. Residential households will be affected on public lands: .....

Entirely affected and will require relocation: # of these structures: .....

# of structures built with brick, RCC, & other expensive and durable materials: .....

# of structures built with inexpensive salvageable materials (bamboo, GI sheets, etc.): .....

Partially affected, but can still live on the present homestead: # of structures: .....

# of structures built with brick, RCC, & other expensive and durable materials: .....

# of structures built with inexpensive salvageable materials (bamboo, GI sheets, etc.): .....

17. # of business premises that would be affected on public lands:

Entirely affected and will require relocation:

# of these structures: .....

# of businesses housed in these structures: .....

# of persons presently employed in the above businesses: .....

# of these structures built with brick, RCC, & other durable materials: .....

# of structure built with inexpensive salvageable materials (bamboo, GI sheets, etc.): .....

Partially affected, but can still stay in the present premises:

# of these structures: .....

# of businesses housed in these structures: .....

# of persons presently employed in these businesses: .....

# of these structures built with brick, RCC, & other durable materials: .....

# of structure built with inexpensive salvageable materials (bamboo, GI sheets, etc.): .....

18. # of businesses/trading activities that would be displaced from make-shift structures on the project area: .....

19. Do the proposed project works affect any community groups' access to any resources that are used for livelihood purposes?

Yes       No

20. If 'Yes', description of the resources:

.....  
.....  
.....  
.....  
.....

21. Do the proposed works affect community facilities like school, cemetery, mosque, temple, or others that are of religious, cultural and historical significance?

Yes       No

22. If 'Yes', description of the facilities: .....

.....  
.....  
.....  
.....

23. Describe any other impacts that have not been covered in this questionnaire?

.....  
.....  
.....

24. Describe alternatives, if any, to avoid or minimize use of additional lands:

.....  
.....  
.....  
.....

**E. ADDITIONAL INFORMATION ON SMALL ETHNIC COMMUNITY PEOPLES**

(This section must be filled in if sites are located in areas that are also inhabited by small ethnic community peoples.)

25. Is the subproject site located in an area inhabited by small ethnic community peoples?

Yes       No

If the answer is no, skip this section of the form.

26. *If the answer is Yes, is there any TPs Impacted by the land acquisition or any other interventions of the project?*

Yes

No

27. *If the answer is Yes to question no. 26, is there any TPs also likely to be benefited from the subproject?*

Yes

No

28. *If the answer is Yes to question no. 26, is there any TPs likely to be affected by the subproject?*

Yes

No

*If the answers to questions 26, 27 and/or 28 are no, skip the following sections of the form.*

29. *Have the TP community and the potential affected TPs been made aware of the potential positive and negative impacts and consulted for their feedback and inputs?*

Yes

No

Has there been a broad-based community consensus on the proposed works?

Yes

No

30. *Total number of would-be affected TP households: .....*

31. *The potential affected TP households have the following forms of rights to the required lands:*

Legal: # of households: .....

Customary: # of households: .....

Lease agreements with any GoB agencies: # of households: .....

Others (Mention): ..... # of households: .....

32. *Does the project affect any objects that are of religious and cultural significance to the TPs?*

Yes

No

33. *If 'Yes', description of the objects:*

.....  
.....

34. *The following are the three main economic activities of the potential affected TP households:*

a. ....

b. ....

c. ....

35. *Social concerns expressed by TP communities/organizations about the works proposed under the subproject: .....*

.....  
.....

36. *The TP community and organizations perceive the social outcomes of the subproject:*

Positive       Negative       Neither positive nor negative

37. *Names of TP community members and organizations who participated in screening:*

.....  
.....

38. Apart from TP, Are the PAP otherwise vulnerable?

- a. Female headed HH    Affected persons F    M
- b. Other Female PAP    Affected persons F    M
- c. Disabled PAP        Affected persons F    M
- d. Dalit PAP            Affected persons F    M
- e. Hijra PAP

=====

39. Probable rehabilitation/ development assistance

What	Quantity	Likely Cost
------	----------	-------------

***On behalf of the project consultant, this Screening Form has been filled in by:***

Name: .....      Designation: .....

Signature: .....      Date: .....

## Annex 2 Terms of Reference for Social Assessment

### BANGLADESH URBAN RESILIENCE PROJECT – PHASE I

#### Terms of Reference (TOR) for Conducting Social Assessment during implementation and sub project identification

##### Background

2. Bangladesh has maintained an impressive track record on extreme poverty reduction and shared prosperity since the country's independence in 1971. In the past decade alone, the economy has grown at nearly 6 percent per year, and human development went hand-in-hand with economic growth. Poverty dropped by nearly a third, coupled with increased life expectancy, literacy, and per capita food intake. More than 15 million Bangladeshis have moved out of poverty since 1992.

3. With the concentration of economic infrastructure, education and health services etc. in a few major cities and increased competitiveness to survive in the global world long prospects have fueled a massive population shift to Bangladesh's urban areas. The urban share of the total population of 150 million people amounted to approximately 29 percent in 2013, compared to 21 percent 20 years earlier. By 2050 the population will have grown to 200 million, and 52 percent will live in urban areas. Furthermore, the population density in major metropolitan areas is 1,900 people per sq. km. – among the highest in the world. The contribution of agriculture to GDP fell from 30 percent in 1990 to 17 percent in 2012, while the contribution of the urban sector to GDP increased from 37 percent to an estimated 63 percent over the same period.

4. The sustained growth and rapid urbanization is exerting great pressure on urban development and the delivery of basic public services, and substantial efforts are needed to improve quality of life for all. Bangladesh's cities are characterized by an ever-widening infrastructure deficit and more and more people are bound to living in sub-standard conditions. Sound planning and development are lacking, and new projects are encroaching on already limited open space. Processes for quality control of construction and adherence to building code provisions and other standards are insufficient. Furthermore, the government lacks the capacity to tackle the threat of man-made and natural disasters within this context, putting millions at risk. To sustain accelerated and inclusive growth, Bangladesh will need to manage the urbanization process more effectively.

5. Bangladesh is the most disaster prone country in the world<sup>20</sup>, and is highly exposed to a variety of hazards such as floods, cyclones and earthquakes. The Government of Bangladesh (GoB) has instituted disaster risk reduction policies and invested in infrastructure along coastal areas to mitigate the risk from floods and cyclones, primarily after the catastrophic cyclones of 1970 and 1991. Over the years, the GoB has demonstrated that investments in flood management and cyclone preparedness save lives, reduce economic losses, and protect development gains. As a result, the Government's actions are often cited in the argument for proactively investing in Disaster Risk Management (DRM) globally. Despite these appreciable developments, the vulnerability of Bangladesh's urban areas is not adequately addressed in the country's policy framework and far less in visible actions.

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<sup>20</sup>Maplecroft Global Risk Analytics.<http://maplecroft.com/about/news/ccvi.html>

6. With 7 million people living in the jurisdictional boundaries of Dhaka City Corporation, and 15 million in the wider Dhaka metropolitan area, the greater Dhaka area is particularly at risk. Approximately 28 percent of the population is already classified as poor and additional one million added annually. Land use planning regulation, and public service delivery in the urban areas of Bangladesh has failed to keep up with this pace of growth. The current regulatory environment is somewhat opaque and the enforcement mechanisms for managing urban growth do not address structural safety, creating an environment that lacks practical enforcement capability and accountability. In this context, physical and social vulnerabilities keep increasing and any hazards such as floods, building collapses, or earthquakes present a formidable threat to life and prosperity.

7. Recent events serve as grim indicators of the extreme vulnerability of the built environment in Dhaka. The collapse of the Rana Plaza building in Savar on April 24, 2013 resulted in the death of 1,127 people and was the latest and most deadly in a series of structural failures in the city. A report commissioned by the Ministry of Home Affairs concluded that poor site location, sub-standard building materials, and illegal construction without any trace of monitoring and quality control contributed to the collapse. The lack of local capacity to conduct search and rescue, which required heavy lifting equipment and specialized training, also resulted in a slow response process. The event highlighted the deficiencies in the emergency management system, which relied more on ad-hoc decisions rather than a structured response operation. A separate study by the Bangladesh University of Engineering and Technology (BUET) assessed garment factories across the city and found that 60 percent were vulnerable to similar collapse.<sup>21</sup> This should be improving now but many factories need relocation and rebuild. The tragedy in Savar has prompted the GoB to consider how to reduce disaster risks in urban areas and simultaneously increase its capacity to respond more effectively to emergencies including disaster events.

8. Dhaka has also been identified as one of the 20 most vulnerable cities in the world to seismic risk<sup>22</sup>. The nearest major fault line is believed to run less than 60 km from Dhaka, and although there is some uncertainty, research suggests that an earthquake of up to magnitude 7.5 is possible. This would have a dramatic, devastating impact on the city. Moreover, the city and its inhabitants are poorly prepared to respond to a crisis on this scale within the metropolitan area. A joint research project conducted by the University of Kansas and Dhaka University found that 83% of Dhaka's residents do not consider themselves prepared for an earthquake.<sup>23</sup>

9. Outside of Dhaka, the City of Sylhet - like many fast growing secondary cities in the region - suffers from a responsive rather than proactive approach to urban management and development. Sylhet is one of the largest cities in Bangladesh. Sylhet's own five-year development plan acknowledges that "the shortage of administrative, technical and professional capacity is exacerbated by lack of coordination, an unwieldy bureaucracy and poor organization". In this context, the city's proximity to a fault line that crosses the country compounds vulnerability, and experts believe that Sylhet has the largest earthquake risk in the country.

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<sup>21</sup><http://www.guardian.co.uk/world/2013/jun/03/bangladesh-garment-factories-vulnerable-collapse>

<sup>22</sup> Earthquake Disaster Risk Index, Blume Earthquake Engineering Center, Stanford University (1997)

<sup>23</sup> *Disasters*. 2010 Apr;34(2):337-59

### **Bangladesh Urban Resilience Project Phase 1 Development Objectives**

10. The proposed Bangladesh Urban Resilience Project Development Objective is to increase the effectiveness of disaster preparedness and response, while addressing existing and emergent risks in Dhaka and Sylhet.

11. The Project will enhance the capacity of municipal public organizations in Dhaka and Sylhet to effectively prepare for, respond to, and recover from small and large emergency events. It will also identify an investment program to reduce critical vulnerabilities and will support an improvement in the quality of new building construction.

12. This project seeks to create an enabling environment for coordinated, locally managed DRM. There are three core pillars of disaster resilience in urban settings, including: i) effective emergency management; ii) improved structural resilience through reduction of existing physical vulnerability; and iii) risk-sensitive land use planning and safe construction standards and practices to ensure sustainable growth.

13. A comprehensive approach to increasing urban resilience requires coordinated, long-term investment across all three pillars. This framework draws from the experience in urban earthquake resilience in other countries, notably the World Bank's Istanbul Seismic Risk Mitigation and Emergency Preparedness Project. The proposed project would serve as the first in a series, which will initially focus on Pillar 1, to improve the critical capacity and infrastructure for emergency planning and response. The proposed project will also lay the foundations for subsequent investment in pillars 2 and 3 by identifying key risks in the built environment, and developing the practice of risk-sensitive urban development in the country.

14. With the key elements of effective urban response in place, future attention could then shift to reversing the trend of risk accumulation, and to increasing physical resilience through broader investments in priority sectors. Under this strategy, a second project would seek to further improve construction standards for future developments and reduce the existing physical vulnerabilities in Dhaka and major cities across Bangladesh including Sylhet. A third project could consider broader investment in priority sectors, for example water system, power system, transport, and construction of protective infrastructure.

### **The Background of the Social Assessment of the URP**

14. As part of the formulation of the URP, the World Bank funded carrying out of an Environment Management Framework and a Social Management Framework studies. A more detailed Social Assessment is now required to have better understanding of the social fabric - the social context – concerning the Urban Resilience Program in Bangladesh to be implemented in the cities of Dhaka and Sylhet. Thus, Social Assessment is a basic element in project design and implementation. The SA is also seen as one type of feasibility analysis which complements economic, financial, technical, and environmental analyses.

15. Social Assessment is an obligation of the borrower. The Bank's SA team may assist the Borrower as a partner, sharing global knowledge and working with local social scientists to build capacity and to assure quality. In this way, SA is a mechanism for incorporating social analysis into Bank-financed development initiatives.



## **Objectives of the Social Assessment**

16. As noted in the Social Assessment Guidelines, 1998 of the World Bank, the overarching objective of Social Assessment (SA) is to ensure that development initiatives contribute to broader development objectives like poverty reduction, enhance inclusion, assist buildup of social capital and sense of ownership and eliminate or at least reduce adverse social impacts.

### **Need for an SA in the case of URP**

17. Conducting SA is required for the URP as per the World Bank Guidelines, 1998 as:

- There are populations who have been historically disadvantaged or excluded from development initiatives;
- There are large social and economic inequalities and acute social problems;
- Community participation is essential for sustainability and success;
- There is insufficient knowledge on local needs, problems, constraints and solutions; and
- Beneficiary targeting mechanisms or eligibility criteria are not known precisely.

### **Basic Characteristics of the Social Assessment**

18. As an input to induced development, SA provides information about social organization and cultural systems in order to ensure quality at entry and success during implementation. The SA is an interactive and participatory process to prioritize, gather, analyze, and use operationally relevant information about social development.

19. The SA describes socio-cultural and demographic characteristics of local populations, their social organization of productive activities and of social services, and the compatibility of initiatives with their needs are crucial concerns that affect many development activities. It also analyzes social development strategy for project implementation, including any necessary mitigation measures. In other words, SA delineates the social forms and processes that affect all aspects of development projects - their architecture and shape, their size, their direction, and ultimately, their outcomes.

20. The SA also facilitates the participation of key stakeholders. Key stakeholders are the poor, low-income, vulnerable and excluded social groups. The broader group of stakeholders includes the private sector, civil society, government and non-governmental organizations and their members, and others who facilitate or hinder the ability of the poor to have equitable access to the goods and services offered by the development initiative, especially the poor, low-income, vulnerable and excluded social groups (hereafter called poor and vulnerable groups) in the specific context of Bank financed development initiatives.

21. The SA requires commitment to sharing knowledge among groups and agencies in order to incorporate the views of distinct clients and enhance ownership. Further, by articulating and advancing the interests of the poor and vulnerable groups, SA mobilizes broader support for the project from a wider range of stakeholders.

## **Basic Steps in SA**

22. Social Assessment comprises four important steps as under:

- Identification of key social development and participation issues;
- Evaluation of institutional and social organizational issues;
- Definition of the participation framework; and,
- Establishment of mechanisms for monitoring and evaluation.

22. The above steps comprise several sub-steps in each as noted below:

### **I. Identification of Key Social Development and Participation Issues**

- Identify Broad Social Development Issues,
- Identify Stakeholders whose Participation is of Strategic Importance,
- Narrow down the Key Social Development Issues to the Project Context,
- Design a Project-Specific Information Strategy, and
- Design Mitigation Plans

### **II. Evaluation of Institutional and Social Organizational Issues**

- Identify Blockages to Equitable Access, and
- Recommend Strategies for Strengthening Institutional Capacity

### **III. Definition of Participation Framework**

- Formulate Participation Strategy, and
- Define Implementation Arrangements

### **IV. Establishment of Mechanisms for Monitoring and Evaluation**

- Identify monitoring indicators, such as (a) input indicators (benchmarks) to measure and monitor inputs that either facilitate participation of poor and vulnerable groups or meet other social objectives; (b) process indicators for the same purpose; (c) output indicators; and (d) procedures and impact measures to determine whether intended social development impacts actually occur;
- Define transparent evaluation procedures, including participatory approaches;
- Ensure that monitoring and evaluation procedures are established for the mitigation plan; and
- Ensure that all M&E proposed in the SA is carefully scheduled, fully budgeted, and properly supervised.

## **The Tasks and Methods**

23 The SA will comprise several tasks noted below along with suggested methods described briefly under each task.

### **Task 1: Desk Review of Existing Documents and Secondary Information**

#### **Methods:**

- Review the previous social studies and practices, occupational health and safety and working procedure of LGD, DNCC, DSCC, SCC, RAJUK and DDM;
- List and review the prevailing social indicators used by the implementing agencies related to the possible project areas and activities and identify the gaps in selection process for ensuring social sustainability, if any;
- Collect and review legal and policy frameworks on social considerations and identify their application to the project;

- Review the documents and recent studies of government and donor organization on the urban resilience activities.
- Review the present institutional structure and capacity of the implementing agencies to implement the government policy related to the construction, earthquake proof design and urban resilience activity of the project.

### **Task 2: Field Visit and Consultation**

#### **Methods:**

- Conduct field visits in the targeted geographic areas;
- Identify stakeholders with distinct interests and concerns and carryout stakeholder analysis;
- Consult with the local community, Civil society organization, private organization, key stakeholders;

### **Task 3: Drafting the Social Assessment Report**

### **Task 4: Finalizing the Social Management Framework and preparing the Bengali Version**

#### **Methods:**

- Present the key features of SA to the implementing partners and the World Bank;
- Finalize the draft SA incorporating the comment from the consultation
- Advise the implementing partners about the process of necessary clearance from regulatory agencies, if required
- Include report of consultations with recommendations and implementable actions.

### **The Study Team**

24. A small team of a Consultant, a Data Analyst and three Research Assistants will execute the study in Dhaka and Sylhet cities over a period of three months. The consultancy input will be as under

Social Assessment Consultant/ Team Leader – 1	3 month
Data Analyst/ Statistician – 1	2 months
Research Assistants – 3	6 person months

### **Time Frame and Deliverables**

25. The study is expected to be implemented during January to March 2015 and specific deliverables are given following:

Sl.	Activity	Due Date
1.	Contract signing Team mobilization	End December, 2014
2.	Inception report with detailing methodology, designing study instruments and timeline	Jan 10, 2015
3.	Field work	Jan 11-Feb 10, 2015
4.	Data Analysis	Feb 11-28, 2015
5.	Submit Draft Report of SA	March 15, 2015
6.	Stakeholder workshop and Feedback	March 16-20, 2015
7.	Submit Final Report	March 31, 2015

## **Other Information**

28. Implementing agencies will provide the consultants technical support in conducting the field visit and consultation.

### **Qualification and Experience of Team Leader**

- Masters in social science subjects from recognized universities at home and abroad, with at least 10 years of working experience related to preparation of Social Management Framework (SMF), SA, and integration of social issues in the design, implementation and operation of urban infrastructure.
- Experience in World Bank funded project is essential. Has to be familiar with World Bank safeguard policies.
- Ability to organize and co-ordinate a time bound assignment
- Good verbal and written communication skills in both English and Bangla
- Demonstrated interpersonal skills, and proven ability to work within a team.

### **Qualification and Experience of Data Analyst/ Statistician**


- Masters in Statistics from recognized universities at home and abroad, with at least 5 years of working experience related to Data Analysis using computer software SPSS.
- Experience in data analysis of disaster management related work and with development partners as client is desirable
- Ability to organize and co-ordinate a time bound assignment
- Good verbal and written communication skills in both English and Bangla
- Demonstrated interpersonal skills, and proven ability to work within a team.

### **Qualification and Experience of Data Analyst/ Statistician**

- Bachelor (Honors)/Masters degree in Social Sciences
  - Experience in field level data collection and analysis of disaster management related work and with development partners as client is desirable
  - Willingness to work in the field level
  - Good verbal and written communication skills in both English and Bangla
-


### Annex 3: Field Investigation and Public Consultation Findings


#### Implementing Agency Consultation Findings

<b>A Project Title:</b>		BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework	
<b>B Stakeholder Title:</b>		Mayor, Sylhet City Corporation	
<p><i>Disclaimer: This document provides a working summary of the main facts captured during the consultation/key-informant interview held, and should not be treated as a formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to capture significant information/feedbacks and not intended for official review or approval.</i></p>			
<b>C Basic details</b>			
<b>Location</b>	Sylhet City Corporation Office		
<b>Date:</b>	June 9, 2014		
<b>D Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Ariful Haque Choudhury	Mayor	
	2. Professor Raquib Ahsan	Team Leader	
	3. Kazi Farhed Iqbal	Environmental Expert	
	4. Kh. Khairul Matin	Social Safeguard Expert	
	5. Chief Engineer Sylhet City Corporation		
	6. Executive Engineer Sylhet City Corporation		
<b>E Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>• Information Sharing</li> <li>• Involving in mitigation planning</li> <li>• Information Collection</li> </ul>	<b>Information Disclosure</b> <b>Medium</b> <b>Disclosure Protocols Used</b>	Oral  None
<b>F Key Questions:</b>		<b>Responses</b>	
1. What are some of the major issues with building/ warehouse projects on the social and environment that have been observed in the past?		<ul style="list-style-type: none"> <li>- Land/ resettlement</li> <li>- Air Pollution for the surrounding area</li> <li>- Traffic and</li> <li>- Approach Road</li> </ul>	
2. Has there been any major industrial accident that has occurred in Sylhet Sadar in the past		<ul style="list-style-type: none"> <li>- No major industrial accidents that have occurred within Sylhet Sadar</li> </ul>	
3. Information on the status of land ownership of the potential sites of the project.		<ul style="list-style-type: none"> <li>- The land belonged to the SCC</li> </ul>	
4. What is the general land acquisition process carried out by the Department when land is acquired for a Corporation? What do they expect the Corporation to do?		<ul style="list-style-type: none"> <li>- Government is the only owner of the natural resources. Hence all rights on natural resources are vested on Government.</li> <li>- The land acquisition process for</li> </ul>	


Corporation also follows the same process as of land acquisition for public use. The Corporation as the requiring body pays for the land price (compensation) or lease amount whatever is applicable.

<b>G) Supplementary Questions/Issues Raised by Stakeholder</b>	
No	No
<b>H Information/Documents Collected</b>	
<b>Information Sources Recommended</b>	
None	None

<b>A Project Title:</b>		BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework	
<b>B Stakeholder Title:</b>		RAJUK	
<p><i>Disclaimer: This document provides a working summary of the main facts captured during the consultation/key-informant interview held, and should not be treated as a formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to capture significant information/feedbacks and not intended for official review or approval.</i></p>			
<b>C Basic details</b>			
<b>Location</b>		RAJUK Bhaban	
<b>Date:</b>		July 17, 2014	
<b>D Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Abdul Latif Helaly		
	2. Professor Raquib Ahsan	Superintendent Engineer	Team
	3. Kazi Farhed Iqbal	Leader Environmental Expert	
<b>E Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>• Information Sharing</li> <li>• Involving in mitigation planning</li> <li>• Information Collection</li> </ul>	<b>Information Disclosure</b> <b>Medium</b> <b>Disclosure Protocols Used</b>	Oral None
<b>F Key Questions:</b>		<b>Responses</b>	
1. What are some of the major issues with building/ warehouse projects on the environment that have been observed in the past?		<ul style="list-style-type: none"> <li>- Land/ resettlement</li> <li>- Air Pollution for the surrounding area</li> <li>- Traffic and</li> <li>- Approach Road</li> </ul>	
2. Information on the status of land acquisition for the project.		<ul style="list-style-type: none"> <li>- The land belonged to the RAJUK</li> </ul>	
3. What is the general land acquisition process carried out by the Department when land is acquired for a Corporation? What do they expect the Corporation to do?		<ul style="list-style-type: none"> <li>- Government is the only owner of the natural resources. Hence all rights on natural resources are vested on Government.</li> <li>- The land acquisition process for Corporation also follows the same process as of land acquisition for public use. The Corporation as the requiring body pays for the land price (compensation) or lease amount whatever is applicable.</li> </ul>	
<b>G) Supplementary Questions/Issues Raised by Stakeholder</b>			
No		No	
<b>H Information/Documents Collected</b>			
None		<b>Information Sources Recommended</b> None	


<b>A Project Title:</b>		BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework	
<b>B Stakeholder Title:</b>		Dhaka South City Corporation	
<p><i>Disclaimer: This document provides a working summary of the main facts captured during the consultation/key-informant interview held, and should not be treated as a formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to capture significant information/feedbacks and not intended for official review or approval.</i></p>			
<b>C Basic details</b>			
<b>Location</b>		DSCC	
<b>Date:</b>		July 17, 2014	
<b>D Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Md. Sirajul Islam	Chief Urban Planner, DSCC	
	2. Professor Raquib Ahsan	Team Leader Environmental	
	3. Kazi Farhed Iqbal	Expert	
<b>E Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>• Information Sharing</li> <li>• Involving in mitigation planning</li> <li>• Information Collection</li> </ul>	<b>Information Disclosure</b> <b>Medium</b> <b>Disclosure Protocols Used</b>	Oral None
<b>F Key Questions:</b>		<b>Responses</b>	
4. What are some of the major issues with building/ warehouse projects on the environment that have been observed in the past?		<ul style="list-style-type: none"> <li>- Land/ resettlement</li> <li>- Air Pollution for the surrounding area</li> <li>- Traffic and</li> <li>- Approach Road</li> </ul>	
5. Information on the status of land acquisition for the project.		<ul style="list-style-type: none"> <li>- The land belonged to the DSCC</li> </ul>	
6. What is the general land acquisition process carried out by the Department when land is acquired for a Corporation? What do they expect the Corporation to do?		<ul style="list-style-type: none"> <li>- Government is the only owner of the natural resources. Hence all rights on natural resources are vested on Government.</li> <li>- The land acquisition process for Corporation also follows the same process as of land acquisition for public use. The Corporation as the requiring body pays for the land price (compensation) or lease amount whatever is applicable.</li> </ul>	
<b>G) Supplementary Questions/Issues Raised by Stakeholder</b>		<b>Responses</b>	
No		No	
<b>H Information/Documents Collected</b>		<b>Information Sources Recommended</b>	
None		None	





<b>A Project Title:</b>		BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework	
<b>B Stakeholder Title:</b>		FSCD	
<p><i>Disclaimer: This document provides a working summary of the main facts captured during the consultation/key-informant interview held, and should not be treated as a formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to capture significant information/feedbacks and not intended for official review or approval.</i></p>			
<b>C Basic details</b>			
<b>Location</b>		FSCD Office, Tongi	
<b>Date:</b>		9 <sup>th</sup> September 2014	
<b>D Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Muhammad Salim Miah	Sn. Station Officer	
	2. Kazi Farhed Iqubal	Environmental Expert	
<b>E Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>• Information Sharing</li> <li>• Involving in mitigation planning</li> <li>• Information Collection</li> </ul>	<b>Information Disclosure</b> <b>Medium</b> <b>Disclosure Protocols Used</b>	Oral None
<b>F Key Questions:</b>		<b>Responses</b>	
1. What are some of the major issues with building/ warehouse projects on the environment that have been observed in the past?		<ul style="list-style-type: none"> <li>- Land/ resettlement</li> <li>- Air Pollution for the surrounding area</li> <li>- Traffic and</li> <li>- Approach Road</li> </ul>	
2. Information on the status of land acquisition for the project.		<ul style="list-style-type: none"> <li>- The land belonged to the FSCD</li> </ul>	
3. What is the general land acquisition process carried out by the Department when land is acquired for a Corporation? What do they expect the Corporation to do?		<ul style="list-style-type: none"> <li>- Government is the only owner of the natural resources. Hence all rights on natural resources are vested on Government.</li> <li>- The land acquisition process for Corporation also follows the same process as of land acquisition for public use. The Corporation as the requiring body pays for the land price (compensation) or lease amount whatever is applicable.</li> </ul>	
<b>G) Supplementary Questions/Issues Raised by Stakeholder</b>		<b>Responses</b>	
No		No	
<b>H Information/Documents Collected</b>		<b>Information Sources Recommended</b>	
None		None	

## Stakeholder Consultation Findings

<b>A. Project Title:</b>	BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework		
<b>B. Stakeholder Title:</b>	People living in the project area		
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<b>C. Basic details</b>			
<b>Location</b>	Rajuk site of Mohakhali		
<b>Date:</b>	9 <sup>th</sup> September 2014		
<b>D. Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Rubel Hossain	Consultant, EQMS	
	2. Shariful Islam	Consultant, KMC	
	3. Md. Sukkur Ali	Local Resident	
	4. Abdul Halim	Local Resident	
	5. Mohammad Karim	Local Resident	
	6. Jalil Sarder	Local Resident	
	7. Md. Baser Ahmed	Local Resident	
	8. Md. Khalilullah	Local Resident	
<b>E. Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>• Information Sharing</li> <li>• Involving in mitigation planning</li> <li>• Information Collection</li> </ul>	<b>Information Disclosure</b>	<b>Disclosure Protocols Used</b>
		Oral Medium	Oral None
<b>F. Key Questions:</b>		<b>Responses</b>	
1. What are some of the major issues with building/ warehouse projects on the social/environment?		- Air Pollution for the surrounding area - Traffic and - Approach Road	
2. Has there been any major industrial accident that has occurred in Sylhet Sadar in the past?		- No major industrial accidents that have occurred within Sylhet Sadar	
3. Information on the status of land acquisition for the project.		- The land belonged to the SCC	
4. View regarding the project		- Positive	
5. What are the benefits they want from SCC?		- Job placement and labour work in construction stage	
6. Do you know about the project?		- No	
<b>G. Supplementary Questions/Issues Raised by Stakeholder</b>		<b>Responses</b>	
No		No	
<b>H. Information/Documents Collected</b>		<b>Information Sources Recommended</b>	
None		None	

<b>A. Project Title:</b>		BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework	
<b>B. Stakeholder Title:</b>		Adjacent People	
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<b>C. Basic details</b>			
<b>Location</b>	Rajuk site of Mohakhali		
<b>Date:</b>	9 <sup>th</sup> September 2014		
<b>D. Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Kazi Farhed Iqubal	Consultant, EQMS	
	2. Alamgir Ali	Local Resident	
	3. Md. Akkash Uddin	Local Resident	
	4. Zannat	Local Resident	
	5. Md. Ismail	Local Resident	
<b>E. Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>• Information Sharing</li> <li>• Involving in mitigation planning</li> <li>• Information Collection</li> </ul>	<b>Information Disclosure</b> <b>Medium</b> <b>Disclosure Protocols Used</b>	Oral  None
<b>F. Key Questions:</b>		<b>Responses</b>	
1. What are some of the major issues with building/ warehouse projects on the environment?		<ul style="list-style-type: none"> <li>- Air Pollution for the surrounding area</li> <li>- Traffic and</li> <li>- Approach Road</li> </ul>	
2. Information on the status of land acquisition for the project.		<ul style="list-style-type: none"> <li>- The land belonged to the RAJUK minor displacement will take place</li> </ul>	
3. View regarding the project		<ul style="list-style-type: none"> <li>- Positive</li> </ul>	
4. What are the benefits they want from RAJUK?		<ul style="list-style-type: none"> <li>- Job placement and labour work in construction stage</li> </ul>	
5. Do you know about the project?		<ul style="list-style-type: none"> <li>- No</li> </ul>	
<b>G. Supplementary Questions/Issues Raised by Stakeholder</b>		<b>Responses</b>	
No		No	
<b>H. Information/Documents Collected</b>		<b>Information Sources Recommended</b>	
None		None	

<b>A. Project Title:</b>		BANGLADESH URBAN RESILIENCE PROJECT – PHASE I Preparing the Social Management Framework	
<b>B. Stakeholder Title:</b>		Adjacent People	
<p><i>Disclaimer: This document provides a working summary of the main facts captured during the consultation/key-informant interview held, and should not be treated as a formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to capture significant information/feedbacks and not intended for official review or approval.</i></p>			
			
<b>C. Basic details</b>			
<b>Location</b>		FSCD site of Tongi	
<b>Date:</b>		9 <sup>th</sup> September 2014	
<b>D. Attended By</b>	<b>Name</b>	<b>Designation</b>	
	1. Kazi Farhed Iqubal	Consultant, EQMS	
	2. Shariful Islam	Consultant, KMC	
	3. Md. Ashraful Islam	Local Resident	
	4. Al-mamun	Local Resident	
	5. Kamrul Hasan	Local Resident	
<b>E. Purpose of Consultation</b>	<ul style="list-style-type: none"> <li>Information Sharing</li> <li>Involving in mitigation planning</li> <li>Information Collection</li> </ul>	<b>Information Disclosure Medium</b> <b>Disclosure Protocols Used</b>	Oral None
<b>F. Key Questions:</b>		<b>Responses</b>	
1. What are some of the major issues with building/ warehouse projects on the environment?		<ul style="list-style-type: none"> <li>Air Pollution for the surrounding area</li> <li>Traffic and</li> <li>Approach Road</li> </ul>	
2. Information on the status of land acquisition for the project.		<ul style="list-style-type: none"> <li>The land belonged to the FSCD</li> </ul>	
3. View regarding the project		<ul style="list-style-type: none"> <li>Positive</li> </ul>	
4. What are the benefits they want from FSCD?		<ul style="list-style-type: none"> <li>Job placement and labour work in construction stage</li> </ul>	
5. Do you know about the project?		<ul style="list-style-type: none"> <li>No</li> </ul>	
<b>G. Supplementary Questions/Issues Raised by Stakeholder</b>		<b>Responses</b>	
No		No	
<b>H. Information/Documents Collected</b>		<b>Information Sources Recommended</b>	

None

None

## References:

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