

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

Resettlement Plan (RP) of DMA-601

October, 2016

Submitted to:

**Project Director
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Submitted by:



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SAMAHAR
A Multidisciplinary Research & Development Organization

Memo: Samahar/RAPICB-02.7/2016-034

Date: 23/10/2016

To

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

Sub: **Submission of Resettlement Plan (RP) of DMA – 601 at MODs Zone 6.**

Dear Sir,

Greetings from SAMAHAR!

This is for your kind information that the NGO, SAMAHAR is going to submit Resettlement Plan of DMA – 601 in ICB02.7 at MODs Zone 6. The Resettlement NGO is performing its project activities as per the instruction and guidance of MSC & PMU. SAMAHAR has performed submission of 6 RP's earlier and now going to submit the 7 seventh RP to the Project Authority. That is one of the major responsibilities of the Resettlement NGO. SAMAHAR executes its assignment with close coordination of PMU, MSC and RPL-FSL-CRFG JV by following the instructions and guidelines of the above Authorities.

Please feel free to ask us any issue regarding RP. Any suggestion, recommendation and query regarding RP will be highly appreciated.

We expect to get your favor and continued cooperation.

Sincerely Yours

Md. Moktarul Alam
Team Leader ICB-02.7
SAMAHAR

CC: Office Copy

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ABBREVIATIONS

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

EXECUTIVE SUMMARY

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

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

Dhaka Water Supply and Sewerage Authority (DWASA) are both the Executing Agency (EA) and the Implementing Agency (IA) for the project. A Project management unit (PMU) has been established in the implementing agency. The PMU will be assisted by the Management and Supervision Consultants (MSC) for Distribution Network Improvement.

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

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

DESWSP Involuntary Resettlement (IR) is in accordance with ADB's Safeguard Policy Statement (SPS). But for this component the IR impact is limited to temporary loss of income to vendors and hawkers in the project areas during civil works.

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

DWASA has its own Grievance Redress Procedure (GRP) which operates to address any dissatisfaction and complaints by residents and APs regarding its activities. Multi layers grievance redress mechanism has been applied for this project. First layer would resolve complaint, at project level through negotiations with community leaders and representatives of APS. If a case cannot be resolved at this level, the complaint will be submitted to a grievance Resolution Committee (GRC) led by the PMU Director with two other members. The GRC will decide within 14 days of receiving a complaint (verbally or in writing) from an AP or his representative. There will also be an appeals procedure where, if a person dissatisfied with the ruling of the GRC, he/she or his/her representative may attend their next meeting to re-present the case. The Committee will then

Re-consider the case in private, after which their decision is final. If the appellant is still not satisfied he has the right to take his case to the public courts.

The entitlement matrix (EM) prepared for DESWSP provides for compensation of all potential losses including potential income losses at replacement cost and also recognizes non-titleholders (encroachers and squatters) as APs. There is no possibilities vulnerability of households in this DMA, because this is richer residential area.

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

I. PROJECT DESCRIPTION

A. Introduction:

- a) The ongoing Dhaka Water Supply Sector Development Project (DWSSDP) covers approximately 80% of the area and 70% of the population of Dhaka City and is jointly financed by Asian Development Bank (ADB) and the government of Bangladesh. The aim of the Project is to improve the water supply network of Dhaka City by dividing the network into approximately 100 District Meter Area's (DMAs); rehabilitation or replacement of water lines between 75 and 450 mm diameter; and replacement of approximately 175,000 connections serving more than 8 million people. The project for package No. ICB2.7 is prepared as part of a new project titled – Dhaka Environmentally Sustainable Water Supply Project (DESWSP), implemented similarly as contracts under SWSSDP.
- b) There is no land acquisition under the proposed package. The main resettlement impact is the potential reduction in the income of shops and other businesses if the presence of trenches, excavated soil, and machinery make access difficult for customers. Initial designs indicate that the only areas where the project is expected to cause resettlement impacts is in 25% of the roads (equivalent to 94 km out of 376 km) in which pipes will be installed using open-cut method. This is a conservative estimate, and impacts will be further avoided as trenches will be small and located mainly near the center of roads. However, the new RP will be prepared if any potential temporary loss of income or livelihood during construction.
- c) Issues of involuntary resettlement will be addressed according to national legislation (Government of Bangladesh Acquisition of Immovable Property Ordinance, 1982), and ADB Safeguard Policy Statement (SPS), 2009, and DWASA Policy (Resettlement Policy Framework, 2013). A Resettlement Framework (RF) was developed for DESWSP to provide the mechanism through which the EA will prepare Resettlement Plans (RP) for each Hydraulic area in the detailed design stage.
- d) This RP is prepared for DMA – 601 under ICB package No.02.7 based on detailed design prepared by the Monitoring and Supervision Consultants and will be updated based on detailed design during implementation. ADB and DWASA management will review and clear the revised RP during detailed design and prior to commencement of works.

B. Project Components

- a) The main contract components in the package include (i) rehabilitation and extension of distribution network in 16 district metering areas (DMAs), DMA 601 to 616 for 376 kilometers (Km); (ii) replacement of all fittings of all production tube wells; (iii) service connections including Installations of meter chamber, domestic meters and floating valve; and (iv) installations of valves, bulk meters and loggers, etc. For efficient and effective

execution, the package will be implemented through a design-built contract, i.e. the civil works contractors will also prepare the detail designs.

C. Objectives of Resettlement Plan

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

II. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

- a) **Action to Minimize Land Acquisition and Resettlement Effects** There is no land acquisition in DMA 601 under package ICB 02.7.

b) Scope of the Resettlement Impacts of this RP

The nature and extent of resettlement impacts were assessed by conducting a reconnaissance survey and Road Survey in all the roads of DMA – 601. We have prepared sheets including following records of resettlement impacts and socioeconomic data:

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

The Dhaka Environmentally Sustainable Water Supply Project (DESWSP) appointed SAMAHAR an NGO for conducting services related to the dissemination of information in the project implementation area, mitigation initiatives for the potential interruptions and the implementation of resettlement issues under guidance of the Management and Supervision Consultants (MSC) in the pre-construction and proofing period of the project in the area of ICB-02.7 under Zone 06 including 16 DMAs. Resettlement Awareness Team (RAT) of SAMAHAR has completed the road measurement survey and joint verification survey of the area of DMA – 601 and it has been found that the widths of most of the roads are below 10 meters except 7 parts of Main Rampura – Banosree Road. 15 affected persons have been identified in Roads where the width is maximum 10 meters. In this DMA we have also determined all of the major and minor roads.

Identification of AP's: APs are entitled to receive compensations for their business losses, income losses and relocation of their businesses due to project implementation. Accordingly a list of APs has been prepared. According to project policy the roads width normally above 10 meter will not come under consideration for resettlement compensation. Considering all compensation issues a list of APs has been finalized for compensation 15 persons. Resettlement Awareness Team of SAMAHAR has surveyed all the roads and sub-roads and found 15 affected vendors and has prepared the Entitlement Card (EC) of APs who have business on the roads within less than 10 meter width and will block temporarily during project implementation / physical work.

Recommended Status of APs: As one of the core responsibilities of resettlement issues, we have collected information by interviewing each and every Vendors/Hawkers in the area under DMA – 601 as per prescribed form of ADB and identified 15 (Fifteen) persons, (Vendors/Hawkers) for compensation. As per detailed survey report we recommend list of 15 (Fifteen) APs assessing compensation amount of their business loss or income loss. We have assessed compensation on the basis of their daily average profit and proposed compensation for five days. In consequence we proposed to allocate BDT. 32500/- (Thousands Five Hundred) only as compensation against their 5 (five) days average profit or income (Details are attached in Resettlement Budget and Financing Plan).

III SOCIO-ECONOMIC INFORMATION AND PROFILE

The DMA is located in the sophisticated residential area (Rampura-Banosree) where the shops and hawkers are not allowed to establish and run their business. Moreover, most of the roads widths are below 10 meters except the main Road. Though it has less scope of severe socio-economic impact yet, through reconnaissance survey, road measurement and joint verification, we found and finalize 15 vendors as AP who will be losing their income for a few days (5) during physical work of the piped water supply system.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

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

A. Public Consultation Conducted

- (i) Walk-through informal group consultations were held in the project area;
- (ii) The local communities were informed through public consultation on project interventions, including its benefits;
- (iii) The environmental concerns and suggestions made by the participants were listed, discussed, and suggestions accordingly incorporated in the EMP; and
- (iv) Various forms of informal public consultations (consultation through ad hoc discussion-site) have been used to discuss the project activities.
- (v) A Project Information Disclosure Meeting has been conducted

B. Future Consultation and Disclosure

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

1. The RP and other relevant documents will be made available at public locations in the city and posted on the DWASA and ADB websites. The consultation process will be continued and expanded during the project implementation through a nongovernment organization (NGO), to ensure stakeholders participate fully in project execution, as well as to implement comprehensive information, education and communication plan.
2. The public consultation and disclosure program with all interested and affected parties will remain a continuous process throughout the project implementation, and shall include the following:

- (i) Consultations during construction phase: Public and small scale meeting with affected communities will be conducted to discuss project activities and construction works and schedule to reduce disturbance and other impacts and various social issues that may occur when construction started.
 - (ii) Project disclosure: (a) Public information campaigns (leaflet distribution to the communities) to the wider city population and prepare them for disruptions they may experience once construction is underway (b) public disclosure meetings at key project stages to inform the public of progress and future plans and to provide copies of summary documents in local language (c) formal disclosure of project progress reports and documents in the project websites in local language.
3. For the benefit of the community, the RP will be translated in the local language and made available at (i) DWASA office, (ii) area offices, and (iii) contractor's campsites. It will be sure that hard copies of RP are kept at places which are conveniently accessible to citizens, as a means to disclose the document and at the same time creating wider public awareness.

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

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

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

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

V. GRIEVANCE REDRESS MECHANISM

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

Formation of GRC:

Grievance Redress Committee (GRC) constituted comprising of a panel of five members; 1st is DWASA representative, 2nd NGO representative; 3rd MSC representative 4th DWASA Representative and the other one is also from DWASA Safe Guard Officer (Social & Gender) as member Secretary.

The GRC of DMA 601 under ICB Package 02.7 of MODs Zone 6 is as below:

S.I	Name	Designation at GRC	Institution	Designation
1	Executive Engineer , DESWSP	Convener	DWASA	EE, DESWSP
2	Md. Moktarul Alam	Member	NGO, SAMAHAR	Team Leader
3	Social and Safe guard Specialist	Member	Consultant (MSC)	Social and Safe guard Specialist
4	Assistant Engineer	Member	DESWSP DWASA	AE DESWSP
5	Safe Guard officer (Social and Gender)	Member Secretary	DESWSP DWASA	Safe Guard Officer (S&G) DESWSP

Procedures of resolving grievances are described below:**Step 1**

In case of any grievances, the complainant approaches to the NGO field level officials for clarification, or submits any formal complaints. The NGO will provide clarification to the DPs and try to resolve the problem at the local level with the involvement of SIU social safeguards officer, If not resolved.

Step 2

The NGO will recommend that APs submit their complaints to the GRC. NGO staff assists the DPs filing the complaints and organizes hearing within 14 days of receiving the complaints.

Step 3

GRC to scrutinize applications determine whether the submitted cases are within their mandate. Cases related to compensation under the ARIPO will be referred to DC through DWASA SIU for further review and action.

Step 4

If within the GRC mandate and not related to compensation under ARIPO, GRC will hold session with aggrieved APs, minutes recorded. If resolved, the project director approves. If not resolved;

Step 5

The DP may accept GRC decision; if not, he/she may file a case in the court of law for further appeal.

Step 6

The GRC minutes, approved by the project director will be received at the conveners' office.

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

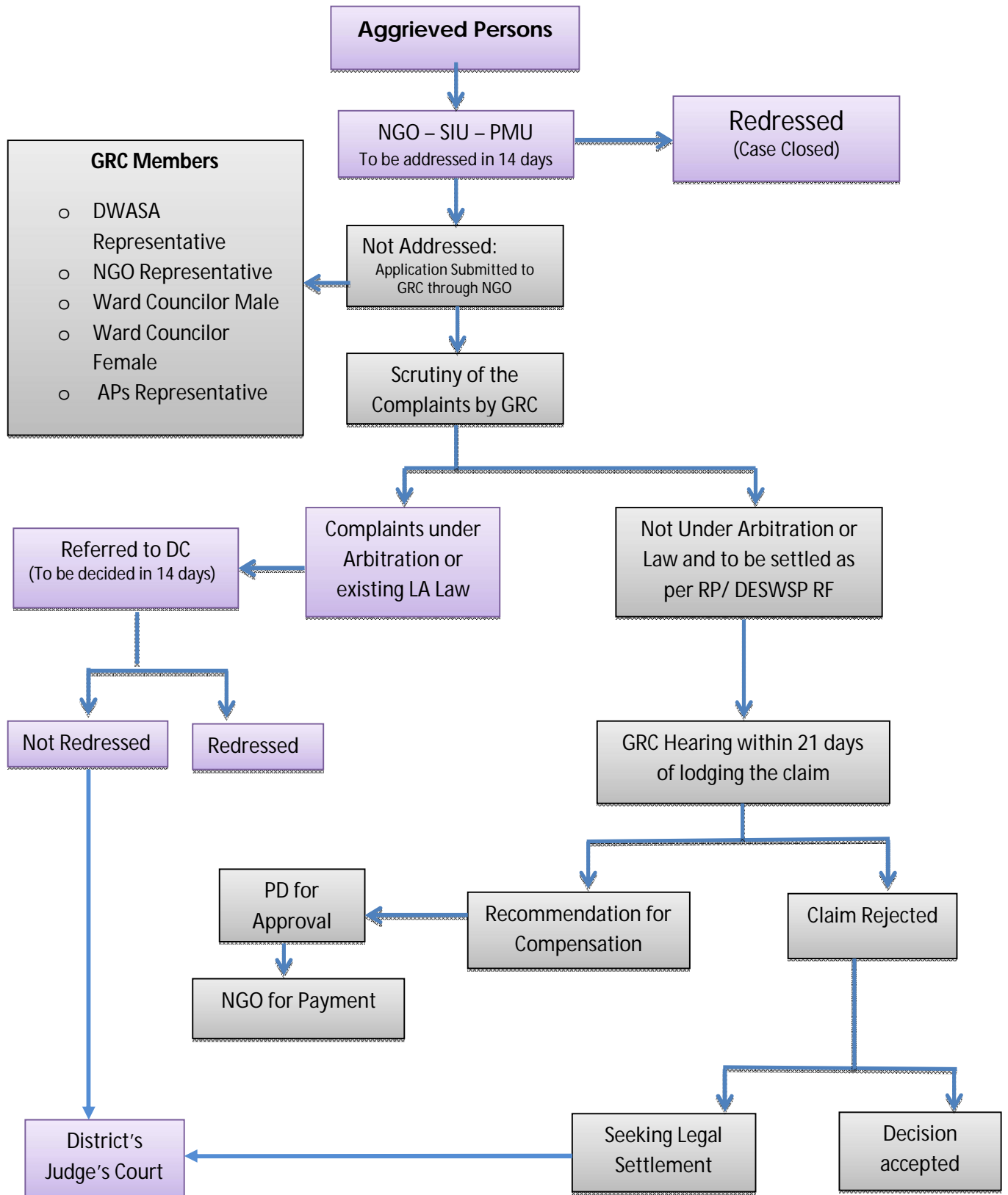
The GRCs has been activated with power to resolve resettlement and compensation issues not to be addressed under legal suit in the courts. The GRCs is ready to receive grievance cases from the affected persons through the resettlement awareness NGO (SAMAHAR). The NGO will assist the APs in lodging their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

The appeal procedure and conflict resolution will be as follows:

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

In the event that the established GRM is not in a position to resolve the issue, the affected person can also use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB Headquarters or the ADB Bangladesh Resident Mission (BRM). The complaint can be submitted in any of the official Languages of ADB's DMCs. The ADB Accountability Mechanism information will be included in the PID to be distributed to the affected communities, as part of the project GRM.

Flow Chart of Grievance Redress Mechanism



VI. POLICY AND LEGAL FRAMEWORK

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

The government's ARIPO policy does not cover project-displaced persons without titles or ownership record, such as informal settler/squatters, occupiers, and informal tenants and leaseholders (without documents), and does not provide for replacement value of the property acquired. The ARIPO has no provision for resettlement assistance for restoration of livelihoods of displaced persons, except for legal compensation for land and structures. Further, in most of the cases, the compensation paid does not constitute market or replacement value of the property acquired. Gaps between national law and ADB's SPS, 2009 were identified, and bridging measures included in the entitlement matrix for the project. ADB's SPS 2009 applies to all ADB-financed and/or ADB-administered sovereign projects and their components, regardless of the source of financing, including investment projects funded by a loan, a grant, or other means. The draft resettlement plan represents a single, uniform document agreed upon by both the Government of Bangladesh and ADB to ensure compliance with respective rules and policies.

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

VII. ENTITLEMENTS, ASSISTANCE, AND BENEFITS

The entitlements, assistance and benefits of the APs have strictly been followed according to the approved Resettlement Framework. We have applied all the guideline provided by PMU/MSC to prepare our survey report and entitlement of APs. This document represents a key requirement of ADB that will constitute the basis for land acquisition, compensation and resettlement. Vendors requiring temporary shifting assistance during construction period will be notified in advance and assisted to shift to alternative locations to continue their trade with limited disruption. They will be allowed to return to their original location after construction is completed.

Project Benefits Access to improved water supply is expected to improve the health status of households (especially children and the elderly) and reduce medical expenditures on water-borne and vector-borne diseases. The project will help DWASA expand water services in its service area, where temporarily affected businesses and residents get long-term benefits. Some Female labors are already been employed in this project with local people (At different skill levels) during implementation and will be continued after completion. DMA – 601 is both richer residential and commercial area and this is why no vulnerable group is expected in this DMA.

VIII. RELOCATION OF HOUSING AND SETTLEMENTS

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

IX. INCOME RESTORATION AND REHABILITATION

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

The transect surveys identified loss of income as the only resettlement impact and the Entitlement Matrix indicates that this will be compensated by a straightforward income restoration strategy. This involves the provision of cash compensation to shopkeepers, the owners and operators or other businesses, and hawkers, equivalent to the amount of income they lose. Compensation and assistance to APs must be provided prior to start of civil works. APs will be provided 60 days advance notice, followed by a reminder 1 week before construction, and again, 1 day before construction to ensure no or minimal disruption in livelihood. If required, they will also be assisted to temporarily shift for continued economic activity. Preferential employment in project-related work will be offered to local people, with priority to vulnerable persons.

X. RESETTLEMENT BUDGET AND FINANCING PLAN

Resettlement Budget for Compensation

Resettlement Costs	Quantity	Unit Cost (BDT)	Total	Total (US\$)
Provisional sum for lost income-shopkeepers, owners/tenants of other businesses	--	--	--	--
Provisional sum for lost income of hawkers / Vendor	15	2166.67	32500	416.67 US Dollar @ Taka 78
GRM				
Contingency Cost	--	--	--	--
Total	15	2166.67	32500	416.67 \$

Source: *Drat RP of Package # ICB-02.7*

Amount in TK: 32,500.00 (Thirty Two Thousand Five Hundred) BDT.

- DMA-601, (Area Rampura-Banosree)
- Proposed Compensated Person- 15 Person for five days.
- A detailed affected Person is attached.

XI. INSTITUTIONAL ARRANGEMENTS

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

DPD offices. Two safeguards officers will be appointed and one of them will be responsible for the social safeguards related issues.

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

MSC and DWASA (PMU/SIU) will supervise and monitor the implementation works at the field level to ensure the quality and specification of the implemented works and will be fielded along with resettlement awareness NGO. Thus, each spot of work will be under close supervision of the MSC, NGO and PMU staff. The resettlement expert of the MSC will conduct all inclusive monitoring of the resettlement and compensation aspects.

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

Details are described in below:

SL #	Activity	Responsible Agency
Institutional Strengthening		
1	Consultancy Support to PMU Safeguard Implementation Unit	PMU – MSC
2	Training and Support to DWASA and NGO	PMU – MSC RS
3	NGO Support to PMU	PMU – SIU – MSC
Resettlement Plan Finalization		
1	Designs of DMA Questionnaires'	PMU SIU – MSC RS
2	DMA's data collection and screening the vulnerable HH	NGO – SIU – MSC
3	Calculation of entitlements values and resettlement budget	PMU SIU – NGO - MSC
4	RP updating and preparation (if any)	PMU SIU – MSC
5	Public consultation and establishment project cutoff date	PMU–SIU – NGO – MSC
6	RP finalization and submission to ADB for approval	PMU – SIU – MSC
7	RP public disclosure and GRM establishment	PMU–SIU – NGO - MSC
Resettlement Plan Implementation		
1	Establish FRC	PMU SIU – MSC
2	Budget allocation	DWASA, PMU-SIU- MSC
3	Preparation and disbursement of entitlement cards of the eligible AP	PMU – SIU – NGO -MSC
4	Provision of checks to AP	PMU –SIU – NGO - MSC
5	Submission of progress report and semiannual monitoring reports	PMU SIU- MSC
6	Continuing public consultation and participation	SIU – NGO –MSC
7	Entertain grievance and redress cases	PMU – SIU – NGO -MSC
8	Implementation of additional support to vulnerable groups	SIU – NGO- MSC
9	Submissions of RP completion report	PMU – SIU - MSC

XII. IMPLEMENTATION SCHEDULE

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

XIII. MONITORING AND REPORTING

Implementation of ICB 2.7 resettlement activities will be monitored by the Safeguards Implementation Unit under the DESWSP PMU. Staff will be given training in resettlement tissues, social survey methods, etc., by MSC Resettlement Specialist where necessary. Monitoring data will be collected from the NGOs implementing the RP and individual APs, and will be compared with entitlements and disbursement schedules established in the RP.

The PMU-SIU will consolidate the monthly reports submitted by the NGO and MSC resettlements specialist and prepare semiannual monitoring report on the progress of the RP implementation and other safeguards related issues including the status of any grievances and redress cases logged by any complainants during the project implementation.

Appendix-1

A Sample Socioeconomic Survey Form of Affected Businesses under detail Measurement Survey

Date of Survey			
DMA No			
Name of The Road			
Type of Road (by width)	<input type="radio"/> <2 m	<input type="radio"/> 2 to 4 m	<input type="radio"/> >4 m
Name of the Affected Person			
Father's/Mother's Name			
Address / Location			
Type of Business	<input type="radio"/> Permanent	<input type="radio"/> Semi - Permanent	<input type="radio"/> Hawker/Movable
Type of Merchandise	<input type="radio"/> Fruits and Vegetables	<input type="radio"/> Food	<input type="radio"/> Books /Stationery
	<input type="radio"/> Cloths	<input type="radio"/> Shoe Repair	<input type="radio"/> Others (Specify)
Status of Ownership	<input type="radio"/> Owner		<input type="radio"/> Tenant
Since when does the person operate in that location			
Frequency of operating in a week	<input type="radio"/> Every day	<input type="radio"/> Most days	<input type="radio"/> 1 to 2 days / week
	<input type="radio"/> Less than 1 day / week	<input type="radio"/> Seasonal (Specify)	<input type="radio"/> Others (Specify)
Person' employed, if any			
Per month rent, if any			
Average profit per day			
Will the person be affected	<input type="radio"/> Yes		<input type="radio"/> No
Type of Vulnerability/distress	<input type="radio"/> None	<input type="radio"/> BPL	<input type="radio"/> Disabled
	<input type="radio"/> WHH	<input type="radio"/> Minority/Child Worker	<input type="radio"/> Other's (Specify)
Work Starting Date in			
Permanent Structure/s Present	<input type="radio"/> Yes		<input type="radio"/> No
Use of Permanent Structure	<input type="radio"/> Boundary Wall	<input type="radio"/> Residential	<input type="radio"/> Commercial / Business
If Structure is present, type of ownership	<input type="radio"/> Owner		<input type="radio"/> Rental How much per month----- BDT
Document Prepared By:	Supervised By:	Documented By:	

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

Appendix-2
List of Potentially affected person

SL #	Name of AP	Father's / Mother's Name	Address	Age	Type of Business	Average Profit /	Proposed Day	Total Amount
1	Gopal Chandra	Late Baron Chandra / Late Krishno Koli	House#34, Road#04, Block# F, Banashree, Rampura	42	Shoe Repair	450	5 Day's	2250.00
2	Benoy Das	Bipin / Bishakha	House#02, Road#04, Block# F, Banashree, Rampura	40	Shoe Repair	450	5 Days	2250.00
3	Md.Bablu Mia	Somor Ali / Banesa Begum	House#02, Road#04, Block# F, Banashree, Rampura	35	Fruits & Vegetables	450	5 Days	2250.00
4	Fozila Begum	Late Fazal / Late Fatema	House#02, Road#04, Block# F, Banashree, Rampura	35	Fruits & Vegetables	500	5 Days	2500.00
5	Ripon	Sudashan Chandra / Shuchi Rani	House#46, Road#06, Block# E, Banashree, Rampura	36	Shoe Repair	450	5 Days	2250.00
6	Ranjan	Jogobondhu / Subashi	House#01, Road#07, Block#D, Banashree, Rampura	45	Shoe Repair	400	5 Days	2000.00
7	Md.Siraj	Dolu Mia / Late Sereja Khatun	House#01, Road#07, Block#D, Banashree, Rampura	48	Lock Repair	400	5 Days	2000.00
8	Nokul Kumar	Late Khagendra Chandra / Ushari Rani	House#40, Road#03, Block#D, Banashree, Rampura	38	Shoe Repair	400	5 Days	2000.00
9	Joshna	Chondu Mia / Ambia Begum	House#19, Road#02, Block#D, Banashree, Rampura	35	Others (Tea Stall)	500	5 Days	2500.00
10	Tapon Babu	Lal Mohon / Late Saha Rani	House#01, Road#05, Block#c, Banashree, Rampura	37	Shoe Repair	400	5 Days	2000.00
11	Chandan Dey	Drish Chandra / Ruposi Rani	House#24, Road#TitasRoad, Block#B, Banashree, Rampura	32	Shoe Repair	400	5 Days	2000.00
12	Abdur Sattar	Abdul Mannan / Late Mansura Khatun	House#24, Road#TitasRoad, Block#B, Banashree, Rampura	45	Fruits & Vegetables	400	5 Days	2000.00
13	Nazrul Islam	Samsul Haque / Fatema Begum	383/1, East Rampura	50	Fruits & Vegetables	400	5 Days	2000.00
14	Tara Banu	Late Joinal Howlader / Late Halima	380/11, East Rampura	50	Others (Cake Seller)	500	5 Days	2500.00
15	Poresh Babu	Dhirandro Babu / Late Loti Rani	380/KA, East Rampura	46	Shoe Repair	400	5 Days	2000.00

Appendix –3
Dhaka Environmentally Sustainable Water Supply (DESWSP)
Resettlement Intervention in the area of ICB-02.7
DMA – 601

Project Information Disclosure Meeting

Venue: Office of the Banosree Welfare Samitee

Time: 6.30 p.m.

Introduction: A meeting was organized by the Resettlement NGO on Project Information Disclosure at Banosree Welfare Samitee Office on 18/10/2016 in DMA – 601. House Owner's, Govt. Officials, Businessmen, Welfare Samitee Member's, Local Elites, Civil Society Personnel, Contractors Personnel, MSC representatives and the NGO Representatives were present in the Meeting.

Agenda

1. Sharing on Project Information.
2. Discussion on activities for DMA System, Question and Answer.
3. Opinion of the participants
4. AOB

1. Sharing on Information:

- a) **Background:** Dhaka, the capital of Bangladesh is facing shortage of water supply and demand is increasing day by day. Dhaka WASA is preparing Dhaka Environmentally Sustainable Water Supply Project (DESWSP) to supply treated surface water, collected from the river Meghna, to Dhaka city dwellers through the construction of Gandharbpur Water Treatment Plant Project (GWTPP). The project also includes distribution reinforcement and network improvements to reduce non-revenue water (NRW) for safe water and support to low income communities (LICs). With financial assistance from ADB, AFD and EIB, this project aims to reduce abstraction of ground water amounting 150 million liter per day (MLM).
- b) **Resettlement Plan, Policy and Principals:** A Resettlement Plan (RP) has been prepared for the project based on ADB's Safeguard Policy Statement 2009 and Government of Bangladesh (GOB) Acquisition and Requisition of Immovable Property Ordinance 1982 (APIRO).
- c) **Entitlement:** The project provides for compensation of all potential losses including potential income losses for vendors at replacement value. As required by ADB Safeguards Policy (2009) the project will provide compensation and resettlement assistance for households' lost land, business, structures and other lost assets in connection with the project. The RP approach incorporates (i) compensation for lost assets; (ii) resettlement issues; (iii) impact mitigation with special attention to the women and vulnerable groups; and (iv) income generating support to the members of the physically displaced households and including them in the poverty reduction and livelihood enhancement program.

- d) **Institutional Arrangement:** DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an experienced NGO for the implementation of resettlement activities which include livelihood rehabilitation. DWASA will implement the RP through setting a Safeguard Implementation (SIU) headed by DPD at the DESWSP PMU. The SIU, under the overall responsibility of the PD, will undertake day-to-day activities with the appointed NGO. The concerned Safeguards Officer at the level of AE of SIU, appointed by PIU will be convener of the JVC and PVAC. The DPD of SIU will perform as convener of GRC and RAC. The resettlement assistance NGO will assist APs to put forth grievances and access information on opportunities for employment in project related activities, rights and entitlements and the grievance redress process, and make informed choices.
- e) **Grievance Redress Mechanism:** To resolve all project related grievance and complaints a common social and environmental grievance redress mechanism is in place. Common and simple grievances will be sorted out at project site level by the Contractor's Resettlement Supervisor, supervision staff of PMU and project NGO within 7 days. More serious complaints will be sent to the safeguard officer at the PMU to be resolved in 14 days. Any unresolved grievances will be forwarded to the Grievance Redress Committee GRC. Complaints and grievances which are not addressed by Grievance Redress committee (GRC) within 30 days will be sent to the Program Steering Committee (SC) to be resolved within 7 days. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage.

2. **Discussion on activities for DMA System, Question and Answer:** This is one of the most crucial areas of DMA system. Because of the roads of this DMA developed by the welfare Samitee with their own cost and this is why the Samitee raised their concern on road cutting. The contractor group assured of repairing the roads immediately after construction completion. Then the Samitee allowed starting construction in this DMA. The body of the Samitee wants to know the whole process of development of the DMA. Consequently it was needed to discuss about the process and the project with the Samitee.

The followings are the concise of the discussion;

PD, DWASA:

PD, DWASA Project delivered inaugural speech by briefing the project concisely about background, Resettlement Plan, Policy and Principals, Entitlement, Institutional Arrangement and Grievance Redress Mechanism of the project. He addressed some key points;

- a) Establish DMA System.
- b) Using HDP pipe instead of PVC pipe.
- c) Ensure 24 hours nonstop water supply with sufficient pressure.
- d) Broken, Nonfunctional and Older meters will be replaced by a newer one.
- e) Meter Chamber will be erected by project establishing household connection.

Contact Manager RFL Group:

Contact Manager delivered his speech why the project reconstructing the water supply system while a system is existed. He expressed that there was 40% water lose in the previous system. There was leakage in the pipe line, used solvent cement joining the pipe and the water quality was not up to the mark. He added the followings;

Modern technology will be adopted joining the pipe.

- b. Reducing water lose from 40% to 15%
- c. Stopping overflow by using float valve.
- d. Ensure water supply during construction by using DWASA water tank.
- e. Establishing a complain center.

Project Planner RFL Group:

Project Planner RFL briefed safety security & environmental issues. He informed the followings...

- a) Garbage and wastage soil will be removed immediate after the trench or pit cutting.
- b) Avoid sound pollution by working after school and prayer hour.
- c) Ensure watering before working in the dusty areas
- d) Ensure safeguard compliance.

MSC Representative:

MSC Representative informed the followings;

- a) Ensure chlorine solution pumping water as it were the water remains purified and germ free.
- b) Establishing 1 bar pressure round the clock and
- c) Ensuring at least 1 ppm chlorine presence per liter water.

NGO Representative:

NGO Representative seeks support from the house owner for message dissemination and awareness rising campaign during pre construction period, construction period and during commissioning.

After the briefing session the representative of the Samitee and the participants raised the following questions;

- a) How much time to take repair and maintenance of the road executed?
- b) Water meters are in the depth of 5 feet's and meter reading is not clear why?
- c) Sometimes dirty and unpleasant water comes from the supply. Are there any solution?
- d) If water supply interrupts during construction what measures will be taken?
- e) How the meter reading calculated with old and new meters combination?

The technical persons of the meeting like PD, DWASA, Contact Manager, Project Planner and site engineer of RFL Group answered the question as follows;

- a) Immediate after the construction completed repair and maintenance will be executed.
- b) That was previous set up. Now the meter will be set with in 2 to 3 feet depth from the plinth of the ground floor
- c) There's dirty materials could exist in the pipe during connecting the pipe and it will be removed after 2 to 3 days after water supply established.
- d) The old connection will be untouched and if a connection disrupted water supply will be provided by the DWASA tank lorry.
- e) The technical person's suggested if such incident happened then communicate with MOD's Zone - 6 revenue sections resolving the incident.

- 3. Opinion of the participants:** The participants were asked to show their interest and opinion from new system of the project. One of the participants informed that the new system is much better than that of the previous system I observed in the area where the new system

now in operation. The users are having sufficient water even in some cases water have flown. The president and the secretary of the welfare Samitee said that they are now informed about the project information and assured to provide their necessary support and assistance to all concern.





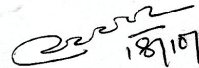
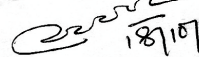
- 4. AOB:** As there was no more issue to discuss, the meeting closed with vote of thanks.

Appendix-4
Attendance Sheet

Dhaka Environmentally Sustainable Water Supply
Project (DESWSP)
Name of Meeting: Project Information Disclosure Meeting
Venue: Banosree Welfare Samity Date: 18/10/2016 Time: 6:30 PM

Sl#	NAME	Designation	Organization	Signature & Mobile NO
1.	Md. Mahmudul Islam	PD	DESWSP. DWBDA	
2)	Abdul Haque	G.C	BKS	
3)	Atm Jafar Ullah	ED/RFL	CM. 2-7 package	
4)	Nurul Alam	V.P.	B.K.S.	
5)	Md. Khurshed Alam	V.P	B.K.S.	
6)	MD. ABUL BAKKAT	VP	BKS	
7)	Engr. Md. Motin Rahman	Road Repair	development Maintenance seekaboy	
8)	Md. Ayub Ali Khan			
9.	Md. Jahid Rahman Khan		BKS	
10.	Engr. M.H. Rasheed		BKS	
11	Md. Asraf Hossain Murshed		BKS	
12.	Md. Mashur Rahman		RFL (Site Manager)	
13.	Rahamullah		B.K.S	
14.	Md. Anamul Hossain Babu		B.K.S	
15.	Md. Atiqul Alam		B.K.S	
16	ABM NAZMUL ALAM		BK S	
17.	Debashis Bhattacharya		BKS	
18.	MD. Shahidul Islam		BKS	
19.	ABDUL MALIQUL SEWIK		BKS	
20.	Md. Saifur Uddin		BKS	
21.	Md. ATIKUL ISLAM		APE/RPL	

Appendix-4 Attendance Sheet

SL#	Name	Designation	organization	signature	Mobile NO
22.	Md. Mofajul Alam	Team leader	samarhat		01743947932
23.	Ms. Helen Rahum	social @ Gender Expert	MSE		01712532003
24.	A. N. M. Shahidullah Kalen Engineer	Workshop Engineer	M.S.C.	 18/10/2016	
25.	Md. Abdul Barce		M.S.C.	 18/10/16	
26.	Kazi Habib Ullah	Tr. Planner	RPL	 18/10/16	
27.	Md. Abul Kalam	President	B.K.S	 18/10/16 A. KALAM	

Appendix – 5
NGO Activities Schedule at DMA - 601

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

Appendix – 6
Road Survey

Road No	Road Name	Width of the Road		Merchandise	No of AP to Compensate	Road Cutting Method
		Carriage Way (M)	Wall to Wall (M)			
001	B # G, R # 1	5.60	5.60	No Vendor	N/A	PB
002	B # G, R # 1/1	5.00	5.00	No Vendor	N/A	PB
003	B# G, R # 2	5.80	5.80	No Vendor	N/A	PB
004	B # G, R # 2/1/A	5.00	5.00	No Vendor	N/A	PB
005	B # G, R # 2/1	6.00	6.00	No Vendor	N/A	PB
006	B # G, R # 3	5.00	5.00	No Vendor	N/A	HDD
007	B # G, R # 4	6.00	6.00	No Vendor	N/A	PB
008	B # G, R # 3/1	4.00	4.00	No Vendor	N/A	OT
009	B # G, R# 5	5.00	5.00	No Vendor	N/A	PB
010	B#G, R#6	5.00	5.00	No Vendor	N/A	PB
011	M/R of B#G	10.00	10.00	No Vendor	N/A	HDD/OT
012	B#F, R#1	5.00	5.00	No Vendor	N/A	PB
013	B#F, R#2	6.00	6.00	No Vendor	N/A	PB
014	B#F, R#3	6.00	6.00	No Vendor	N/A	PB
015	B#F, R#4	7.50	7.50	Shoe Repair	2	PB
				Fruits & Vegetables	2	
016	B#F, R#5	6.00	6.00	No Vendor	N/A	PB
017	B#F, R#6	6.00	6.00	No Vendor	N/A	PB
018	B#F, R#7	5.50	5.50	No Vendor	N/A	PB
019	B#F, R#8	6.00	6.00	No Vendor	N/A	HDD
020	B#F, R#8/2	5.00	5.00	No Vendor	N/A	OT
021	B#F, R#8/1	5.00	5.00	No Vendor	N/A	OT
022	B#F, M/R	11.00	11.00	No Vendor	N/A	HDD
023	B#E, R#1	5.00	5.00	No Vendor	N/A	PB
024	B#E, R#2	6.00	6.00	No Vendor	N/A	PB
025	B#E, R#3	6.00	6.00	No Vendor	N/A	HDD
026	B#E, R#4	8.00	8.00	No Vendor	N/A	PB
027	B#E, R#4/1	5.00	5.00	No Vendor	N/A	PB
028	B#E, R#5	5.00	5.00	No Vendor	N/A	PB
029	B#E, R#5/1	5.00	5.00	No Vendor	N/A	OT
030	B#E, R#6	6.00	6.00	Shoe Repair	1	PB
031	B#E, R#7	6.00	6.00	No Vendor	N/A	PB
032	B#E, R#7/1	6.00	6.00	No Vendor	N/A	PB
033	B#E, R#8	6.00	6.00	No Vendor	N/A	HDD
034	B#E, R#8/1	7.00	7.00	No Vendor	N/A	OT
035	B#E, R#9	5.00	5.00	No Vendor	N/A	PB
036	B#E, R#4/1/A	6.00	6.00	No Vendor	N/A	HDD
037	B#E, R#4/1/B	6.00	6.00	No Vendor	N/A	PB
038	B#E, M/R	10.00	10.00	No Vendor	N/A	HDD
039	B#D, R#3/1	3.00	3.00	No Vendor	N/A	PB
040	B#D, R#2	6.00	6.00	Others (TS)	1	HDD
041	B#D, R#2/1	6.00	6.00	No Vendor	N/A	PB
042	B#D, R#4	8.00	8.00	No Vendor	N/A	HDD

Appendix – 6
Road Survey

SL No	Road Name	Width of the Road		Merchandise	No of AP to Compensate	Road Cutting Method
		Carriage Way (M)	Wall to Wall (M)			
043	B#D, R#4/1	5.00	5.00	No Vendor	N/A	OT
044	B#D, R#3	6.00	6.00	Shoe Repair	1	HDD
045	B#D, R#5	8.00	8.00	No Vendor	N/A	PB
046	B#D, R#6	6.00	6.00	No Vendor	N/A	PB
047	B#D, R#7	6.00	6.00	Shoe Repair	1	PB
				Others (LR)	1	
048	B#D, R#8	6.00	6.00	No Vendor	N/A	PB
049	B#D, R#4/A	6.00	6.00	No Vendor	N/A	PB
050	B#D, R#8/4	4.00	4.00	No Vendor	N/A	OT
051	B#D, R#8/3	4.00	4.00	No Vendor	N/A	OT
052	B#D, R#8/2	5.00	5.00	No Vendor	N/A	OT
053	B#D, R#8/1	6.00	6.00	No Vendor	N/A	OT
054	B#D, R#9	6.00	6.00	No Vendor	N/A	HDD
055	B#D, R#10	6.00	6.00	No Vendor	N/A	HDD
056	B#D, R#12	5.00	5.00	No Vendor	N/A	PB
057	B#D, R#11	5.00	5.00	No Vendor	N/A	HDD
058	B#C, R#12	5.00	5.00	No Vendor	N/A	PB
059	B#C, R#11	5.00	5.00	No Vendor	N/A	PB
060	B#C, R#10	5.00	5.00	No Vendor	N/A	PB
061	B#C, R#9	6.00	6.00	No Vendor	N/A	PB
062	B#C, R#9/2	5.00	5.00	No Vendor	N/A	OT
063	B#C, R#9/1	5.00	5.00	No Vendor	N/A	OT
064	B#C, R#8	6.00	6.00	No Vendor	N/A	HDD
065	B#C, R#7	6.00	6.00	No Vendor	N/A	HDD
066	B#C, R#7/1	6.00	6.00	No Vendor	N/A	PB
067	B#C, R#6	6.00	6.00	No Vendor	N/A	HDD
068	B#C, R#5	7.00	7.00	Shoe Repair	1	HDD
069	B#C, R#4	6.00	6.00	No Vendor	N/A	HDD
070	B#C, R#3	6.00	6.00	No Vendor	N/A	HDD
071	B#C, R#2	6.00	6.00	No Vendor	N/A	HDD
072	B#C, R#1	6.00	6.00	No Vendor	N/A	HDD
073	B#D, M/R	14.00	14.00	No Vendor	N/A	HDD
074	B#C M/R	11.00	11.00	No Vendor	N/A	HDD
075	B#B, R#7	6.00	6.00	No Vendor	N/A	HDD
076	B#B, R#7/1	6.00	6.00	No Vendor	N/A	PB
077	B#B, R#7/2	5.00	5.00	No Vendor	N/A	PB
078	B#B, R#6/1	6.00	6.00	No Vendor	N/A	HDD
079	B#B, R#6	6.00	6.00	No Vendor	N/A	HDD
080	B#B, R#5	7.00	7.00	No Vendor	N/A	HDD
081	B#B, R#4	6.00	6.00	No Vendor	N/A	HDD
082	B#B, R#3	6.00	6.00	No Vendor	N/A	HDD
083	B#B, R#2	6.00	6.00	No Vendor	N/A	HDD
084	B#B, R#1	6.00	6.00	No Vendor	N/A	PB
085	B#B, M/R	9.00	9.00	No Vendor	N/A	OT

Appendix – 6
Road Survey

SL No	Road Name	Width of the Road		Merchandise	No of AP to Compensation	Road Cutting Method
		Carriage Way (M)	Wall to Wall (M)			
086	B#A, R#1	6.00	6.00	No Vendor	N/A	PB
087	B#A, R#2	6.00	6.00	No Vendor	N/A	PB
088	B#A, R#3	5.00	5.00	No Vendor	N/A	PB
089	B#A, R#4	6.00	6.00	No Vendor	N/A	PB
090	B#A, R#5	8.00	8.00	No Vendor	N/A	HDD
091	B#A, R#5/1	8.00	8.00	No Vendor	N/A	PB
092	B#A, R#5/2	6.00	6.00	No Vendor	N/A	PB
093	B#A, R#6/1	6.00	6.00	No Vendor	N/A	PB
094	B#A, R#6/2	6.00	6.00	No Vendor	N/A	PB
095	Bonosree Road, East Rampura	6.00	6.00	Fruits & Vegetables	1	OT
				Shoe Repair	1	
				Others (CS)	1	
096	Prem Road	5.00	5.00	No Vendor	N/A	OT
097	Kunjobon Road	6.00	6.00	No Vendor	N/A	OT
098	TV road	3.00	3.00	No Vendor	N/A	PB
099	TV Taower Road	3.00	3.00	No Vendor	N/A	OT
100	TV Taower Road-2	4.00	4.00	No Vendor	N/A	OT
101	TV Taower Road-1	4.00	4.00	No Vendor	N/A	OT
102	Titash Road	4.00	4.00	Shoe Repair	1	OT
				Fruits & vegetables	1	
103	TV Taower , Sub Road	2.00	2.00	No Vendor	N/A	OT
104	TV Taower , Sub Road-1	3.00	3.00	No Vendor	N/A	OT
105	B#A, M/R	8.00	8.00	No Vendor	N/A	HDD
106	7 Tola Moshjid Road	6.00	6.00	No Vendor	N/A	HDD
107	B.T.V office road	5.50	5.50	No Vendor	N/A	HDD
108	Rampura M/R	15.50	15.50	No Vendor	N/A	OT
109	Bonosree Main Road	12.00	12.00	No Vendor	N/A	PB/HDD/OT

Appendix – 7
Contractors Schedule

Road No	Road Name	Width of the Road		October 2016	November 2016	December 2016
		Carriage Way (M)	Wall to Wall (M)			
001	B#G, R#1	5.60	5.60	Design Finalized	Design Finalized	Design Finalized
002	B#G, R#1/1	5.00	5.00			
003	B#G, R#2	5.80	5.80			
004	B#G, R#2/1/A	5.00	5.00			
005	B#G, R#2/1	6.00	6.00			
006	B#G, R#3	5.00	5.00			
007	B#G, R#4	6.00	6.00			
008	B#G, R#3/1	4.00	4.00			
009	B#G, R#5	5.00	5.00			
010	B#G, R#6	5.00	5.00			
011	M/R of B#G	10.00	10.00			
012	B#F, R#1	5.00	5.00			
013	B#F, R#2	6.00	6.00			
014	B#F, R#3	6.00	6.00			
015	B#F, R#4	7.50	7.50			
016	B#F, R#5	6.00	6.00			
017	B#F, R#6	6.00	6.00			
018	B#F, R#7	5.50	5.50			
019	B#F, R#8	6.00	6.00			
020	B#F, R#8/2	5.00	5.00			
021	B#F, R#8/1	5.00	5.00			
022	B#F, M/R	11.00	11.00			
023	B#E, R#1	5.00	5.00			
024	B#E, R#2	6.00	6.00			
025	B#E, R#3	6.00	6.00			
026	B#E, R#4	8.00	8.00			
027	B#E, R#4/1	5.00	5.00			
028	B#E, R#5	5.00	5.00			
029	B#E, R#5/1	5.00	5.00			
030	B#E, R#6	6.00	6.00			
031	B#E, R#7	6.00	6.00			
032	B#E, R#7/1	6.00	6.00			
033	B#E, R#8	6.00	6.00			
034	B#E, R#8/1	7.00	7.00			
035	B#E, R#9	5.00	5.00			
036	B#E, R#4/1/A	6.00	6.00			
037	B#E, R#4/1/B	6.00	6.00			
038	B#E, M/R	10.00	10.00			
039	B#D, R#3/1	3.00	3.00			
040	B#D, R#2	6.00	6.00			
041	B#D, R#2/1	6.00	6.00			
042	B#D, R#4	8.00	8.00			
043	B#D, R#4/1	5.00	5.00			

Appendix – 7
Contractor's Schedule

Road No	Road Name	Width of the Road		October 2016	November 2016	December 2016
		Carriage Way (M)	Wall to Wall (M)			
044	B#D, R#3	6.00	6.00	Design Finalized	Design Finalized	Design Finalized
045	B#D, R#5	8.00	8.00			
046	B#D, R#6	6.00	6.00			
047	B#D, R#7	6.00	6.00			
048	B#D, R#8	6.00	6.00			
049	B#D, R#4/A	6.00	6.00			
050	B#D, R#8/4	4.00	4.00			
051	B#D, R#8/3	4.00	4.00			
052	B#D, R#8/2	5.00	5.00			
053	B#D, R#8/1	6.00	6.00			
054	B#D, R#9	6.00	6.00			
055	B#D, R#10	6.00	6.00			
056	B#D, R#12	5.00	5.00			
057	B#D, R#11	5.00	5.00			
058	B#C, R#12	5.00	5.00			
059	B#C, R#11	5.00	5.00			
060	B#C, R#10	5.00	5.00			
061	B#C, R#9	6.00	6.00			
062	B#C, R#9/2	5.00	5.00			
063	B#C, R#9/1	5.00	5.00			
064	B#C, R#8	6.00	6.00			
065	B#C, R#7	6.00	6.00			
066	B#C, R#7/1	6.00	6.00			
067	B#C, R#6	6.00	6.00			
068	B#C, R#5	7.00	7.00			
069	B#C, R#4	6.00	6.00			
070	B#C, R#3	6.00	6.00			
071	B#C, R#2	6.00	6.00			
072	B#C, R#1	6.00	6.00			
073	B#D, M/R	14.00	14.00			
074	B#C M/R	11.00	11.00			
075	B#B, R#7	6.00	6.00			
076	B#B, R#7/1	6.00	6.00			
077	B#B, R#7/2	5.00	5.00			
078	B#B, R#6/1	6.00	6.00			
079	B#B, R#6	6.00	6.00			
080	B#B, R#5	7.00	7.00			
081	B#B, R#4	6.00	6.00			
082	B#B, R#3	6.00	6.00			
083	B#B, R#2	6.00	6.00			
084	B#B, R#1	6.00	6.00			
085	B#B, M/R	9.00	9.00			
086	B#A, R#1	6.00	6.00			
087	B#A, R#2	6.00	6.00			

Appendix – 7
Contractor's Schedule

Road No	Road Name	Width of the Road		October 2016	November 2016	December 2016
		Carriage Way (M)	Wall to Wall (M)			
088	B#A, R#3	5.00	5.00	Design Finalized	Design Finalized	Design Finalized
089	B#A, R#4	6.00	6.00			
090	B#A, R#5	8.00	8.00			
091	B#A, R#5/1	8.00	8.00			
092	B#A, R#5/2	6.00	6.00			
093	B#A, R#6/1	6.00	6.00			
094	B#A, R#6/2	6.00	6.00			
095	Bonosree road, East Rampura	6.00	6.00			
096	Prem road	5.00	5.00			
097	Kunjobon Road	6.00	6.00			
098	TV road	3.00	3.00			
099	TV tower Road	3.00	3.00			
100	TV tower Road-2	4.00	4.00			
101	TV tower Road-1	4.00	4.00			
102	Titash Road	4.00	4.00			
103	Tv Tower , Sub Road	2.00	2.00			
104	Tv Tower , Sub Road-1	3.00	3.00			
105	B#A, M/R	8.00	8.00			
106	7 Tola Moshjid Road	6.00	6.00			
107	B.T.V office road	5.50	5.50			
108	Rampura M/R	15.5	10.50			
109	Bonosree Main Road	12.00	12.00			

Appendix – 8
Public Consultation Details

SL No	Address	Participants Type	Purpose of Consultation	Key Issue Discussed	Interrogation on Design & Resettlement Plan
1	Nobala International Cadet Madrasha	Teachers, Officials, House Owners, WASA Representative, Guardians, Contractors Personnel & NGO Personnel etc.	Project Information Dissemination; Support Seeking and Showing Last Water Bill and House Connection Papers.	Project Description, How the user could assist contractors and keeping ready of the house connection papers.	Entitlement of APs; Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion.
2	Sovereign School & College	Teachers, Officials, House Owner's, Guardians, WASA Representative, Contractors Personnel, NGO Personnel etc.	Awareness Rising, Information Dissemination and Conflict management, Support for the Contractor.	Awareness Rising Indicator's, Grievance Raising Procedure, GRC formation Process and problem solution process	Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion
3	Momtaz Ideal School & College	Teachers, Officials, House Owner's, Guardians, WASA Representative, MSC Representative, Contractors Personnel and NGO Personnel etc.	Support Contractors, Managing Water Crisis, Gender Issues and Environmental and Safeguard Issues etc.	Project Implementation procedure and HH Connection & Pipe line Distribution issues, Environmental Issues and safeguard compliance.	Entitlement of APs; Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion.
4	Banosree Welfare Samitee Office	House Owner's, Govt. Officials, Businessmen, Welfare Samitee Member's, Local Elites, Civil Society Personnel, Contractors Personnel, MSC and the NGO Representatives.	Resettlement Plan disclosing Project Information Dissemination, Support Seeking for construction work, Grievance Redressing, Road Repair & maintenance and compensation for AP.	Background of the Project, Resettlement Plan, Entitlement, Institutional Arrangement, Grievance Redress Mechanism, Open Discussion and Support Seeking Areas.	Entitlement of APs; Implementation arrangement and Grievance Redress Mechanism incorporated in the RP based on the discussion.

Appendix – 9
SAMPLE GRIEVANCE REDRESS FORM

The _____ Project welcomes complaints, suggestions, queries, and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential? Please inform us by writing/typing *(CONFIDENTIAL)* above your name. Thank you.

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

FOR OFFICIAL USE ONLY

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

Appendix – 10

Photo Gallery on Activities at DMA – 601 for Resettlement Plan Preparation Procedure

	
<p>Project Information Disclosure Meeting on 18.10.16</p>	<p>PD, DWASA Briefing Project Background</p>
	
<p>Public Consultation Meeting on 17.10.2016</p>	<p>Audience of Public Consultation Meeting on 17.10.16</p>
	
<p>Institution Visit at DMA – 601 on 16.10.2016</p>	<p>Vendor Selection at DMA – 601 on 16.10.2016</p>