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Local Government Engineering Department (LGED)

**Improving Urban Governance and Infrastructure
Programme (IUGIP) (Project Readiness Services)**

**INVOLUNTARY RESETTLEMENT
DUE DILIGENCE REPORT**

Sub-Project No: IUGIP/KUMA/UT+DR/03/2023

KUMARKHALI PAURASHAVA

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Land Acquisition and Resettlement Due Diligence Report

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KUMARKHALI PAURASHAVA

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CURRENCY EQUIVALENTS

(as of April 2022)

Currency Unit = Tk.

Tk.1.00 = \$0.012

\$1.00 = Tk.85.93

GLOSSARY OF BANGLADESHI TERMS

1 Crore	– 10 million (= 100 lakh)
Ghat	– Boat landing area along a river
Hat	– Market (bazaar) operating certain afternoons during the week when sellers establish temporary shops. There are also some permanent shops in a Hat. Markets usually represent a significant source of income for municipalities
Khal	– drainage ditch/canal
Khas	– land/property belonging to the government
Kutcha	– Structures built without bricks and mortar or without concrete
Lakh or lac	– 100,000
Moholla or mohalla	– Sub-division of a ward
Mouza map	– Cadastral map of mouza showing plots and their numbers
Paurashava or Paurashava	– Government-recognized land area
Pucca or Puccha, puccha	– Structures built partly with bricks and mortar or concrete
Thana	– Police station
Upazila	– Administrative unit below the district level. A district is called a Zila

WEIGHTS AND MEASURES

km	–	kilometer
m	–	meter
m ²	–	square meter
mm	–	Millimeter
m ³	–	cubic meter

NOTES

(i) In this report, “\$” refers to US dollars,

(ii) BDT refers to Bangladeshi Taka

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ABBREVIATIONS

ADB	- Asian Development Bank
PAP	- Project Affected Person
ARIPA	- Acquisition Requisition of Immovable Property Act
DDR	- Due Diligence Report
DP	- Displaced Person
EHS	- Environmental Health and Safety
FGD	- Focus Group Discussion
GOB	- Government of Bangladesh
GRC	- Grievance Redress Committee
GICDC	- Governance improvement and Capacity Development Consultants
GRM	- Grievance Redress Mechanism
LA&R	- Land Acquisition and Resettlement
LGED	- Local Government Engineering Department
LGRD & C	Local Government Engineering Development & Cooperatives
MCD	- Municipal Capacity Development
MDS	- Management Design & Supervision
MDSC	- Management Design & Supervision Consultant
MPR	- Monthly Progress Report
M&E	- Monitoring & Evaluation
PD	- Project Director
PMCU	- Project Management and Coordination Unit
PIU	- Project Implementation Unit
PPTA	- Project Preparatory Technical Assistance
PRA	- Project Readiness Assistance
PMO	- Project Management Office
QPR	- Quarterly Progress Report
RCC	- Reinforcement Cement Concrete
R&R	- Resettlement and Rehabilitation
RF	- Resettlement Framework
RP	- Resettlement Plan
SES	- Socio-economic Survey
SPS	- Safeguard Policy Statements
SPAR	- Sub Project Appraisal Report
SSIA	- Social Safeguard Impact Assessment
XEN	Executive Engineer
GIGCDC	- Governance Improvement and Capacity Development Consultants
PRA	- Project Readiness Assistance
TLCC	- Town Level Coordination Committee
SC	- Standing Committees
WC	- Ward Committee

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I. INTRODUCTION

A. Background

1. The ADB supported Urban Government Infrastructure Improvement Programme (IUGIP) under Local Government Engineering Department (LGED) is carrying out a feasibility study commenced on September 2021 which will be scheduled to be completed on December, 2022 for the selected 37 Paurashavas which may be increased to 50 Paurashavas for next phase of Urban Governance and Infrastructure Improvement Programme (IUGIP) Project Readiness Services. The Paurashavas were selected based on their vulnerability, population size, density, and level of past investments. The project takes a holistic and integrated approach to urban development and has been formulated for sector loan will be implemented by LGED under the Ministry of Local Government, Rural Development and Cooperatives (MLGRDC). LGED will be the Executing Agency and Paurashavas are the implementing agencies of the project. The sub-projects under the IUGIP are being selected & implementing are expected to enhance economic activities in the regional context and to provide opportunities for investment, including: (i) comprehensive urban planning and economic revitalization; (ii) transport infrastructure upgrading, (iii) water supply and sanitation; (iv) solid waste management; and (v) strengthening local governance and municipal funding. The project comprises of two components. These are:

- a. Development of Urban Infrastructures;
- b. Improvement of Urban Planning; and
- c. Strengthening of Municipal Management and Capacity

2. Kumarkhali Paurashava is one of the selected Paurashava under Urban Governance and Infrastructure Improvement Programme (IUGIP) of LGED financed by ADB and GoB. The objective of the Project Readiness Assistance (PRA) is to prepare an agreed project design and feasibility study, inclusive of the preparation of a sizeable number of infrastructures sub-projects which would warrant satisfying pertinent requirements and policy of ADB and GoB. The project readiness Assistance (PRA) will also include preparation of SPAR (Sub project Appraisal Report) and having conformed to the social safeguard, gender, poverty and other issues for the ensuing loan.

3. There has been a significant influx of people in search of better livelihoods to the Paurashava urban areas and district headquarters which include Kumarkhali Paurashava of Kushtia district of the south-west region of the country. The current trend of urban migration is being driven by rural poverty, lack of facilities, better scope of education, river erosion, unemployment, migration and natural calamities. In turn, population outmigration from the Paurashava has often been triggered by the need for higher education and better employment opportunities. It happens due to push and pull factors. For growing needs of urbanization municipal facilities and development is essential. Physical, social and economic displacement is an inevitable part of development and may cause involuntary resettlement resulting physical and economic displacement and the issues should be properly mitigated for avoiding development-based suffering of the urban people.

B. Scope of this Report

4. This Involuntary Resettlement and Due Diligence Report (DDR) has been prepared for the construction work for the proposed Roads and Drainage subprojects under the Package: IUGIP/ KUMA/UT+DR/03/2023 of Kumarkhali Paurashava. Total Road length- 3,482m and Drain length 1,620m for Urban Governance and Infrastructure Improvement Programme (UGIIP) of LGED. The package consists of two main roads including link roads, and two main drains including link drains and 71 nos streetlights. The report is prepared based on the available preliminary design and the Sub Project Appraisal Report (SPAR) prepared for this project and relevant engineering sections of the concerned Paurashava, workshop findings

conducted in the Paurashava discussions with related stakeholders and PIU/ Paurashava authorities.

5. A due diligence process was conducted to examine the land acquisition and resettlement issues in detail based on the preliminary design and information, aligned with Asian Development Bank's Safeguard Policy Statement (ADB SPS), 2009.

6. The Paurashava has agreed to provide the land for construction/ improvement of the proposed road and drain; hence, no land acquisition or involuntary resettlement impacts have been identified as the proposed land is free from any encumbrances. This DDR has been prepared consistent with the provisions in the resettlement framework, which stipulates preparation of such report for any subproject assessed as Category C.

7. Any adverse impact in terms of permanent or temporary such as land acquisition, physical displacement, economic displacement, adverse impact on livelihood, community properties or any other impact is not anticipated due to the proposed project. This report describes the findings and provides copies of relevant documents, community consultations and photographs.

8. The DDR will be updated and reconfirmed as required during implementation period. . The draft DDR will be reviewed and disclosed on MLGRDC, LGED and ADB websites.

II. SUBPROJECT DESCRIPTION

A. About the Project Area

9. Kumarkhali Paurashava is under Kumarkhali Upazila of Kushtia district and located at the south-westst region of the country and around 15km away from district headquarter. Area of the paurashava is 10.50 sq.km, No of Households is 5,276. Total population -21,914, male -10,824 and female -11,090 and education rate- 63.6%, (BBS-2011).

10. Source of drinking water of the households in the 55% residents depends on tube well water and 45% depends on supply water and 5% other sources. Sanitation facilities 95% is sanitary and 5% is non-sanitary. Household electricity coverage is 99% is in the Paurashava. (Source: Paurashava).

11. The occupation of the residents in the Paurashava is mainly business and agriculture. Main sources of income Agriculture 42.26%, non-agricultural labourer 8.06%, industry 9.63%, commerce 18.52%, transport and communication 5.32%, service 5.88%, construction 2.17%, religious service 0.22%, rent and remittance 0.29% and others 7.65%.(Source: Banglapedia)

Table-1: Monthly Income range of Paurashava Residents

Tk.0-5000	Tk.5001-10,000	Tk.10,001-20,000	Tk.20,001-50,000	Tk.50,001-1,00,000	Tk100,000 +	
0.60.%	30.55%	50.33.%	12.00%	5.00%	1.52%	100%

Source: Kumarkhali Paurashava, October-.2022

12. The Road & Drainage Improvement subproject selected for Kumarkhali Paurashava is the outcome during feasibility study conducted by the project management coordination unit (PMCU), IUGIP, LGED. Under feasibility study, a preliminary Social Safeguard Impact Assessment (SSIA) was conducted comprising a long list of proposed schemes combining roads, drainage and street lighting components. At this stage of project implementation, PMCU Social safeguard Team conducted resettlement & social impact assessments in detail on the aforesaid design completed & for implementation of subproject, comprising four roads, two drains for the concerned package. This social impact assessment for the design

completed schemes of the subproject was done conducting a thorough investigation of different social safeguard issues visiting each of the scheme site based on the final detail engineering design prepared by Engineering Consultant to fulfill the requirements of ADB's Involuntary Resettlement and Safeguard Policy Statement (SPS, 2009). The major objective of the above study/ investigations was to assess and identify all the possible socioeconomic and resettlement impacts with necessary mitigation measures of different concerns. This report has been prepared only for the design completed scheme (four roads and two drains) based on the aforesaid study findings. However, the current subproject covers construction of the aforesaid road, drain selected within the Kumarkhali Paurashava to facilitate proper communication/transportation & drainage facilities for the people of subproject area. During investigations, it was revealed that the road & drains selected and so far, completed detail design for implementation will be constructed /improved respectively on the existing road alignments & along the road shoulders without affecting any structures. Moreover, due to construction/improvement of the aforesaid road & drain under the project are not expecting to have neither any physical nor any economic displacement of any people. Based on the available design and scope of work; the entire work is proposed within public RoW owned by Kumarkhali Paurashava. There is no need of land acquisition for the purpose of the project. No involuntary resettlement impact is anticipated and hence, there is no need to prepare a resettlement plan for the subproject.

B. About Subproject Component

13. Kumarkhali Paurashava is one of the Local Government Administrative units of Bangladesh and categorizes as class A. The Paurashava is located in the district of Kushtia about 15 km. away from north- east of District headquarter. Kumarkhali is an important business area, where there is existence of a good number of small, medium business of different types and new more business is growing in that area. Kumarkhali upazila is famous for Sheliadah a renowned tourist site where poet Rabindranath spent a considerable time here. However, day by day rapid urbanization in and around the Paurashava & newly growing tourist site increases its importance with a significant increase in population in the Paurashava area. To cope with the current demand of increasing population of the Paurashava, rapid development of different civic facilities for dwellers of Paurashava is now becomes inevitable. Under the circumstances, this subproject has been proposed comprising of different infrastructure development under different components. The subproject components aim at upgrading and expansion of urban services, roads with streetlights including connecting road from Paurashava to national highway and other neighboring industrial & commercially important places for better transportation; and flood management schemes. The proposals are entirely concerned with activities which address the most acute needs for better urban services and facilities to inhabitants of the Paurashava. Different infrastructure development components under the subproject proposed for construction and development is consistent with the Urban Governance and Infrastructure Improvement Programme (UGIIP)'s project objectives. Through implementation of the proposed schemes under the subproject is expected to facilitate improved communication other income generating Municipal Facilities for the residents of the Paurashava. The road undertaken for required development located within different wards of the Paurashava area furnished in Annexure-1 followed by Roads Layout of Kumarkhali Paurashava in Figure-1

Table-2: Components of proposed Roads & Drains
Package -03 Sub Projects (Roads+ Drain+ Streetlights)
Name of Package: IUGIP/ KUMA/UT+DR/03/2023

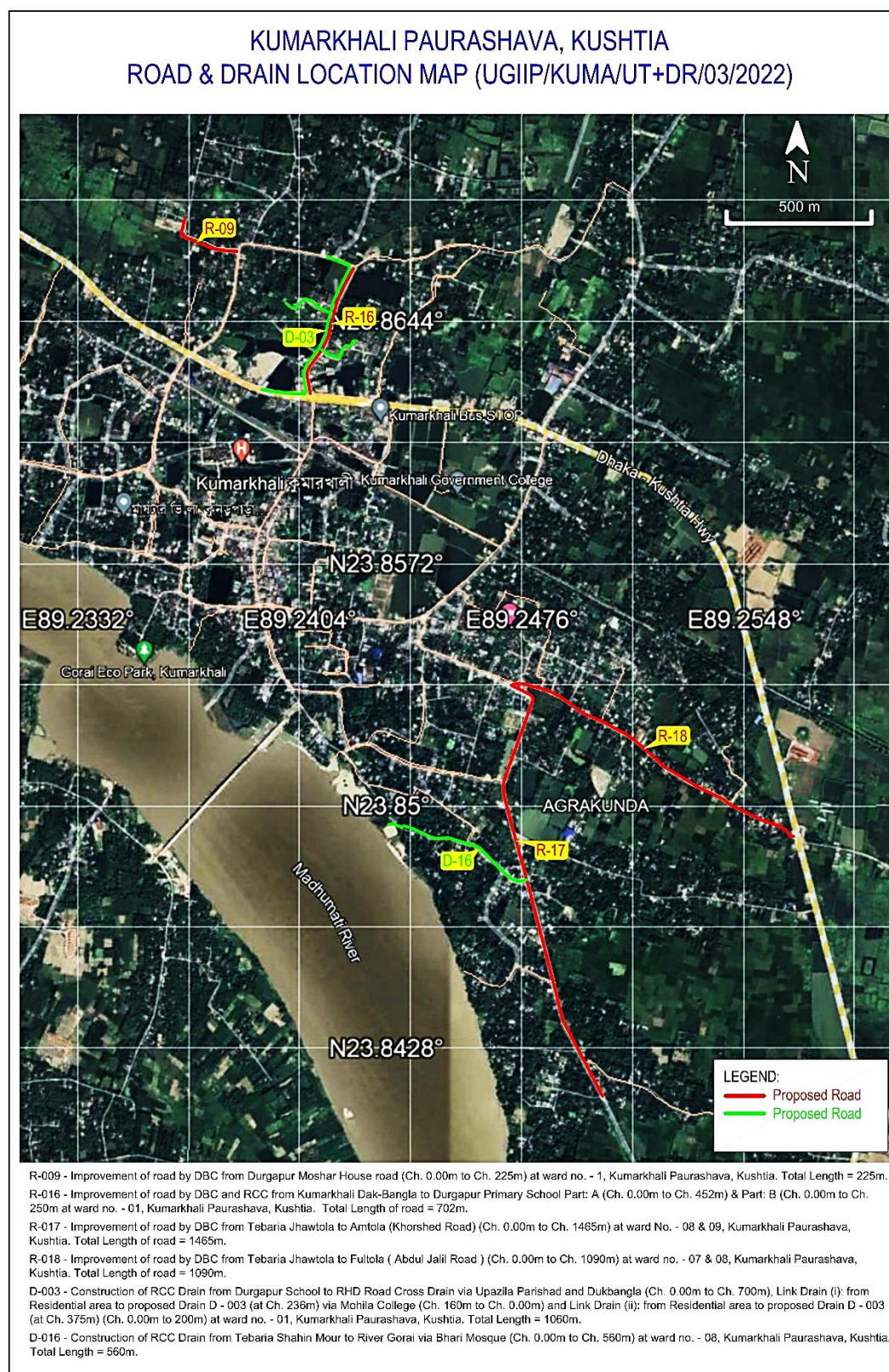
PDP SL	PDP ID No.	Scheme Name/ Name of works	Length (m)	Existing Road Paved Width/Drain width (m)	Proposed Paved width of Road/Drain opening width (m)	Crest width of Road/ Drain full width (m)	Land Owner
		Name of Sub-Project: Construction/Improvement of Roads 3,482m in 4 locations, RCC Drains 1,620m in 2 locations, Protection Work 79m & installation of Street Light 71 nos. at Kumarkhali Paurashava, Kushtia District.					
R-009	—	Improvement of road by DBC from Durgapur Moshar House Road (Ch. 0.00m to Ch. 225m) & installation of Street Light 09 nos. at ward no. - 1, Kumarkhali Paurashava, Kushtia. Total Length = 225m.	225		3.50	3.50	Road owned by paurashava
R-016	—	Improvement of road by DBC and RCC from Kumarkhali Dak-Bangla to Durgapur Primary School Part: A (Ch. 0.00m to Ch. 452m) & Part: B (Ch. 0.00m to Ch. 250m) & installation of Street Light 25 nos. at ward no. - 01, Kumarkhali Paurashava, Kushtia. Total Length of road = 702m.	702	a. Ch. 0.00m to Ch. 452.00m	3.50	4.50	
				b. Ch. 0.00m to Ch. 160.00m	3.50	3.50	
				Ch. 160.00m to Ch. 250.00mn	3.50	3.50	
R-017	—	Improvement of road by DBC from Tebaria Jhawtola to Amtola (Khorshed Road) (Ch. 0.00m to Ch. 1465m) including Protection Work at (Ch. 247m to Ch. 306m, R/S) at ward No. - 08 & 09, Kumarkhali Paurashava, Kushtia. Total Length of road = 1465m.	1465		3.50	3.50	
R-018	—	Improvement of road by DBC from Tebaria Jhawtola to Fultola (Abdul Jalil Road) (Ch. 0.00m to Ch. 1090m) including Protection Work at (Ch. 1060m to Ch. 1090m, L/S) & installation of Street Light 37 nos. at ward no. - 07 & 08, Kumarkhali Paurashava, Kushtia. Total Length of road = 1090m.	1090		3.30	3.70	
		Total Road (A) =	3482				
D-003	—	Construction of RCC Drain from Durgapur School to RHD Road Cross Drain via Upazila Parishad and Dukbangla (Ch. 0.00m to Ch. 700m), Link Drain (i): from Residential area to proposed Drain D - 003 (at Ch. 236m) via Mohila College (Ch. 160m to Ch. 0.00m) and Link Drain (ii): from Residential area to proposed Drain D - 003 (at Ch. 375m) (Ch. 0.00m to 200m) at ward no. - 01, Kumarkhali Paurashava, Kushtia. Total Length = 1060m.	1060				Drain owned by paurashava
D-016	—	Construction of RCC Drain from Tebaria Shahin Mour to River Gorai via Bhari Mosque (Ch. 0.00m to Ch. 560m) at ward no. - 08, Kumarkhali Paurashava, Kushtia. Total Length = 560m.	560				
		Total Drain (B) =	1620				
		Grand Total (A+B) =	R = 3,482 D = 1,620				

Source: Design Section

C. Project Location

The sub-project will be implemented on the Kumarkhali Paurashava's own land. **Figure-1 shows** the Paurashava and Sub-project location respectively.

Figure 1: Google Map Location of Road and Drain Improvement subprojects



Source: Consultant; October -2022

III. FIELD WORK AND PUBLIC CONSULTATION

A. Outline of Field Work

14. The social Safeguard Consultants team visited all the selected & design completed scheme sites under the Subproject at Kumarkhali Paurashava in October, 2022. The main purpose of the field trip was to conduct a detail assessment/ study for the selected schemes of the subproject covering different resettlement and social safeguard issues likely to occur due to the construction & improvement of the selected schemes. In course of study, consultants had discussions and sharing of ideas with Mayor, councilors, Secretary, Assistant Engineer along with other relevant engineers and staff of the, Kumarkhali Paurashava at their office. During discussions, the consultants briefed them about the objectives and the purpose of the visit and informed them about the planned site visit and different activities to be carried out along the alignments of the selected subproject/scheme sites. The consultants also had a number of consultations with the local people and beneficiaries at different locations of the subproject. During site visit, Assistant Engineer, councilors of the concerned wards along with other technical staffs of the Paurashava accompanied the consultant's team to assist them and also to identify the locations and alignments of different schemes. In accordance with the objective of the field visit, the consultants visited all along the road & drain alignments and investigated about the resettlement and social safeguard issues if any, likely to occur for the selected roads & drain under the sub-project using an impact assessment checklist.

B. Stakeholder Consultation

15. A workshop cum Consultation meeting was held for selection different priority subprojects viz. road, drain and kitchen market, supermarket etc. on 3.10.2022 with the local community, Paurashava officials, Councilors, TLCC, WLCC members, public representatives, local community people, local elites, businessmen, minority community, teachers, religious leaders, journalists, other government officials and different stakeholders since subproject preparation to date at different stages of the project activities. In addition to that Focus Group Discussion Meeting (FGD) was held in the project site as a part of information dissemination about the upcoming subproject implementation. Details are in the Appendix-7. The major objective of such consultations was to identify different issues, problems/constraints and prospects and feedback from the participants in connection to different development activities under the subproject. Consultation is a continuous process which requires holding meetings from the very beginning of the project preparation to implementation of the project. The consultations conducted so far were mainly covering information dissemination about the project /subproject & its scope, possible positive and negative impacts includes necessity of land acquisition, procedures of compensation valuation for the affected land & properties, payment of compensation, PAPs/local people's opinions /feedback on different social issues & concerns e.g. fair compensation, grievances, local demand, involvement of PAPs & local people in different project activities & employment in project works etc.

16. However, such consultations/meetings were conducted at Paurashava office and also at subproject sites among the Paurashava officials, local representatives, and local community people to assess the project impacts. The consultations were covered mainly to inform project stakeholders include project beneficiaries about the project concept, its objectives and different social safeguard issues, land acquisition requirements etc. as per technical design of the subprojects. They were also consulted to know about their perceptions on risks and consequences of the subproject development concerns, views on alternative options and beneficiary participation in Project cycle. The local elites, project beneficiaries along with local residents/community leaders and other stakeholders were consulted through group meetings and personal contact. The inputs from the stakeholders' meetings have been used to develop appropriate mitigation measures. This interactive approach will continue during the implementation of the subproject. The findings of the above consultations revealed lots of

positive impacts in spite of a few temporary impacts/concerns limited to construction period only, which have the scope of mitigation.

Figure-2 Picture Views of Consultation with Paurashava Officials and other stakeholders in the subproject area.



Consultation Meeting at Kumarkhali Paurashava with concerned Engineers, Local elites, councilors and officials; Date; 2.10.2022



Consultation Meeting at Kumarkhali Paurashava with Mayor, concerned Engineers, Local elites, councilors and officials; Date; 2.10.2022

C. Future Consultation and Disclosure:

17. To make the project successful, public consultation and disclosure is a continuous process throughout the project implementation period with all interested parties, beneficiaries, and stakeholders.

18. Public consultation meeting with the project communities will be held at the project location to know people's opinions and suggestions to make the better plan for future work programs interactive. Public opinions and suggestions will be taken by an aggregate of individual's views and attitudes about the project expressed by a significant proportion of the community to make the project meaningful. The decision based on public opinions will be considered and disclosed before starting the construction, and (b) smaller-scale meetings to discuss and plan construction work with individual communities, to reduce disturbance and other impacts, and to provide a mechanism through which stakeholders can participate in project monitoring and evaluation;. Public meetings will be held with project site communities to present the final design and alignment of the proposed subprojects for construction work. The following activities will be done as a part of future public consultation and information campaign,

- a. To explain the project specifications to the wider section of urban population and prepare them for temporary disruptions of construction activities. Public information campaigns will be carried out through flyers, billboards, and local media that might be experienced by the towns' people during construction period.
- b. Public disclosure meetings will be organized at key project stages to inform the public about the progress of subproject's implementation and future plans of construction activities, and to provide copies of summary documents in local language as; leaflet about the project activities

- c. Formal disclosure of completed project reports will be ensured by making copies available at convenient locations in the study areas, and informing the public of their availability; and
- d. Providing a mechanism through which comments can be made. A consultation and participation plan is prepared for the project; consultation activities will be coordinated by the project management unit (PMU), project implementation unit (PIU) of the Paurashava and consultant teams to ensure that the communities are fully aware of the activities at all stages of the project implementation.

19. The PIUs (participating Paurashavas) with assistance of the consultant teams will conduct meaningful consultation¹, with project stakeholders, and civil society for every subproject identified.

20. To explain the project details to a wider population, Public information campaigns will be conducted throughout the project lifecycle. Public disclosure meetings will be conducted at key project stages to appraise community members. Prior to starting construction, the PIU will issue notification on the starting date of implementation in local newspapers. A notice board showing the details of the project will be displayed at the construction sites for the information of public.

21. Public participation will be confirmed through use of various methods, such as, stakeholder consultation meetings, FGDs with different groups (including women), key informant interviews etc. It is also expected to offer a platform to the community people in to (i) know about the program, and (ii) express their opinion regarding priorities and concerns related to the project. Paurashava authorities will arrange monthly stakeholders meeting in the subproject site and pre project and post project evaluation meeting and will prepare a stakeholders engagement plan in this connection and will record attendance, meeting minutes regarding subproject. And in each meeting will present a progress report to the participants

22. The consultation process will include different techniques viz., individual meetings, key informant interviews, in-depth interviews, public consultation meetings, focus group discussions etc. The consultations will be held with special emphasis on poor, women and other vulnerable groups. The key informants during the subproject implementation will include the following but not limited to:

- i. Local communities in general in particular,
- ii. Civil Society Organizations, CBOs and NGOs,
- iii. Government officials from concerned departments, and
- iv. Organizations and agencies directly and indirectly associated in project works, and
- v. Community and religious leaders, traders' association, etc.

23. Issues and concerns raised by the local communities during subprojects implementation will be discussed with PIU and the contractor for implementation within the technical and financial limitations. The PIU and PMU will ensure that local communities and other stakeholders are informed about the progress of construction works at regular intervals.

¹ *Meaningful consultation is a process that: (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to local people and community; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of local people and other stakeholders into decision-making, such as project design, , the sharing of development benefits and opportunities, and implementation issues. Consultation will be carried out in a manner commensurate with the project impacts on the communities*

Also, the subproject will be updated in case of change in design resulting in involuntary resettlement impacts if any during the implementation period.

24. The consultation process will be meticulously documented (with minutes of meetings, recordings with the permission of participants, photographs and signature sheets) and ensure that views of participants particularly the poor, women and other vulnerable persons are recorded and addressed as in appropriate manner. The documentation of consultations carried out with groups and individuals shall be maintained. The local communities will be informed about the outcome of the decision-making process and confirm how their views were incorporated. Consultations will be carried out in a manner that is commensurate with the local culture and beliefs of the local communities.

25. The PIU will organize public meetings and will appraise the communities about the progress of construction works

- i. Monthly update of the progress of subproject implementation and construction works will be displayed at PIU, Paurashava office
- ii. The PIU will conduct information dissemination by organising public meetings along with Paurashava to solicit the help all stakeholders (local, religious, ward councilors, etc.) and encourage the participation of people.
- iii. Summary of monthly progress report(MPR) shall also be disclosed at Paurashava office
- iv. Key features of subproject; GRM institutional arrangement will be summarized in a booklet/leaflet and distributed among participants during the consultation meetings for better understanding and further participation
- v. Efforts will be made so that vulnerable people are able to take advantage of the development intervention
- vi. Information will be disseminated to local communities, and other stakeholders at regular intervals during project implementation works a summary of the subproject in Bengali will be disclosed at PIU, Paurashava office. Key features of the subprojects, institutional arrangement, grievance redress mechanism, etc. will be summarized and also shared with stakeholders

26. Both formal and informal meetings will be documented and results will be disclosed to ensure transparency. Particular emphasis will be on the vulnerable people and the discussion mode will be informal so as not to be intimidating to them. Small groups of each category will be invited according to their convenience and the project design including the risks and benefits will be explained to them. The details of the consultations and their responses will be recorded.

27. With assistance from the MDSC national and regional social safeguard specialists, the PIUs will continue to arrange public consultations, and take the following steps:

- i. PIUs will organize public meetings and will appraise the communities about the progress in the implementation of subprojects, social, and environmental activities;

28. The DDR will also be made available at a convenient place, especially the offices of the Paurashavas offices. The DDR will be disclosed on the ADB website.

29. In order to provide a transparency in planning and for further active involvement of the community and other stakeholders, relevant information from this 'Involuntary resettlement and Due Diligence Plan' will be translated to Bangla and made available at (i) offices of LGED and Paurashava, (ii) Councilor's/ area offices, (iii) consultant teams' offices; and (iv) contractor's campsites' camps etc. It will be ensured that the hard copies of this DDR are kept at places which are conveniently accessible to people, as a means to disclose the

document and at the same time creating wider public awareness. An electronic version of this resettlement plan will be placed in the official website of LGED and the Paurashava, and ADB's website after approval of the DDR by ADB.

D. Social Impact Assessment of the Subproject

30. **General:** The Social safeguard Team conducted the social impact study visiting subproject sites in October, 2022. The main purpose of the study was to assess and quantify resettlement and social safeguard issues. During site investigations, consultants had discussions and sharing of ideas with the mayor and councilors & concerned Engineers/officials, of the Paurashava, at the Paurashava office and also conducted meetings with the local people, local government representatives in the subproject area. However, during field visit program, Consultant physically visited all the design completed road and drain alignments selected for construction and improvement under the subproject and investigated about likely impacts on the people with respect to land acquisition & resettlement and other social safeguard issues. An impact checklist with required verification of the sites i attached with this report as annexure-1. During site visit, Assistant Engineer, one sub-assistant Engineer, and a surveyor of the Paurashava accompanied the consultants to assist in identifying the locations & alignments of the proposed drain and organized consultations/meetings with the local representatives and people of the subproject area. The major findings of the social impact assessment study have been summarized below,

Table-3: Social Impact Assessment of Road and Drain Subprojects

Name of Package: IUGIP/ KUMA/UT+DR/03/2023

SI No.	FY	PDP SI No.	Scheme Name/ Name of works	Length (m)/Nos.	Possible social Impact	Resettlement required or not	Indigenous people	Remarks
			Name of Sub-Project: Construction/Improvement of Roads 3,482m in 4 locations, RCC Drains 1,620m in 2 locations, Protection Work 79m & installation of Street Light 71 nos. at Kumarkhali Paurashava, Kushtia District.					
1	2023-2024	R-009	Improvement of road by DBC from Durgapur Moshar House road (Ch. 0.00m to Ch. 225m) & installation of Street Light 09 nos. at ward no. - 1, Kumarkhali Paurashava, Kushtia. Total Length = 225m.	225	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project environmental management plan (EMP).	Not required	Not found	
2		R-016	Improvement of road by DBC and RCC from Kumarkhali Dak-Bangla to Durgapur Primary School Part: A (Ch. 0.00m to Ch. 452m) & Part: B (Ch. 0.00m to Ch. 250m) & installation of Street Light 25 nos. at ward no. - 01, Kumarkhali Paurashava, Kushtia. Total Length of road = 702m.	702	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project environmental management plan (EMP).	Not required	Not found	
		R-017	Improvement of road by DBC from Tebaria Jhawtola to Amtola (Khorshed Road) (Ch. 0.00m to Ch. 1465m) including Protection Work at (Ch. 247m to Ch. 306m, R/S) at ward No. - 08 & 09, Kumarkhali Paurashava, Kushtia. Total Length of road = 1465m.	1465	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project environmental management plan (EMP).	Not required	Not found	
3		R-018	Improvement of road by DBC from Tebaria Jhawtola to Fultola (Abdul Jalil Road) (Ch. 0.00m to Ch. 1090m) including Protection Work at (Ch. 1060m to Ch. 1090m, L/S) & installation of Street Light 37 nos. at ward no. - 07 & 08, Kumarkhali Paurashava, Kushtia. Total Length of road = 1090m.	1090	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project environmental management plan (EMP).	Not required	Not found	
			Total Road (A) =	3482				
5		D-003	Construction of RCC Drain from Durgapur School to RHD Road Cross Drain via Upazila Parishad and Duktangla (Ch. 0.00m to Ch. 700m), Link Drain (i): from Residential area to proposed Drain D - 003 (at Ch. 236m) via Mohila College (Ch. 160m to Ch. 0.00m) and Link Drain (ii): from Residential area to proposed Drain D - 003 (at Ch. 375m) (Ch. 0.00m to 200m) at ward no. - 01, Kumarkhali	1060	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project environmental management plan (EMP).	Not required	Not found	

SI No.	FY	PDP SI No.	Scheme Name/ Name of works	Length (m)/Nos.	Possible social Impact	Resettlement required or not	Indigenous people	Remarks
			Paurashava, Kushtia. Total Length = 1060m.					
6		D-016	Construction of RCC Drain from Tebaria Shahin Mour to River Gorai via Bhari Mosque (Ch. 0.00m to Ch. 560m) at ward no. - 08, Kumarkhali Paurashava, Kushtia. Total Length = 560m.	560	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project environmental management plan (EMP).	Not required	Not found	
			Total Drain (B) =	1620				
			Grand Total (A+B) =	R = 3,482 D = 1,620				

It was revealed from the study that the road & drain schemes under the subproject selected for construction under the IUGIP is expected to facilitate improved transport & drainage and enhanced business facilities for the residents of the Paurashava area. During discussions, it was reported by the Paurashava representatives & officials, particularly the local residents & local representatives that in migration of population in the town in every year are causing severe problems to city dwellers due to insufficient civic facilities particularly in consideration of the existing roads or coverage of drainage facilities etc. They were expecting that implementation of this subprojects within the Paurashava area could solve the current problem of the residents at a greater extent. The proposed roads/drains selected under the subproject were a long demand of the people of the city.

31. During site visit, consultants investigated about the existing condition of the road & drainage alignments emphasized on land acquisition, resettlement & rehabilitation issues. Important findings of the study in connection to involuntary resettlement and social safeguard issues is that the improvement/constructions of the roads/drains were found to be carried out on the available existing roads and the drains along the edge of the existing roads and construction of new drains also along the edge of the existing roads. These construction works of the roads & drains under the subproject will neither require nor involve any land acquisition. In fact, there are no structures, houses, shops or any other establishments found to be affected on the proposed road & drain alignments, being construction activities will be carried out on the existing road's ROW and the drains at the edge of the existing road alignment. As a result, no dislocation, displacement or demolition of houses or structures will be required due to the development. Moreover, on the way to different sites, consultant also had meetings/discussions with some local people about the necessity of these roads and drain construction and their improvements. All of them unanimously, welcomed the project and narrated the current situation and sufferings of city dwellers due to poor condition of roads and existing drainage system and the problem of drainages. So, the people discussed/consulted were found interested and urged for immediate construction/development of sufficient number of roads & drain within the Paurashava area. Most of the participants during discussions showed positive attitudes to the proposed subproject improvements. None opposed the subproject. The public views and suggestions to minimize the likely adverse impacts and to enhance positive impacts due to the subproject implementation have been noted and incorporated in the report. Regarding positive impacts are solving the water logging problem and installation of street lights will enhance business and income for vendors. Street lights will increase gender responsive business environment, business hour and safety for the passersby, customers and sellers as well. To avoid any kind of temporary disturbances and maintain access to the road side shops, wooden planks will be provided along with necessary safety arrangements at free of cost by the Paurashava and contractors.

32. They suggested to provide wooden plank and necessary safety arrangements free of cost by the Paurashava and contractors in this connection, they assured the consultant to extend all sorts of cooperation and participation during construction/development of this sub project.

IV. LAND AVAILABILITY AND RESETTLEMENT

A. Land Acquisition and Resettlement

33. Physical, social and economic displacement is an inevitable part of the development. But here roads widening, construction of drains are normally will be carried out on existing land of the Paurashava. So, there is no scope of land acquisition.

34. The implementation of the subprojects will be carried out within existing public rights-of-way and there will thus be no resettlement issues. The summary results of the resettlement screening are given below:

- i. No additional public or private lands will be required for the subproject outside the public existing rights of way. As such no Resettlement Action Plan (RAP) will be needed for the Subprojects;
- ii. No private, public, community, or cultural property of any kind of service delivery facilities as well as commercial activities will be affected;
- iii. A phased approach to the construction of the roads, drains and streetlights shall be applied in order to minimize the disruption of business located along their alignments. If required, planks/platforms shall be installed to facilitate the entry and exit of customers and business people alike;
- iv. Agricultural or industrial productivity will not be hampered by the proposed subprojects;
- v. Felling of small trees located may be needed, and a replantation program shall be put in place during the implementation of the subprojects;
- vi. Preparation of resettlement action plan (RAP) will not be required for implementing the subproject

35. In case it is found during implementation period that a subproject will require resettlement, activities will be subject to considerations and criteria that are consistent with the ADB's policy while taking into account the temporary nature of the displacement. The objective is to minimize disruption to the affected population. Special consideration should be given to avoiding irreversible negative impacts (such as permanent loss of employment), providing satisfactory temporary services, and, where appropriate, compensating for transitional hardships.

36. **Cut-Off-Dates:** Eligibility of affected persons if any found affected during implementation for compensation and assistance will be governed by eligibility cut-off dates as well. These dates will be established to identify the non-land assets that will qualify for compensation and discourage abuse of the mitigation policies by defrauding the project. These are the dates on which censuses of the affected persons and assets are completed on particular area (mauza/Ward/village). No person or his/her assets will qualify for compensation directly through Paurashava unless they are recorded in the census taken on the cut-off date.

37. **Land Acquisition & Resettlement:** The infrastructure improvements under UGIIP could have resettlement impacts. However, the selected subproject at Kumarkhali Paurashava under IUGIP comprises one main road, and one drain including link drain of the Paurashava. Concerned road subproject has four roads, two drains and installation of 25 street lights. In this connection, an in-depth social impact assessment was conducted based on the design completed schemes only to examine these issues, particularly with respect to the requirements of the ADB Policy on Involuntary Resettlement (1995), Social Safeguard Policy Statement (SPS) 2009, National Resettlement Policy -2009 under Ministry of Land (2009) national legislation of the Government of Bangladesh, Acquisition Requisition of Immovable Property Act-2017 (ARIPA-2017). The social safeguard study for the design completed schemes at the Paurashava suggests that there are no possibility of new land requirements, being improvement of the road will be done on the existing ROW and land is available belong to Paurashava and the drain construction/improvement will be done on the road shoulder on available land. The RoW allocated for the road and drain schemes also were confined through design prepared by MDS Consultant using existing road's ROW and drain construction/improvement at the edge of existing road shoulders. It was revealed through physical investigation that the subproject impact does not extend over any privately owned or any other new land for undertaking civil works. As such no land acquisition and resettlement will be required. Besides, the proposed ROW for the design completed road & drains under the subproject, there is no possibility of affecting any structure and none found to be

required relocation. Moreover, there is no possibility to loss of livelihood, neither permanent nor temporary due to loss of land/assets occupied or squatting by anybody is expected for the proposed development. Some minor impacts might be happen but this will be minimized by alternative arrangement. These minor impacts are temporary disturbances of road side shops access, during construction time. Alternative arrangement means use of wooden plank, avoiding construction work during peak business hour, phase wise work etc. Based on final design of the subprojects during implementation and construction work all the probable resettlement impacts will be reviewed and necessary mitigation measures will be taken. Therefore, the potential impact of the subprojects on privately owned land/assets was fully eliminated, and correspondingly, no issues relating to involuntary Resettlement will occur during implementation of the subproject. Although, concerned road and drainage schemes unlikely to have any involuntary resettlement impact. However, the construction/improvement of the subproject may cause only minor temporary disturbances limited to dust and noise, movement of people etc., which will be limited to the construction period only, and could easily be mitigated as described in this report. Summary of land acquisition and resettlement impacts which has been assessed using a standard checklist undertaking a complete transect walk for the subproject annexed with this report (annexure-1).

38. **As mitigation measures of temporary disturbance**, contractors and PIU will ensure and comply the issues of pedestrian's safety relating design consideration such as dedicated pedestrian walkways on roads, covering of drainages (metal sheet/pontoon) to serve as walkways, provision of speed bumps in areas where there is high traffic for school children and accident- prone stretches, and provision of safety signs and boards. During construction phase, mitigation measures as specified in the subproject EMPs will be implemented by the contractors and closely supervised by Paurashava PMO and consultants;

39. Road closure is not anticipated during construction period. The contractor/s will be required to submit a traffic management plan and implement in coordination with Paurashava traffic authority. Provision of alternative routes and this will be communicated via public announcements, billboards and notices.

40. The contractors will be required to factor in their work schedules the timing of operations of business/shops along the alignments. The businesses/ shops will be notified 7 days and again 2 days prior to start of construction activities. Access will be maintained through provisions of planks and metal sheets across trenches;

41. The contractors will be required to repair/ restore any damaged assets to its pre-construction condition at own cost.

B. Impacts and Outcome of the Subprojects

42. Physical, social and economic displacement is an inevitable part of part of development. Road widening, construction of drain and street lights in the urban areas are the main subprojects in the Paurashava under this package. In most cases these facilities are created based on fulfilling short term needs. Therefore, normally no land acquisition is proposed for the Paurashava development plan. Most of the development subprojects in the Paurashava are taken on the existing land of Paurashava or khas land.

43. The subproject covers improvement and construction of roads and drainage to extend facilities for the urban dwellers in the subproject location and will bring direct benefit to the inhabitants of the Paurashava area. The roads and drainage construction/improvement under the program will improve transport facilities & increase the capacity of receding waste water from industries, households, commercial premises etc. The subproject is expected to increase area coverage of drainage and will guarantee health condition & reduce transport cost of goods and services including travelling cost of the residents of the town. The outcome of the subproject is improved transport & drainage system within the Paurashava area and also

44. Construction/improvement of the drains will ensure efficient drainage system within the subproject area. The present subprojects are therefore, designed for an expansion of transport facilities and improvement of the drainage system to meet the present and calculated future demands for the citizens of Paurashava. The subproject expected to improve the service standards with respect to proper transport and drainage facilities.

C. SUBPROJECT Impacts, BENEFITS and Anticipated Negative Impacts

45. **Employment and Poverty Alleviation.** The subproject investments will contribute to eradicating poverty by promoting the expansion of employment and business opportunities. Labor intensive technologies will be adopted during the construction phase which will create short-term employment opportunities for those in the Paurashava's skilled and unskilled labor force.

46. Long-term employment opportunities will subsequently be created during each subproject's operations phase particularly in relation to O&M activities. It is also expected that the subproject investments on basic urban and economic infrastructures will encourage private sector investments thereby creating more business and employment opportunities.

47. Through construction and improvement of road & drain under the subproject is anticipated to bring various quantifiable benefits. Availability of good drainage facilities will add to improve both the quality of life, and living condition of residents, easy transportation with low cost, which will bring new avenues for investments and consequently will boost up economic development. Extended benefits will include employment opportunity of local people in construction works and thus to receive short-term socio-economic benefits. To ensure benefits to local people, the Contractors will be required to employ labor force from local communities, particularly within the vicinity of construction sites as much as possible. The main beneficiaries of the improved road & drainage, street light will be for the citizens of Paurashava area provided with better transport & drainage facilities to a considerable number of populations of the town. This will improve the quality of life of residents of the city as well as raising standards of both individual and public health. Moreover, the subproject will bring economic gains to local people in the form of increased employment and while spending less on healthcare & transport, will save money leading to improve in livelihood standards significantly.

48. Local people, including women, should be given the opportunity to be engaged as construction workers, and as sub-contractors. There are no indigenous people or cultural heritage sites that will be affected during the implementation of the subprojects.

49. **Overall Social Impact:** On the overall, the outcome of social screening confirms that local people are positive about the implementation of the subprojects.

D. Mitigations of Social Concerns

50. Although the road and drainage schemes under the subproject construction/improvement is not expecting any land acquisition and involuntary resettlement, either physical or economic displacement, or temporary restrictions to land use. However, some assumptions were made that during civil works for different schemes, pedestrians, residents and shop keepers/different business operators carrying out different economic activities particularly beside the road; customers might face temporary disturbances in connection to movement and operate their business. In order to avoid even minor temporary disturbances during the construction activities, the following measures are suggested to eliminate such impacts:

- Informing all residents' local households and traders about the nature and duration of works in advance, so that they can make necessary preparations to face the situation.
- Providing wooden walkways/planks across trenches for pedestrians and metal

sheets where vehicle access is required and proper precautions and barricade will be provided to avoid accidents into the ditch for children, women, elderly people and handicapped and vehicle. Also, proper signboard, milking, leaflet and communications are essential in this connection. Necessary alternative road network and diversion of traffic will be mandatory for this. Project authority and contractors will be liable and compensate any loss or damage due to negligence of contractors and this should be included in the contract document and procurement policy of the contractors.

- Increasing the workforce and using appropriate equipment to complete the work in a minimum timeframe.
- Suggest people to wear mask to prevent from dust problem during construction and also routine water spray is essential to avoid and minimize dust in the air and nearby residence.
- Other social concern, if any will be properly solved by Grievance Redress Committee (GRC) under the Grievance Redress Mechanism (GRM) of the project already formed by the PIU/PMCU.
- Paurashava will prepare Social Action Plan (SAP), Gender Action (GAP), Poverty Reduction Plan and Stakeholders Engagement Plan in this connection. Gender segregated data will be preserved thorough routine monitoring of implementation work and Paurashava will preserve baseline information of pre project, during project and post project evaluation by formation of social development unit of the Paurashava.
- Any other preventive measures to be adopted as required considering the situation during construction.

51. Therefore, the above mitigation measures during civil works would not impede local resident, pedestrians' customers and clients from shopping locally or using the usual services from local businesses.

E. Grievance Redress Mechanism (GRM)

52. In order to receive and facilitate the resolution of affected people's concerns, complaints, and grievances concerning the subproject's safeguards performance, a GRM to be established at PIU level. This GRM will work to address any complaints that arise during the implementation of the subproject. In addition, the GRM will include a proactive measure before commencement of construction of subproject (prior to mobilization), the community will be formally advised of project implementation details, so that all necessary project information is communicated effectively to the community and their immediate concerns can be addressed. This proactive approach with communities will be pursued throughout the implementation of the subproject.

53. A project-specific grievance redress mechanism (GRM) will be established to receive, evaluate, and facilitate the resolution of PAP's concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project.

54. The GRM will provide an accessible and trusted platform for receiving and facilitating resolution of affected persons' grievances related to the project. The multi-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required.

55. Paurashava-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The PIU designated safeguard focal person and governance improvement and capacity development consultants (GICDC) will

conduct Paurashava-wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements, and will work with the project management Office (PMO) at Paurashava level and management design and supervision consultants (MDSC) to help ensure that their grievances are addressed.

56. Across Paurashava public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The project implementation unit (PIU) under the guidance of Chief Executive officer/ Secretary/ Sociologist of Paurashava or any other person will conduct as focal person at Paurashava-wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements and will work with the PIU safeguards assistant to help ensure that their grievances are addressed.

57. Project Affected persons (PAPs) will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that will have been installed/ or already installed by project Paurashava or through telephone hotlines at accessible locations, by e-mail, by post, by post, WhatsApp or by writing in a complaints register in Paurashava offices. Appendix -6 has the sample grievance registration form. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. The project management office (PMO) safeguard officer will have the overall responsibility for timely grievance redressing on environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party through the PIU designated safeguard focal person.

58. Deputy Project Manager/ Senior Assistant Engineer/ Resettlement officer at headquarter from project management unit (PMU)/Project Implementation Unit (PIU) will have the overall responsibility for timely grievance redressing on environmental and social safeguards issues and for monitoring of grievances, related disclosure, and communication with the aggrieved party at headquarter.

59. **Grievance redress process.** In case of grievances that are immediate and urgent in the perception of the complainant, the Social Coordinator, Contractor and Social Safeguard and Environment Specialist from the project management and supervision consultants (MDSC)/ Project Management and Supervision Consultant (PMSC) on-site will provide the most easily accessible or first level of contact for quick resolution of grievances. Contact phone numbers and names of the concerned PIU safeguards assistant, contractors, PMU safeguards officer, PMSC environmental and social safeguards specialists will be posted at all construction sites at visible locations.

- a) **1st Level Grievance.** The phone number of the PIU office should be made available at the construction site signboards. The contractors and PIU safeguard focal person can immediately resolve on-site in consultation with each other, and will be required to do so within 7 days of receipt of a complaint/grievance.
- b) **2nd Level Grievance.** All grievances that cannot be redressed within 7 days at field/ward level will be reviewed by the grievance redress cell (GRC) headed by Panel Mayor of the Paurashava with support from PIU designated safeguard focal person and MDSC regional environment and resettlement specialists. GRC will attempt to resolve them within 15 days.² The PIU designated safeguard focal person will be

² Grievance redress cell (GRC) will have been formed at Paurashava-level. For example in Paurashava, the GRC comprises Panel Mayor as Chairperson, and 1 councilor, the Paurashava Executive Engineer, Secretary Paurashava and Paurashava administrative officer, as members. All Paurashava-level GRCs shall have at least one-woman member/chairperson and AP representative or independent NGO as committee member. In addition, for project-related grievances, representatives of APs, community-based organizations (CBOs), and eminent citizens must be invited as observers in GRC meetings.

responsible to see through the process of redressal of each grievance.

- c) **3rd Level Grievance.** The PIU designated safeguard focal person will refer any unresolved or major issues to the PMO safeguard officer and MDSC national environmental and resettlement specialists. The PMO in consultation with these officers/specialists will resolve them within 30 days

60. 1st Level Grievance, Paurashava Level PIU. The contractors, PIU Safeguard and Gender Focal person can immediately resolve issues on-site or at Paurashava level in consultation with each other with the support of Administrative Officer of Paurashava, designated municipal ward councilor and will be required to do so within 7 days of receipt of a complaint/grievance. Assistance of ward level coordination committees (WLCC) will be sought if required for resolution of the issue, by any one or all of them jointly. The first level grievance redress team will be comprised of the following members:

- i. Chief Executive Officer or Paurashava Secretary
- ii. Executive Engineer, Paurashava/ Safeguard and Gender Focal person
- iii. Administrative Officer, Paurashava (will act as secretary GRC level-1)
- iv. Municipal Ward Councilor (designated)/ WLCC member
- v. Environment Health Safety (EHS Supervisor)/Social Coordinator, Contractor
- vi. Affected Person's Representative/ Community or NGO Representative of project Area

61. 2nd Level Grievance, Paurashava Level. All grievances that cannot be redressed within 7 days at WARD level will be brought up to the Second level grievance redress team headed by the Panel Mayor. Construction Supervision and Safeguards Engineers /Asst. Supervision and Safeguards Engineers, MSDC/PMSC at Paurashava level will attempt to resolve the grievance /complaint within 15 days. At the composition of 2nd level grievance redress team will be as follows:

- i. Panel Mayor of the Paurashava
- ii. Chief Executive Officer/ Secretary (will act as member secretary)
- iii. Executive Engineer of the Paurashava
- iv. Concerned Councilor of the Paurashava)
- v. Executive Engineer of the Paurashava
- vi. Administrative officer of the Paurashava
- vii. One women member/ Reserve women seat councilor
- viii. Representative of Affected Person/ TLCC member/ NGO member

62. 3rd Level Grievance, Project Implementation Unit (PIU)/ Project Management Unit (PMU) Level at headquarter. All grievances that cannot be redressed within 30 days at 3rd level will be brought up to the PIU/PMU level. safeguards team will refer any unresolved or major issues to the PIU/PMU level grievance redress team, that will be headed by the Project Director and will have Deputy Project Director, social safeguard, environment safeguards and gender Assistant Directors and PMSC, who will resolve the complaints/grievances within 30 days. The PMU level grievance team will comprise of:

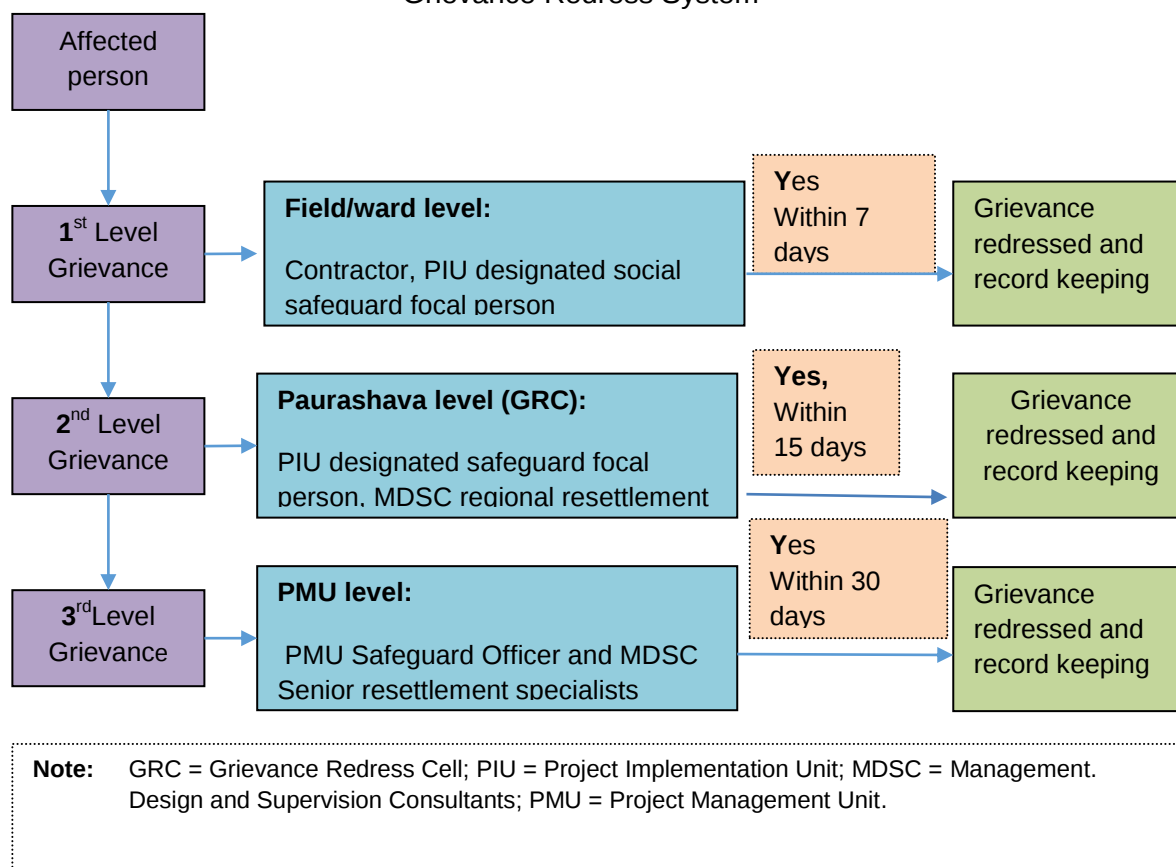
- i. Project Director,
- ii. Mayor of the Paurashava
- iii. Deputy Project Director (Safeguards)/ Project Manager

- iv. Deputy Project Manager (DPM)/ Senior Assistant Engineer (will act as member secretary GRC level-3)
- v. Assistant Director (Environment)/ National Environmental Consultant
- vi. Assistant Director (Social Safeguards)/ National Safeguard Consultant
- vii. Assistant Director (Gender) *supported by* Social, Environment and Gender Specialist/ National Gender Specialist, MDSC/PMSC

63. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

64. In the event that the established GRM is not in a position to resolve the issue, the affected person also can 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). Before submitting a complaint to the Accountability Mechanism, it is necessary that an affected person makes a good faith effort to solve the problem by working with the concerned ADB operations department and/or BRM. Only after doing that, and if they are still dissatisfied, the Accountability Mechanism will consider the complaint eligible for review. The complaint can be submitted in any of the official languages of ADB's developing member countries. The ADB Accountability Mechanism information will be included in the project-relevant information to be distributed to the affected communities, as part of the project GRM.

Figure-3: GRM Diagram
GRM Diagram
Grievance Redress System



65. The GRM will address affected people's concerns and complaints proactively and promptly, using an understandable, communicated, and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the affected people at no costs and without retribution. The mechanism will not impede access to the

Country's judicial or administrative remedies. Accordingly, the focal person of PIUs started briefing among the concerned project stakeholders about the GRM procedures of UGIIP and also focusing the mitigation process of grievance/complaint received from the community, if any. It needs to be mentioned that the Consultants discussed /briefed about the formation of GRM, its functions & responsibilities among the project community/ in the subproject area different times during site visit.

66. Recordkeeping. Records of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions and the date these were effected and final outcome will be kept by PIU. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the PMO office at headquarter, Paurashava office, and on the web, as well as reported in monitoring reports submitted to ADB on a semi-annual basis.

66. Periodic review and documentation of lessons learned. The PMO safeguard officer will periodically review the functioning of the GRM in each Paurashava and record information on the effectiveness of the mechanism, especially on the project's ability to prevent and address grievances.

67. Costs. All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the concerned PIU at Paurashava-level; while costs related to escalated grievances will be met by the PMO. Cost estimates for grievance redress will be borne from contingency budget.

V. CONCLUSION

A. Summary and Conclusion

68. A due diligence process was conducted for the subproject to examine the IR issues particularly with respect to the requirements of the ADB's SPS (2009) and Land Acquisition Policy of GOB. However, the road and drainage construction/improvement under the subproject at Kumarkhali Paurashava will be a straight forward construction/improvement along the existing road on Paurashava/Government lands. As a result, the subproject's roads & drain improvement/construction will neither cross nor affect any land or any structures. Further, any disturbance will be limited to construction period only. The likely impacts are short- term, localized and could either be easily avoided or mitigated. The present report describes the findings of the study focused on the subproject likely impacts in terms of social safeguard and Involuntary Resettlement. The results of the study suggest that the impact of this subproject does not incur any land acquisition, resettlement or economic displacement. The reasons for this outcome are:

- i. Construction of new drains will be done alongside of existing roads are encumbrance free;
- ii. Improvement of the proposed road will be done on the existing road ROW is also are encumbrance free; and
- iii. the population of the town along the proposed subproject alignments will hardly impede their business or any other economic activities due to construction of drains, so there should be no resulting losses in income or assets;

69. The subproject is unlikely to have any involuntary resettlement impacts, thus can be classified as a Category C considering the impacts. As a result, it will not require any resettlement survey and preparation of Resettlement Plan (RP). But it will require extensive consultations/ discussions, with the people and beneficiaries and to ensure their participation during implementation of the subproject to solve negative impacts if any, to expedite project works. However, safeguard compliance monitoring will still be conducted during the project implementation and civil works activities.

70. The proposed infrastructure improvements for the construction of the road and drain subprojects and will not change the present land use pattern. No transfer of land or donation will be involved.

71. Due to project intervention, there will be no compensation requirements, no loss of

income of any person or any asset, either privately or publicly owned. However, in case any claims or complaints are submitted during the construction period, an effective and efficient Grievance Redress Mechanism will be established, and mitigation measures will be adopted as per the approved EMP. This will enhance provision of timely and sensible hearings and facilitate solutions.

72. There are no land acquisitions and resettlement related issues as the entire work is proposed on existing ROW and vacant land parcel which the Paurashava authority has agreed to provide with the understanding that it will also benefit the concerned Ward residents of the Paurashava. All development works will be carried out within the ROW and edge of the road and drain, no additional land will be required.

73. During implementation this DDR will be again checked and reviewed if any change in design necessary measure will be taken. In case any involuntary resettlement impacts identified, this due diligence report will be updated accordingly including the revision of project impact category and will be submitted to ADB for approval before start of civil works.

74. **DDR Budget.** A budget estimate of BDT 100,000 for DDR updating and other activities including grievance redress, consultation and information dissemination, is considered also a contingency budget of 5% of construction cost will be considered for unseen needs of any resettlement impact identified later based on any change during implementation period and other activities including, preparation and implementation of social action plan (SAP) and gender action plan(GAP)etc.

B. Next Steps

75. The DDR will be updated during detailed design and detailed measurement survey. Any change in site or alignments during implementation period will be assessed afresh for land acquisition, involuntary resettlement impacts. The following information will be included in the updated DDR:

- a. During implementation, if any involuntary resettlement impact is identified, a resettlement plan would be prepared in accordance with the project Resettlement Framework.
- b. The project proponent has obtained a no objection certificate (NOC) from the Concerned Paurashava for construction of the proposed subprojects.
 - (i) The project proponent will approve proposed consultation and allocate 5% the DDR contingency budget.
 - (ii) Google earth map of the selected location of the subprojects will be updated to the DDR.
 - (iii) Formal and informal consultations will be carried out including, but not limited to: focus group discussions (FGDs), public meetings, community discussions, and in-depth and key informant interviews. Intensive information dissemination campaign will be conducted. The updated DDR will include details of such consultations.
 - (iv) The Land Acquisition and Due Diligence Report will be submitted to ADB for obtaining necessary clearance and will be disclosed in website, compensation will be paid to the affected persons as per the agreed entitlements prior to commencement of construction work.
 - (v) The NoC and self-declaration of Paurashava will be appended in the updated DDR.
 - (vi) Meaningful consultation will be carried out throughout the project cycle with local residents, traders, businessmen etc. Details of such consultation will be incorporated in the updated DDR.

**APPENDIX-1: INVOLUNTARY RESETTLEMENT (IR) IMPACTS CHECKLIST BY SCHEMES OF THE ROAD AND DRAIN SUBPROJECT, KUMARKHALI
Package-03, Road and Drain Sub Projects (Roads+ Drain+ Streetlights)**

Sl. No.	FY	PDP SI No.	Scheme Name/ Name of Works	Length (m)/Nos.	Type of assets/structure along the roads and drains alignment	Possible Impacts, Physical and Economic Displacement	Remarks
	2023-2024		Name of Sub-Project: Construction/Improvement of Roads 3,482m in 4 locations, RCC Drains 1,620m in 2 locations, Protection Work 79m & installation of Street Light 71 nos. at Kumarkhali Paurashava, Kushtia District.				
		R-009	Improvement of road by DBC from Durgapur Moshar House road (Ch. 0.00m to Ch. 225m) & installation of Street Light 09 nos. at ward no. - 1, Kumarkhali Paurashava, Kushtia. Total Length = 225m.	225	Mainly are , housing structures boundary wall, open land roadsidetrees, etc. along both sides of the road alignments	Not expected	Own land and all structures on the edge of the road alignment
1		R-016	Improvement of road by DBC and RCC from Kumarkhali Dak-Bangla to Durgapur Primary School Part: A (Ch. 0.00m to Ch. 452m) & Part: B (Ch. 0.00m to Ch. 250m) & installation of Street Light 25 nos. at ward no. - 01, Kumarkhali Paurashava, Kushtia. Total Length of road = 702m.	702	Mainly are , open area pond , agriculture land, etc. along both sides of the road.	Not expected	Own land and all structures on the edge of the road alignment
2		R-017	Improvement of road by DBC from Tebaria Jhawtola to Amtola (Khorshed Road) (Ch. 0.00m to Ch. 1465m) including Protection Work at (Ch. 247m to Ch. 306m, R/S) at ward No. - 08 & 09, Kumarkhali Paurashava, Kushtia. Total Length of road = 1465m.	1465	Mainly are shops,, open area, housing structures , roadside trees etc. along both sides of the road.	Not expected	Own land and all structures on the edge of the road alignment
3		R-018	Improvement of road by DBC from Tebaria Jhawtola to Fultola (Abdul Jalil Road) (Ch. 0.00m to Ch. 1090m) including Protection Work at (Ch. 1060m to Ch. 1090m, L/S) & installation of Street Light 37 nos. at ward no. - 07 & 08, Kumarkhali Paurashava, Kushtia. Total Length of road = 1090m.	1090	Mainly are residences, shops boundary wall, open area etc. along sides of the road	Not expected	Own land and all structures on the edge of the road alignment
4			Total Road (A) =	3482			
5		D-003	Construction of RCC Drain from Durgapur School to RHD Road Cross Drain via Upazila Parishad and Dukbangla (Ch. 0.00m to Ch. 700m), Link Drain (i): from Residential area to proposed Drain D - 003 (at Ch. 236m) via Mohila College (Ch. 160m to Ch. 0.00m) and Link Drain (ii): from Residential area to proposed Drain D - 003 (at Ch. 375m) (Ch. 0.00m to 200m) at ward no. - 01, Kumarkhali Paurashava, Kushtia. Total Length = 1060m.	1060	Mainly are residences, boundary wall, open area etc. along sides of the drain.	Not expected	Own land and all structures on the edge of the road alignment
6		D-016	Construction of RCC Drain from Tebaria Shahin Mour to River Gorai via Bhari Mosque (Ch. 0.00m to Ch. 560m) at ward no. - 08, Kumarkhali Paurashava, Kushtia. Total Length = 560m.	560	Mainly are residences, boundary wall, open area etc. along sides of the drain.	Not expected	Own land and all structures on the edge of the road alignment
			Total Drain (B) =	1620			
			Grand Total (A+B) =	R = 3,482 D = 1,620			

**APPENDIX-2: DRAFT PROJECT INFORMATION LEAFLET ON SOCIAL SAFEGUARDS
ISSUES**

**Government of the People's Republic of Bangladesh
Ministry of Local Government, Rural Development and Cooperatives
Local Government Division
Local Government Engineering Department**

Project Information Leaflet (Draft)

For

Improving Urban Governance Infrastructure Programme (IUGIP)

1. Introduction to the Project UGIIP: The Improving Urban Government Infrastructure Improvement Programme is under implementation by the Government for development of different infrastructure facilities covering selected Paurashavas of the country. The Project will support development of key urban infrastructure, focusing on urban environment and economic development through strengthening municipal management and capacity for effective and sustainable development. The project is implementing number of subprojects funded by ADB and GoB. The subprojects under IUGIP eligible for funding assistance include transport, water supply & sanitation, solid waste management, drainage, municipal facilities like kitchen market, supermarket development, park etc.

2. Implementation Arrangement: Local Government Engineering Department (LGED) is the lead executing agency of the Project. Different subprojects to be undertaken will be implemented by a number of Implementing Agencies, such as: LGED, Paurashavas as under the project area.

3. Sub-project Selection Procedure: The implementation of the Project includes identified sample sub-projects during PPTA along with selection & approval of additional new sub-projects during implementation. The process for selection and approval of new sub-projects are: PMCU invited proposals from **municipalities** and urban centers covered under the Project. Upon approval of the Steering Committee and no objection from ADB, a feasibility study was carried out by the Consultants following the procedure of PPTA and finally is implementing those subprojects found feasible.

4. Land Acquisition & Resettlement of the project affected people: The project is unlikely to have significant land acquisition & resettlement impacts. The basic principles of UGIIP are to: (i) avoid involuntary resettlement whenever feasible; (ii) minimize resettlement where population displacement is unavoidable; and (iii) ensure that displaced persons receive assistance so that they are at least as well-off as they would have been in the absence of the project.

5. The persons eligible for compensation: The PAPs with or without title to land & properties will be entitled for compensation, resettlement benefits & assistance following the RF and the ADB policy. The PAPs “with” title to the lands will receive cash compensation for their affected lands, including the structures, fences they have constructed, and crops and trees planted on the lands. Those “without” title to the lands will be compensated for their structures constructed thereon, and crops and trees they have grown in the affected lands. PAPs eligible for compensation to be identified through a census & detail measurement survey of the affected prosperities.

6. Time for conducting census and inventory of losses in the subproject area: After finalization of detail design for a subproject, concerned PIU office will mark the subproject alignments. After that consultant with support from the PIUs will conduct the census of all PAPs and will record the inventory of their affected properties in survey questionnaire. The properties recorded in the survey questionnaire will be the bases in calculating the compensation. The completion date of the census survey will be considered “cut-off-date” for receiving entitlements by the PAPs. After the cut-off-date, no new persons, buildings/ structures or cause, any kind of land use change, will be considered eligible for compensation or resettlement assistance.

7. Category of Vulnerable Project Affected Persons (PAPs): i) Households below the poverty line, ii) Households headed by the elderly persons iii) Households headed by physically handicapped, iv) Households headed by women & v) Households headed by Indigenous Persons

8. Bases for calculating the compensation: All unit prices for calculating the compensation for lands, structure and other affected assets will be based on replacement cost at prevailing market rates in the subproject area.

9. Provision of other benefits to the PAPs: There are various benefits e.g. income restoration, relocation/shifting, vulnerability allowances that the PAPs will get from the project. In addition, APs or any member of their family will be provided with skill development trainings and also in employment during construction of the subprojects. In the long-term, the subprojects will be of great help to the people.

10. Responsibility of compensation Payment: Depending on the types of loss, the Deputy Commissioner, PIU/PMCU will pay compensation to PAPs

11. Procedure for resolving the grievances/issues related to compensation or other Social Safeguard Issues: A Grievance Redress Mechanism (GRM) framed for the project with the objective to receive & facilitate resolution of PAPs, complains & grievances to ensure project safeguard performance. The GRM should be scaled to the risks and adverse impacts of the project. It should address displaced persons concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the affected people at no costs. The GRM shall not impede access to the existing judicial or administrative remedies. The APs will be appropriately informed about the mechanism. The PAPs would have every access to file any complaint with the local Grievance Redress Committee (GRC) that established at each PIU. A focal person at each PIU level is responsible (Resettlement safeguards officer or Project Manager) to record complains from PAPs with convening GRC meetings, recording decisions, issuing minutes of the meetings and taking follow up action etc. The duties of the GRC are: (i) provide necessary support to PAPs on safeguard related issues; (ii) record grievances of PAPs and prioritize those that need immediate resolutions; (iii) inform the PMCU of serious disputes that need to be resolved within the appropriate period; and (iv) update the PAPs on status of their complaints.

12. Public disclosure of social safeguard Documents/Resettlement Plans: The resettlement plan or other safeguard documents of the project/subproject will be disclosed among the PAPs and beneficiaries in a local language. These documents will also be uploaded on IUGIP/LGED and the ADB website to facilitate dialogue with other individuals and organizations. The PMCU & ADB will ensure the safeguard documents for the subprojects to receive the feedback from stakeholders' during implementation and to disseminate the necessary information about the major changes of a scheme under the subproject (if any).

APPENDIX-3: POSSIBLE IMPACT ASSESSMENT CHECKLIST

Note: This is an expanded checklist based on ADB IR Impact Assessment Checklist. The modifications are indented to facilitate quick IR assessment by PIUs of a proposed sub-project. The checklist may be modified as deemed necessary during project implementation

A. Introduction

Each sub-project/component needs to be screened for any involuntary resettlement impacts which will occur or have already occurred. This screening determines the necessary action to be taken by the Project team/design consultants.

B. Information on proposed scheme/Sub-Project :

- a. District name: Kushtia
- b. Location: Kumarkhali Paurashava, Upazila: Kumarkhali, Kushtia
- a. Proposed scheme considered in this checklist: (check one)
 - x-- roads
 - x-- drainages
 - water supply
 - solid waste management
 - sanitation
 - (Toilets, seepage management, etc.)
 - x--- street lighting
 - community center/auditorium
 - bus and truck terminals
 - river ghats
 - Others (please specify)

C. Screening Questions for Involuntary Resettlement Impact

Involuntary Resettlement Impacts	Yes	No	Not Known	Remarks
Will the Project include any physical construction work?	X			
Does the proposed activity include upgrading or rehabilitation of existing physical facilities?	X			
A. Land (not applicable for public ROWs)				
1. Ownership of land known?	n/a	n/a		
2. Land purchase/acquisition (answer required even for land donation and/or negotiated land purchase)- Not applicable				
a. permanent (owner/s required to transfer ownership/rights to Paurashava)		X		
b. temporary (owner/s retain rights/ownership)		X		
c. not required	X			
3. Current usage of the land known?	X			
4. Are there any non-titled people who live or earn their livelihood at the site/land?		X		

Involuntary Resettlement Impacts	Yes	No	Not Known	Remarks
5. Are there any existing structures on <u>land</u> ?		X		
<i>(if yes, complete the following information)</i>	Not applicable			
- Residential		X		
- Business/shops/stalls		X		
- Fences		X		
- Water wells		X		
- Sanitation facility		X		
- Others (specify) _____		X		
6. Are there any trees on land?		X		
7. Are there any crops on land?		X		
8. Will people lose access to:		X		
- any facility		X		
- services		X		
- natural resources		X		
9. Will any social or economic activities be affected by land use-related changes?		X		
10. Are any of the Project affected persons (PAP) from indigenous or ethnic minority groups?		X		
B. Linear Works				
1. Within public ROW?		X		
2. Structures on ROW? <i>(applicable to full or partial parts, applicable to permanent/semi-permanent structures)</i>		X		
- Residential		X		
- Commercial/business/stalls		X		
- Fence/boundary walls		X		
- Sanitation facility		X		
- Community facility		X		
- School/educational facility		X		

Involuntary Resettlement Impacts	Yes	No	Not Known	Remarks
- Religious structure		X		
- Service provision (light poles, water wells, etc.)		X		
- Others (specify)		X		
3. Any mobile vendors/hawkers using ROW?		X		
4. Will there be loss of agricultural plots?		X		
5. Will there be loss of trees?		X		
6. Will there be loss of crops?		X		
5. Will people lose access to:				
- any facility		X		
- services		X		
- natural resources		X		
6. Are any of the Project affected persons (PAP) from indigenous or ethnic minority groups?		X		

D. Attachments

1. Sub-Project with land requirement: Not applicable

- a. Photograph/s of site/s: not applicable
- b. Photograph/s of existing structure/s (permanent/semi-permanent): not applicable

2. Sub-Project along ROWs:

- a. Photograph/s of each alignment (chain age wise at least 200 meters): not applicable
- B. Photograph/s of existing structure/s (permanent/semi-permanent): not applicable
- C. Photograph/s of trees/crops: not applicable

APPENDIX-4: INDIGENOUS PEOPLE CHECKLIST/ SMALL ETHNIC COMMUNITIES (SEC) IMPACTS

A. Introduction:

Each Project/Sub-Project/component needs to be screened for any indigenous people Impacts which will occur or have already occurred. This screening determines the necessary action to be taken by the Project team.

B. Information on Project/Sub-Project/component:

1. District name: Kushtia
2. Location (km): At Kumarkhali distance around 15 km from district headquarter- Kushtia

C. Technical description:

The Sub-Project contains 4 roads and 2 drains. The components of the sub-project will involve schemes of rehabilitation of roads; R = 3,482m, D = 1,620m of existing of drainage and 71 street lights and in the upcoming project of UGIIP.

Screening Questions for Indigenous People/SEC Impact

KEY CONCERNS (Please provide elaborations in the "Remarks" column)	YES	NO	NOT KNOWN	Remarks
A. Indigenous Peoples/SEC Identification				
1. Are there socio-cultural groups present in or using the Project area who may be considered "tribes" (hill tribes, scheduled tribes, IP/SEC), "minorities" (ethnic or national minorities), or "indigenous communities"?		X		
2. Are there national or local laws or policies as well as anthropological researches/studies that consider these groups present in or using the Project area as belonging to "ethnic minorities," scheduled tribes, IP/SEC, national minorities, or cultural communities?			X	
3. Do such groups self-identify as being part of a distinct social and cultural group?			X	
4. Do such groups maintain collective attachments to distinct habitats or ancestral territories and/or to the natural resources in these habitats and territories?			X	
5. Do such groups maintain cultural, economic, social, and political institutions distinct from the dominant society and culture?			X	
6. Do such groups speak a distinct language or dialect?			X	
7. Have such groups been historically, socially, and economically marginalized, disempowered, excluded, and /or discriminated against?			X	
8. Are such groups represented as "indigenous peoples," "ethnic minorities," "scheduled tribes," or "IP populations" in any formal decision-making bodies at the national or local levels?			X	
B. Identification of Potential Impacts				

KEY CONCERNS (Please provide elaborations in the "Remarks" column)	YES	NO	NOT KNOWN	Remarks
9. Will the Project directly or indirectly benefit or target indigenous peoples?		x		
10. Will the Project directly or indirectly affect indigenous peoples' traditional socio cultural and belief practices (e.g. Child-rearing, health, education, arts, and governance)?		X		
11. Will the Project affect the livelihood systems of indigenous peoples (e.g., food production system, natural resource management, crafts and trade, employment status)?		X		
12. Will the Project be in an area (land or territory) occupied, owned, or used by indigenous peoples, and/or claimed as ancestral domain?		X		
C. Identification of Special Requirements Will the Project activities include?				
13. Commercial development of the cultural resources and knowledge of indigenous peoples?		X		
14. Physical displacement from traditional or customary lands?		X		
15. Commercial development of natural resources (such as minerals, hydrocarbons, forests, water, hunting or fishing grounds) within customary lands under use that would impact the livelihoods or the cultural, ceremonial, and spiritual uses that define the identity and community of indigenous peoples?		X		
16. Establishing legal recognition of rights to lands and territories that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?		X		
17. Acquisition of lands that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?		X		

Indigenous People/SEC Impact

After reviewing the answers above, executing agency/safeguard team confirms that the proposed Subsection/ section/Sub-Project/component (tick as appropriate):

[] has indigenous people (IP)/SEC impact, so an SECDP or specific SEC action plan is required.

[√] has No IP/SEC impact, so no SECDP/specific action plan is required.

APPENDIX-5: SAMPLE GRIEVANCE REGISTRATION 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 Official(s) reviewing grievance)					
Action Taken:					
Whether Action Taken Disclosed: Yes () No ()					
Means of Disclosure:					

APPENDIX-6: SAMPLE GRIEVANCE REDRESS FORM (BENGALI VERSION)

অভিযোগ দাখিল ও নিরসন ফর্মের নমুনা

তৃতীয় নগর পরিচালন ও অবকাঠামো উন্নতিকরণ (সেক্টর) প্রকল্পের সফল বাস্তবায়নের ক্ষেত্রে যে কোন আপত্তি, অভিযোগ, পরামর্শ, প্রশ্ন এবং মতামতকে প্রকল্পে (Project) স্বাগত জানাই। আমরা অভিযোগকারিকে অভিযোগের সাথে নাম-ও যোগাযোগের ঠিকানা দিতে উৎসাহ দেই যাতে তাঁদের অভিযোগ নিরসনকল্পে প্রয়োজনীয় যোগাযোগ করতে ও পদক্ষেপ সম্বন্ধে তাঁদের সময় মতো জানানো যায়। আপনি যদি আপনার পরিচয় জানাতে চান অথচ তা জনসম্মুখে গোপন রাখতে ইচ্ছা পোষণ করেন তাহলে গোপনীয়শব্দটি ফর্মের উপরে উল্লেখ করুন। ধন্যবাদ।

তারিখঃ		রেজিস্ট্রেশনের স্থানঃ			
যোগাযোগের ঠিকানা/ব্যক্তিগত তথ্যঃ					
নামঃ		লিঙ্গ : (টিক দিন)	পুরুষঃ ☐ নারী : ☐	বয়সঃ	
বর্তমান ঠিকানাঃ					
ফোন নং					
ই-মেইল (যদি থাকে)					
আপত্তি/ অভিযোগ/ পরামর্শ/ প্রশ্ন /মতামত অনুগ্রহকরে আপনার অভিযোগের সাথে বিস্তারিত বর্ণনা (কে, কি, কোথায়, কিভাবে ইত্যাদি) প্রদান করুন।					
যদি এর সাথে কোন সংযুক্তি/নোট/চিঠি/ছবি যোগ করা হয় তাহলে টিক দিনঃ ☐					

শুধুমাত্র দাপ্তরিক কাজে ব্যবহারের জন্যে

নামঃ (যে কর্মকর্তার দ্বারা অভিযোগ রেজিস্ট্রিকৃত)	
যে-মাধ্যমে অভিযোগ গৃহীতঃ (টিক দিন)	১. নোট /চিঠিঃ ☐ ২. ই-মেইল : ☐ ৩. টেলিফোনে/সশরীরে-মৌখিক : ☐
যে কর্মকর্তা অভিযোগটি পর্যালোচনা করেনঃ	
এই অভিযোগের প্রেক্ষিতে যে পদক্ষেপ গ্রহণ করা হয়েছেঃ	
পদক্ষেপটি জনসম্মুখে প্রচার করা হয়েছে কি ? (টিক দিন)	১. হ্যাঁ : ☐ ২. না : ☐
যে-মাধ্যমে পদক্ষেপটি জনসম্মুখে প্রচার করা হয়েছেঃ	

APPENDIX-7: ATTENDANCE & RECORDS OF PUBLIC CONSULTATION

FGD-1

Venue/Location: Kazipara, Ward-1

No of Participants -12

Agenda: Consultation Meeting in Rehabilitation, Construction of road and drain.

Date:2/10/2022; Time:5.00 PM

A public consultation meeting was held at Kazipara (Ward No.: 01) for construction of the Improvement of Road and drain of the Ward and adjacent areas, under Kumarkhali Paurashava,, Kushtia The public consultation meeting was presided over by SM Shahinoor local Councilor of Ward No. 1 of the Pourashava.

Consultants from Social Safeguard Team of feasibility survey team of UGIIP were present in the meeting. The represented participants were from concern communities, users of roads and drain beneficiaries, and representatives of local government agencies. It is mentioned here, most of the roads is bad and earthen. Some portion of road and drain remain waterlogged in monsoon, some roads are narrow and not paved and longtime remain in pot holes.

The agenda of the meeting was to communicate on the planning, improvement, reconstruction, rehabilitation of the sub-project under upcoming UGIIP implementation phase.

The Resettlement Specialist and survey team member, briefed the participants regarding the goals and objectives of the Projects and safeguard issues relating to public temporary disturbance during construction period and also probable mitigation measures highlighting that there would be no land acquisition or public donation of land for the sub-project implementation as the activities will be implemented inside the ROWs and also informed the meeting that no indigenous / tribal people will be affected. The issues raised during the public consultation have been addressed in this Due Diligence Report (DDR), noting these issues would not pose any significant constraint in the implementation of proposed sub-projects.

During open discussion session, participants raised following questions, queries and suggestions:

- Participants urged the Pourashava officials to ensure quality of the work and timely completion of the task
- The participants suggested that the implementation of the sub-project would not have any impact on the livelihood of the poor and no structure should be demolished and no private land use in any form.
- The participants requested to ensure proper safety measures during construction period and alternative road arrangement for Pedestrians.

The participants requested the consultants to implement the sub-projects as early as possible and they (community) will is very eager to extend all kinds of cooperation for implementing the sub-project.

The meeting concluded with thanks from the chair to the participants. A list of participants and Photographs of consultation meeting are given below:



FGD-1, Kazipara, Kumarkhali



FGD-1, Kazipara ,Kumarkhali

Photo: FGD -1, Ward No-1

Urban Governance and Infrastructure Improvement Programme (UGIIP),

LGED

Project Readiness Services

Focus Group Discussion (FGD) for Social and Environmental Safeguards

Name of the Pourashava: Kumar Khali

Name of Location: Kazi Para Ward No: 05 01

Visit/ Meeting Date: 02.10.2022 Time: 5.00 pm

List of Participants

Serial (ক্রমিক)	Name (নাম)	Contact No (মোবাইল)	Occupation (পেশা)	Signature (স্বাক্ষর)
1.	S.M. Shahinur Rahman	01762304800	Councillor	[Signature]
2.	M.D. Razaur Rahman	0171173164	Teacher	[Signature]
3.	B.M. Amjad Hossain	01728452914	-R	[Signature]
4.	Abu Taleem	01722470836	Priz	[Signature]
5.	Megbaur Rahman	01749062350	Business	[Signature]
6.	Kafil Uddin	01609052172		[Signature]
7.	Mashfiqur Rahman	01302012830	Student	[Signature]
8.	Rafiqur Rahman	01639203818	4	Rafiqur
9.	Mondir	01834830020	4	[Signature]
10.	Rabbi	01832880358	4	[Signature]
11.	Shuyon	01924323735	Business	[Signature]
12.	Bahadur	01637429376	4	[Signature]
13.				
14.				
15.				

Photo: Attendance, FGD-1, Ward No-5, Pourashava office

FGD meeting- 02**Venue/Location: Amtala(Ward No: -09), Kumarkhali Pourashava****Date: 4.10.2022-; Time: 6.15PM.****No of Participants 12****Agenda: Consultation Meeting in Rehabilitation, Construction of road and up gradation of drainage**

A public consultation meeting was held at Sharkandi (Ward No.:09). The public consultation meeting was presided over by Md. Mizanur Rahman, local Councilor, Ward-9 of the Pourashava.

Consultants from Social Safeguard team of project feasibility survey of IUGIP were present in the meeting. The represented participants were from concern communities, users of roads, drainage, and representatives of local government agencies. Some portion of road and drain remain waterlogged in monsoon, some roads are narrow and not paved and longtime remain in pot holes at various points.

The agenda of the meeting was to communicate on the planning, improvement, construction, rehabilitation of the sub-project under IUGIP.

The Resettlement Specialist survey team member, briefed the participants regarding the goals and objectives of the Projects and safeguard issues relating to public temporary disturbance during construction period and also probable mitigation measures highlighting that there would be no land acquisition or public donation of land and livelihood loss for the sub-project implementation as the activities will be implemented inside the ROWs and also informed the meeting that no indigenous / tribal people will be affected. The issues raised during the public consultation have been addressed in this Due Diligence Report (DDR), noting these issues would not pose any significant constraint in the implementation of proposed sub-projects.

During open discussion session, participants raised following questions, queries and suggestions:

- Participants of the FGD meeting urged the Pourashava officials to ensure quality of the work and timely completion of the subprojects. At the same time, they demanded controlling dust and checking accidents in the project site, especially children, students, women, handicapped and elderly people.
- The participants want to know the detailed design of the sub-projects, length, width etc.
- The participants suggested that the implementation of the sub-project would not have any impact on the livelihood of the poor and no structure should be demolished and no private land use in any form. They also urged that non titled and squatters shouldn't be any how affected.
- The participants requested to ensure proper safety measures during construction period and alternative road arrangement for Pedestrians.
- There will be local employment opportunity for skilled and unskilled laborers. Participation of women is highly encouraged;

The participants requested the consultants to implement the sub-projects as early as possible and they (community) are very eager to extend all kinds of support for implementing the sub-project.

The meeting concluded with thanks from the chair to the participants. A list of participants and Photographs of consultation meeting are given below:



FGD-2; Amtala, Kumarkhali Pourashava

FGD-2; Amtala, Kumarkhali Pourashava

Photo FGD meeting-2, Ward-09

Urban Governance and Infrastructure Improvement Programme (UGIIP),

LGED

Project Readiness Services

Focus Group Discussion (FGD) for Social and Environmental Safeguards

Name of the Pourashava: Kumarkhali

Name of Location: Amatala Ward No: 09

Visit/ Meeting Date: 04.10.2020 Time: 6.15 p.m

List of Participants

Serial (ক্রমিক)	Name (নাম)	Contact No (মোবাইল)	Occupation (পেশা)	Signature (স্বাক্ষর)
1.	MD. Mizanur Rahman	01940208870	Councilor	
2.	Shankumar Bishwas	01746924528	Driver	
3.	Asad Bishwas	01786132430	Mr.	
4.	Alamgir	01721259618		
5.	Zahedul Islam	01059861322	Business	
6.	Akmal	01725187190	u	
7.	MD. Sumon Hossain	01929790600	Service	
8.	MD. Billu Shantan	01906900253	Labour	
9.	Selam	—	Labour	
10.	Samsul Alam	01048802310	Labour	
11.	MD. Mithun	01770268000	Service	
12.	MD. Yusef Ali	01924385116	Service	
13.	Shimul	01710971201	Service	
14.				
15.				

Photo: Attendance of FGD meeting-2. Ward No-8

APPENDIX-8: PHOTO OF THE PROPOSED ROAD AND DRAIN SUBPROJECT



Road-09, Kumarkhali Pourashava



Road--09, Kumarkhali Pourashava



Road-16, Kumarkhali Pourashava



Road-16, Kumarkhali Pourashava



Road 17, Kumarkhali Pourashava



Road-17, Kumarkhali Pourashava



Road -18, Kumarkhali Pourashava



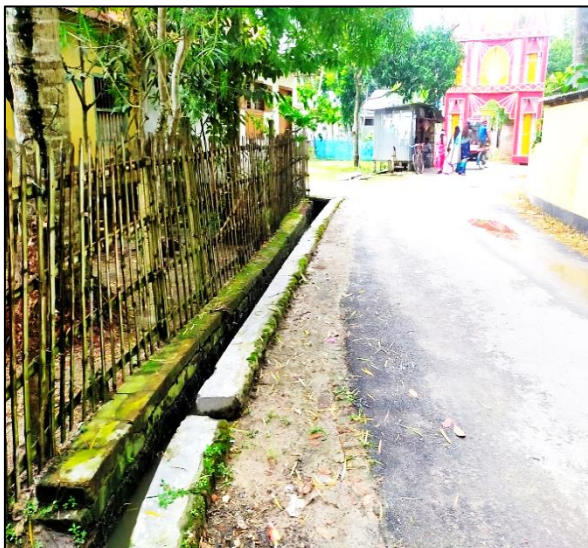
Road- 18, Kumarkhali Pourashava



Drain -03, Kumarkhali Pourashava



Drain -03, Kumarkhali Pourashava



Drain -16, Kumarkhali Pourashava



Drain -16, Kumarkhali Pourashava

APPENDIX-9: LAND OWNERSHIP CERTIFICATE OF PAURASHAVA

বিস্মিল্লাহির রাহমানির রাহিম		
কুমারখালী পৌরসভা		
KUMARKHALI POURASHAVA		
মেয়র কার্যালয়, কুমারখালী, কুষ্টিয়া	Office of the Mayor Kumarkhali, Kushtia	মেয়র ১০২ ৪৭৭৭ ৮৪৪৯২ বাসা ১০২ ৪৭৭৭ ৮৪২৭৩ প্রশাসন ১০২ ৪৭৭৭ ৮৪৪০৩ ফ্যাক্স ১০২ ৪৭৭৭ ৮৪৪০৩
স্মারক সংখ্যা : কু পৌ/২০২২/১৭১৬	তারিখ : ০৪/১০/২০২২ খ্রি:	
<u>Land ownership certificate</u> This is to certify that the proposed schemes of Municipal infrastructure including (1) Roads (2) Drains (3) Market and others such as provision for beautification, Street lighting and improvement of slums taken up for implementation under UGHP, LGED, financed by ADB & GOB are on the Kumarkhali Pourashava, Kushtia own land. There will not be any objection of construction work from the Pourashava for the proposed project. Enclosure 1) List of Roads 2) List of Drains  (Md. Shamsuzzaman Arun) Mayor Kumarkhali Pourashava. মোঃ সামসুজ্জামান আরুন মেয়র কুমারখালী পৌরসভা, কুষ্টিয়া।  Md. Akramuzzaman Assistant Engineer Kumarkhali Pourashava, Kushtia. কুষ্টিয়া		
শহর পরিষ্কার রাখুন	সময়মত পৌরকর পরিশোধ করুন	জনা-মৃত্যু নিবন্ধন করুন