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Ministry of Local Government, Rural Development and Cooperatives
Local Government Division

Third Urban Governance and Infrastructure Improvement (Sector) Project
(UGIIP-III)
Local Government Engineering Department (LGED)

**Urban Governance and Infrastructure Improvement
Programme (UGIIP) (Project Readiness Services)**

**INVOLUNTARY RESETTLEMENT
DUE DILIGENCE REPORT**

Sub-Project No: UGIIP/BANS/UT+DR/03/2022

BANSKHALI PAURASHAVA

December 2022

Prepared by:



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Land Acquisition and Resettlement Due Diligence Report

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CURRENCY EQUIVALENTS

(As of December 2022)

Currency Unit = Tk.

Tk.1.00 = \$0.012

\$1.00 = Tk.103.14

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

1. In this report, “\$” refers to US dollars,
2. 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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1. INTRODUCTION

1. Background

1. Bangladesh has a population of approximately 162 million and experienced rapid urbanization with the growth of many secondary towns over the last three decades. About 28 percent of the total population now lives in urban areas where the population growth rate is much higher than the overall national growth rate. With the present high increase-trend in urban population, it is estimated within a short period and will be about 40 percent of the national aggregate. One principal cause of such rapid growth is the presence of better opportunities spanning economic, communication, education, health, and other social aspects in urban areas.

2. The ADB-supported Urban Government Infrastructure Improvement Programme (UGIIP) under the Local Government Engineering Department (LGED) is carrying out a feasibility study commenced on September 2021, which will be scheduled to be completed in December 2022 for the selected 37 Paurashavas which may be increased to 50 Paurashavas for next phase of Urban Governance and Infrastructure Improvement Programme (UGIIP) 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 loans that LGED will implement under the Ministry of Local Government, Rural Development and Cooperatives (MLGRDC). LGED will be the Executing Agency, and Paurashavas will be the project's implementing agency. The sub-projects under the UGIIP 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 three components. These are:

1. Development of Urban Infrastructures;
2. Improvement of Urban Planning; and
- c. Strengthening of Municipal Management and Capacity

3. There has been a significant influx of people searching for better livelihoods in the Paurashava urban areas and district headquarters, which include Banskhal Paurashava of Chattogram district of the country's northern region. The current urban migration trend is driven by rural poverty, lack of facilities, the 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 the growing needs of urbanization, municipal facilities and development are essential. Physical, social, and economic displacement is an inevitable part of development, and these may cause involuntary resettlement resulting in physical and economic displacement. The issues should be properly mitigated to avoid the development-based suffering of the urban people.

4. Scope of this Report

5. This Involuntary Resettlement and Due Diligence Report (DDR) has been prepared for construction work of the proposed Roads and Drainage sub-projects under the Package: UGIIP/BANS/UT+DR/03/2022 of Banskhal Paurashava. The total Road length is 3,530m, and the Drain length is 815m for the Urban Governance and Infrastructure Improvement Programme (UGIIP) of LGED. The package consists of 03 main roads and 01 main drains, including the RCC Box Culvert One (1) no., RCC Cross Drain One (1) no., Retaining Wall 153m, Protection work 496m & installation of Street Light 119 nos. 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.

6. 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.

7. The Paurashava has agreed to provide the land for the 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 the preparation of such report for any sub-project assessed as **Category C**.

8. Any permanent or temporary adverse impact, such as land acquisition, physical displacement, economic displacement, adverse impact on livelihood and 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.

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

10. SUB-PROJECT DESCRIPTION

1. About the Project Area

2. Banskali Paurashava is under Banskali Upazila of Chattogram district and located in the south east region of the country and around 46 km away from Chattogram district headquarters. Banskali Paurashava was established on 22 December 2002. At present, it is an 'A' class municipality. There are 9 wards in the Paurashava, which occupies a total area of 28.42 sq. km. The total population of Banskali Paurashava is 36,910 (male-18,049 and female-18,861), who live in 7,378 households. The average household size is 5.00, and the population density is 1,298 per sq. km. There are about 1,444 ethnic population lives in the Paurashava area. In Banskali Paurashava, the rate of literacy is 42.3%. Out of the total population, the number of Muslims and Hindus is 27,581 and 7,454, respectively. There live in Christian 08 and Buddhist 1,857 population in Banskali Paurashava. (Source: BBS, 2011).

3. In Banskali Paurashava, most of the households depend on tube-well as their main potable water source and a few households depend on Paurashava supply water. Besides, all families (100%) have electricity connections. (Source: Paurashava, 2022). The coverage of sanitary and non-sanitary facilities is 70.00% and 27.00% respectively and there is none sanitary 3%. No gas supply line exists in the Paurashava. The pattern of housing is characterized by 12% pacca houses, 10% semi-pacca houses, 68% tin shed/katcha houses and Jhupri 10%. (Source: BBS, 2011)

4. The principal occupations of the residents of Banskali Paurashava are agriculture (50%), followed by business (5%), service (10%), labor (06%), van/rickshaw pulling (4%), and housewife 25% of the population is unemployed. (Source: Paurashava).

5. The monthly income range of the Paurashava people is presented in **Table-1**.

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	Tk. 100,000+	Total
3%	22%	48%	23%	3%	1%	100%

Source: Paurashava, June-2022

13. The Road & Drainage Improvement sub-project selected for Banskhal Paurashava is the outcome of the feasibility study conducted by the Project Management Coordination Unit (PMCU), UGIIP, LGED. Under the feasibility study, a preliminary Social Safeguard Impact Assessment (SSIA) was conducted, comprising a long list of proposed schemes combining roads, drainage, and streetlight components. At this stage of project implementation, PMCU Social Safeguard Team conducted resettlement and social impact assessments in detail on the aforesaid design completed & for implementation of the sub-project, comprising one road and two drains for the concerned package. This social impact assessment for the designed schemes of the sub-project was conducted by a thorough investigation of different social safeguard issues visiting each of the scheme sites based on the final detailed engineering design prepared by the 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 for different concerns. Based on the aforementioned study findings, this report has been prepared only for the design completed schemes (one road and one drain). However, the current sub-project covers the construction of the aforesaid roads and drains selected within the Banskhal Paurashava to facilitate proper communication/transportation & drainage facilities for the people of the sub-project 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 the construction/improvement of the aforesaid roads and drains under the project are not expecting to have any physical or economic displacement of any people. Based on the available design and scope of work, the entire work is proposed within public RoW owned by Banskhal Paurashava. There is no need for land acquisition for the project. No involuntary resettlement impact is anticipated; hence, there is no need to prepare a resettlement plan for the sub-project.

6. About Sub-Project Component

14. Banskhal Paurashava is one of the Local Government Administrative units of Bangladesh and categorizes as class 'A' The Paurashava is located within Banskhal district, which is about 46 km away from the northeast end of the District Headquarters. Banskhal is an important area, where there is the existence of a good number of small and medium business of different types and new more business is growing in that area. However, rapid day-by-day 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 demand of the increasing population of the Paurashava, the rapid development of different civic facilities for dwellers of Paurashava has now become inevitable. Under the circumstances, this sub-project has been proposed comprising different infrastructure development under different components. The sub-project components aim to upgrade and expand urban services, one road, one drain with streetlights, including the connecting road from Paurashava to the national highway and other neighboring industrial & commercially important places for better transportation; drains with link drains and flood management schemes. The proposals are entirely concerned with activities that address the most acute needs for better urban services and facilities for inhabitants of the Paurashava. Different infrastructure development components under the sub-project proposed for construction and development are consistent with the objectives of UGIIP. Implementing the proposed schemes under the sub-project is expected to facilitate improved communication and drainage systems and other income-generating Municipal Facilities for the residents of the Paurashava. The road and drainage components have been undertaken for required development located within different wards of the Paurashava area furnished in **Table-2** and the Layout of Banskhal Paurashava in **Table-3**.

Table-2: Proposed Roads and Drains Sub-Project in Banskhal Paurashava Package: UGIP/BANS/UT+DR/03/2022

Sl. No.	FY	Name of Package	PDP SI. No.	PDP ID No.	Scheme Name/ Name of Works	Length (m)	Estimated Amount in BDT			Remarks
							Gross Amount (Tk)	Salvage (Tk)	Net Amount (Tk)	
1	2022-2023	UGIP/BANS/UT+DR/03/2022	BANS-R-033 R-034 R-120	—	Improvement of road by RCC start from Banskhal main road to Barua Para road via Harunor Rashid Chowdhury road (Ch. 0.00m to Ch. 3530m) including RCC Box Culvert at Ch. 3135m (size: 4.5m x 4.5m, Two Vent), RCC Cross Drain at Ch. 1372m, Retaining Wall at (Ch. 870m to Ch. 1023m, L/S), Protection Work at (Ch. 1364m to Ch. 1395m, L/S), (Ch. 1409m to Ch. 1439m, L/S), (Ch. 1910m to Ch. 2015m, L/S), (Ch. 2560m to Ch. 2590m, L/S), (Ch. 2600m to Ch. 2750m, B/S) & installation of Street Light 119 nos. at ward No. - 07 & 02, Banskhal Paurashava, Chattogram. Total Length = 3530m.	3,530	104,907,626.60	743,206.48	104,164,420.12	ROAD
					Total Road (A) =	3,530	104,907,626.60	743,206.48	104,164,420.12	
2			BANS-D-029	—	Construction of RCC Drain from Banskhal Main Road to Askharia Jaliakhali Canal (Ch. 0.00m to Ch. 815m) at ward no. - 07, Banskhal Paurashava, Chattogram. Total Length = 815m.	815	25,881,325.04	-	25,881,325.04	DRAIN
					Total Drain (B) =	815	25,881,325.04	-	25,881,325.04	
					Grand Total (A+B) =	R = 3,530 D = 815	130,788,951.64	743,206.48	130,045,745.16	

Source: UGIP Design Section

Table-3: Components of the Proposed Roads & Drains
Package-03 Sub-projects (Roads+ Drain+ Streetlights)
Name of Package: UGIIP/BANS/UT+DR/03/2022

Sl. No.	FY	PDP Sl. 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 Ownership
1	2022-2023	BANS-R-33 R-034 R-120	Improvement of road by RCC start from Banskhalī main road to Barua Para road via Harunor Rashid Chowdhury road (Ch. 0.00m to Ch. 3530m) including RCC Box Culvert at Ch. 3135m (size: 4.5m x 4.5m, Two Vent), RCC Cross Drain at Ch. 1372m, Retaining Wall at (Ch. 870m to Ch. 1023m, L/S), Protection Work at (Ch. 1364m to Ch. 1395m, L/S), (Ch. 1409m to Ch. 1439m, L/S), (Ch. 1910m to Ch. 2015m, L/S), (Ch. 2560m to Ch. 2590m, L/S), (Ch. 2600m to Ch. 2750m, B/S) & installation of Street Light 119 nos. at ward No. - 07 & 02, Banskhalī Paurashava, Chattogram. Total	3,530	Ch. 0.00m to Ch. 815.00m (including Load bearing Drain)	3.00	3.70	5.30	Banskhalī Paurashava
					Ch. 815.00m to Ch. 1409.00m	3.00	3.70	4.20	
					Ch. 1409.00m to Ch. 2205.00m	N/A	3.70	4.20	
					Ch. 2205.00m to Ch. 2413.00m	1.80	3.70	4.20	
			Total Road (A) =	3,530					
2		BANS-D-009	Construction of RCC Drain from Banskhalī Main Road to Askharia Jaliakhali Canal (Ch. 0.00m to Ch. 815m) at ward no. - 07, Banskhalī Paurashava, Chattogram.	815		N/A	1.5	1.1	
			Total Drain (B) =	815					
			Grand Total (A+B) =	R = 3,530 D = 815					

7. Project Location

8. The sub-project will be implemented on Banskali Paurashava's own land. **Figure-1**, **Figure-2**, and **Figure-3** show the Paurashava and sub-project locations, respectively.

Figure-1: Project Paurashavas in Bangladesh Map

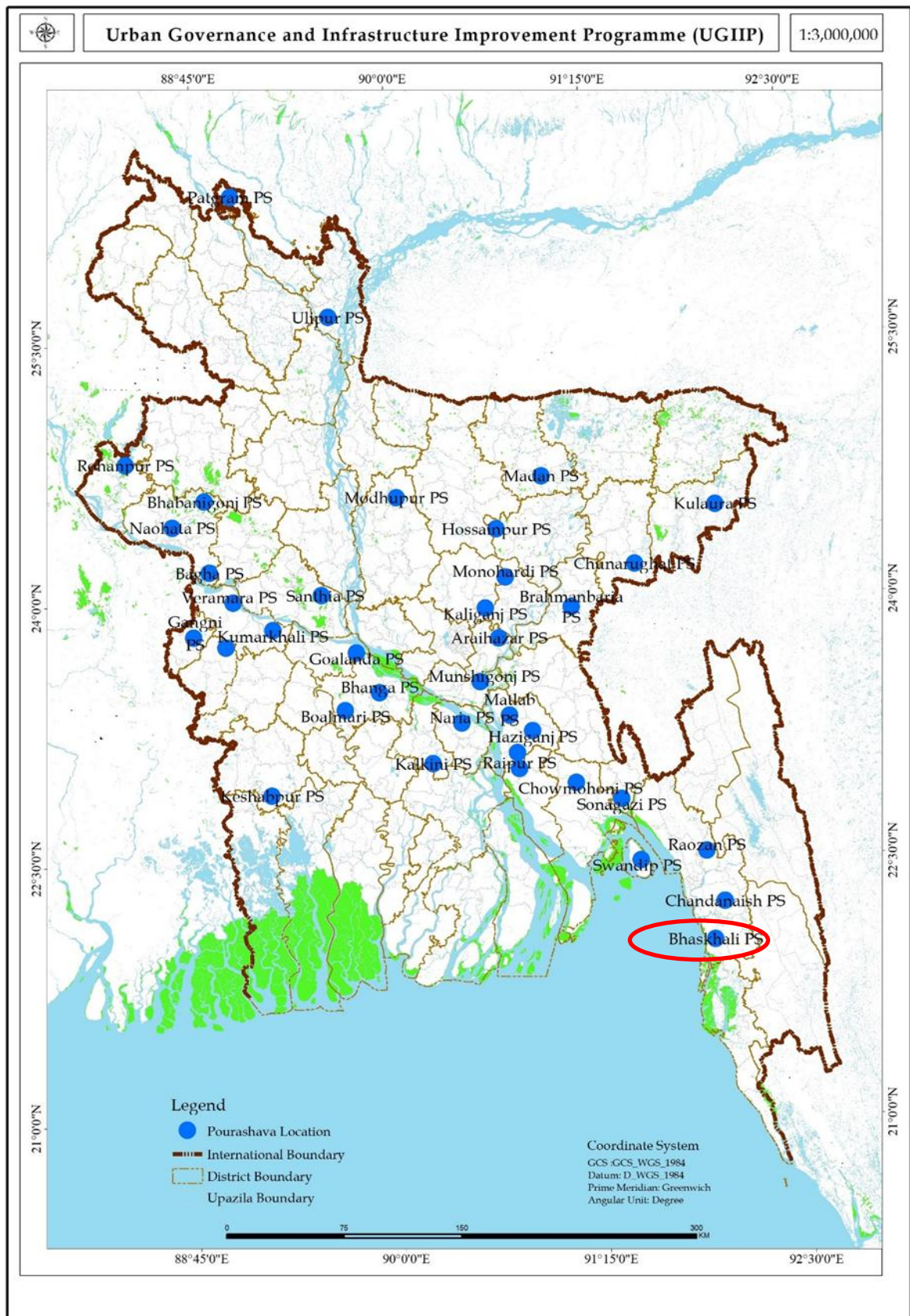


Figure-2: Mahalla Geo-code of Banskhal Paurashava

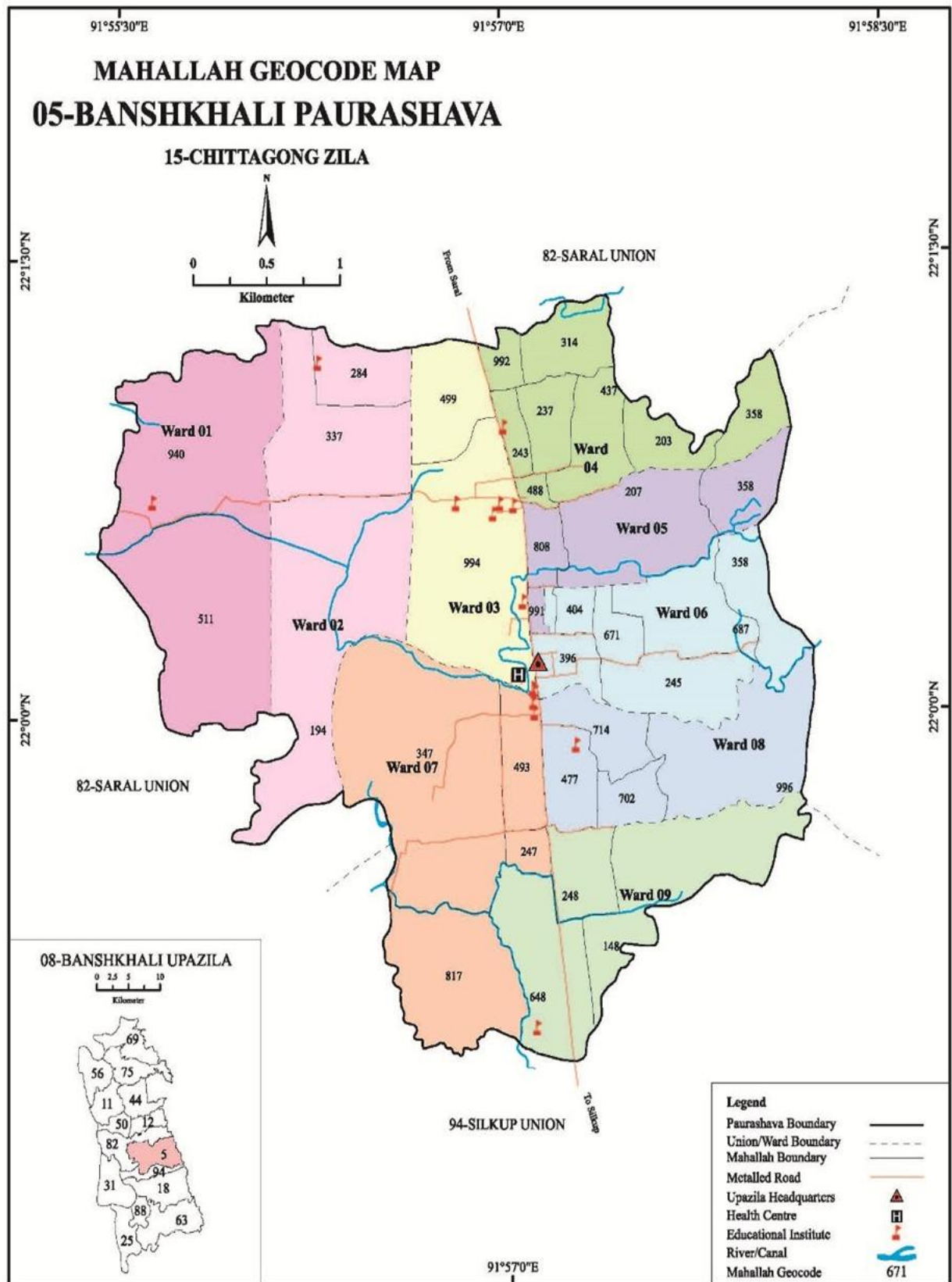
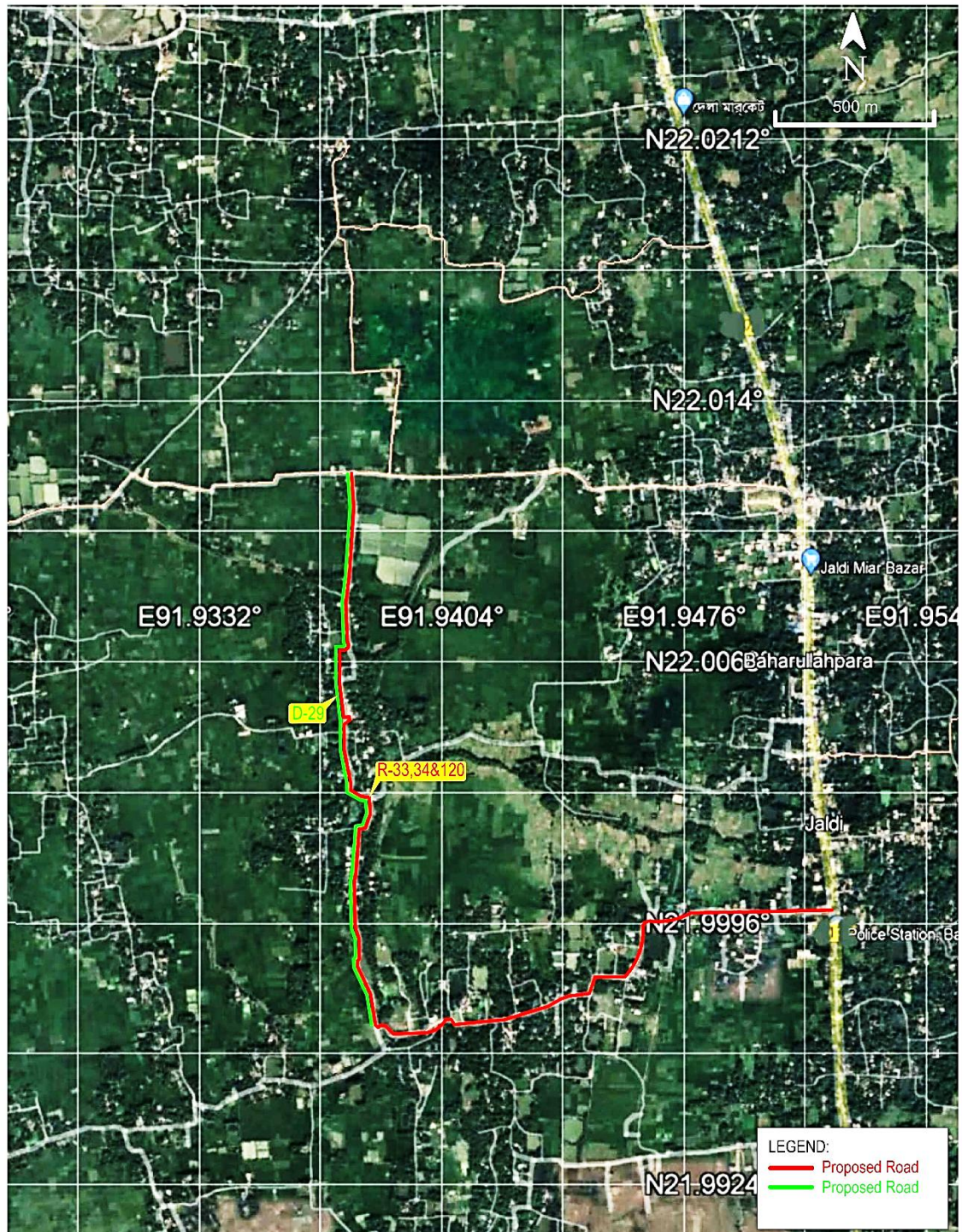


Figure-3: Location Map of Road and Drain Improvement Sub-projects in Google Map

BANSHKHALI PAURASHAVA, CHATTOGRAM
ROAD AND DRAIN LOCATION MAP (UGIIP/BANS/UT+DR/03/2022)



R-033, R-034 & R-120 - Improvement of road by RCC start from Banskhali main road to Barua Para road via Harunor Rashid Chowdhury road (Ch. 0.00m to Ch. 3530m at ward No. - 07 & 02, Banskhali Paurashava, Chattogram. Total Length = 3530m.
D-029 - Construction of RCC Drain from Banskhali Main Road to Askharia Jaliakhali Canal (Ch. 0.00m to Ch. 815m) at ward no. - 07, Banskhali Paurashava, Chattogram. Total Length = 815m.

Source: Consultant; December 2022

D. Existing Conditions of Proposed Road and Drains Sub-Project Picture in Banskhali Paurashava. Package: UGIIP/BANS/UT+DR/03/2022



R-33,R-34,R-120 Improvement of road by RCC start from Banskali main road to Barua Para road via Harunor Rashid Chowdhury road (Ch. 0.00m to Ch. 3530m) including RCC Box Culvert at Ch. 3135m (size: 4.5m x 4.5m, Two Vent), RCC Cross Drain at Ch. 1372m, Retaining Wall at (Ch. 870m to Ch. 1023m, L/S), Protection Work at (Ch. 1364m to Ch. 1395m, L/S), (Ch. 1409m to Ch. 1439m, L/S), (Ch. 1910m to Ch. 2015m, L/S), (Ch. 2560m to Ch. 2590m, L/S), (Ch. 2600m to Ch. 2750m, B/S) & installation of Street Light 119 nos. at ward No. - 07 & 02, Banskali Paurashava, Chattogram. Total Length = 3530m



D-29 Construction of RCC Drain from Banskali Main Road to Askharia Jaliakhali Canal (Ch. 0.00m to Ch. 815m) at ward no. - 07, Banskali Paurashava, Chattogram. Total Length = 815m

9. FIELD WORK AND PUBLIC CONSULTATION

1. Outline of Field Work

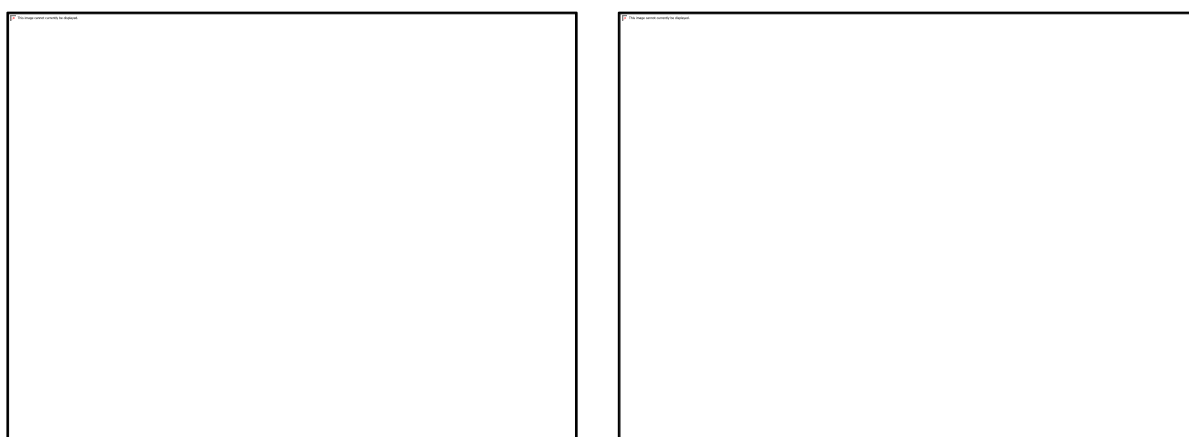
2. The social Safeguard Consultants team visited all the selected & design completed scheme sites under the Sub-project at Banskali Paurashava in November 2022. The primary purpose of the field trip was to conduct a detail assessment/ study of the selected schemes of the sub-project covering different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

3. Stakeholder Consultation

4. A workshop cum Consultation meeting was held for the selection of different priority sub-projects, viz. road, drain and kitchen market, supermarket, etc. on 28.11.2022 with the local community, Paurashava officials, Councilors, TLCC, WC members, public representatives, local community people, local elites, business people, minority community, teachers, religious leaders, journalists, other government officials, and different stakeholders since sub-project preparation to date to varying stages of the project activities. In addition, the Focus Group Discussion Meeting (FGD) was held at the project site as a part of information dissemination about the upcoming sub-project implementation. Details are given in **Appendix-7**. The major objective of such consultations was to identify different issues, problems/constraints, prospects, and feedback from the participants in connection to various development activities under the sub-project. Consultation is a continuous process that requires meetings from the beginning of the project preparation to the implementation. The consultation meetings were conducted mainly focusing on: (i) dissemination of information about the sub-project and scope, (ii) possible positive and negative impacts, including the necessity of land acquisition, (iii) procedures of compensation valuation for the affected land and properties, (iv) payment of compensation, (v) PAPs/local people's opinions/feedback on different social issues and concerns (such as fair compensation, grievances, local demand), (vi) involvement of PAPs and local people in different project activities and employment in project works, etc.

5. However, such consultations/meetings were conducted at the Paurashava office and at sub-project sites among the Paurashava officials, local representatives, and the local community to assess the project's impacts. The consultations were covered mainly to inform project stakeholders, including project beneficiaries, about the project concept, its objectives, different social safeguard issues, land acquisition requirements, etc., as per the technical design of the sub-projects. They were also consulted to know about their perceptions of risks and consequences of the sub-project development concerns, views on alternative options, and beneficiary participation in the Project cycle. The local elites, project beneficiaries, 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 sub-project. The findings of the above consultations revealed lots of positive impacts in spite of a few temporary impacts/concerns limited to the construction period only, which have the scope of the mitigation.

Figure-4: Picture Views of Consultation with Paurashava Officials and Other Stakeholders in the Sub-project Area



6. Future Consultation and Disclosure

7. For making the project successful, public consultation and disclosure is a continuous process throughout the project implementation period with all interested parties, beneficiaries, and stakeholders.

8. Public consultation meetings with the project communities will be held at the project location to know people's opinions and suggestions to make a better plan for future work programs interactive. Public thoughts and suggestions will be undertaken by an aggregate of individuals' views and attitudes about the project expressed by a significant proportion of the community to make the project meaningful. The decision will be taken based on public opinions and disclosed before commencing the construction work, and smaller-scale meetings will be conducted to: (a) discuss and plan construction work with individual communities, (b) reduce disturbance and other impacts, and (c) 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 sub-projects for construction work. The following activities will be done as a part of future public consultation and information campaigns,

1. To explain the project specifications to the wider section of the 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 the towns' people might experience during the construction period.
2. Public disclosure meetings will be organized at key project stages to inform the public about the progress of the sub-project's implementation and future plans of construction activities and to provide copies of summary documents in the local language as; leaflet about the project activities
3. Formal disclosure of the reports of the completed project will be ensured by making copies available at convenient locations in the study areas and informing the public of their availability; and
4. Providing a mechanism through which comments can be made. A consultation and participation plan will be prepared for the project, and consultation activities will be coordinated by the Project Management Unit (PMU), Project Implementation Unit (PIU) of the Paurashava and consultants to ensure that the communities are fully aware of the activities at all stages of the project implementation.

5. The PIUs (of participating Paurashavas), with the assistance of the consultant teams, will conduct meaningful consultations with project stakeholders and civil society for every sub-project identified.

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

7. Public participation will be confirmed through the 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 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 sub-project site and pre-project and post-project evaluation meetings and will prepare a stakeholders engagement plan in this connection and will record attendance and meeting

minutes regarding the sub-project. And in each meeting, the progress report will be presented to the participants

8. 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 the poor, women, and other vulnerable groups. The key informants during the sub-project implementation will include the following but not limited to:

1. Local communities in general, in particular,
2. Civil Society Organizations, CBOs, NGOs,
3. Government officials from concerned departments, and
4. Organizations and agencies directly and indirectly associated with project works, and
5. Community and religious leaders, traders' associations, etc.

6. Issues and concerns raised by the local communities during the implementation of the sub-projects 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 work at regular intervals. Also, the sub-project will be updated in case design changes result in involuntary resettlement impacts, if any, during the implementation period.

7. The consultation process will be meticulously documented (with minutes of meetings, recordings with the permission of participants, photographs, and signature sheets) and ensure that the views of participants, particularly the poor, women, and other vulnerable persons, are recorded and addressed in the 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.

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

1. Monthly updates of the progress of sub-project implementation and construction works will be displayed at PIU, Paurashava office
2. The PIU will conduct information dissemination by organizing public meetings along with Paurashava to solicit help from all stakeholders (local, religious, ward councilors, etc.) and encourage the participation of people.
3. A monthly progress report (MPR) summary shall also be disclosed at the Paurashava office.
4. Key features of the sub-project: GRM institutional arrangement will be summarized in a booklet/leaflet and distributed among participants during the consultation meetings for better understanding and further participation.
5. Efforts will be made so that vulnerable people can take advantage of the development intervention.
6. Information will be disseminated regularly to local communities and other stakeholders during project implementation, and the sub-project summary in Bengali will be disclosed at PIU, Paurashava office. Key features of the sub-projects, institutional arrangement, grievance redress mechanism, etc., will be summarized and also shared with stakeholders.

9. Both formal and informal meetings will be documented, and results will be disclosed to ensure transparency. Particular emphasis will be on 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.

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

1. PIUs will organize public meetings and appraise the communities about the progress in implementing sub-projects and social and environmental activities.

11. 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.

12. To provide 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 into 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 that are conveniently accessible to people as a means to disclose the document and, at the same time, create wider public awareness. An electronic version of this resettlement plan will be placed on the official website of LGED and the Paurashava, and ADB's website after approval of the DDR by ADB.

13. Social Impact Assessment of the Sub-project

14. **General:** The Social safeguard Team conducted the social impact study visiting sub-project sites in November 2022. The study's main purpose was to assess and quantify resettlement and social safeguard issues. During site investigations, consultants had discussions and shared ideas with the mayor, councilors & concerned Engineers/officials of the Paurashava at the Paurashava office and also conducted meetings with the local people and local government representatives in the sub-project area. However, during the field visit program, the Consultant physically visited all the design completed road and drain alignments selected for construction and improvement under the sub-project and investigated likely impacts on the people concerning land acquisition & resettlement and other social safeguard issues. An impact checklist with the required verification of the sites is attached to this report as **Annexure-1**. During the site visit, the 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 sub-project area. The major findings of the social impact assessment study have been summarized below:

Table-4: Social Impact Assessment of Road and Drain Sub-projects

Name of Package: UGIIP/BANS/UT+DR/03/2022

SI No.	FY	PDP SI. No.	Scheme Name/ Name of works	Length (m)	Possible social Impact	Resettlement required or not	Indigenous people	Remarks
1	2022-2023	BANS-R-033, R-34 R-120	Improvement of road by RCC start from Banskhal main road to Barua Para road via Harunor Rashid Chowdhury road (Ch. 0.00m to Ch. 3530m) including RCC Box Culvert at Ch. 3135m (size: 4.5m x 4.5m, Two Vent), RCC Cross Drain at Ch. 1372m, Retaining Wall at (Ch. 870m to Ch. 1023m, L/S), Protection Work at (Ch. 1364m to Ch. 1395m, L/S), (Ch. 1409m to Ch. 1439m, L/S), (Ch. 1910m to Ch. 2015m, L/S), (Ch. 2560m to Ch. 2590m, L/S), (Ch. 2600m to Ch. 2750m, B/S) & installation of Street Light 119 nos. at ward No. - 07 & 02, Banskhal Paurashava, Chattogram. Total Length = 3530m.	3530	1. No requirement for land acquisition 2. There is no possibility of any adverse impact in terms of losing income or livelihood. 3. Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project EMP.	Not required	Not found	Paurashava own Land
			Total Road (A) =	3,530				
2		BANS-D-029	Construction of RCC Drain from Banskhal Main Road to Askharia Jaliakhali Canal (Ch. 0.00m to Ch. 815m) at ward no. - 07, Banskhal Paurashava, Chattogram. Total Length = 815m.	815	4. No requirement for land acquisition 5. There is no possibility of any adverse impact in terms of losing income or livelihood. 6. Temporary disturbance of pedestrians and vehicles to be addressed in the sub-project EMP.	Not required	Not found	Paurashava own Land
			Total Drain (B) =	815				
			Grand Total (A+B) =	R = 3,530 D = 815				

7. It was revealed from the study that the road & drain schemes under the sub-project selected for construction under the UGIIIP are 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 every year are causing severe problems for town dwellers due to insufficient civic facilities, particularly in consideration of the existing roads or coverage of drainage facilities, etc. They were expecting that implementing these sub-projects within the Paurashava area could solve the current problem of the residents to a greater extent. The proposed roads/drains selected under the sub-project were a long demand of the town's people.

8. During the site visit, consultants investigated the existing condition of the road and drainage alignments, emphasizing land acquisition, resettlement & rehabilitation issues. The study's important findings related to involuntary resettlement and social safeguard issues are that: (a) the improvement/construction of the roads will be carried out on the available existing roads, and (b) the construction/improvement of the existing/new will take place along the edge of the existing roads. These construction works of the roads and drains under the sub-project will neither require nor involve any land acquisition. No structures, houses, shops, or other establishments beside the proposed road and drain alignments have been found to be affected, as the 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, the consultant also had meetings/discussions with some local people about the necessity of construction/improvement of the roads and drains. All of them unanimously welcomed the project and narrated the current situation and sufferings of city dwellers due to the 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 a sufficient number of roads and drains within the Paurashava area. During discussions, most participants showed positive attitudes to the proposed sub-project improvements. None opposed the sub-project. The public views and suggestions have been noted and incorporated into the report to minimize the likely adverse impacts and enhance the positive impacts of the implementation of the sub-project. Solving the water logging problem and installing street lights will enhance business and income for vendors. Street lights will increase gender-responsive business environment, business hours, and safety for passersby, customers, and sellers. To avoid any temporary disturbances and maintain access to the roadside shops, wooden planks will be provided along with necessary safety arrangements at free of cost by the Paurashava and contractors.

9. They suggested providing wooden planks and necessary safety arrangements free of cost by the Paurashava and contractors in this connection. They also assured the consultant to extend all sorts of cooperation and participation during the construction/development of this sub-project.

10. LAND AVAILABILITY AND RESETTLEMENT

1. Land Acquisition and Resettlement

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

3. The sub-projects will be implemented within existing public rights-of-way, and there will thus be no resettlement issues. The summary results of the resettlement screening are given below:

1. No additional public or private land will be required for the sub-project outside the existing public rights of way. As such, no Resettlement Action Plan (RAP) will be needed for the sub-projects;
 2. No private, public, community, or cultural property of any service delivery facilities, as well as commercial activities, will be affected;
 3. A phased approach for constructing the roads, drains, and streetlights shall be applied to minimize the disruption of businesses located along their alignments. If required, planks/platforms shall be installed to facilitate the entry and exit of customers and businesspeople alike;
 4. The proposed sub-projects will not hamper agricultural or industrial productivity;
 5. Felling of small trees located may be needed, and a replantation program shall be put in place during the implementation of the sub-projects;
 6. Preparation of a resettlement action plan (RAP) will not be required for implementing the sub-project
7. In case it is found during the implementation period that a sub-project 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.
8. **Cut-Off-Dates:** Eligibility of affected persons, if any, found affected during implementation for compensation and assistance will also be governed by eligibility cut-off dates. 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 in a particular area (mouza/Ward/village). No person or their assets will qualify for compensation directly through Paurashava unless they are recorded in the census taken on the cut-off date.
9. **Land Acquisition & Resettlement:** The infrastructure improvements under UGIIP could have resettlement impacts. However, the selected sub-project at Banskali Paurashava under UGIIP comprises three main roads and one drains of the Paurashava. The concerned road sub-project has three roads, one drain, including the Road 3,530m in 1 location, RCC Drain 815m RCC Box Culvert One (1) no., RCC Cross Drain One (1) no., Retaining Wall 153m, Protection work 496m & installation of Street Light 119 nos. In this connection, an in-depth social impact assessment was conducted based on the designed schemes only to examine these issues, particularly concerning 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 is no possibility of new land requirements, being the improvement of the road will be done on the existing ROW, and land available belongs to Paurashava, and the drainage construction/improvement will be made on the road shoulder on available land. The RoW allocated for the road and drain schemes also were confined through design prepared by the MDS Consultant using the existing road's ROW and drain construction/improvement at the edge of existing road shoulders. It was revealed through a physical investigation that the sub-project 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 sub-project, there is no possibility of affecting any structure, and none was found to be required relocation. Moreover, there is no possibility of a permanent or temporary livelihood loss due to the loss of land/assets occupied or squatting by anybody expected for the proposed

development. Some minor impacts might happen, but this will be minimized by alternative arrangements. These minor impacts are temporary disturbances of roadside shop access during construction time. The alternative arrangement means the use of wooden planks, avoiding construction work during peak business hours, phase-wise work, etc. Based on the final design of the sub-projects 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 sub-projects on privately owned land/assets was fully eliminated, and correspondingly, no issues relating to involuntary Resettlement will occur during the implementation of the sub-project. Although, road and drainage schemes are unlikely to have any involuntary resettlement impact. However, the construction/improvement of the sub-project 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 sub-project annexed with this report (**Annexure-1**).

10. As mitigation measures of temporary disturbance, contractors and PIU will ensure and comply with the issues of pedestrian safety relating to design considerations such as dedicating pedestrian walkways on roads, covering 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 the construction phase, the contractors will implement mitigation measures as specified in the sub-project EMPs and be closely supervised by Paurashava PMO and consultants.

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

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

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

3. Impacts and Outcome of the Sub-projects

4. Physical, social, and economic displacement is an inevitable part of development. Road widening and construction of drains and streetlights in the urban areas are the main sub-projects 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 sub-projects in the Paurashava are taken on the existing land of Paurashava or khas land.

5. The sub-project covers the improvement and construction of roads and drainage to extend facilities for the urban dwellers in the sub-project location and will benefit the inhabitants of the Paurashava area. The roads and drainage construction/improvement under the program will improve transport facilities and increase the capacity of receding wastewater from industries, households, commercial premises, etc. The sub-project is expected to increase area coverage of drainage, guarantee health conditions and reduce the transport cost of goods and services, including the traveling cost of the town's residents. The outcome of the sub-project is an improved transport & drainage system within the Paurashava area and also will prevent water logging problems and unexpected floods during monsoon. Construction/improvement of the drains will ensure an efficient drainage system within the sub-project area. The present sub-projects are, therefore, designed to expand

transport facilities and improve the drainage system to meet the present and calculated future demands of the citizens of Paurashava. The sub-project is expected to improve the service standards concerning proper transport and drainage facilities.

6. Sub-project IMPACTS, BENEFITS, and Anticipated NEGATIVE Impacts

7. **Employment and Poverty Alleviation.** The sub-project 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 Paurashava's skilled and unskilled labor force.

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

9. Construction and improvement of roads and drain under the sub-project are anticipated to bring various quantifiable benefits. The availability of good drainage facilities will improve both the quality of life and living conditions of residents and easy transportation at a low cost, bringing new avenues for investments and consequently boosting economic development. Extended benefits will include employment opportunities for local people in construction works and thus receive short-term socio-economic benefits. The contractors will be required to employ the labor force from local communities to ensure the local people's benefits, particularly from the vicinity of construction sites, as much as possible. The primary beneficiaries of the improved roads, drains, and streetlights will be the citizens of the Paurashava area through better transport and drainage facilities. It will improve the residents' quality of life and raise individual and public health standards. Moreover, the sub-project will significantly bring economic gains to local people by increasing employment opportunities, spending less on healthcare and transport, and saving money to improve the standard of livelihoods.

10. Local people, including women, should be allowed to be engaged as construction workers and sub-contractors. As there are no indigenous people or cultural heritage sites in the sub-project areas, there is no possibility that they may be affected during the implementation of the sub-projects.

11. **Overall Social Impact:** On the overall, the outcome of social screening confirms that local people are positive about implementing the sub-projects.

12. Mitigations of Social Concerns

13. The road and drainage schemes under the sub-project construction/improvement do not expect any land acquisition and involuntary resettlement, physical or economic displacement, or temporary restrictions to land use. However, some assumptions were made that the pedestrians, residents, shopkeepers/business operators (carrying out various economic activities, particularly beside the road), and customers might face temporary disturbances in moving and operating the business during civil works of different schemes. To avoid/eliminate such impacts, even minor temporary disturbances, during construction activities, the following measures are suggested:

1. In advance, inform all residents' local households and traders about the nature and duration of work, so they can make necessary preparations to face the situation.
2. Provide wooden walkways/planks across trenches for pedestrians and metal sheets where vehicle access is required, and proper precautions and barricades will be provided to avoid accidents in the ditch for children, women, older people, and handicapped vehicles. Also, adequate signboard, milking, leaflet, and communications are essential in this connection. Necessary alternative road networks and diversion of traffic will be mandatory for this. Project authority and contractors will be liable and compensate for any loss or damage due to the negligence of contractors, and this should be included in the contract document and procurement policy of the contractors.

3. Increase the workforce and using appropriate equipment to complete the work in a minimum timeframe.
 4. Suggest people wear mask to prevent dust problems during construction, and also routine water spray is essential to avoid and minimize dust in the air and nearby residence.
 5. Other social concerns, if any, will be solved appropriately by Grievance Redress Committee (GRC) under the Grievance Redress Mechanism (GRM) of the project already formed by the PIU/PMCU.
 6. 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 maintain baseline information of pre-project, during project, and post-project evaluation by the formation of the social development unit of the Paurashava.
 7. Any other preventive measures are to be adopted as required considering the situation during construction.
8. Therefore, the above mitigation measures during civil works would not impede residents, pedestrians' customers, and clients from shopping locally or using the usual services from local businesses.

9. Grievance Redress Mechanism (GRM)

10. To receive and facilitate the resolution of affected people's concerns, complaints, and grievances concerning the sub-project's safeguards performance, a GRM is to be established at the PIU level. This GRM will work to address any complaints that arise during the implementation of the sub-project. In addition, the GRM will include a proactive measure before the commencement of construction of the sub-project (before 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 sub-project implementation.

11. 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 project level. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project.

12. The GRM will provide an accessible and trusted platform for receiving and facilitating the 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.

13. Paurashava-wide public awareness campaigns will ensure that awareness of 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: (a) the poor and vulnerable households have become aware of grievance redress procedures and entitlements, and (b) they 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.

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

15. 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 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.

16. Deputy Project Manager/ Senior Assistant Engineer/ Resettlement officer at headquarter from the 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.

17. **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 Design 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, and PMSC environmental and social safeguards specialists will be posted at all construction sites at visible locations.

1. **1st Level Grievance.** The phone number of the PIU office should be made available on 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.
2. **2nd Level Grievance.** All grievances that cannot be redressed within 7 days at the field/ward level will be reviewed by the grievance redress cell (GRC) headed by the 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.¹ The PIU-designated safeguard focal person will be responsible for seeing through the process of redressal of each grievance.

3. **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

4. **1st Level Grievance, Paurashava Level PIU.** The contractors, PIU Safeguard, and Gender Focal Person, can immediately resolve issues on-site or at the Paurashava level in consultation with each other with the support of the Administrative Officer of Paurashava, designated municipal ward councilor and will be required to do so within 7 days of receipt of a complaint/grievance. The assistance of ward-level coordination committees (WC) will be sought, if required, for the 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:

1. Chief Executive Officer or Paurashava Secretary,
2. Executive Engineer, Paurashava/ Safeguard and Gender Focal person,
3. Administrative Officer, Paurashava (will act as secretary GRC level-1),
4. Municipal Ward Councilor (designated)/ WC member,
5. Environment Health Safety (EHS Supervisor)/Social Coordinator, Contractor,
6. Affected Person's Representative/ Community or NGO Representative of project Area.

5. **2nd Level Grievance, Paurashava Level.** All grievances that cannot be redressed within 7 days at the 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 the Paurashava level, will attempt to resolve the grievance /complaint within 15 days. The composition of 2nd level grievance redress team will be as follows:

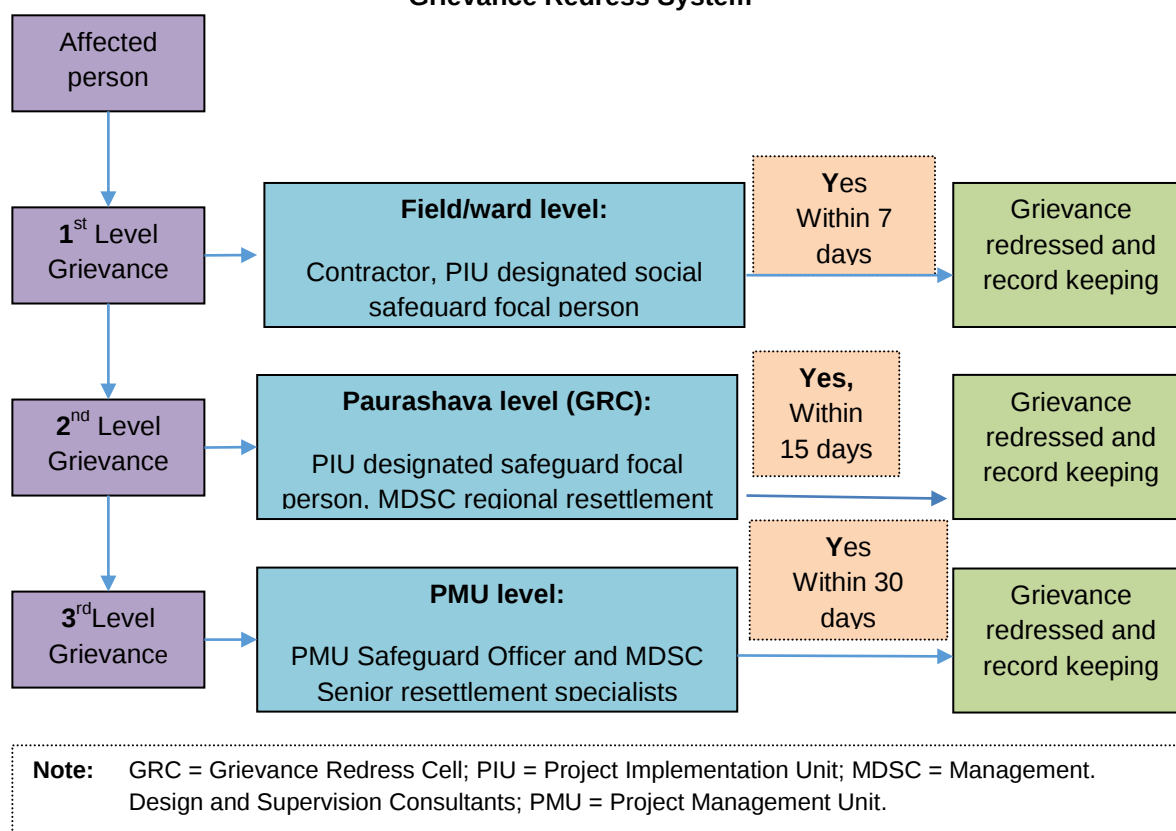
1. Panel Mayor of the Paurashava,
2. Chief Executive Officer/ Secretary (will act as member secretary),
3. Executive Engineer of the Paurashava,
4. Concerned Councilor of the Paurashava),
5. Executive Engineer of the Paurashava,
6. Administrative officer of the Paurashava,
7. One Female member/ Female Ward Councilor of reserve seat,
8. Representative of Affected Person/ TLCC member/ NGO member.

9. **3rd Level Grievance,** Project Implementation Unit (PIU)/ Project Management Unit (PMU) Level at headquarter. All grievances that cannot be redressed within 30 days at the 3rd level will be brought up to the PIU/PMU level. The safeguards team will refer any unresolved or major issues to the PIU/PMU level grievance redress team, which will be headed by the Project Director and will have Deputy Project Director, social safeguard, environmental safeguards, and gender Assistant Directors and PMSC, who will resolve the complaints/grievances within 30 days. The PMU level grievance team will comprise of:

¹ 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.

1. Project Director,
 2. Mayor of the Paurashava,
 3. Deputy Project Director (Safeguards)/ Project Manager,
 4. Deputy Project Manager (DPM)/ Senior Assistant Engineer (will act as member secretary GRC level-3),
 5. Assistant Director (Environment)/ National Environmental Consultant,
 6. Assistant Director (Social Safeguards)/ National Safeguard Consultant,
 7. Assistant Director (Gender) *supported by* Social, Environment and Gender Specialist/ National Gender Specialist, MDSC/PMSC.
8. 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.
9. 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) by 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, an affected person must make 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, will the Accountability Mechanism consider the complaint eligible for review? The complaint can be submitted in any official language 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-5: GRM Diagram
GRM Diagram
Grievance Redress System



10. The GRM will proactively and promptly 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 cost 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 the concerned project stakeholders about the GRM procedures of UGIIP and also focusing on the mitigation process of grievances/complaints 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 sub-project area at different times during the site visit.

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

12. 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.

13. 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 the PMO will meet costs related to escalated grievances. Cost estimates for grievance redress will be borne from the contingency budget.

14. CONCLUSION

1. Summary and Conclusion

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

1. Construction of new drains will be done alongside existing roads are encumbrance free;
2. Improvement of the proposed road will be made on the existing road ROW is also encumbrance free; and
3. the population of the town along the proposed sub-project alignments will hardly impede their business or any other economic activities due to the construction of drains, so there should be no resulting losses in income or assets;
4. The sub-project is unlikely to have any involuntary resettlement impacts and thus can be classified as a **Category C** considering the impacts. As a result, it will not require any

resettlement survey and preparation of the Resettlement Plan (RP). But it will require extensive consultations/ discussions with the people and beneficiaries to ensure their participation during the sub-project implementation 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. The proposed infrastructure improvements for the road and drain sub-projects will not change the present land use pattern. No transfer of land or donation will be involved.

5. Due to project intervention, there will be no compensation requirements and no loss of income of any person or any asset, either privately or publicly owned. However, if 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 per the approved EMP. This will enhance the provision of timely and sensible hearings and facilitate solutions.

6. There are no land acquisitions and resettlement-related issues as the entire work is proposed on existing ROW and vacant land parcels, 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, and no additional land will be required.

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

8. **DDR Contingency Budget.** A contingency budget of **5%** of the construction cost will be considered for unseen needs during the implementation period and DDR updating and other activities, including grievance redress, consultation, information dissemination, SAP, GAP, etc.

9. Next Steps

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

1. During implementation, a resettlement plan would be prepared following the project Resettlement Framework if any involuntary resettlement impact is identified.
2. The project proponent has obtained a no objection certificate (NOC) from the Concerned Paurashava for the construction of the proposed sub-projects.
 1. The project proponent will approve and allocate 5% of the DDR contingency budget.
 2. Google earth map of the selected location of the sub-projects will be updated to the DDR.
 3. 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. An intensive information dissemination campaign will be conducted. The updated DDR will include details of such consultations.

4. The Land Acquisition and Due Diligence Report will be submitted to ADB for obtaining necessary clearance and will be disclosed on the website, and compensation will be paid to the affected persons as per the agreed entitlements prior to the commencement of construction work.
5. The NOC and self-declaration of Paurashava will be appended in the updated DDR.
6. Meaningful consultation will be carried out throughout the project cycle with residents, traders, people in business, etc. Details of such consultation will be incorporated in the updated DDR.

APPENDIX 1: INVOLUNTARY RESETTLEMENT (IR) IMPACTS CHECKLIST BY SCHEMES OF THE ROADS AND DRAINS SUB-PROJECT, BANSKHALI

Package Road and Drain Sub-projects (Roads+ Drains+ Streetlights)

Sl. No.	FY	PDP ID 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
1	2021-2022	BANS-R-033 R-034 R-120	Improvement of road by RCC start from Banskali main road to Barua Para road via Harunor Rashid Chowdhury road (Ch. 0.00m to Ch. 3530m) including RCC Box Culvert at Ch. 3135m (size: 4.5m x 4.5m, Two Vent), RCC Cross Drain at Ch. 1372m, Retaining Wall at (Ch. 870m to Ch. 1023m, L/S), Protection Work at (Ch. 1364m to Ch. 1395m, L/S), (Ch. 1409m to Ch. 1439m, L/S), (Ch. 1910m to Ch. 2015m, L/S), (Ch. 2560m to Ch. 2590m, L/S), (Ch. 2600m to Ch. 2750m, B/S) & installation of Street Light 119 nos. at ward No. - 07 & 02, Banskali Paurashava, Chattogram.	3,530	Mainly are boundary walls, housing structures, shops, open land, etc., along both sides of the road alignments	Not expected	Own land and all structures on the edge of the road alignment
			Total Road (A) =	3,530			
2		BANS-R-029	Construction of RCC Drain from Banskali Main Road to Askharia Jaliakhali Canal (Ch. 0.00m to Ch. 815m) at ward no. - 07, Banskali Paurashava, Chattogram.	815	Mainly are boundary walls, housing structures, shops, open land, etc., along both sides of the road alignments	Not expected	Own land and all structures on the edge of the road alignment
			Total Drain (B) =	815			
			Grand Total (A+B) =	R = 3,530 D = 815			

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

Urban Governance Infrastructure Improvement Programme (UGIIP)

1. **Introduction to the Project UGIIP:** The 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 sub-projects funded by ADB and GoB. The sub-projects under UGIIP 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 sub-projects 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 sub-projects 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 sub-project area:** After finalization of detail design for a sub-project, concerned PIU office will mark the sub-project 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 sub-project 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 sub-projects. In the long-term, the sub-projects 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/sub-project will be disclosed among the PAPs and beneficiaries in a local language. These documents will also be uploaded on UGIIP/LGED and the ADB website to facilitate dialogue with other individuals and organizations. The PMCU & ADB will ensure the safeguard documents for the sub-projects to receive the feedback from stakeholders' during implementation and to disseminate the necessary information about the major changes of a scheme under the sub-project (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

13. 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.

14. Information on proposed scheme/Sub-Project:

1. District Name: Banskali
7. Location: Banskali Paurashava, Upazila: Banskali
1. Proposed scheme considered in this checklist: (check one)

--x-- roads

--x-- drainages

----- water supply

community center/auditorium

----- solid waste management

bus and truck terminals

----- sanitation

river ghats

(Toilets, seepage management, etc.)

Others (please specify)

-x--- street lighting

1. 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 (<u>not applicable for public ROWs</u>)				
1. Is Ownership of land known?	n/a	n/a		
2. Land purchase/acquisition (<i>answer required even for land donation and/or negotiated land purchase</i>)- Not applicable				
a. permanent (<i>owner/s required to transfer ownership/rights to Paurashava</i>)		X		

Involuntary Resettlement Impacts	Yes	No	Not Known	Remarks
b. temporary (<i>owner/s retain rights/ownership</i>)		X		
c. not required	X			
3. Is the 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		
5. Are there any existing structures on <u>land</u> ?		X		
(if yes, complete the following information)	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				

Involuntary Resettlement Impacts	Yes	No	Not Known	Remarks
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		
- 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		

2. 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.

1. 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.

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

1. District Name: Banskhali
2. Location (km): At Banskhali distance around 46 km from the district headquarter of Chattogram.

3. Technical description:

The Sub-Project contains 03 roads, 01 drains and RCC Box Culvert One (1) no., RCC Cross Drain One (1) no., Retaining Wall 153m, Protection work 496m & installation of Street Light 119 nos. The components of the sub-project will involve schemes of improvement/construction/rehabilitation of roads of 3,530m and drains of 815m under 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 sociocultural 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 research/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	

KEY CONCERNS (Please provide elaborations in the "Remarks" column)	YES	NO	NOT KNOWN	Remarks
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				
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 people and/or claimed as an 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 a 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 a 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:
No (
Means of Disclosure:

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 ☐	নারীঃ ☐	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-মেইলঃ	☐
	৩. টেলিফোনে/সশরীরে-মৌখিকঃ	☐
যে কর্মকর্তা অভিযোগটি পর্যালোচনা করেনঃ		
এই অভিযোগের প্রেক্ষিতে যে পদক্ষেপ গ্রহণ করা হয়েছেঃ		
পদক্ষেপটি জনসম্মুখে প্রচার করা হয়েছে কি ? (টিক দিন)	১. হ্যাঁঃ	☐
	২. নাঃ	☐

যে-মাধ্যমে পদক্ষেপটি জনসম্মুখে প্রচার করা হয়েছেঃ	
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FGD Meeting-01

Venue/Location: Uttor Joldi Boruapara (Ward No: 02), Banskali Paurashava

Date: 30-11-2022

Time: 12:00 AM.

No of Participants -17

Agenda: Consultation Meeting in Rehabilitation and Construction of roads and Drains

A public consultation meeting was held at Paurashava Community Center (Ward No:02) for construction of the Improvement of Road at Ward-02 Banskali Paurashava, District Chattogram. The public consultation meeting was presided over by Kanchon Kumar Borua of Ward Councilor Ward No.02 of the Paurashava.

Consultants from Social Safeguard Team of project feasibility survey of UGIIP were present in the meeting. The represented participants were from concern communities, users of roads, and representatives of local government agencies. Different portion of the road are remained now with potholes in monsoon, some portions are narrow and brick road. The different of the roads remain dark and which creates safety security for the pedestrians.

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

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:

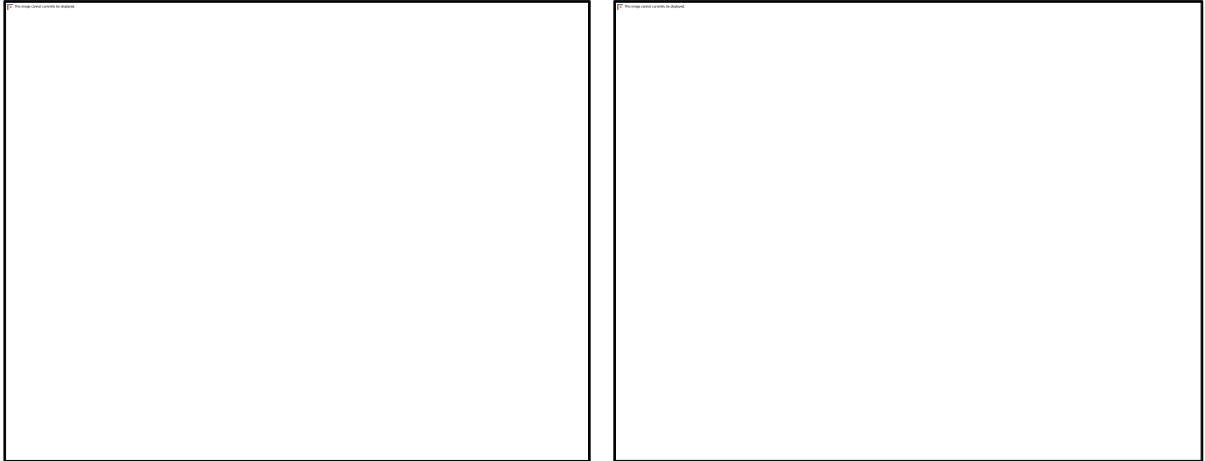
1. Participants of the FGD meeting urged the Paurashava officials to ensure quality of the work and timely completion of the sub-projects. At the same time, they demanded controlling dust and checking accidents in the project site, especially children, students, women, handicapped and elderly people.
2. The participants want to know the detailed design of the sub-projects, length, width etc.
3. 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.
4. The participants requested to ensure proper safety measures during construction period and alternative road arrangement for Pedestrians.
5. 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.

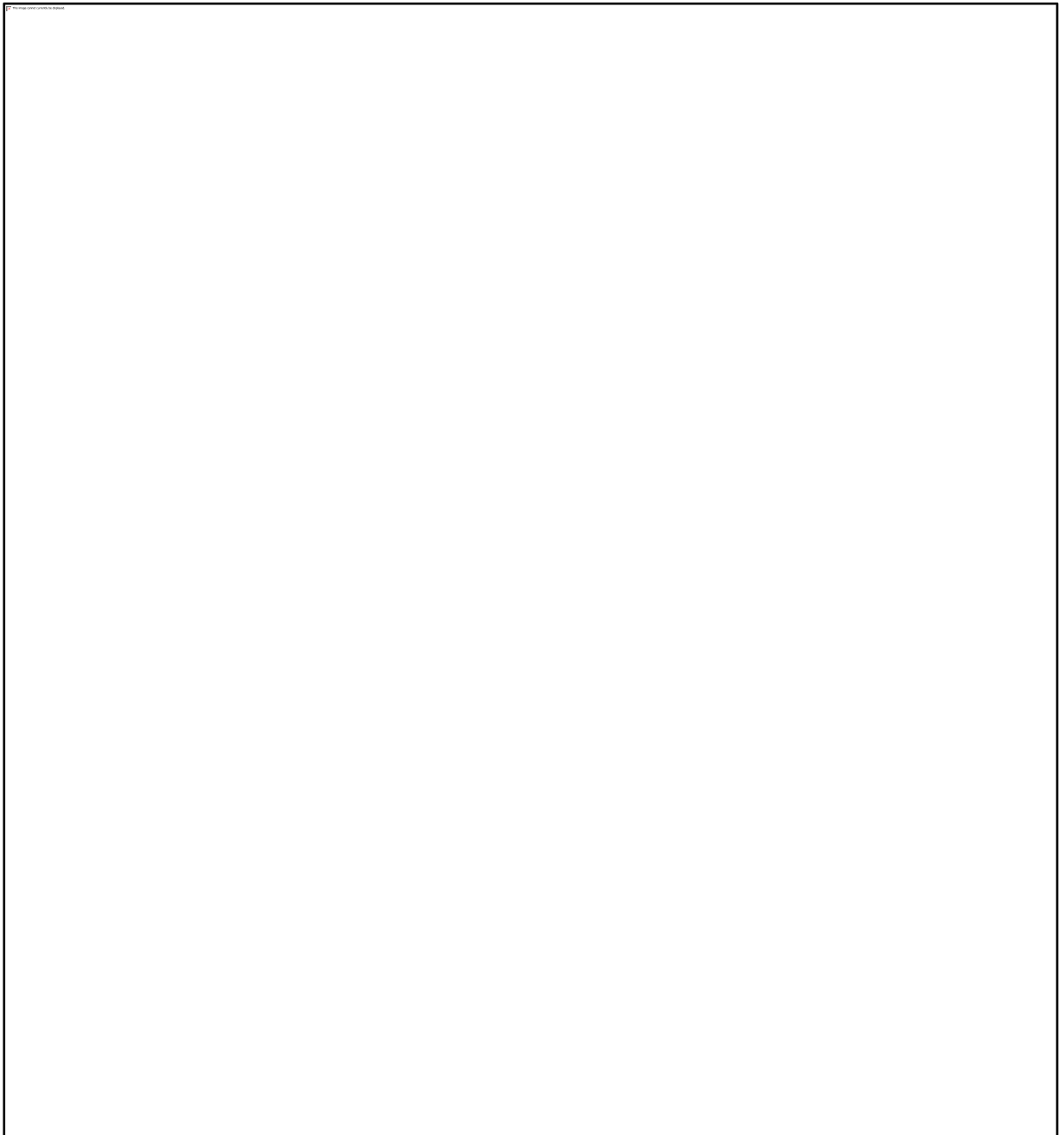
The meeting concluded with thanks from the chair to the participants. A list of participants

and Photographs of consultation meeting are given below:

Photo of FGD Meeting-2, Ward No. 2



Attendance sheet of FGD Meeting-1 Ward No. 2



FGD Meeting-2

Venue/Location: Fatapukurper (Ward No: 07), Banskhali Paurashava

Date: 29-11-2022

Time: 04:30 PM.

No of Participants -17

Agenda: Consultation Meeting in Rehabilitation and Construction of roads and Drains

A public consultation meeting was held at Fatapukurper (Ward No: 07) for construction of the Improvement of Road at Ward-07 Fatapukurper, District Chattogram. The public consultation meeting was presided over by Md. Abdulgofur of the ward councilor ward no-07 of the Paurashava.

Consultants from Social Safeguard Team of project feasibility survey of UGIIP were present in the meeting. The represented participants were from concern communities, users of roads, and representatives of local government agencies. Different portion of the road are remained now with potholes in monsoon, some portions are narrow and brick road. The different of the roads remain dark and which creates safety security for the pedestrians.

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

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.

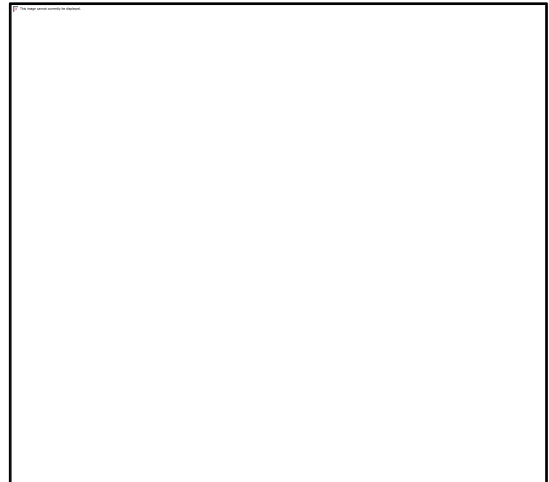
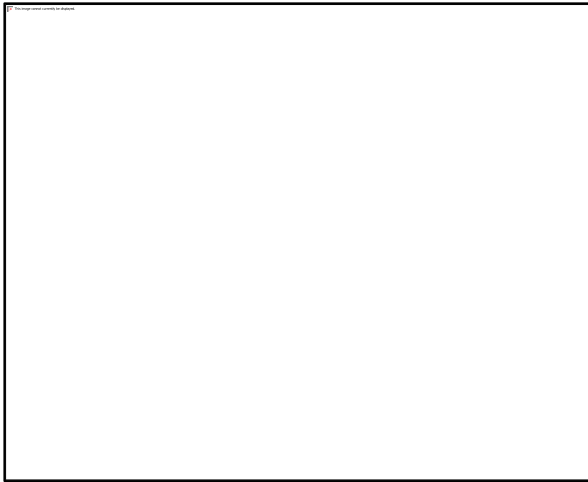
During open discussion session, participants raised following questions, queries and suggestions:

6. Participants of the FGD meeting urged the Paurashava officials to ensure quality of the work and timely completion of the sub-projects. At the same time, they demanded controlling dust and checking accidents in the project site, especially children, students, women, handicapped and elderly people.
7. The participants want to know the detailed design of the sub-projects, length, width etc.
8. 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.
9. The participants requested to ensure proper safety measures during construction period and alternative road arrangement for Pedestrians.
10. There will be local employment opportunity for skilled and unskilled laborers. Participation of women is highly encouraged.

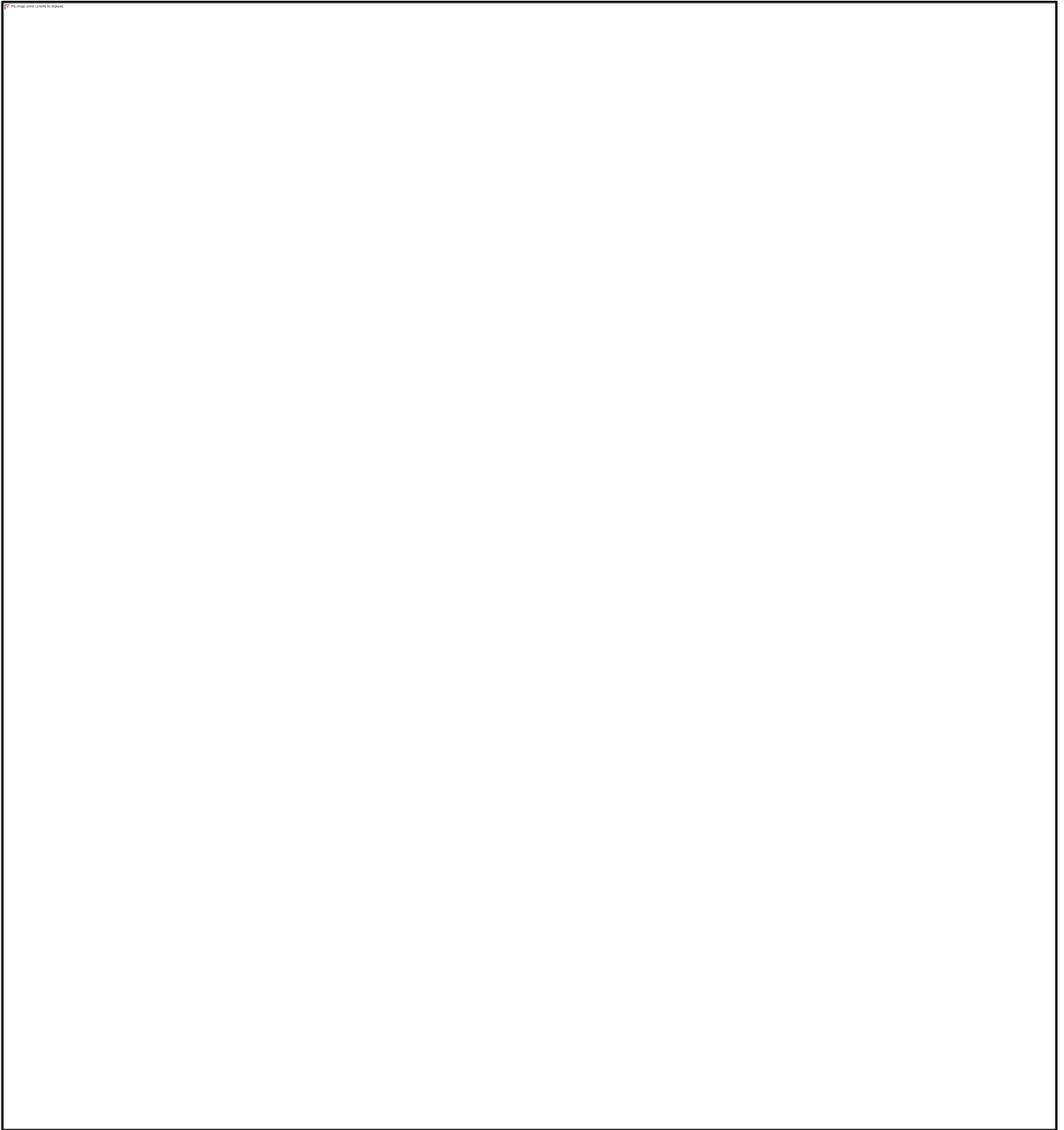
The participants requested the consultants to implement the sub-projects as early as possible and they (community) are very eager to extend all kinds of support for implementing the sub-project.

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

Photo of FGD Meeting-2, Ward No. 7



Attendance sheet of FGD Meeting-2, Ward No. 7



APPENDIX 8: LAND OWNERSHIP CERTIFICATE OF PAURASHAVA

