



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

Local Government Engineering Department (LGED)

Improving Urban Governance and Infrastructure Program (IUGIP)

**INVOLUNTARY RESETTLEMENT
DUE DILIGENCE REPORT (DDR)**

Sub-Project No: IUGIP/KALI/UT+DR/04/2023

KALIGANJ POURASHAVA

July 2025

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CURRENCY EQUIVALENTS

(as of June 2025)

Currency Unit = Tk.

Tk.1.00 = \$0.085

\$1.00 = Tk. 122.22

GLOSSARY OF BANGLADESHI TERMS

1 Crore	– 10 million (= 100 lakh)
Ghat	– Boat landing area along a river
Hat	– Market (bazaar) operating in certain day/s of the week. Generally, the shopkeepers deal with their temporary shops. There are also some permanent shops in a Hat. Hats are source of income for municipalities
Khal	– Canal/ water way narrower than river but wider than normal drain.
Khas	– land/property belonging to the government
Kutcha	– Structures built without bricks and mortar or without concrete
Lakh or lac	– 100 thousand (100,000)
Moholla or mohalla	– Sub-division of a ward
Mouza map	– Cadastral map of mouza showing plots and their numbers
Pourashava or Pourashava	– Administrative area in the urban area has local Government-
Pucca or Puccha, puccha	– Structures built partly or fully with bricks and mortar or concrete
Thana	– Police station/ area under a police station
Upazila	– Sub- District (Zila is Bengali meaning of a District)

WEIGHTS AND MEASURES

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

NOTES

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

(ii) BDT refers to Bangladeshi Taka

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ABBREVIATIONS

ADB	- Asian Development Bank
PAP	- Project Affected Person
ARIPA	- Acquisition & Requisition of Immovable Property Act
DDR	- Due Diligence Report
DP	- Displaced Person
EHS	- Environmental Health and Safety
FGD	- Focus Group Discussion
GOB	- Government of Bangladesh
GRC	- Grievance Redress Committee
GICDC	- Governance improvement and Capacity Development Consultants
GRM	- Grievance Redress Mechanism
LA&R	- Land Acquisition and Resettlement
LGED	- Local Government Engineering Department
LGRD & C	- Local Government Engineering Development & Cooperatives
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
PRA	- Project Readiness Assistance
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
TMRESC	- Tribes, Minor Races, Ethnic Sects and Communities
SC	- Standing Committees
WC	- Ward Committee

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I. INTRODUCTION

A. Background

1. The ADB, AFD and GOB supported Improving Urban Governance and Infrastructure Program (IUGIP) has been improving 88 Pourashavas since July 2023. Out of these 88 Pourashavas 63 are Main stream and 25 are under Operation and Maintenance (O & M). IUGIP will improve infrastructure facilities such as roads, drains, street lights, low-income neighborhoods improvements, market centers and parks in the selected Pourashavas. The project takes a holistic and integrated approach to urban development and has been formulated for sector loan. IUGIP has been implementing by LGED under the Ministry of Local Government, Rural Development and Cooperatives (MLGRDC). LGED is the Executing Agency and Pourashavas are the implementing agencies of the project. The Result Based Lending (RBL) Program will be guided by the National Laws and ADB safeguards Policy principles for resettlement and Indigenous Peoples/Tribes, Minor races, Ethnic Sects (TMRESC). The sub-projects under the IUGIP are being selected & implementing. It is expected that from implementation of the sub-project movement of people and transportation of goods will be easier, more comfortable and economic, water logging problem will be mitigated. Thus, living condition of the people of these Pourashavas will be upgraded, hygiene will be more maintained.

2. The project comprises of three components. These are:
- a. Municipal Governance Improving;
 - b. Municipal Infrastructure and Service Improving; and
 - c. Municipal Capacity Development

It is expected that the program will have impact on enhancement of economic activities in the regional context including: (i) comprehensive urban planning and economic revitalization; (ii) transport infrastructure up gradation, (iii) solid waste management; and (iv) strengthening local governance and municipal funding.

3. Kaliganj Pourashava is one of the selected Pourashavas under Improving Urban Governance and Infrastructure Program (IUGIP) of LGED. The objective of the Management Deign & Supervision Consultants (MDSC) is to prepare an agreed project design and Implementation, inclusive of the preparation of a sizeable number of infrastructures sub-projects which would warrant satisfying pertinent requirements and policy of ADB, AFD and GOB. The Management Deign & Supervision Consultant (MDSC) will also include preparation of SPAR (Sub project Appraisal Report) and having conformed to the social safeguard, gender, poverty and other issues for the ensuing loan. There has been a significant influx of people in search of better livelihoods to the Pourashava urban areas and district headquarters which include Kaliganj Pourashava at Gazipur district. Many industrial establishments are gradually developing within the Pourashava area of Kaliganj. The population of the area is increasing day to day due to civic amenities. The unplanned housing is being built everywhere in the Pourashava area. As a result, it is becoming difficult for the Pourashava to provide Pour services. For growing needs of urbanization municipal facilities and development is essential. Physical, social and economic displacement is an inevitable part of development and may cause involuntary resettlement resulting physical and economic displacement and the issues should be properly mitigated for avoiding development-based suffering of the urban people.

Figure 1: Project Location Map



B. Scope of this Report

4. This Involuntary Resettlement Due Diligence Report (DDR) has been prepared for the construction work of the proposed Roads and Drainage subprojects under the Package: IUGIP/KALI/UT+DR/04/2023 of Kaliganj Pourashava. The Urban Governance and Infrastructure Program (IUGIP) of LGED have been improving Total 3392.00m of roads and 1891.00m Drainage under this Package. The package consists of 03 roads, 03 drains and 117 no's street lights, 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 Pourashava, findings from the workshop conducted in the Pourashava discussions with related stakeholders and PIU Pourashava authorities.

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

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

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

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

II. SUBPROJECT DESCRIPTION

A. About the Project Area

9. Kaliganj Pourashava is one of the Local Government Administrative units of Bangladesh and categorizes as class B. The Pourashava is located in the district of Gazipur about 15 km. away from north east of District headquarter. A pourashava is a service-autonomous body. Residents of the pourashava have to maintain contact with the pourashava office to receive various services. Most of the city dwellers are not aware of the type of service, or the process of receiving the service. Kaliganj Pourashava located at the North-west region of the country. Area is 15.29 sq.km, No of Households-9,718. Total population 45,430, male - 24,334 and female - 23,530 total 21,096 and education rate 60.1%, BBS-2011).

10. Kaliganj Pourashava has been established in a Beautiful Environment on the banks of Shitalakshya River under Gazipur District near Dhaka City. Area of Pourashava 15.20 Square kilometers and Population of 60572. A Huge factory of Pran RFL, Seven Ring Cement factory and traditional Muslim Cotton Mill RK Jute Mills are established in kaliganj Pourashava. Muslim Cotton cloth was produced that the cloth be easily brought inside the ring. The occupation of the residents in the Pourashava is mainly business and agriculture. In percentage Agriculture 47.89%, non-agricultural labourer 2.89%, commerce 14.85%, transport and communication 3.85%, service 13.28%, rent and remittance 4.57% and others 12.67%. (Pourashava). The schemes proposed under the package was selected as priorities through wide participation by the Pourashava residents through public consultation meeting, following sub-projects selection criteria listed in the Pourashava Development Plan (PDP).

11. The Residents holdings number is 10,457, it is learned from Pourashava Assistant Engineer that about 69 % of the holding taxes are paid in every year. Source: Pourashava

Development Plan (PDP). Total Residential, commercial and non-government Holdings number is: 10,544. Monthly income range of the inhabitants of the Pourashava is presented in the following table.

Table-1: Monthly Income range of Pourashava 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 +	
5%	30%	45%	17%	2%	1%	100%

(Source: Pourashava, June 2025)

12. The Roads & Drainage Improvement subproject selected for Kaliganj Pourashava is the outcome during Implementation conducted by the project Implementation unit (PIU), IUGIP, LGED. Under implementation a preliminary Social Safeguard Impact Assessment (SSIA) was conducted comprising a long list of proposed schemes combining roads, drainage and street lighting components. At this stage of project implementation, MDSC Social Safeguard Team conducted resettlement & social impact assessments in detail on the aforesaid design completed & for implementation of subproject, comprising 03 roads, 03 drains and 117 Street lights for the concerned package. This social impact assessment for the design completed schemes of the subproject was done conducting a thorough investigation of different social safeguard issues visiting each of the scheme site based on the final detail engineering design prepared by Engineering Consultant to fulfill the requirements of ADB's Involuntary Resettlement and Safeguard Policy Statement (SPS, 2009). The major objective of the above study/ investigations was to assess and identify all the potential socioeconomic and resettlement impacts with necessary mitigation measures of different concerns. This report has been prepared only for the design completed scheme based on the aforesaid study findings. However, the current subproject covers construction of the aforesaid road, drain selected within the Kaliganj Pourashava to facilitate proper communication/transportation & drainage facilities for the people of subproject area. During investigations, it was revealed that the construction works will be done following the approved detail design. The road & drains will be constructed /improved respectively on the existing road alignments & along the road shoulders without affecting any structures. Moreover, due to construction/improvement of the aforesaid roads & drain under the project are not expecting to have neither any physical nor any economic displacement of any people. Based on the available design and scope of work; the entire work is proposed within public ROW owned by Kaliganj Pourashava. There is no need of land acquisition for the purpose of the project. No involuntary resettlement impact is anticipated and hence, there is no need to prepare a resettlement plan for the subproject.

B. About Subproject Component

13. Kaliganj Pourashava is one of the Local Government Administrative units of Bangladesh and categorizes as class B. The Pourashava is located in the district of Gazipur under Dhaka Division. The location of Gazipur Town is about 15 km north east from the District Head Quartier. Many industrial establishments are gradually developing within the Pourashava area of Kaliganj. The populations of the area are gradually increasing due to migration of the people from other area of the Country as the Pourashava is a business center. However, day by day rapid urbanization in and around the Pourashava and newly growing business sites and cultural heritage increases its importance with a significant increase in population in the Pourashava area. To cope with the current demand of increasing population of the Pourashava, rapid development of different civic facilities for dwellers of Pourashava is now becomes inevitable. Under the circumstances, this subproject has been proposed comprising of different infrastructure development under different components. The subproject components aim at upgrading and expansion of urban services from construction of 03 roads, 03 drains With 117 streetlights including connecting road from Pourashava to 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 which address the most acute needs for better urban services and facilities to inhabitants of the Pourashava. Different infrastructure development components under the subproject proposed for construction and development is consistent with the Urban Governance and Infrastructure Improvement Programme (IUGIP)'s project objectives. Through implementation of the proposed schemes under the subproject is expected to facilitate improved communication and drainage system and other income generating Municipal Facilities for the residents of the Pourashava. The roads and drainage components undertaken for required development located within different wards of the Pourashava area furnished in followed by Road and Drainage Layout of Kaliganj Pourashava in Figure-3.

Table-2: Components of proposed Roads & Drain
Improving Urban Governance and Infrastructure Program (IUGIP)
Roads and Drainage Sector Sub-Project

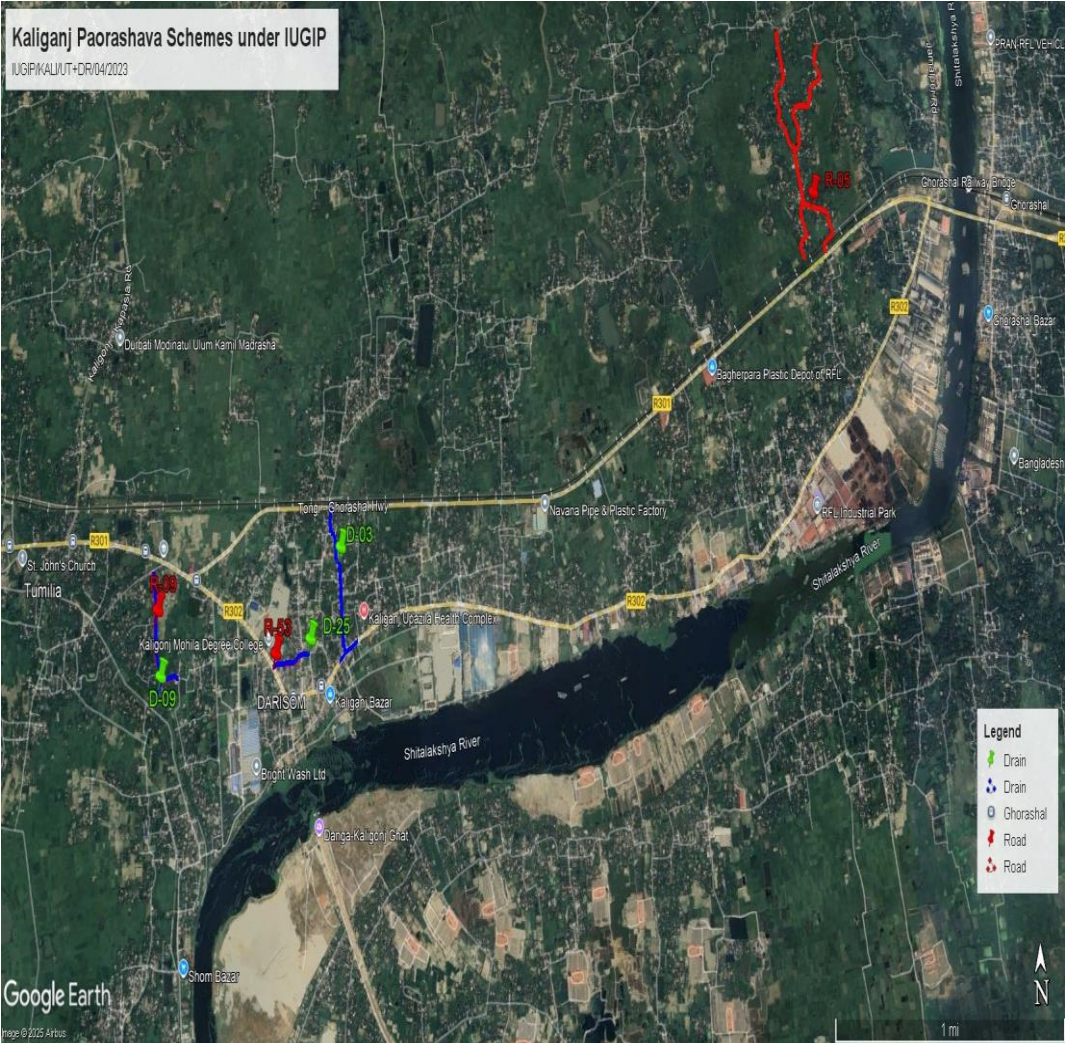
SI No	FY	Name of Package	PDP ID No.	Scheme Name/ Name of works	Length (m)	Land Ownership
1	2024-2025	IUGIP/KALI/UT+DR/04/2023	R-05	Improvement of Road by DBC Starting from Dhaka - Sylhet Highway Near Mulgaon Madrasa to Kakabo Graveyard Via Jamal shop Ch. 0.00-1500.00m, Link-I Mulgaon 2 No Govt. Primary School Road Ch. 0.00-323.00m, link-ii Starting from Jamal Shop to Kholapara Ch. 0.00-685.00m, Including 02 nos Road Cross Drain at Ch. 750 & 1000m, Palisading Work 174.00m & installation of 85 nos Street light at Ward no-09, Under Kaliganj Pourashava, Gazipur.	2508.00	Kaliganj Pourashava
2			R-09	Construction of Road by RCC Starting from Bhadarty Baitul Mamur Jame Mosque to Tumulia Road Ch. 0.00-645.00m, Palisading Work 45.00m & installation of 23 nos Street light, at Ward no-03, Under Kaliganj Pourashava, Gazipur.	645.00	
3			R-53	Construction of Road by RCC Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-239.00m, installation of 09 nos Street light Under Kaliganj Pourashava, Gazipur.	239.00	
				Total Length 03 Roads	3392.00	
4			D-03	Construction of RCC Box Drain Start from Boronagar mour Tongi-Gorashal Highway to Kaliganj Upazila Health Complex Under-Construction Drain Ch. 0.00-830.00m, Link Drain From Poura Bhaban to Proposed Drain Ch. 0.00-60.00m, at Ward No-04 & 05 Under Kaliganj Pourashava, Gazipur	890.00	Kaliganj Pourashava
5			D-09	Construction of RCC Box Drain Part-A Starting from Bhadarty Baitul Mamur Jame Mosque to Boali Khal Via Adv. Shorif House Ch. 0.00-225.00m, Part B Starting from Tumulia Road to Adv. Shorif House Ch. 645.00-150.00m at Ward no-03, Under Kaliganj Pourashava, Gazipur.	720.00	
6			D-25	Construction of RCC Box Drain Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-281.00m, Under Kaliganj Pourashava, Gazipur.	281.00	
				Total Length 03 drains	1891.00	

Figure 2: Map of the Kaliganj Upazila



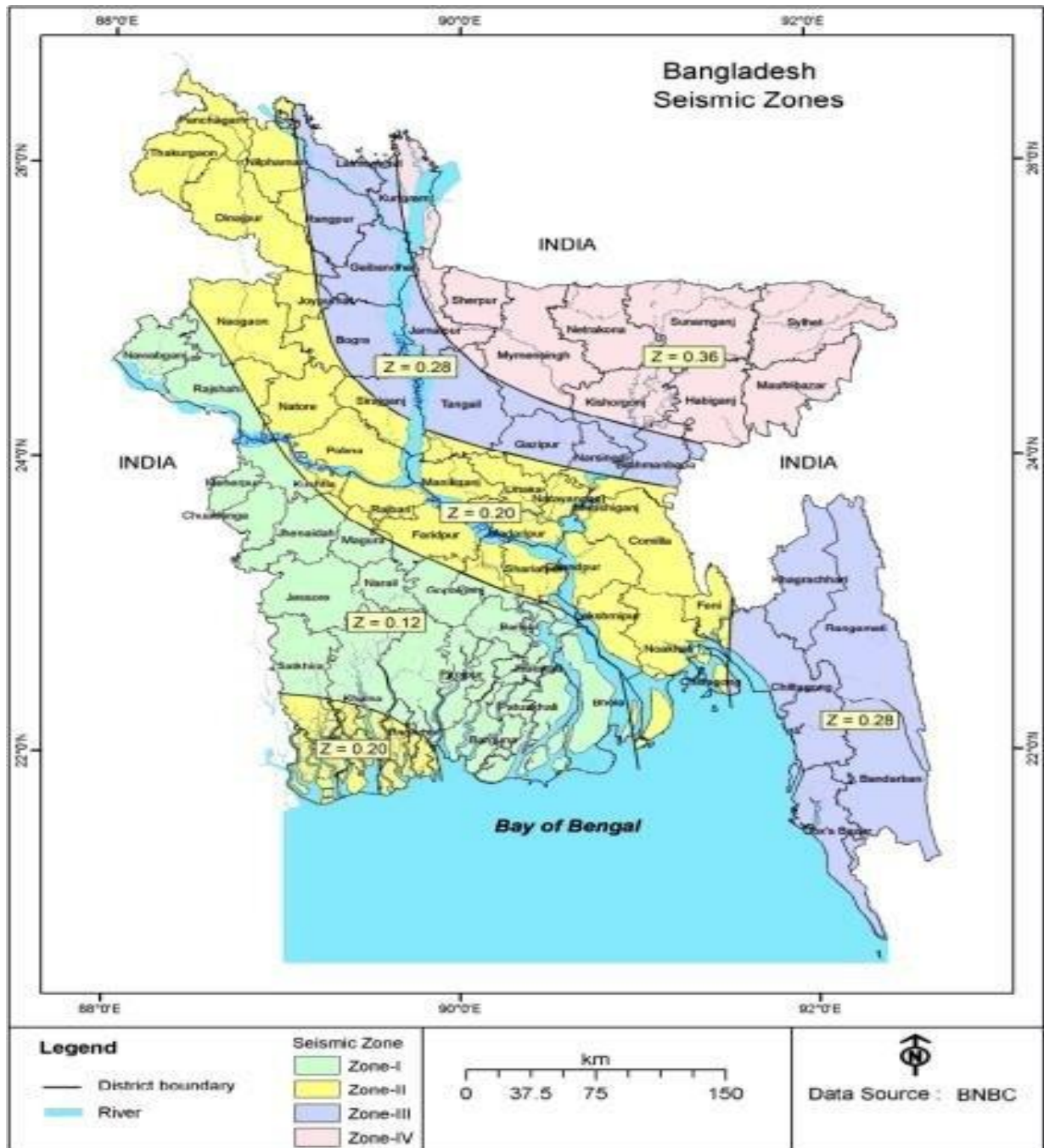
Source: Google

Figure 3: Google Map Location of Road and Drain Improvement subprojects



Source: Pourashava, April 2025

Figure 4: Seismic Zone Map of Bangladesh BNBC -2020



Source: Google Website

Kaliganj Pourashava is located in a seismic Zone - III, referred to as the Very severe Earthquake risk zone for earthquake in the country. Seismic events in Bangladesh are relatively infrequent, but historically, have been severe, such as the earthquakes of 1930, 1950 and 2004. To address any potential impacts due to seismic activities, provisions of the Bangladesh National Building Code (BNBC) 1993 and 2006 shall be strictly followed in the detailed designs of project components, apart from consideration of seismic vulnerability in the specifications for the design and construction of the works, including the choice of materials and methods for construction work.

III. FIELD WORK AND PUBLIC CONSULTATION

A. Outline of Field Work

14. The social Safeguard Consultants team visited all the selected & design completed scheme sites under the Subproject at Kaliganj Pourashava in February 2025. The main purpose of the field trip was to conduct a detail implementation for the selected schemes of the subproject covering different resettlement and social safeguard issues likely to occur due to the construction & improvement of the selected schemes. In course of study, consultants had discussions and sharing of ideas with Assistant Engineer, Sub- Assistant Engineer Work Assistance, councilors, Poura Nirbahi officer along with other relevant staff and local people of the Kaliganj Pourashava at their office. During discussions, the consultants briefed them about the objectives and the purpose of the visit and informed them about the planned site visit and different activities to be carried out along the alignments of the selected subproject/scheme sites. The consultants also had number of consultations with the local people and beneficiaries at different locations of the subproject. During site visit, Assistant Engineer, Councilors of the concerned wards along with other technical staffs of the Pourashava accompanied the consultant's team to assist them and also to identify the locations and alignments of different schemes. In accordance with the objective of the field visit, the consultants visited all along the roads & drains alignments and investigated about the resettlement and social safeguard issues if any, likely to occur for the selected roads & drains under the sub-project using an Impact Assessment checklist.

B. Stakeholder Consultation

15. A Stakeholder Consultation was held for selection different priority subprojects wise roads and drains etc. on 12.02.2025 with the Administrator of Pourashava, officials, Councilors, TLCC, WC members, public representatives, local community people, local elites, businessmen, minority community, teachers, religious leaders, journalists, other government officials and different stakeholders since subproject preparation to date at different stages of the project activities. In addition to that Public Consultations were held in the project site as a part of information dissemination about the upcoming/ ongoing subproject implementation. Details are in the Appendix-7. The major objectives of such consultations were to identify different issues, problems/constraints and prospects and to collect feedback from the participants in connection to different development activities under the subproject and to response on the feedbacks. Consultation is a continuous process which requires holding meetings from the very beginning of the project preparation to implementation of the project. The consultations conducted so far were mainly covering information dissemination about the project /subproject & its scope, possible positive and negative impacts includes necessity of land acquisition, procedures of compensation valuation for the affected land & properties, payment of compensation, PAPs/local people's opinions /feedback on different social issues & concerns e.g. fair compensation, grievances, local demand, involvement of PAPs & local people in different project activities & employment in project works etc.

16. However, such consultations were conducted at Pourashava office and also at subproject sites among the Pourashava officials, Local People's representatives, and local community people to assess the project impacts. The consultations were covered mainly to inform project stakeholders include project beneficiaries about the project concept, its objectives and different social safeguard issues, land acquisition requirements etc. as per technical design of the subprojects. They were also consulted to know about their perceptions on risks and consequences of the subproject development concerns, views on alternative options and to ensure participation of project beneficiaries in Project cycle. The local elites, project beneficiaries, community leaders and other stakeholders were consulted through group meetings and personal contact. The inputs from the stakeholders' meetings have been used to develop appropriate mitigation measures. This interactive approach will continue during the implementation of the subproject. A Lot of positive impacts revealed from these consultations as feedbacks. Also, participants of the consultants expressed a few concerns which are

related to construction and are short term, localized and can be mitigated with good construction practices and measures.

Figure 5: Consultation at Kaliganj



C. Future Consultation and Disclosure:

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

a. Public consultation is a continuous process. Public consultations are being conducting time to time. Future Public consultations will be held with the project communities at different project locations to know impacts of the sub-project works on the community opinions of the community and their suggestions for improvement the plan if needed public opinions and suggestions will be taken by an aggregate of individual's views and attitudes about the project works. The opinions of the community will be considered for improvement-of planning, during implementation and monitoring of the project activities. Sub-project plans, Social Safeguard Policies of the project will be disclosed in the public consultation before starting the construction works, to mitigate impacts from sub-project construction works and to introduce a mechanism through which stakeholders can redress their grievances and can participate in project monitoring and evaluation. Public meetings will be conducted with communities at the project area to present the final design and alignment of the proposed subprojects for construction work. A consultation and participation plan are prepared for the project; consultation activities will be coordinated by the project management unit (PMU), project implementation unit (PIU) of the Pourashava and consultant teams to ensure that the communities are fully aware of the activities at all stages of the project implementation.

18. The following activities will be done as a part of future public consultation and information campaign;

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

construction activities, and to provide copies of summary documents in local language as; leaflets, booklets about the project activities

- c. Formal disclosure of completed project reports will be ensured by making copies available at convenient locations in the study areas, and informing the public of their availability; and
- d. To provide a mechanism through which project beneficiaries can place their comments.
- e. The PIUs (participating Pourashavas) with assistance of the consultant teams will conduct meaningful consultation¹, with project stakeholders, and civil society for every subproject identified.

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

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

21. The consultations will be held with special emphasis on poor, women and other vulnerable groups.

22. The key informants during the subproject implementation will include the following but not limited to:

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

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

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

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

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

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

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

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

27. With assistance from the MDSC National and Regional Social Safeguard Specialists, the PIUs will continue to arrange public consultations, and take the following steps:

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

28. The DDR will also be made available at a convenient place, especially the offices of the Pourashava offices.

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

kept at places which are conveniently accessible to people, as a means to disclose the document and at the same time creating wider public awareness. An electronic version of this resettlement plan will be placed in the official website of LGED and the Pourashava, and ADB's website after approval of the DDR by ADB.

D. Social Impact Assessment of the Subproject

General: The Social Safeguard Team conducted the social impact study visiting subproject sites in February, 2025. The main purpose of the study was to assess and quantify resettlement and social safeguard issues. During site investigations, consultants had discussions and sharing of ideas with concerned Engineers/officials, of the Pourashava, at the Pourashava office and also conducted meetings with the local people, Local Government Representatives in the subproject area. However, during field visit program, Consultant physically visited all the design completed road and drain alignments selected for construction and improvement under the subproject and investigated about likely impacts on the people with respect to land acquisition & resettlement and other social safeguard issues. The Social Safeguard Team monitored the progress of social safeguard compliances using an Impact Monitoring Checklist. The Impact Monitoring Checklist has been attached with this report as Appendix -1. During site visit, Assistant Engineer, Sub-Assistant Engineer, Work Assistant and a Surveyor of the Pourashava accompanied the consultants to assist in identifying the locations & alignments of the proposed Road and drain to monitor the progress of social safeguard compliances, to organize consultations/meetings with the Local People's Representatives, Community Leaders and people of the subproject area. The major findings of the social impact assessment study have been summarized below:

Table-3: Social Impact Assessment of Road and Drain Sub projects
Improving Urban Governance and Infrastructure Program (IUGIP)
Summary Roads and Drainage Sector Sub-Project

SL No	Financial Year	Name of Package	PDP No.	Name of Scheme/ Name of Works	Length (m)	Possible social Impact	Resettlement required or not	Indigenous people	Remarks
1	2024-2025	IUGIP/KALI/UT+DR/04/2023	R-05	Improvement of Road by DBC Starting from Dhaka - Sylhet Highway Near Mulgaon Madrasa to Kakabo Graveyard Via Jamal shop Ch. 0.00-1500.00m, Link-I Mulgaon 2 No Govt. Primary School Road Ch. 0.00-323.00m, link-ii Starting from Jamal Shop to Kholapara Ch. 0.00-685.00m, Including 02 nos Road Cross Drain at Ch. 750 & 1000m, Palisading Work 174.00m & installation of 85 nos Street light at Ward no-09.	2508.00	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles will be addressed following the Project Environmental and Social Management Framework. (ESMF).	Not required	Not found	
2			R-09	Construction of Road by RCC Starting from Bhadarty Baitul Mamur Jame Mosque to Tumulia Road Ch. 0.00-645.00m, Palisading Work 45.00m & installation of 23 nos Street light, at Ward no-03, Under Kaliganj Pourashava, Gazipur.	645.00	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles will be addressed following the Project Environmental and Social Management Framework. (ESMF).	Not required	Not found	
3			R-53	Construction of Road by RCC Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-239.00m, installation of 09 nos Street light Under Kaliganj Pourashava, Gazipur.	239.00	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles will be addressed following the Project Environmental and Social Management Framework. (ESMF).	Not required	Not found	
Sub-Total Roads Length =					3392.00				
10	2023-2024	IUGIP/KALI/UT+DR/04/2023	D-03	Construction of RCC Box Drain Start from Boronagar mour Tongi-Gorashal Highway to Kaliganj Upazila Health Complex Under-Construction Drain Ch. 0.00-830.00m, Link Drain From Poura Bhaban to Proposed Drain Ch. 0.00-60.00m, at Ward No-04 & 05.	890.00	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles will be addressed following the Project Environmental and Social Management Framework. (ESMF).	Not required	Not found	
11			D-09	Construction of RCC Box Drain Part-A Starting from Bhadarty Baitul Mamur Jame Mosque to Boali Khal Via Adv. Shorif House Ch. 0.00-225.00m, Part B Starting from Tumulia Road to Adv. Shorif House Ch. 645.00-150.00m at Ward no-03.	720.00	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles will be addressed following the Project Environmental and Social Management Framework. (ESMF).	Not required	Not found	
12			D-25	Construction of RCC Box Drain Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-281.00m, Under Kaliganj Pourashava, Gazipur.	281.00	- No requirement for land acquisition - There is no possibility of any adverse impact in terms of losing income or livelihood. - Temporary disturbance of pedestrians and vehicles will be addressed following the Project Environmental and Social Management Framework. (ESMF).	Not required	Not found	
Sub-Total Drains Length =					1891.00				

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

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

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

IV. LAND AVAILABILITY AND RESETTLEMENT

A. Land Acquisition and Resettlement

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

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

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

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

36. **Land Acquisition & Resettlement:** The infrastructure improvements under IUGIP could have resettlement impacts. However, the selected subproject at Kaliganj Pourashava under IUGIP comprises 03 roads, 03 drains. In this connection, an in-depth social impact assessment was conducted based on the design completed schemes only to examine these issues, particularly with respect to the requirements of the ADB Policy on Involuntary Resettlement (1995), Social Safeguard Policy Statement (SPS) 2009, National Resettlement Policy -2009 under Ministry of Land (2009) national legislation of the Government of Bangladesh, Acquisition Requisition of Immovable Property Act-2017 (ARIPA-2017). The social safeguard study for the design completed schemes at the Pourashava suggests that there is no possibility of new land requirements, being improvement of the road will be done on the existing ROW and land is available belong to Pourashava and the drain construction/improvement will be done on the road shoulder on available land. The ROW allocated for the roads and drains schemes also were confined through design prepared by MDS Consultant using existing road's ROW and drain construction/improvement at the edge of existing roads shoulders. It was revealed through physical investigation that the subproject impact does not extend over any privately owned or any other new land for undertaking civil works. As such no land acquisition and resettlement will be required. Besides, the proposed ROW for the design completed road & drains under the subproject,

there is no possibility of affecting any structure and none found to be required relocation. Moreover, there is no possibility to loss of livelihood, neither permanent nor temporary due to loss of land/assets occupied or squatting by anybody is expected for the proposed development. Some minor impacts might be happening but this will be minimized by alternative arrangement. These minor impacts are temporary disturbances of roads side shops access, during construction time. Alternative arrangement means use of wooden plank, avoiding construction work during peak business hour, phase wise work etc. Based on final design of the subprojects during implementation and construction work all the probable resettlement impacts will be reviewed and necessary mitigation measures will be taken. Therefore, the potential impact of the subprojects on privately owned land/assets was fully eliminated, and correspondingly, no issues relating to involuntary Resettlement will occur during implementation of the subproject. Although, concerned road and drainage schemes unlikely to have any involuntary resettlement impact. However, the construction/improvement of the subproject may cause only minor temporary disturbances limited to dust and noise, movement of people etc, which will be limited to the construction period only, and could easily be mitigated as described in this report. Summary of land acquisition and resettlement impacts which has been assessed using a standard checklist undertaking a complete transect walk for the subproject annexed with this report (annexure-1).

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

38. In case, if it is found during implementation period that a subproject will require resettlement, temporary difficulties will be solved by taking prompt necessary action and consulting with (by PIU/Contractor/Consultants) people facing difficulties. All the possible actions will be taken to avoid irreversible negative impacts. If avoidance of adverse impact is not possible Resettlement Action Plan will be prepared and implemented. Road closure is not anticipated during construction period. The contractor/s will be required to submit a traffic management plan and implement in coordination with Pourashava traffic authority. Provision of alternative routes and this will be communicated via public announcements, billboards and notices.

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

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

B. Impacts and Outcome of the Subprojects

41. Physical, social and economic displacement is an inevitable part of development. Roads, construction of drain in the urban areas are the main subprojects in the Pourashava 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 Pourashava development plan. Most of the development subprojects in the Pourashava are taken on the existing land of Pourashava or khas land.

42. The subproject covers improvement and construction of roads and drainage to extend facilities for the urban dwellers in the subproject location and will bring direct benefit to the inhabitants of the Pourashava area. The roads and drainage construction/improvement under the program will improve transport facilities & increase the capacity of receding waste water

from industries, households, commercial premises etc. The subproject is expected to increase area coverage of drainage and will improve health condition and will help to reduce water logging & reduce transport cost of goods and services including travelling cost of the residents of the town. The outcome of the subproject is improved transport & drainage system within the Pourashava area and also will prevent water logging problem & unexpected flood during monsoon. Construction/improvement of the drains will ensure efficient drainage system within the subproject area. The present subprojects are therefore, designed for an expansion of transport facilities and improvement of the drainage system to meet the present and calculated future demands for the citizens of Pourashava. The subproject expected to improve the service standards with respect to proper transport and drainage facilities.

C. Subproject Impacts, Benefits and Anticipated Negative Impacts

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

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

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

46. Huge manpower will be required for construction works. The construction works will open opportunities of employment for local people, including women. Health, safety and sanitary issues of the workers will be ensured and gender issues will be addressed as social safeguard compliance.

47. There are no indigenous / TMRESC people or cultural heritage sites that will be affected during the implementation of the subprojects.

48. Overall Social Impact: If the drains and roads constructed waterlogging problem will be resolved. Water logging causes many diseases and cause of sufferings. After construction of the road's movement of people and carrying of goods will be easier, fast and economic. Different types of vehicles will be introduced in these roads. Producer will be able to market their products easily and economically. So, the price of the products will be cheaper and market will expand. Farmers will be able to carry their products directly to the market and will get fair price. Thus, the construction works will have positive impact on community health and economy No adverse impact has been assessed from impact assessment. So, resettlement work will not be necessary for sub-project works.

D. Mitigations of Social Concerns

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

- Informing all residents' local households and traders about the nature and duration of works in advance, so that they can make necessary preparations to face the situation.
- Providing wooden walkways/planks across trenches for pedestrians and metal sheets where vehicle access is required. Proper precautions will be taken and barricade will be provided by the ditch or working place with heavy machineries to save the children, women, elderly people and handicapped and vehicle from accident. Also, signboard with required information, red flags will be placed at the work places. Properly milking, distribution of leaflets and exchange of views with community people are essential in this connection. Probable difficulties may happen during the construction period and responsibility of the local community in this connection will be discussed in the public consultation. Necessary alternative road network and diversion of traffic may be required. Project authority and contractors will be liable and compensate any loss or damage due to negligence of contractors and this should be included in the contract document and procurement policy of the contractors.
- Increasing the workforce and using appropriate equipment to complete the work in a minimum timeframe.
- Suggest people to wear musk to prevent from dust problem during construction and also routine water spray is essential to avoid and minimize dust in the air and nearby residence.
- Other social concern, if any will be properly solved by Grievance Redress Committees (GRC) under the Grievance Redress Mechanism (GRM) of the project already formed by the PIU
- Pourashava 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 Pourashava will preserve baseline information of pre project, during project and post project evaluation by formation of social development unit of the Pourashava.
- Any other preventive measures to be adopted as required considering the situation during construction.

50. Therefore, the above mitigation measures during civil works would not impede local resident, pedestrians' sellers and buyers on having normal facilities.

E. Grievance Redress Mechanism (GRM)

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

communicated effectively to the community and their immediate concerns can be addressed. This proactive approach with communities will be pursued throughout the implementation of the subproject.

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

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

54. Pourashava-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The PIU designated safeguard focal person and governance improvement and capacity development consultants (GICDC) will conduct Pourashava-wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements, and will work with the project implementation unit (PIU) at Pourashava level and management design and supervision consultants (MDSC) to help ensure that their grievances are addressed.

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

56. 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 Pourashava or through telephone hotlines at accessible locations, by e-mail, by post, by post, WhatsApp or by writing in complaints register in Pourashava 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 Unit (PMU) Resettlement/ Social safeguard Specialist 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.

57. Executive Engineer, Pourashava/Safeguard and Gender Focal Person at headquarter from 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.

58. **Grievances 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) 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, PIU safeguards officer, (MDSC) Environmental and Social Safeguards Specialists will be posted at all construction sites at visible locations.

- a) **1st Level Grievance.** The phone number of the PIU office should be made available at the construction site signboards. The contractors and PIU safeguard focal person can immediately resolve on-site in consultation with each other, and will be required to do so within 7 days of receipt of a complaint/grievance.
- b) **2nd Level Grievance.** All grievances that cannot be redressed within 7 days at field/ward level will be reviewed by the 2nd Level Grievance Redress Committee headed by Panel Mayor of the Pourashava with support from PIU designated safeguard focal person and MDSC Regional environment and Resettlement specialists. GRC will attempt to resolve them within 15 days.² The PIU designated safeguard focal person will be responsible to see through the process of redressal of each grievance.
- c) **3rd Level Grievance.** The PIU designated safeguard focal person will refer any unresolved or major issues to the PIU safeguard officer and MDSC national Environmental and Resettlement/ Social Safeguard Specialists. The PIU first in consultation with these officers/specialists will try to resolve complaints, or PIU will forward the unresolved complaints to the 3rd Level Grievance Redress Committee. The complaint has to be resolved within 30 days of receiving from 2nd Level Grievance Redress Committee.

59. 1st Level Grievance, Pourashava Level PIU. The contractors, PIU Safeguard and Gender Focal person can immediately resolve issues on-site or at Pourashava level in consultation with each other with the support of Administrative Officer of Pourashava, designated municipal ward councilor and will be required to do so within 7 days of receipt of a complaint/grievance. Assistance of ward committees (WC) will be sought if required for resolution of the issue, by any one or all of them jointly. The First Level Grievance Redress Committee will be comprised of the following members:

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

60. 2nd Level Grievance, Pourashava Level. All grievances that cannot be redressed within 7 days at Ward level will be brought up to the Second Level Grievance Redress Committee (GRC) headed by the Panel Mayor. Second Level Grievance Redress Committee at Pourashava level will attempt to resolve the grievance /complaint within 15 days. The composition of 2nd level Grievance Redress Committee will be as follows:

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

² Grievance Redress Committee (GRC) will have been formed at Pourashava-level. For example, in Pourashava, the GRC comprises Panel Mayor as Chairperson, and 1 councilor, the Pourashava Executive Engineer, Secretary Pourashava and Pourashava administrative officer, as members. All Pourashava-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.

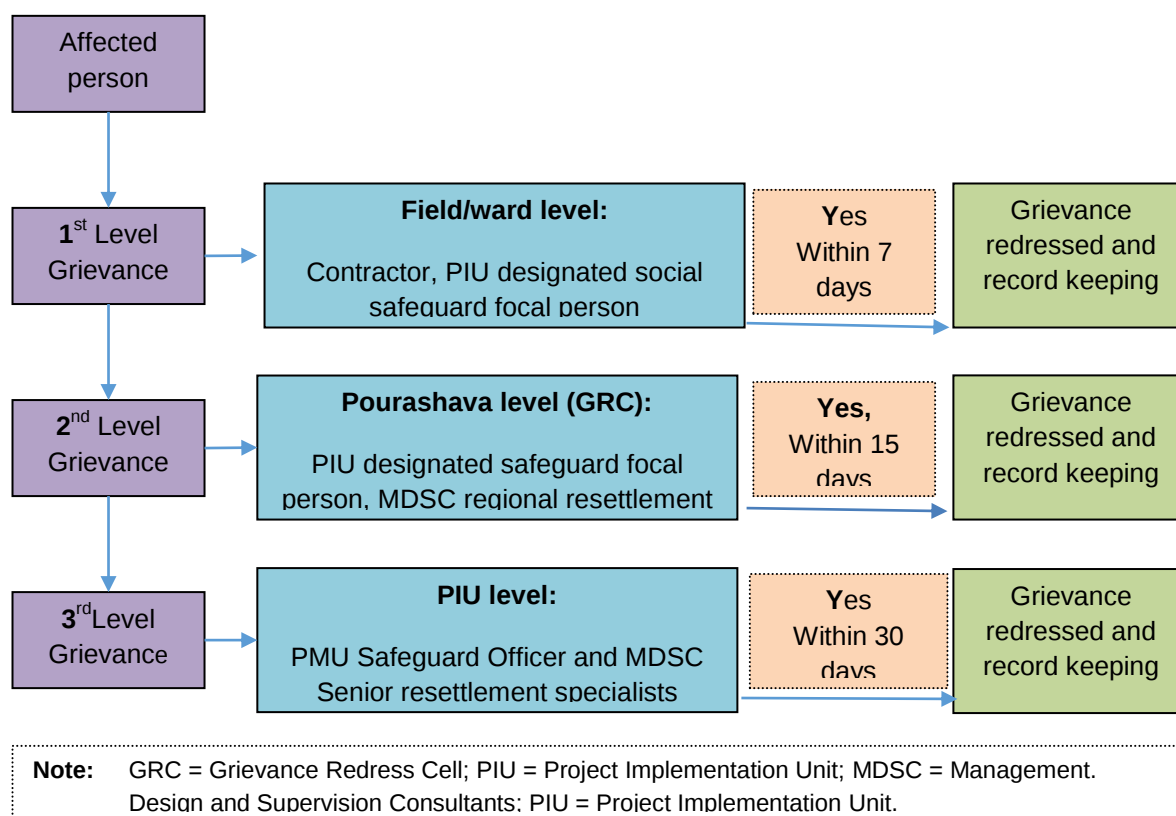
61. **3rd Level Grievance**, Project Management Unit (PMU): The grievances that are not redressed within 30 days of submission at Pourashava level will be forwarded to the PMU level. Pourashava Level Grievance Redress Committee will refer any unresolved or major issues to the PMU level Grievance Redress Committee, that will be headed by the Project Director and will have Mayor of the Pourashava, Deputy Project Director, Senior Assistant Engineer, Resettlement/ Social Safeguard Specialist, Environment Specialist as Committee Members. The 3rd Level Grievance Redress Committee will resolve the complaints/grievances within 30 days of receiving. The 3rd Level/ PMU level Grievance Redress Committee will comprise of:

- i. Project Director,
- ii. Mayor of the Pourashava
- iii. Deputy Project Director
- iv. Senior Assistant Engineer (will act as Member Secretary GRC level-3)
- v. Resettlement/ Social Safeguard Specialist
- vi. Environmental Specialist
- vii. Senior Assistant Engineer / Gender Focal Persons

62. 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.

63. In the event that the established GRM is not in a position to resolve the issue, the affected person also can reach the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB Headquarters or the ADB Bangladesh Resident Mission (BRM). Before submitting a complaint to the Accountability Mechanism, it is necessary that an affected person makes a good faith effort to solve the problem by working with the concerned ADB operations Department and/or BRM. Only after doing that, and if the complainant/s is still dissatisfied, the Accountability Mechanism will consider whether the complaint is eligible for reviewing? The complaint can be submitted in any of the official languages of ADB's developing member countries. Information on the ADB Accountability Mechanism has to be included in the project-relevant information and will be distributed to the communities at project area, as part of the project GRM.

Figure 6: GRM Diagram



64. The GRM will address affected people's concerns and complaints proactively and promptly, using an understandable, communicated, and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the affected people at no costs and without retribution. The mechanism will not impede access to the Country's judicial or administrative remedies. Accordingly, the focal person of PIUs started briefing among the concerned project stakeholders about the GRM procedures of IUGIP and also focusing the mitigation process of grievance/complaint received from the community, if any. It needs to be mentioned that the Consultants discussed /briefed about the formation of GRM, its functions & responsibilities among the project community/ in the subproject area different times during site visit.

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

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

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

V. CONCLUSION

A. Summary and Conclusion

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

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

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

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

71. Due to project intervention, there will be no compensation requirements, no loss of income of any person or any asset, either privately or publicly owned. However, in case any claims or complaints are submitted during the construction period, an effective and efficient Grievance Redress Mechanism will be established, and mitigation measures will be adopted as per the approved EMP. This will enhance provision of timely and sensible hearings and facilitate solutions.

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

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

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

B. Next Steps

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

- a. During implementation, if any involuntary resettlement impact is identified, a Resettlement Plan will be prepared in accordance with the Project Resettlement Framework.
- b. The project proponent has obtained a No Objection Certificate (NOC) from the Concerned Pourashava for construction of the proposed subprojects.
 - (i) The project proponent will approve and allocate 5% the DDR contingency budget.
 - (ii) Google earth map of the selected location of the subprojects will be updated to the DDR.
 - (iii) Formal and informal consultations will be carried out including, but not limited to: Public Consultations, Community Discussions, and Key Informant Interviews (KII). Intensive information dissemination campaign will be conducted. The updated DDR will include details of such consultations.
 - (iv) The Land Acquisition and Due Diligence Report will be submitted to ADB for obtaining necessary clearance and will be disclosed in website, compensation will be paid to the affected persons as per the agreed entitlements prior to commencement of construction work.
 - (v) The NOC and Self-Declaration of Pourashava will be appended in the updated DDR.
 - (vi) Meaningful consultation will be carried out throughout the project cycle with local residents, traders, businessmen etc. Details of such consultation will be incorporated in the updated DDR.

Appendix-1: Involuntary Resettlement (IR) Impacts Checklist by Schemes of the Road and Drain Subproject
Improving Urban Governance and Infrastructure Program (IUGIP)
Summary Roads and Drainage Sector Sub-Project

SL No	Financial Year	Name of Package	PDP No.	Name of Scheme/ Name of Works	Length (m)	Type of assets/structure along the roads and drains alignment	Possible Impacts, Physical and Economic Displacement	Remarks
1	2024-2025		R-05	Improvement of Road by DBC Starting from Dhaka - Sylhet Highway Near Mulgaon Madrasa to Kakabo Graveyard Via Jamal shop Ch. 0.00-1500.00m, Link-I Mulgaon 2 No Govt. Primary School Road Ch. 0.00-323.00m, link-ii Starting from Jamal Shop to Kholapara Ch. 0.00-685.00m, Including 02 nos Road Cross Drain at Ch. 750 & 1000m, Palisading Work 174.00m & installation of 85 nos Street light at Ward no-09.	2508.00	Mainly are boundary walls, housing structures, shops open land, etc. along both sides of the road alignments	Not required	Own land and all structures on the edge of the road alignment
2			R-09	Construction of Road by RCC Starting from Bhadarty Baitul Mamur Jame Mosque to Tumulia Road Ch. 0.00-645.00m, Palisading Work 45.00m & installation of 23 nos Street light, at Ward no-03, Under Kaliganj Pourashava, Gazipur.	645.00	Mainly are boundary walls, housing structures, shops open land, etc. along both sides of the road alignments	Not required	Own land and all structures on the edge of the road alignment
3			R-53	Construction of Road by RCC Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-239.00m, installation of 09 nos Street light Under Kaliganj Pourashava, Gazipur.	239.00	Mainly are boundary walls, housing structures, shops open land, etc. along both sides of the road alignments	Not required	Own land and all structures on the edge of the road alignment
Sub-Total Roads Length =					3392.00m			
4	2023-2024	IUGIP/KALI/UT+DR/04/2023	D-03	Construction of RCC Box Drain Start from Boronagar mour Tongi-Gorashal Highway to Kaliganj Upazila Health Complex Under-Construction Drain Ch. 0.00-830.00m, Link Drain From Poura Bhaban to Proposed Drain Ch. 0.00-60.00m, at Ward No-04 & 05.	890.00	Mainly are boundary walls, housing structures, shops open land, etc. along both sides of the road alignments	Not required	Own land and all structures on the edge of the road alignment
5			D-09	Construction of RCC Box Drain Part-A Starting from Bhadarty Baitul Mamur Jame Mosque to Boali Khal Via Adv. Shorif House Ch. 0.00-225.00m, Part B Starting from Tumulia Road to Adv. Shorif House Ch. 645.00-150.00m at Ward no-03.	720.00	Mainly are boundary walls, housing structures, shops open land, etc. along both sides of the road alignments	Not required	Own land and all structures on the edge of the road alignment
6			D-25	Construction of RCC Box Drain Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-281.00m, Under Kaliganj Pourashava, Gazipur.	281.00	Mainly are boundary walls, housing structures, shops open land, etc. along both sides of the road alignments	Not required	Own land and all structures on the edge of the road alignment
Sub-Total Drains Length =					1891.00m			

Appendix-2: Draft Project Information Leaflet on Social Safeguards Issues

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

Project Information Leaflet (Draft)

For

Improving Urban Governance and Infrastructure Program (IUGIP)

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

2. Implementation Arrangement: Local Government Engineering Department (LGED) is the lead executing agency of the Project. Different subprojects to be undertaken will be implemented by a number of Implementing Agencies, such as: LGED, Pourashava 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: PIU invited proposals from municipalities and urban centers covered under the Project. Upon approval of the Steering Committee and no objection from ADB, a feasibility study was carried out by the Consultants following the procedure of PPTA and finally is implementing those subprojects found feasible.

4. Land Acquisition & Resettlement of the project affected people: The project is unlikely to have significant land acquisition & resettlement impacts. The basic principles of IUGIP 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. The affected persons will receive compensation at Replacement Cost.

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

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

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

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

10. Responsibility of compensation Payment: Depending on the types of loss, the Deputy Commissioner, PIU 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 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 PIU of serious disputes that need to be resolved within the appropriate period; and (iv) update the PAPs on status of their complaints.

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

Appendix-3: Possible Impact Assessment Checklist

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

A. Introduction

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

B. Information on proposed scheme/Sub-Project:

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

Screening Questions for Involuntary Resettlement Impact

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

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

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

C. Attachments

1. Sub-Project with land requirement: Not applicable

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

2. Sub-Project along ROWs:

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

Appendix-4: Indigenous Peoples/Tribes, Minor Races, Ethnic Sects (TMRESC) Impacts Checklist

i. Introduction:

Each Project/Sub-Project/component needs to be screened for any indigenous people/ Tribes, Minor Races, Ethnic Sects (TMRESC) Impacts which will occur or have already occurred. This screening determines the necessary action to be taken by the Project team.

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

1. District name: Gazipur
2. Location (km): Kaliganj

iii. Technical description:

The Sub-Project contains 03 roads, 03 drains & 117 Street Light. The components of the sub-project will involve schemes of improvement and construction of roads; R = 3392.00m and D = 1891.00m of drains.

Screening Questions for Indigenous People/ Tribes, Minor Races, Ethnic Sects and Communities (TMRESC) Impact

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

KEY CONCERNS (Please provide elaborations in the "Remarks" column)				
	YES	NO	NOT KNOWN	Remarks
the national or local levels?				
B. Identification of Potential Impacts				
9. Will the Project directly or indirectly benefit or target indigenous peoples?	√			
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)?		√		
11. Will the Project affect the livelihood systems of indigenous peoples (e.g., food production system, natural resource management, crafts and trade, employment status)?		√		
12. Will the Project be in an area (land or territory) occupied, owned, or used by indigenous peoples, and/or claimed as ancestral domain?		√		
C. Identification of Special Requirements Will the Project activities include?		√		
13. Commercial development of the cultural resources and knowledge of indigenous peoples?		√		
14. Physical displacement from traditional or customary lands?		√		
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?		√		
16. Establishing legal recognition of rights to lands and territories that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?		√		
17. Acquisition of lands that are traditionally owned or customarily used, occupied, or claimed by indigenous peoples?		√		

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)/TMRESC impact, so a TMRESC or specific SEC Action Plan is required.

[√] has No IP/ TMRESC impact, so no TMRESC Plan /Specific action plan is required.

Appendix-5: Sample Grievance Registration Form

The Grievance Registration Form Will Be Prepared in Bengali to Make the Form Easy to Use by A Complainant). Bengali Version of The Form Is Also Attached.

GRIEVANCE REDRESS COMMITTEE (1ST STAGE)

.....Pourashava

GRIEVANCE REGISTRATION FORM

Mode of submission: Physically presence/Email/by post (Please mark with v symbol)

Date:

Name of Complainant: Father/Husband's name

Gender: Male..... Female, Other Age

Ward No., Pourashava: District:

Complaint related to the scheme:

.....

Details of Complaint:

Does this complaint will consider as CONFIDENTIAL / NOT CONFIDENTIAL (Tick Mark)

Name of complainant:

Signature:

Mobile Phone Number to communicate:

NID Number:, Email address:

Enclosure: Photocopy of NID

Received by:

Name:

Designation:

Date:

- i) One copy has to be given to the complainant with "Received" stamped, signature and date.
- ii) This form will also be used to register complaint at Contractor's Office.
- iii) Complaint over telephone/ email will be recorded in Complaint Register and redress action will be started, but complainants have to collect this form personally/through email and submit to GRC within 2 days of phone/mail.

Appendix-6: Bengali Version of Grievance Registration Form (1st Stage)

অভিযোগ নিরসন কমিটি (প্রথম ধর)

..... পৌর সভা

অভিযোগ দাখিলের ফরম

অভিযোগ দাখিলের মাধ্যম : ব্যক্তিগতভাবে উপস্থিত হয়ে/ইমেইল/ডাক

তারিখ :

অভিযোগকারীর নাম, পিতা/স্বামীর নাম

আবেদনকারীর লিঙ্গ : পুরুষ :, মহিলা :, অন্যান্য :, [টিক (✓) চিহ্ন দিন], বয়স :

ওয়ার্ড নং, পৌরসভা জেলা.....

যে সাব প্রজেক্ট/স্কিমের আওতাভুক্ত বিষয়ে অভিযোগ

.....

(অভিযোগের বর্ণনা ও অভিযোগকারীর প্রত্যাশা)

অভিযোগটি কি গোপনীয় / গোপনীয় নয় [টিক (✓) চিহ্ন দিন]

ধন্যবাদান্তে,

(অভিযোগকারীর স্বাক্ষর)

জাতীয় পরিচয়পত্র নং

মোবাইল ফোন নং, ইমেইল :.....

সংযুক্ত : জাতীয় পরিচয় পত্রের ফটোকপি।

বিঃদ্রঃ ১। অভিযোগের একটি কপিতে সংশ্লিষ্ট কর্মকর্তা “বুঝিয়া পাইলাম” লিখিয়া তারিখ সহ স্বাক্ষর করবেন।

২। ঠিকাদারের অফিসে অভিযোগ পেশ করার জন্যও এই “অভিযোগ দাখিলের ফরম” ব্যবহার করা হবে।

৩। টেলিফোনে/ইমেইলে প্রেরণকৃত অভিযোগ রেজিস্টারে রেকর্ড করা হবে ও নিরসন কার্যক্রম শুরু করা হবে। তবে, অভিযোগকারীকে অভিযোগ প্রেরণের ২ দিনের মধ্যে ব্যক্তিগতভাবে উপস্থিত হয়ে বা ইমেইলের মাধ্যমে জিআরসি হতে ফরমটি সংগ্রহ করে ও পূরণ করে জিআরসিতে পেশ করতে হবে।

Appendix-7: Records of Public Consultation

Venue/Location: In fort of Councilors office and Start point of road schemes Kaliganj Pourashava

No. of Participants - 24

Agenda: Public Consultation Meeting on Improvement and Construction of roads and drains.

Date: 12.02.2025

Existing road conditions and its development:

Consultants from Social Safeguard Team of IUGIP were present in the meeting. The attended participants were from concern communities, users of roads and drains beneficiaries, and representatives of Local Government Agencies. Existing 03 roads, 03 drains and 117 Street Lights conditions of the Various Wards are fully earthen and muddy condition. Which is over flooded during rainy season and hinder the polluted and unhygienic environment condition of the community every year and the community suffer devastative. It needs immediate Improving for the smooth transport network. Further they opined that there will be no impact on any private properties, trees or human. There is no sign of IP in the area.

Perception/Findings of Community:

Existing roads and drains conditions of the Various Wards are very poor and mud pathway only, which are flooded during rainy season, community suffer devastative. Local people expressed their deep concern about the welfare of the community and showed interest for development of the roads.

The Resettlement survey team members, briefed the participants on the goals and objectives of the Projects and safeguard issues relating to public impermanent disturbance during construction period and also the mitigation measures will be taken by the PIU. The Resettlement Specialist assured the participants that there will be no land acquisition or public donation of land will not be required for the sub-project implementation as the sub-project activities will be implemented inside the remaining ROWs. The participants informed the meeting that no TMRESC (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 concerns, queries and suggestions:

- Participants urged the Pourashava officials to ensure quality of the work and timely completion of the task
- The participants suggested to take measures so that implementation of construction works do not have any impact on the livelihood of the poor, every kind of displacement and restriction on using private land should be avoided.
- The participants requested to ensure proper safety measures during construction period and alternative road arrangement for Pedestrians.
- The participants requested the consultants to implement the sub-projects as early as possible and they (community) are eager to extend all kinds of cooperation for implementing the sub-project.

Response of PIU and Consultant:

The attended Representative of PIU and the Consultant assured the participants of the Public Consultation that their concerns, suggestions will be considered with due importance and proper action will be taken accordingly.

The meeting concluded with thanks from the chair to the participants.

List of participants and Photographs of Public consultations are given below:

Figure 7: PCM Picture



Figure 8: PCM Attendance

Improving Urban Governance and Infrastructure Program (IUGIP) Public Consultation Meeting for Social Safeguard				
Name of Pourashava: Kaliganj Pourashava.		District: Gazipur		
Location: Khola Peta (109)		Meeting Date: 13.03.2025		
		Time: 12.00PM		
List of Participants				
Sl.	Name	Mobile Number	Occupation	Signature
1	Mr. Haroon Sami Miah (Ladiv)	01712526897	BUS.	[Signature]
2	Mr. Washed Hosham	01956677669	BUS.	[Signature]
3	Mr. Amjad Hosham	—	BUS.	[Signature]
4	Mr. Haroon Sami	01906981566	Farmers	[Signature]
5	Mr. Rajeb	018327172521	BUS.	[Signature]
6	Mr. Saidur	01961771539	BUS.	[Signature]
7	Mr. Sabuj	01759930835	BUS.	[Signature]
8	Mr. Robiul	01890337602	BUS.	[Signature]
9	Mr. Halam	01995050908	BUS.	[Signature]
10	Mr. Shanto	01906016631	Student	[Signature]
11	Mr. Samal	—	BUS.	[Signature]
12	Mr. Enobar	01929344111	BUS.	[Signature]

Improving Urban Governance and Infrastructure Program (IUGIP) Public Consultation Meeting for Social Safeguard				
Name of Pourashava: Kaliganj Pourashava.		District: Gazipur		
Location: Khola Peta (109)		Meeting Date: 13.03.2025		
		Time: 12.00PM		
List of Participants				
Sl.	Name	Mobile Number	Occupation	Signature
13	Mr. Alomgir	01922978285	BUS.	[Signature]
14	Mr. Soukku	0190498382	SEWIER	[Signature]
15	Mr. Emam	01909177876	SEWIER	[Signature]
16	Mr. Subaj	—	—	—
17	Mr. Shove	01913827153	BUS.	[Signature]
18	Mr. Mojib	01961989929	Student	[Signature]
19	Mr. Rakib	01333395365	n	[Signature]
20	Mr. Ismail	01912752769	n	[Signature]
21	Mr. Enamul	01937375543	SEWIER	[Signature]
22	Mr. Boshes	01930439791	SEWIER	[Signature]
23	Mr. Mamun	01917392696	SEWIER	[Signature]
24	Mr. Humayun	01946392262	SEWIER	[Signature]

Appendix-8: Photo of the Proposed Road and Drain Subproject

Proposed Roads and Drains:

Existing conditions of the roads during visit by the Social/Environment Safeguard team on February 2025. The Package No: IUGIP/KALI/UT+DR/04/2023 Consist of 03 roads, 03 drains and 117 Numbers of Streetlights.

Name of Scheme R-05: Improvement of Road by DBC Starting from Dhaka - Sylhet Highway Near Mulgaon Madrasa to Kakabo Graveyard Via Jamal shop Ch. 0.00-1500.00m, Link-i Mulgaon 2 No Govt. Primary School Road Ch. 0.00-323.00m, link-ii Starting from Jamal Shop to Kholapara Ch. 0.00-685.00m, Including 02 nos Road Cross Drain at Ch. 750 & 1000m, Palisading Work 174.00m & installation of 85 nos Street light at Ward no-09, Under Kaliganj Pourashava, Gazipur. (Total Length=2508.00m).

Existing Road Condition
• Total Road Length: 2508.00m • Carriage way: 2.80m • Thickness of Successive Layer ○ ISG: 87mm ○ AS: 55mm ○ WBM: 53mm

The road is under Ward No. 09. Currently, the road is a partially damaged and is included in the pourashava's development plan. Due to its poor condition (Damaged Bituminous Carpeting, CC and Earthen), residents face difficulties in transportation and local business activities are being adversely affected.

The primary objectives of rehabilitating this road are: i) to improve the structural integrity and extend the service life of the road ii) to enhance the safety and comfort of road users iii) to support local transportation, agriculture, and commerce by providing an improved road network iv) to improve the socio-economic condition of the area through better connectivity and reduced transportation costs v) to renovate the local area and make it eco-friendly vi) to reduce the time of public movement in the area more than before.

The improved road will boost business activities and the overall economic condition of local residents. It will also enhance the transportation system of Kaliganj Pourashava and contribute significantly to the area's economic development.

R-09: Construction of Road by RCC Starting from Bhadarty Baitul Mamur Jame Mosque to Tumulia Road Ch. 0.00-645.00m, Palisading Work 45.00m & installation of 23 nos Street light, at Ward no-03, Under Kaliganj Pourashava, Gazipur. (Total Length=645.00m)

Existing Road Condition
• Total Road Length: 645.00m • Carriage way: 1.80m (Ch.0.00-190.00) • Carriage way: 2.40m (Ch.190.00-645.00) • Type of Existing Road ○ Damaged CC: Ch.0.00-190.00m ○ Damaged BC: Ch.190.00-645.00m

The road is under Ward No. 03. Currently, the road is a partially damaged and is included in the pourashava's development plan. Due to its poor condition (Damaged Bituminous Carpeting and CC), residents face difficulties in transportation and local business activities are being adversely affected.

The primary objectives of rehabilitating this road are: i) to improve the structural integrity and extend the service life of the road ii) to enhance the safety and comfort of road users iii) to support local transportation, agriculture, and commerce by providing an improved road network iv) to improve the socio-economic condition of the area through better connectivity and reduced transportation costs v) to renovate the local area and make it eco-friendly vi) to reduce the time of public movement in the area more than before.

The improved road will boost business activities and the overall economic condition of local residents. It will also enhance the transportation system of Kaliganj Pourashava and contribute significantly to the area's economic development.

R-53: Construction of Road by RCC Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-239.00m, installation of 09 nos Street light at Ward no-04, Under Kaliganj Pourashava, Gazipur. (Total Length=239.00m)

Existing Road Condition	
•	Total Road Length: 239.00m
•	Carriage way: 3.00m
•	Thickness of Successive Layer
○	ISG: 100mm
○	RCC: 100mm
•	Type of Existing Road
○	Damaged RCC

The road is under Ward No. 04. Currently, the road is a partially damaged and is included in the pourashava's development plan. Due to its poor condition (Damaged RCC), residents face difficulties in transportation and local business activities are being adversely affected.

The primary objectives of rehabilitating this road are: i) to improve the structural integrity and extend the service life of the road ii) to enhance the safety and comfort of road users iii) to support local transportation, agriculture, and commerce by providing an improved road network iv) to improve the socio-economic condition of the area through better connectivity and reduced transportation costs v) to renovate the local area and make it eco-friendly vi) to reduce the time of public movement in the area more than before.

The improved road will boost business activities and the overall economic condition of local residents. It will also enhance the transportation system of Kaliganj Pourashava and contribute significantly to the area's economic development.

D-03: Construction of RCC Box Drain Start from Boronagar mour Tongi-Gorashal Highway to Kaliganj Upazila Health Complex Under-Construction Drain Ch. 0.00-830.00m, Link Drain from Poura Bhaban to Proposed Drain Ch. 0.00-60.00m, at Ward No-04 & 05 Under Kaliganj Pourashava, Gazipur. (Total Length=890.00m).

Present Condition	
•	Length: 890.00 m
•	Width: Nil
•	Depth (inner): Nil
•	Condition:
○	Earthen drain: Nil
○	Damaged Brick drain: Nil
○	Damaged R.C.C drain: Nil
○	Damaged Pipe drain: Nil

The D-03 drain runs alongside the existing road passing through a densely populated area that often experiences temporary water logging especially during the rainy season. The road lacks an efficient drainage system which causes water to accumulate during heavy rains. To address this, new RCC Box drain has been proposed in Ward 04 & 05 under Kaliganj Pourashava. The total length of the drain will be 890.00m.

The primary objectives of this project are to: i) To prevent water logging: Ensure proper disposal of storm water and waste water to prevent flooding in the market and adjacent areas ii) To improve hygiene: Provide a clean environment by effectively draining stagnant water and reducing health hazards iii) To support local commerce: Facilitate uninterrupted business activities in the market area by enhancing infrastructure iv) To enhance urban aesthetics: Contribute to the visual and functional improvement of Kaliganj. Ensure proper disposal of storm water and waste water to prevent flooding in the market and adjacent areas v) To improve hygiene: Provide a clean environment by effectively draining stagnant water and reducing health hazards.

The purpose of the proposed RCC Box-drain is to reduce waterlogging along the road. The outfall of this drain will discharge near the canal, from where the water will flow directly into the Ichamoti River.

After the implementation of Drain D-03 alongside the road, the area's drainage system will be significantly improved reducing road damage. The new drain will also help to decrease waterborne diseases, leading to environmental improvements. The project will bring several benefits including better public health, support for local businesses, increased property values and job creation. It aligns with Kaliganj's long-term urban development goals contributing to both economic and social growth in the area.

D-09: Construction of RCC Box Drain Part-A Starting from Bhadarty Baitul Mamur Jame Mosque to Boali Khal Via Adv. Shorif House Ch. 0.00-225.00m, Part B Starting from Tumulia Road to Adv. Shorif House Ch. 645.00-150.00m at Ward no-03, Under Kaliganj Pourashava, Gazipur. (Total Length=720.00m).

Present Condition	
• Length: 720.00 m • Width: Nil • Depth (inner): Nil • Condition: ○ Earthen drain: Nil ○ Damaged Brick drain: Nil ○ Damaged R.C.C drain: Nil ○ Damaged Pipe drain: Nil	

The D-09 drain runs alongside the R-09 road passing through a densely populated area that often experiences temporary water logging especially during the rainy season. The road lacks an efficient drainage system which causes water to accumulate during heavy rains. To address this, new RCC Box drain has been proposed in Ward 03 under Kaliganj Pourashava. The total length of the drain will be 890.00m.

The primary objectives of this project are to: i) To prevent water logging: Ensure proper disposal of storm water and waste water to prevent flooding in the market and adjacent areas ii) To improve hygiene: Provide a clean environment by effectively draining stagnant water and reducing health hazards iii) To support local commerce: Facilitate uninterrupted business activities in the market area by enhancing infrastructure iv) To enhance urban aesthetics: Contribute to the visual and functional improvement of Kaliganj. Ensure proper disposal of storm water and waste water to prevent flooding in the market and adjacent areas v) to improve hygiene: Provide a clean environment by effectively draining stagnant water and reducing health hazards.

The purpose of the proposed RCC Box-drain is to reduce waterlogging along the road. The outfall of this drain will discharge near the canal, from where the water will flow directly into the Ichamoti River.

After the implementation of Drain D-09 alongside the road R-09, the area's drainage system will be significantly improved reducing road damage. The new drain will also help to decrease

waterborne diseases, leading to environmental improvements. The project will bring several benefits including better public health, support for local businesses, increased property values and job creation. It aligns with Kaliganj's long-term urban development goals contributing to both economic and social growth in the area.

D-25: Construction of RCC Box Drain Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-281.00m at Ward no-04, Under Kaliganj Pourashava, Gazipur. (Total Length=281.00m).

Present Condition	
•	Length: 281.00 m
•	Width: Nil
•	Depth (inner): Nil
•	Condition:
○	Earthen drain: Nil
○	Damaged Brick drain: Nil
○	Damaged R.C.C drain: Nil
	Damaged Pipe drain: Nil

The D-25 drain runs alongside the R-53 road passing through a densely populated area that often experiences temporary water logging especially during the rainy season. The road lacks an efficient drainage system which causes water to accumulate during heavy rains. To address this, new RCC Box drain has been proposed in Ward 04 under Kaliganj Pourashava. The total length of the drain will be 890.00m.

The primary objectives of this project are to: i) To prevent water logging: Ensure proper disposal of storm water and waste water to prevent flooding in the market and adjacent areas ii) To improve hygiene: Provide a clean environment by effectively draining stagnant water and reducing health hazards iii) To support local commerce: Facilitate uninterrupted business activities in the market area by enhancing infrastructure iv) To enhance urban aesthetics: Contribute to the visual and functional improvement of Kaliganj. Ensure proper disposal of storm water and waste water to prevent flooding in the market and adjacent areas v) To improve hygiene: Provide a clean environment by effectively draining stagnant water and reducing health hazards.

The purpose of the proposed RCC Box-drain is to reduce waterlogging along the road. The outfall of this drain will discharge near the canal, from where the water will flow directly into the Ichamoti River.

After the implementation of Drain D-25 alongside the road R-53, the area's drainage system will be significantly improved reducing road damage. The new drain will also help to decrease waterborne diseases, leading to environmental improvements. The project will bring several benefits including better public health, support for local businesses, increased property values and job creation. It aligns with Kaliganj's long-term urban development goals contributing to both economic and social growth in the area.

Figure 9: Some Photographs under this Package

	
R-05	R+D - 09
	
R-53 & D-25	D-03

Appendix-9: Land Ownership Certificate of Pourashava

KALIGANJ POURASHAVA

Gazipur

Memo No. Kali/Poura/Gazi/Eng-476

Date: 09.07.2025

CERTIFICATE

This is to certify that the Proposed Package of Pourashava Infrastructure the Subproject-IUGIP/KALI/UT+DR/04/2023 (Construction/ Improvement of Roads 3392.00m in 03 locations, RCC Box Drains 1891.00m in 03 locations, Including 02 Nos. Road Cross Drain, Protection Work 219.00m & installation of street light 117.00 Nos. at Kaliganj Pourashava, Gazipur) are Property of Kaliganj Pourashava.

R-05: Improvement of Road by DBC Starting from Dhaka - Sylhet Highway Near Mulgaon Madrasa to Kakabo Graveyard Via Jamal shop Ch. 0.00-1500.00m, Link-I Mulgaon 2 No Govt. Primary School Road Ch. 0.00-323.00m, link-II Starting from Jamal Shop to Kholapara Ch. 0.00-685.00m, Including 02 nos Road Cross Drain at Ch. 750 & 1000m, Palisading Work 174.00m & installation of 85 nos Street light at Ward no-09.

R-09: Construction of Road by RCC Starting from Bhadarty Baitul Mamur Jame Mosque to Tumulia Road Ch. 0.00-645.00m, Palisading Work 45.00m & installation of 23 nos Street light, at Ward no-03.

R-53: Construction of Road by RCC Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-239.00m, installation of 09 nos Street light.

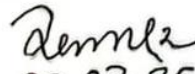
D-03: Construction of RCC Box Drain Start from Boronagar mour Tongi-Gorashal Highway to Kaliganj Upazila Health Complex Under-Construction Drain Ch. 0.00-830.00m, Link Drain From Poura Bhaban to Proposed Drain Ch. 0.00-60.00m, at Ward No-04 & 05.

D-09: Construction of RCC Box Drain Part-A Starting from Bhadarty Baitul Mamur Jame Mosque to Boali Khal Via Adv. Shorif House Ch. 0.00-225.00m, Part B Starting from Tumulia Road to Adv. Shorif House Ch. 645.00-150.00m at Ward no-03.

D-25: Construction of RCC Box Drain Starting from Shahid Moyez Uddin Road Walton Showroom to Fulkuri Kinder Garden School Ch. 0.00-281.00m.

The Schemes have not developed during last Three years either from any Executing Authority or Pourashava own Source and there is no any possibility of inclusion this said by project any other executing authority in near future.

This Certify also mention that the Subproject IUGIP KALI/UT+DR/04/2023 take up for implementation under Improving Urban Governance and Infrastructure Program (IUGIP), LGED financed by ADB, AFD and GOB are on the Kaliganj Pourashavas Own Land.


09.07.25

Assistant Engineer
Kaliganj Pourashava
Gazipur


09.07.25

Administrator
Kaliganj Pourashava
Gazipur

For the purpose of the project
Kaliganj Pourashava
Gazipur

Tanima Afrad
Administrator
Kaliganj Pourashava
Gazipur