

# Social Monitoring Report

---

Project No. 42173-013  
Semi-Annual Report  
January 2021

## Bangladesh: Dhaka Environmentally Sustainable Water Supply Project – DNI Part

Prepared by the Kunhwa Engineering and Consulting Co. Ltd., Korea in Joint Venture with Development Design Consultants Ltd., Bangladesh Farhat Consulting Engineers and Architects Ltd., Bangladesh in association with Vernacular Consultants Ltd., Bangladesh for the Asian Development Bank.

This social monitoring report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgments as to the legal or other status of any territory or area.

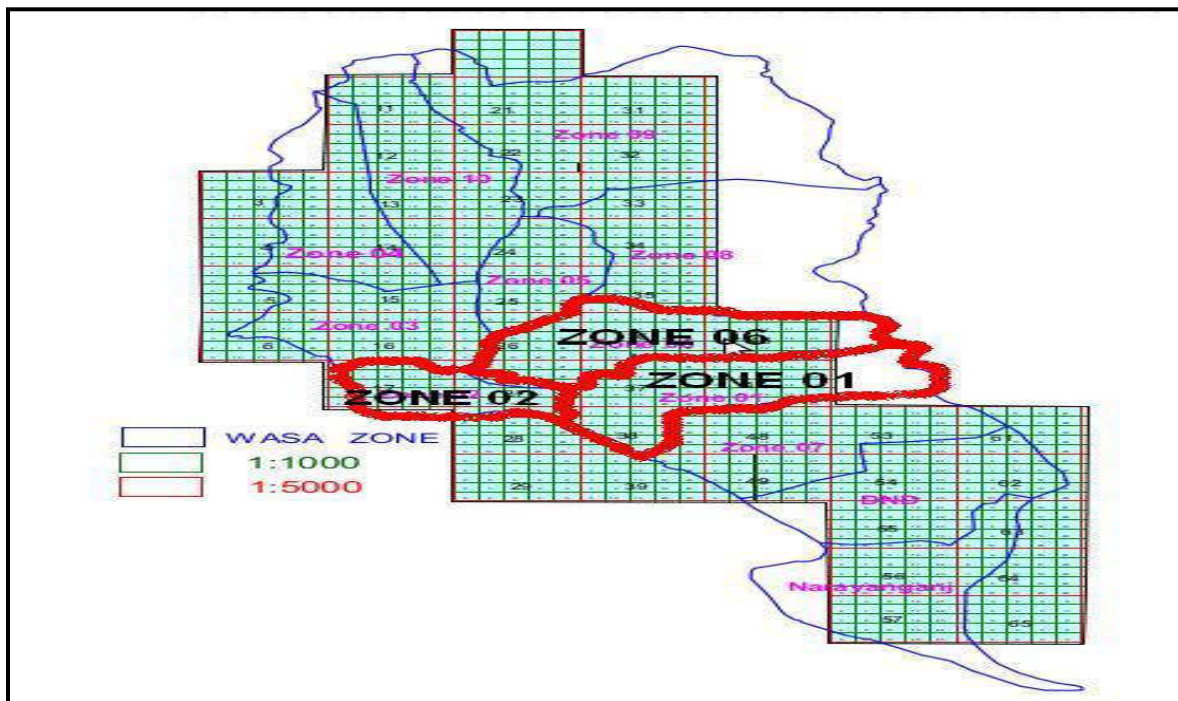
Government of the People's Republic of Bangladesh  
Ministry of Local Government, Rural Development and Co-operatives

Dhaka Environmentally Sustainable Water Supply Project (DESWSP)  
ADB Loan No-3051-BAN (SF)

Funded by:  
Asian Development Bank and Government of Bangladesh

**11<sup>th</sup> SEMI ANNUAL SOCIAL SAFEGUARD MONITORING REPORT**

For the period of July to December, 2020



**PREPARED BY:**



Kunhwa Engineering and Consulting Co. Ltd., Korea

in Joint Venture with



Development Design Consultants Ltd., Bangladesh



Farhat Consulting Engineers and Architects Ltd., Bangladesh

in association with



Vernacular Consultants Ltd., Bangladesh

Year 2020: (July-December 2020)

Submitted: January, 2021

**Table of Contents**

ABBREVIATIONS..... 3

1. Executive Summary ..... 4

2. Background of the Report and Project Description ..... 4

3. Involvement of NGO (SAMAHAR) for implementation of Resettlement Plan ..... 4

4. Social Safeguard Impacts ..... 5

    4.1 Internal Monitoring ..... 5

    4.2 External Monitoring ..... 5

5. Identification of Impacts ..... 5

6. Institutional Arrangement and Capacity ..... 10

    6.1 Institutional Arrangement ..... 10

    6.2 Compensation and Rehabilitation ..... 10

    6.3 Monitoring Results- Findings ..... 10

    6.4 Grievance Redress Mechanism (GRC) grievance ..... 10

7. Follow up Actions, Recommendations and Disclosure ..... 10

8. Required Action to be Monitored and Reported during the next monitoring report ..... 10

9. Information of Disclosure, Consultation and Participation ..... 11

Appendix I Safeguards Compliance Monitoring Form ..... 11

Appendix-ii Safeguard Committee ..... 12

Appendix-iii Entitlement Matrix ..... 15

Appendix –iv Brochure ..... 19

ABBREVIATIONS

ADB	Asian Development Bank
DWASA	Dhaka Water Supply and Sewerage Authority
DMC	Design Management Consultant
DESWSP	Dhaka Environmentally Sustainable Water Supply Project
DMA's	District Metering Areas
FGD	Focus Group Discussion
GRC	Grievance Redress Committee
NGO	Non-Government Organization
WASA	Water Supply and Sewerage Authority
GoB	Government of Bangladesh
ICB	International Competitive Bidding
PMU	Project Management Unit
PCU	Project Coordination unit
SIU	Safeguard Implementation Unit

## 1. Executive Summary

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

The project package 2.7 activities broadly include i) rehabilitation or replacement of 376 km distribution pipeline of diameters from 150-500 mm ii) rehabilitation of approximately 35500 house connections including installation of meters and iii) resettlement of project affected people caused from implementation of this project activity.

The resettlement activities are being implemented under International Contract Bidding (ICB) packages 2.7 of zone-6 by Samaharone Non-government Organization, since February 2015. The NGO completed their work from December, 2019.

There is no land acquisition under the proposed package. The main resettlement impact is the potential reduction in the income of shops and other businesses if the presence of trenches, excavated soil, and machinery make access difficult for customers for a long time.

Involuntary resettlement is being addressed according to the Government of Bangladesh Acquisition of immovable Property Ordinance (ARIPO), 1982, ADBs Safeguard Policy Statement (SPS), 2009, and DWASA Policy (Resettlement Policy Framework, 2013). A Resettlement Framework (RF) was developed for DESWSP to address the process of identification of impacts, compensation, implementation and monitoring of resettlement and rehabilitation activities.

The report is prepared by Management Supervision Consultants (MSC), the Consultant of the project, to assist the DWASA Project Management Unit (PMU) in updating the ADB on implementation of the Social Safeguard Plans (Resettlement Plans) of the project.

**Status of Resettlement Preparation and submitted during Reporting Period (July to December, 2020):** Before the reporting period all 16 Resettlement Plan have been prepared and submitted. In this reporting period, no Affected Persons (APs) have been identified and therefore none were required to be compensated.

## 2. Background of the Report and Project Description

This semi-annual report covers period of July to December,2020. The report provides information on identification of Affected Persons and their compensation payment status.

The project, DESWSP provides services to improve quality water supply, water pressure in the pipe lines, cost recovery, reduce water loss and gradual ground water depleting in Dhaka city. The Project involves refurbishing existing water supply networks to repair leaks, increase capacity and pressure, remove illegal connections and provide a new system of metering to streamline leak detection and control and aid cost recovery. Rehabilitation and reconstruction of the water supply system under the project are likely to have impacts (permanent and temporary) to the dwellers in the project sites.

Involuntary Resettlement impact that occurs from this project has been addressed according to ADB Safeguard policy statement (SPS) 2009 policy and Government of Bangladesh (GoB) Acquisition and Requisition of Immovable Property Ordinance 1982 (APIRO).

## 3. Involvement of NGO (SAMAHAR) for implementation of Resettlement Plan

The NGO completed their activities in December, 2019.

### **The following measures have been taken to address negative impacts**

- A team consisting of three members which includes DESWSP Social and Safeguard Officer, Resettlement and Awareness Specialist MSC and Site Engineer of the contractor made joint visit to

identify the Affected Persons.

- Regular follow-up and monitoring by the Social and Safeguard Officer, (SIU) and Resettlement and Awareness Specialist, MSC
- DESWSP Social and Gender Specialist, Resettlement and Awareness Specialist, MSC, arranged separate meetings with the contractors with regard to prompt payment of the Affected Persons
- Regular monthly meeting with Project Director PMU, PCU and Contractor
- Regular submission of monthly and quarterly progress reports.

#### 4. Social Safeguard Impacts

During the reporting period July-December 2020, physical activities were being carried out in DMA, 614, 615 and 616. The contractors work is delayed due to delay in road cutting permission from the City Corporation. During construction, if any, existing utility services are damaged the contractor will be responsible for repairing the same.

##### Summary of Identified Impacts of DMAs for the reporting period (July-December 2020)

No Affected Person or any impacts are identified and compensated in this reporting period.

#### 4.1 Internal Monitoring

The purpose of monitoring is to assess the progress of resettlement works, and identifying potential progress and difficulties. SAMAHAR was responsible for preparing separate Resettlement Plans for each DMA under Distribution Network Improvement component. The Resettlement and Awareness Expert of MSC and Gender and Safeguard Officer of PMU are responsible for carrying out the internal monitoring, which includes carrying out social impact assessment, finalizing the Resettlement Plan (prepared by the Resettlement NGO) and preparation of Semi Annual Social Safeguard Monitoring Report. After ADB approval PMU will disclose the report on its website and public places.

The key indicators which are being monitored regularly by MSC and PMU are:

1. Identification of Affected Persons as per policy described in the Resettlement Plan
2. Payment of the compensation to all affected persons in various categories, according to the compensation policy described in the Resettlement Plan.
3. Public information and dissemination and consultation procedures
4. Adherence to grievance procedures and outstanding issues requiring management's attention

#### 4.2 External Monitoring

Package 2.7 is Category – B for involuntary resettlement impacts, there is no need for an external monitor.

### 5 Identification of Impacts

There are no Affected Persons identified in this reporting period. The nature and extent of resettlement impacts have been assessed through conducting field survey in all roads, lanes and sub-lanes under all DMAs. Prescribed tools used to record resettlement impacts and socioeconomic information, include:

- i. Numbers and types of ownership of affected shops and other business;
- ii. Average business incomes, rent paid by tenants and numbers of employees;
- iii. Numbers and types of affected hawkers, average daily incomes and any rent paid;
- iv. Numbers and types of affected structures (including common property and resources) and replacement costs: and
- v. Any other Resettlement Impacts.

No Affected Person was identified or required to be compensated during the reporting period. Till December 2020, a total amount of Tk. 807,250.00 has been distributed among the 354 Affected Persons within 16 DMAs. The following Table-1: DMA wise Resettlement Cost Summary and Table -2 shows the status of Resettlement Plans, identified affected person and compensation payment status of 16 DMAs up to, 2020.

**Table-1: DMA wise Resettlement Cost Summary**

During preparation of Budget DMA 601-613 considered the currency rate Total US\$ (\$ 1 @ Tk 78) and for DMA 614,614 and 16 budget prepared based on 2017, Total US\$ (\$ 1 @ Tk 80).

SL. No.	DMA	Resettlement Costs	Quantity	Unit Cost (BDT)	Total (BDT)	Total US\$ (\$ 1 @ Tk 78)
1	601	Temporary loss of income to hawkers / vendors	15	2,166.67	32,500.05	416.67
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,166.67	32,500.05	416.67
2	602	Temporary loss of income to hawkers / vendors	2	2,500.00	5,000.00	64.10
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,500.00	5,000.00	64.10
3	603	Temporary loss of income to hawkers / vendors	8	2,062.50	16,500.00	211.54
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,062.50	16,500.00	211.54
4	604	Temporary loss of income to hawkers / vendors	16	2,281.25	36,500.00	467.95
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,281.25	36,500.00	467.95
5	605	Temporary loss of income to hawkers / vendors	22	2,011.36	44,249.92	567.31
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,011.36	44,249.92	567.31
6	606	Temporary loss of income to hawkers / vendors	48	2,296.88	110,250.24	1,413.46
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,296.88	110,250.24	1,413.46

7	607	Temporary loss of income to hawkers / vendors	8	1,843.75	14,750.00	189.10
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	1,843.75	14,750.00	189.10
8	608	Temporary loss of income to hawkers / vendors	9	2,222.22	19,999.98	256.41
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,222.22	19,999.98	256.41
9	609	Temporary loss of income to hawkers / vendors	26	2,384.62	62,000.12	794.87
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,384.62	62,000.12	794.87
10	610	Temporary loss of income to hawkers / vendors	35	2,314.29	81,000.15	1,038.46
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,314.29	81,000.15	1,038.46
11	611	Temporary loss of income to hawkers / vendors	45	1,888.89	85,000.05	1,089.74
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	1,888.89	85,000.05	1,089.74
12	612	Temporary loss of income to hawkers / vendors	8	2,437.50	19,500.00	250.00
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,437.50	19,500.00	250.00
13	613	Temporary loss of income to hawkers / vendors	46	2,163.04	99,499.84	1,275.64
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	-	-
		Contingency Cost @ 10%	0	-	-	-
		Total=	0	2,163.04	99,499.84	1,275.64

SL. No.	DMA	Resettlement Costs	Quantity	Unit Cost (BDT)	Total (BDT)	Total US\$ (\$ 1 @ Tk 80)
14	614	Temporary loss of income to hawkers / vendors	35	2,350.00	82,250.00	1,028.13
		Additional assistance to vulnerable APs	5	1,750.00	8,750.00	109.38
		GRM	Lump Sum	-	100,000.00	1,250.00
		Contingency Cost @ 10%	0	-	19,100.00	238.75
		Total=	0	4,100.00	210,100.00	2,626.25
15	615	Temporary loss of income to hawkers / vendors	30	1,933.33	57,999.90	725.00
		Additional assistance to vulnerable APs	6	1,750.00	10,500.00	131.25
		GRM	Lump Sum	-	100,000.00	1,250.00
		Contingency Cost @ 10%	0	-	17,200.00	215.00
		Total=	0	3,683.33	185,699.90	2,321.25
16	616	Temporary loss of income to hawkers / vendors	5	3,200.00	16,000.00	200.00
		Additional assistance to vulnerable APs	0	-	-	-
		GRM	Lump Sum	-	100,000.00	1,250.00
		Contingency Cost @ 10%	0	-	11,600.00	145.00
		Total=	0	3,200.00	127,600.00	1,595.00

**Table- 2 Summary of Affected persons and Compensation status of the 16 DMAs ICB-02.7, Zone 6**

During preparation of Budget DMA 601-613 considered the currency rate Total US\$ (\$ 1 @ Tk 78) and for DMA 614-616 budget prepared based on 2017, Total US\$ (\$ 1 @ Tk 80).

DMA	MODS Zone	Submitted Resettlement Plan	Time Frame	Total Affected Person	Persons compensated	Amount compensated earlier (BDT)	Amount compensated During July to December, 20 (BDT)	Remarks
601	6	Yes	October,2016	15	15	32500	No	Completed and Handed over to Project Coordination Unit headed by XEN of Mod Zone 6.
602	6	Yes	Dec. 2015	02	02	5000	No	Completed and Handed over to PCU
603	6	Yes	Jan.2016	08	08	16500	No	Completed and Handed over to PCU
604	6	Yes	Dec, 2015	16	16	36500	No	Completed and Handed over to PCU
605	6	Yes	Feb.2017	22	22	44250	No	95% work has been completed
606	6	Yes	March,2016	48	48	107750	No.	Completed and Handed over to PCU
607	6	Yes	Jan.1027	08	08	14750	No	Completed and Handed over to PCU
608	6	Yes	May,2017	09	09	18000	No	Completed and Handed over to PCU
609	6	Yes	,2016	26	26	62000	No	Completed and Handed over to PCU
610	6	Yes	,2017	35	35	79000	No	Completed and Handed over to PCU
611	6	Yes	Dec.,2017	45	44	93000	No	Commissioning completed, which will be handed over, in February,2021
612	6	Yes	,2016	08	08	19500	No	Completed and hand over to PCU
613	6	Yes	August, 2017	46	46	99500	No	Completed and hand over to PCU
614	6	Yes	April,2018	35	35	91000	No	90% work is completed
615	6	Yes	Feb.2018	30	30	72000	No	90% work is completed
616	6	Yes	May,2018	5	5	16000	No	90% work is completed
		<b>Total</b>		<b>358</b>	<b>357</b>	<b>8,07,250.00</b>	<b>No</b>	

**Identification of Affected Persons:** All Affected Person received compensations for business and income losses, also assistance for relocation of their business caused by project implementation. NGO had surveyed all roads of the respective DMAs where physical work will be implemented. They have assessed compensation amount for Affected Persons in roads which will be blocked temporarily for 4-5 days. Till December,2020 total 354 persons have been identified as affected persons. Among them 49 (13.84%) are Female Headed Households. **No special support has been given to the affected persons within this reporting period(July to December,2020)**

## 6. Institutional Arrangement and Capacity

### 6.1 Institutional Arrangement

Dhaka Water Supply and Sewerage Authority (DWASA) is both for Executing Agency (EA) and Implementation Agency (IA) for implementation of the project. A Project Management Unit (PMU) has been established with a Safeguard Implementation Unit (SIU) to oversee the implementation of resettlement plans under the project with support of the resettlement NGO SAMAHAR till December 2019 and after that the monitoring work is being done by the Awareness and Resettlement Expert and Social and Gender Development Officer of PMU. The other staff of PMU are; one Executive Engineers, two Assistant Engineers and two Sub-assistant Engineers. The Project Director and two Deputy Project Directors and one Senior Water Supply Engineer administer the overall activities.

Consultant (MSC):The Resettlement and Awareness Expert of MSC and Social and Gender Officer of PMU are responsible for taking care of the Resettlement work of all pipeline rehabilitation contracts ICB 02.7. One Contract Management Expert, two Assistant Residential Engineers (ARE) and four Sub-Assistant Residential Engineers (SARE) working for supervision and quality control of physical construction/implementation work and also cooperate with the Resettlement team for Resettlement activities. At present all sorts of information are being disseminated by the MSC consultants along with PMU staffs. The information's are; ensuring uninterrupted water supply/alternative supply for interrupted consumers, keeping road accessible/ alternative traffic arrangement, legalization of illegal connections and compensation payment to Affected Persons.

A transparent, fair and effective complaint procedure has been established to identify the potential Affected Persons and the concerned residents who may be affected by construction, through distributing leaflets and leaving contact cell phone number of Executive Engineer of PMU/PCU, Resettlement Expert of MSC and contractor's assigned persons, site engineers of Contractors office etc.

### 6.2 Compensation and Rehabilitation

During July to-December 2020, no compensation have been made to the Affected Persons.

### 6.3 Monitoring Results- Findings

Up to the reporting period, 16 Resettlement Plans have been submitted to the ADB. No Affected Persons compensated within the reporting period Till December, 2020, total 354 APs have been compensated a total amount of Tk. 807,250.00. Among them 49 (13.84%) are women, elderly and disable.100% of them are aware about their entitlement and compensation.

#### ***NGO Activities during this reporting period***

The NGO completed their work from December, 2019.

### 6.4 Grievance Redress Mechanism (GRC) grievance

No Grievance has been received in this reporting period.

## 7 Follow up Actions, Recommendations and Disclosure

The following actions need to be taken;

- a. Regular progress meetings at Project Director Office, where Contractors, MSC and PMU staffs are present.
- b. More intensive supervision of safeguard activities at the field level from the Dhaka WASA and MSC site
- c. Contractors are instructed to pay special attention to the Affected Persons who raise any grievance

## 8 Required Action to be Monitored and Reported during the next monitoring report

In the next monitoring period the following will be monitored and reported:

- a. Ensuring alternative water supply to the households where connections will be disrupted during implementation by the contractor, and
- b. Monitoring removal of excavated earth from the road.
- c. Monitoring the core labour standard in the civil works
- d. Ensure contractor payment to the Affected Persons in time against grievance.

## 9 Information of Disclosure, Consultation and Participation

### Public Consultation

Conducting public disclosure meetings at key stages have been done to inform the public regarding the progress and future plans and to provide copies of Summary Resettlement Plan in Bangla. During detailed design conducted Focus Group Discussions (FGD) together with the MSC Resettlement Specialist with stakeholders and public meetings (large and small-scale) to discuss and plan construction work with individual communities to reduce disturbance and other impacts and provide a mechanism through which stakeholders can participate in project monitoring and evaluation. No public consultation and disclosure meeting held in the reporting period.

### Appendix I Safeguards Compliance Monitoring Form

Project Data			
<b>Project Name</b>	:	<b>Loan 3051-BAN: Dhaka Environmentally Sustainable Water Supply Project</b>	
<b>Safeguards Categorization</b>		<b>A</b>	<b>B</b>
	<b>IR</b>	✓	
	<b>IP</b>		✓

#### A. Design and Engineering Status

Item	Completion Status (Y/N)	Follow up required (Y/N)	Note
Final detailed engineering design of the project activity completed	Yes	Follow up Required	

#### B. Institutional Status

Sl. No.	Item	Status (Ready/Not ready/NA)	Remarks	Note
1	Mobilization of key experts	Ready		
2	Mobilization of supporting staff and surveyor	Ready		
3	Establishment of local offices	Ready		
4	Appointment of Resettlement Officer.	Not Ready	(Under process)	

#### C. IR/IP Safeguards Supervision Checklist (to be completed as relevant)

Item No.	Safeguards Related Task	Status (Ready/Not ready/ NA)	Progress to Date/ Remarks
<b>1.0</b>	<b>MANAGEMENT</b>		
<b>Institutional Arrangements</b>			
1.1	Financing and budget : (i) safeguard office and staff; (ii) Resettlement/IPP cost	Ready	
1.2	Establish Safeguard Unit: (i) resettlement offices (ii) resettlement staff as in RESETTLEMENT PLAN (iii) safeguards' database (iv) facilities (v) safeguards training	Ready	
<b>Updating of DD/RESETTLEMENT PLAN/IPP based on Detailed Design</b>			
1.3	Update DD/RESETTLEMENT PLAN/IPP: (i) revise based on DMS (ii) revise implementation schedule (iii) revise budget	Ready	
1.4	Compensation rates: (i) approved by Government; (ii) Adequate as per Resettlement Framework; (iii) APs informed.	Ready	
<b>Disclosure and Grievance Redress Arrangements</b>			
1.5	Disclose Resettlement Plan/IPP: (i) updated/final Resettlement Plan/IPP and/or (ii) sub-project Resettlement Plans; (ii) to the APs in local language; (iii) on ADB website.	Ready	
1.6	Grievance redress committees: (i) clear terms of reference; (ii) appointment decree; (iii) publicly disclosed	Ready	
<b>Monitoring and Reporting Arrangements</b>			
1.7	Set up internal monitoring system : (i) assess capacity and staff requirements; (ii) criteria of assessment ; (iii) reporting mechanism	Ready	Ongoing
1.8	Appoint external monitoring agency (as relevant): (i) recruitment schedule; (ii) TOR; (iv) baseline survey (v) reporting mechanism		
1.9	Reporting: (i) frequency; (ii) timeliness; (iii) identified issues; (iv) action taken and/recommendation.	Ready	
<b>2.0</b>	<b>IMPLEMENTATION</b>		
<b>Consultation</b>			
2.1	Consultation: (i) responsibility; (ii) stakeholders Identified; (iii) consultation and process; (iv) documentation	Ready	
<b>Mapping and Inventory</b>			
2.2	AP Identity cards and records	Ready	
2.3	Land acquisition activities: (i) maps of affected and relocation sites; (ii) acquisition and relocation schedule; (iii) coordination with the asset's acquiring, transfer and	Ready	
2.4	Common property/ public assets: (i) final inventory; (ii) restoration plan and schedule; (iii) funding sources	Ready	
<b>Compensation, Relocation and Rehabilitation</b>			
2.5	Payment of compensation and entitlements (as stated in the RESETTLEMENT PLAN): (i) schedule; (ii) records	Ready	
2.6	Relocation of households (i) site readiness; (ii) housing construction and associated facilities	Ready	
2.7	Income restoration plan (as stated in the Resettlement): (i) activities; (ii) schedule	Ready	
<b>Monitoring and Reporting</b>			
2.8	Reporting: (i) semiannual monitoring reports; (ii) external monitoring and evaluation reports; (iii) completion report	Ready	

## Appendix-ii Safeguard Committee



**Office of the Project Director**  
 Dhaka Environmentally Sustainable Water Supply Project (DESWSP)  
 Dhaka Water Supply and Sewerage Authority  
 WASA Bhaban, 98, Kazi Nazrul Islam Avenue (9<sup>th</sup> Floor)  
 Kawran Bazar, Dhaka-1215

Web site [www.deswsp-dwasa.com](http://www.deswsp-dwasa.com), Email: [pddeswspgwt@gmail.com](mailto:pddeswspgwt@gmail.com), Fax & Tel: 88-02-8189095

Memo no: 46.113.618.00.00. G 97DESWSP/ 3327

Date- 10.10.17

### Office Order

**Sub: Formation of Safeguard Implementation unit (social and resettlement) and Environmental Safeguard under ICB 02.7 and water treatment plant related works.**

With due regards based on subject mentioned this is to notify you that implementing the Social Safeguard (Gender & Resettlement) and Environmental Safeguard activities under output-1 & Output-2 (DNI) the PMU has formed Safeguard Implementation Unit (SIU) and approved the same by the competent authority.

#### Social Safeguard (Environment):

SI	Name & Designation	Position in SIU
1.	Md. Shafiqur Rahman, DPD, DESWSP, DWASA.	Convener
2.	Md. Khairul Bashar, Executive Engineer, DESWSP, DWASA.	Member
3.	Mostafizur Rahman, Executive Engineer, DESWSP, DWASA.	Member
4.	Representative from MDSC/MSC, DESWSP, DWASA.	Member
5.	Sr. Water Supply Engineer, DESWSP, DWASA.	
6.	Safeguard Officer (Environment), DESWSP, DWASA.	Member Secretary
7.	Md. Alamgir Hossain, AE, DESWSP, DWASA.	Member
8.	Representative from contractor of DNI and WTP related works	Member

#### Social Safeguard (Gender & Resettlement):

SI	Name & Designation	Position in SIU
01.	Bahrul Islam, DPD, DESWSP, DWASA.	convener
02.	Md. Mizanur Rahman, Executive Engineer, DESWSP, DWASA.	Member
03.	Representative from MDSC/ MSC, DESWSP, DWASA.	Member
04.	Safeguard Officer Social and Gender, DESWSP, DWASA.	Member Secretary
05.	Tariqul Islam, Assistant Engineer, DESWSP, DWASA.	Member
07.	Representative from contractor both DNI and WTP related works)	Member
08.	Representative from NGO DORP/ SAMAHAR, DESWSP.	Member

#### ToR of SIU: Safeguard (Environment)

The Safeguard Officer (Environment) in the SIU (Environment), assisted by the environmental specialists on the MDSC & MSC team, will oversee implementation of environmental safeguards work under the project (Output 1 and output 2), including the following activities under the supervision of Deputy Project Director(DPD)-2, DESWSP, DWASA:

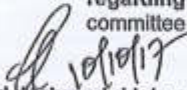
- i. Update draft IEEs/EMPs prepared during feasibility study based on detailed designs in accordance with ADB's Safeguards Policy Statement (SPS, 2009) and Environmental Conservation Rules (ECR 1997) and submit to ADB for review, final approval and disclosure prior to commencement of works (note: a single document will be finalized to fulfill ADB and government environmental impact assessment (EIA) requirements);
- ii. Facilitate and confirm overall compliance with Government of Bangladesh rules (e.g., ECR 1997), oversee timely preparation and finalization of EIA by contractor, and obtaining all required clearances and environmental permits in timely manner prior to construction;
- iii. Monitor EMP implementation by the contractors during construction including all mitigation measures and environmental parameters (air and water quality, noise etc.) and taking corrective actions where necessary;

- iv. Address and record grievances through the Grievance Redress Mechanism in a timely manner, and taking quick corrective actions where necessary; and  
Review Semi-annual environmental monitoring reports submitted to DWASA by consultants and submitting semi-annual environmental monitoring reports to ADB. All semi-annual monitoring reports submitted to ADB will be disclosed on ADB's website, as per ADB safeguards and communication policies. **SIU will report to the PD regarding progress/observation/challenges etc. on regular basis monthly.**

**ToR of SIU: Social Safeguard (Gender & Resettlement)**

The Safeguard Officer (Social and Gender) in the SIU, assisted by the resettlement specialists on the MDSC & MSC team, will oversee implementation of involuntary resettlement safeguards work under the project (Output-1 and Output-2) with support of qualified NOGs to implement the RPs. The SIU will oversee the stated activities under the supervision of Deputy Project Director 1, DESWSP, DWASA:

- i. Update RPs accordance with ADB's safeguards Policy Statement (SPS, 2009) based on detailed designs and submitting to ADB for review, final approval, and disclosure prior to commencement to works;
- ii. Monitor RP implementation and rehabilitation for displaced persons prior to and during construction;
- iii. Conduct internal and external monitoring of the resettlement process to ensure smooth implementation;
- iv. Monitor work of Resettlement NOGs;
- v. Ensure timely payments of compensation and other entitlements as per the RP are made before displacement occurs;
- vi. Consolidate quarterly resettlement monitoring reports prepared by NOGs into semi-annual monitoring reports to be submitted to ADB;
- vii. Address and record grievances through the Grievance Redress Mechanism in a timely manner, and taking quick corrective actions where necessary to facilitate the redressed of grievances in coordination with contractors, NGO and displaced persons;
- viii. Engage in ongoing meaningful consultations with stakeholders and affected persons.  
Recruit independent external monitoring agency with endorsement from ADB. The TORs of NGO to facilitate RP implementation and External Monitoring Agency are in the Appendix C, Appendixes D, E and F provide samples of draft project leaflet, grievance redress form and semiannual safeguards monitoring template. EMA will collect all relevant from SIU. **SIU will report to the PD regarding progress/observation/challenges etc. on regular basis monthly.** The concern committee will administer the stated ToRs.

  
Md. Mahmudul Islam  
Project Director  
DESWSP Project, Dhaka WASA.

**CC. (not order in seniority)**

1. DPD-1/2, DESWS Project, Dhaka WASA
2. Executive Engineer-1/2/3, DESWS Project, Dhaka WASA
3. Sr. WSE, DESWS Project, Dhaka WASA
4. Sub Divisional Engineer, DESWS Project, Dhaka WASA
5. Assistant Engineer,..... DESWS Project, Dhaka WASA
6. Safeguard Officer (Env)/ (S&G).....DESWS Project, Dhaka WASA
7. Team Leader, MDSC/MS, DESWS Project, Dhaka WASA
8. National Resettlement Specialist, MDSC, DESWS Project, Dhaka WASA
9. Resettlement Specialist, MSC, DESWS Project, Dhaka WASA
10. Contract Management Expert (CME, MSC), DESWS Project, Dhaka WASA
11. CM ICB 02.7 DESWSP DWASA
12. Team Leader, BURP/SAMAHAR, DESWS Project, Dhaka WASA
13. Team Leader EMA, DESWSP DWASA

## Appendix-iii Entitlement Matrix


Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
Loss of livelihood (temporary)	Business activity disrupted by construction work	<ul style="list-style-type: none"> <li>i) Legal titleholders, licensed vendors;</li> <li>ii) Tenants, leaseholders; and</li> <li>iii) Persons with non-recognizable claims (non-licensed hawkers, vendors, employees of shops, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Provision of information to APs 60 days prior to works.</li> <li>- Cash compensation, calculated at the amount of income lost during the period of disruption.</li> <li>- Compensation will be paid regardless of whether or not the business closes during the construction period.</li> </ul>	<ul style="list-style-type: none"> <li>- Mobile hawkers and vendors will be assisted by contractor in moving to alternative locations during the period of construction.</li> <li>- Temporary sites to continue economic activity will be identified.</li> <li>- The date of the DMS census shall serve as the cut-off date.</li> <li>- Shop owners will be encouraged to maintain any employees if shifted. If employees are not kept as a result of a shift, then they will be entitled to compensation for lost income as per the RESETTLEMENT PLAN of the Gandharbpur water treatment component of this project.</li> <li>- The period of disruption will be assumed to be 5 days.</li> </ul>	<ul style="list-style-type: none"> <li>- DWASA, PMU resettlement specialist and MDSC resettlement expert will determine income lost during the construction periods through detailed business survey to determine the daily net income of the affected businesses.</li> <li>- DWASA, PMU resettlement specialist and MDSC resettlement expert will determine eligible affected businesses through detailed business survey.</li> <li>- Contractor will perform actions to minimize income/access loss.</li> <li>- Contractor will be responsible for notices and reminders.</li> <li>- DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.</li> </ul>
Loss of access (temporary)	Access to houses, shops, and common property resources	<ul style="list-style-type: none"> <li>i) Residents.</li> <li>ii) Shop customers.</li> </ul>	<ul style="list-style-type: none"> <li>- Provision of information to APs 60 days prior to works.</li> <li>- Temporary access structures will be provided to allow pedestrians and vehicles to cross trenches safely.</li> </ul>	<ul style="list-style-type: none"> <li>- Construction contracts will require contractors to provide planks and metal sheets where necessary to allow access across trenches by pedestrians and vehicles respectively.</li> </ul>	<ul style="list-style-type: none"> <li>- Contractor will be responsible for notices and reminders.</li> <li>- The MDSC will ensure that contractors have sufficient planks and metal sheets available before</li> </ul>

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
	common (including community structures and facilities) disrupted by construction work.		<ul style="list-style-type: none"> <li>- Restoration of affected common property resources/community buildings and structures to at least previous condition, or replacement or restoration of access to similar facilities in areas identified, in consultation with affected communities and relevant authorities</li> </ul>	<ul style="list-style-type: none"> <li>- Extreme care should be taken by the contractors to avoid damage to any properties during construction. Compensation for the losses/damages will be borne by the contractor.</li> </ul>	<ul style="list-style-type: none"> <li>- any trench construction begins.</li> <li>- DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.</li> <li>- Contractors will restore or replace affected community structures and facilities and coordinate with other government agencies for restoration of utilities.</li> </ul>
Impacts on vulnerable APs	Special provisions (in addition to any other compensation for loss income)	Vulnerable APs	<p>Support for alternative livelihoods:</p> <ul style="list-style-type: none"> <li>- Employed preferentially in workforces created by this project (construction and operations and maintenance) if suitable, or cash compensation at Tk 350 per day for up to 5 days.</li> <li>- Assured involvement in project activities.</li> <li>- Assured of representation on project-related consultative committees and other communication and planning forums.</li> </ul>	<ul style="list-style-type: none"> <li>- Construction contracts will require contractors to employ specific numbers of vulnerable APs in their construction workforces.</li> <li>- DWASA will adopt targets of the numbers of vulnerable APs to be employed long-term in operations and maintenance workforces for DWSSDP.</li> <li>- Representation from vulnerable APs will be a requirement of all committees and consultation forums for DWSSDP.</li> </ul>	<ul style="list-style-type: none"> <li>- DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.</li> </ul>
Damage caused to government or private property	Partial or total damage to permanent structures	<ul style="list-style-type: none"> <li>i) Legal titleholders;</li> <li>ii) Tenants, leaseholders; and</li> <li>iii) Persons with non-recognizable claims (informal settlers)</li> </ul>	<ul style="list-style-type: none"> <li>- Replacement cost of restoring to original or better condition</li> </ul>	<ul style="list-style-type: none"> <li>- Extreme care should be taken by the contractors to avoid damaging any properties or assets during construction.</li> <li>- Compensation for the losses will be the responsibility of the</li> </ul>	<ul style="list-style-type: none"> <li>- Contractor responsible for compensation.</li> <li>- DWASA, PMU resettlement specialist to monitor.</li> </ul>


Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
and assets during construction				contractor, as a part of the contract.	- MDSC resettlement expert and resettlement specialist.
Loss of structures in RoW	Temporary or semi-permanent structures or stalls and other assets	<ul style="list-style-type: none"> <li>i) Legal titleholders, licensed vendors; and</li> <li>ii) Tenants, leaseholders; and</li> <li>iii) Persons with non-recognizable claims (informal settlers, non-licensed hawkers, vendors, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Replacement cost of the structure and other assets (or part of the structure and other assets, if remainder is viable)</li> <li>- 60 days advance notice, followed by remainder is 1 week and 24 hours in advance.</li> <li>- Shifting assistance from and back to the location.</li> <li>- Right to salvage materials from structure and other assets.</li> <li>- Additional compensation for vulnerable households of Tk 350 /day for up to 5 days, or employed preferably in workforces created by the project.</li> </ul>	<ul style="list-style-type: none"> <li>- Temporary shitting for 5-7 days during period of construction.</li> <li>- Vulnerable households will be identified during the DMS survey.</li> </ul>	<ul style="list-style-type: none"> <li>- Extent of impacts to be verified by PMU resettlement specialist, MDSC resettlement expert, and contractors through DMS census (100% data collection of affected households/businesses) to determine assistance.</li> <li>- PMU and contractors will identify alternative site.</li> <li>- Contractor will be responsible for notices and reminders.</li> <li>- Contractors will help in shifting.</li> </ul>
Temporary disruption in water supply service	Reduced water supply hours	Residents and business owners	<ul style="list-style-type: none"> <li>- Alternative sources of water should be made available during the construction period.</li> </ul>	<ul style="list-style-type: none"> <li>- The time lag between the construction of new system and transfer from the old system should be minimized.</li> </ul>	<ul style="list-style-type: none"> <li>- PMU and contractors will identify alternative source of water supply during period of disruption.</li> <li>- Contractor will be responsible for notices and reminders.</li> <li>- PMU will be responsible for providing water supply to APs.</li> </ul>

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
Damage to water supply connections during pipe replacement or rehabilitation	Damaged water connection pipe to property	Residents and business owners	- Immediate replacement and restoration of connection	- Care should be taken by the contractors to avoid damage to connections during construction. - Cost of replacement of connection will be borne by the contractor.	- Contractor will restore or replace affected connections. - DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.
Unidentified losses	Any other loss not identified in this matrix	Affected person	- Unanticipated involuntary impacts will be documented and mitigated based on principles in the project resettlement framework	- Actions to address any issues will be proposed by PMU resettlement specialist. - Proposed action will follow ADB SPS, 2009 and adopt a similar approach as outlined above, if applicable	- MSC resettlement expert will help PMU resettlement specialist ascertain the nature and extent of such loss and finalize the entitlements in line with the principles in the project resettlement framework, ADB SPS, 2009, and Government of Bangladesh ARIPOF. - PMU will seek approval of ADB.


Appendix –iv Brochure



SAMAHAR



WASA



ADB

**ঢাকা এনভায়রনমেন্টালী সাসটেইনেবল ওয়াটার সাপ্রাই প্রজেক্ট**

ঢাকা ওয়াসা, ওয়াসা ভবন  
 ৯৮, কাজী নজরুল ইসলাম এভিনিউ (৯ম তলা), কাওরান বাজার, ঢাকা -১২১৫,  
 ফোন: ৮৮-০২- ৮১১৯০৯৫; ফ্যাক্স: ৮৮-০২- ৮১১৯০৯৫,  
 Website: www.deswsp-dwaso.com

**বাস্তবায়নের পর কাক্ষিত পরিবর্তন**

বর্তমান অবস্থা	কাক্ষিত পরিবর্তন
খারাপ মানের মালামাল ব্যবহার বা কাজের খারাপ মানের জন্য পাইপ লাইনে ছিদ্র/সিক দিয়ে পানির অপচয়	উন্নত মানের মালামাল ব্যবহার বা ভাল মানের কাজের জন্য পাইপ লাইনে কোনো ছিদ্র থাকবে না ও অপচয় হবে না
পাইপ লাইনে ছিদ্র থাকার কারণে পানি দূষিত হওয়া	ছিদ্র না থাকা এবং পানির যথেষ্ট হ্রাসের থাকার কারণে পানি দূষিত হবে না
সরবরাহকৃত পানির অপচয়ের হার অনেক বেশি	সরবরাহকৃত পানির সীমিত/ ন্যূনতম অপচয়
ঢাকা ওয়াসার বিশাল রাজস্ব/হার হ্রাসনো	ঢাকা ওয়াসার রাজস্ব আয় বৃদ্ধি
যথেষ্ট চাপ ছাড়া অনিয়মিত এবং স্বল্প পরিমাণ পানি সরবরাহ	পানির যথেষ্ট চাপসহ নিয়মিত পানি সরবরাহ এবং গ্রাহকদের চাহিদা অনুযায়ী পানি সরবরাহ
পানির যথেষ্ট চাপ না থাকার কারণে সাকশন পাম্প ব্যবহার করা এবং বেশি মোটা পাইপের গৃহ সংযোগ ব্যবহার করা	পানির যথেষ্ট চাপ থাকার কারণে সাকশন পাম্প ব্যবহার না করা এবং বেশি মোটা পাইপের গৃহ সংযোগ ব্যবহার না করা
ফিল্টার বা সিল্ক করে পানি বিতরণ করা	ফিল্টার বা সিল্ক করে পানি বিতরণ করার প্রয়োজন পড়বে না

**প্রকল্পের প্রতিনিধির সাথে যোগাযোগ**

উপরোক্ত কাজগুলো করার জন্য ঢাকা ওয়াসা কর্তৃক ইস্যুকৃত আইডি কার্ডধারী ওয়াসা কর্মকর্তা/কর্মী, ঠিকাদারী প্রতিষ্ঠানের প্রতিনিধি বা এনজিও প্রতিনিধি প্রতিটি গ্রাহকের বাড়ি/বাসায় যাবেন এবং প্রয়োজনীয় তথ্য সংগ্রহ করবেন।

যে কোনো অভিযোগ বা তথ্যের জন্য নিম্ন ঠিকানায় যোগাযোগ করুনঃ

ঠিকাদার/ প্রতিনিধিঃ

০৯৬১৩৭৩৭৭৭৭

কনসালটেন্ট/বিশেষজ্ঞ প্রতিনিধিঃ

০১৯১১৯১৭৭১৬

এনজিও প্রতিনিধিঃ

০১৯১৪-৭২৫২০৬

০১৭৪৩-৯৪ ৭৯৩২

নির্বাহী প্রকৌশলী,  
মডুস জোন অফিসঃ

০১৮১৯-২২৯৪২০


পিপি আই রাজস্ব জোন -৬

০১৮১৯-২১১৮০২

অভিযোগ কেন্দ্র (ঢাকা অফিস)ঃ


০২৭১৯৩৪১৩

**পুরাতন/নতুন পদ্ধতি**



সনাতন উম্মুক্ত মাটি বনান পদ্ধতিতে পাইপ বসানো

**প্রকল্পের নতুন পদ্ধতি**



মাটি বনান না করে বেগি পদ্ধতিতে পাইপ স্থাপন

**বাস্তবায়ন কৌশল**

গতানুগতিক পাইপ স্থাপন পদ্ধতি থেকে এই প্রকল্পের পাইপ স্থাপন বাস্তবায়ন কৌশলও ভিন্ন। এই প্রকল্প ঢাকা ওয়াসার কর্মী ছাড়াও আরো তিন শ্রেণীর ব্যক্তি/প্রতিষ্ঠান জড়িত, যেমন, এডিবি-ওয়াসা প্রকল্প ডিজাইন ও সুপারভিশনের জন্য কনসালটেন্ট নিয়োগ করেছে, একটি এনজিও এবং একটি আন্তর্জাতিক ঠিকাদার নিয়োগ করা হয়েছে।