

Social Monitoring Report

Project No. 42173-013
Semi-Annual Report (July - December 2021)
February 2022

Bangladesh: Dhaka Environmentally Sustainable Water Supply Project – DNI 02.7

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.

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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)**

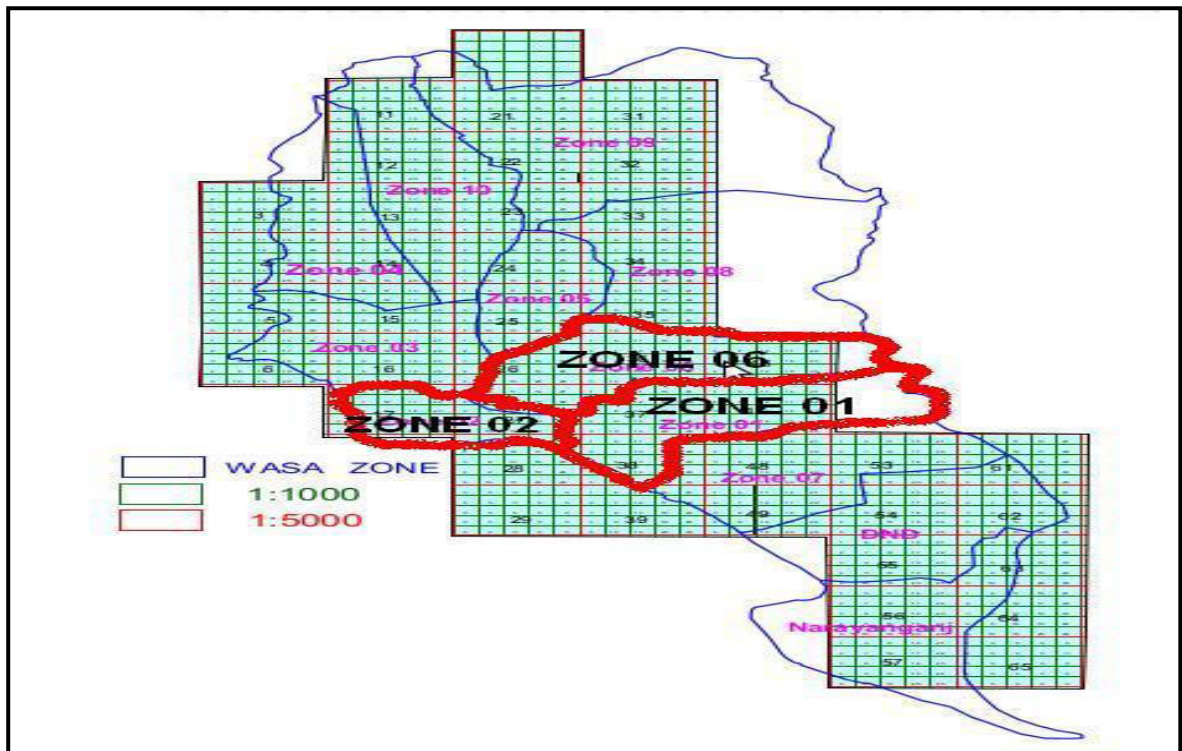
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SEMI ANNUAL SOCIAL MONITORING REPORT

(Contract package no. ICB 2.7)

Year 2021: (July to December 2021)

Submitted: February 2022



PREPARED BY:



Kunhwa Engineering and Consulting Co. Ltd., Korea

in Joint Venture with



Development Design Consultants Ltd., Bangladesh



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Vernacular Consultants Ltd., Bangladesh

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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. The project is funded by Asian Development Bank (ADB), Agence Francaise de Development (AFD), and European Investment Bank (EIB) 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 495 km distribution pipeline of diameters from 150-500 mm ii) rehabilitation of approximately 37367 house connections including installation of meters and iii) resettlement of project affected people caused from implementation of this project activity.

The resettlement activities were being implemented under International Contract Bidding (ICB) packages 02.7 of zone-6 by the non-government organization SAMAHAR, since February 2015. The contract of NGO was over 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 period of time.

Involuntary resettlement is being addressed according to the Government of Bangladesh (GoB) Acquisition and Requisition of Immovable Property Act (ARIPA), 2017, ADB's 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 the DWASA Project Management Unit (PMU) with the support of Management Supervision Consultants (MSC), the Consultant of the project.

Status of Resettlement Preparation and submitted during Reporting Period (July to December 2021): Before this reporting period, all 16 Resettlement Plans have been prepared and submitted. In this reporting period, no affected persons have been identified and compensated.

2. Background of the Report and Project Description

This semi-annual report covers period of July to December 2021. 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 pipelines, 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.

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

The NGO completed their activities related to resettlement plan implementation in December 2019.

4. Social Safeguard Impacts

The following measures have been taken by the PMU to address negative impacts of the project:

- A team consisting of three members which includes DESWSP Safeguard Officer (Social and Gender), Resettlement and Awareness Specialist MSC and Site Engineer of the contractor made joint field visits to identify the affected persons;
- Identification of affected persons and payment of compensation;
- Regular follow-up and monitoring by the Safeguard Officer (Social and Gender), SIU and Resettlement and Awareness Specialist, MSC;
- Project Director conducted regular monthly meetings with PMU, PCU and Contractor and MSC;
- Regular submission of monthly and Semiannual Safeguard report.

During construction, if any existing utility services are damaged, the contractor was responsible for repairing the same.

Summary of Identified Impacts of DMAs for the reporting period (July to December 2021)

No affected persons or any impacts are identified and compensated in this reporting period.

4.1 Internal Monitoring

The purpose of monitoring was to assess the progress of resettlement works and identifying potential progress and difficulties. The Resettlement and Awareness Expert of MSC and Safeguard Officer (Social & Gender) 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, the reports are disclosed on PMU and ADB websites.

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 dissemination and consultation procedures
4. Adherence to grievance procedures and outstanding issues requiring management's attention

4.2 External Monitoring

Package 02.7 is Category– B for involuntary resettlement impacts, and there is no 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 has been compensated during the reporting period. Till December 2021, a total amount of Tk. **8,07,250** has been distributed among the 354 Affected Persons within 16 DMAs. Till this reporting period a total of 19 affected persons, with grievances, have been compensated Tk.1, 65, 165. Table-1: DMA wise Resettlement Cost Summary and Table-2 and 2.1 shows the status of Resettlement Plans, identified affected person and compensation payment status of 16 DMAs up to December, 2021 and 2.1 shows the status of compensation paid to affected persons till date whose grievances were addressed and due payment made.

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	Total Affected Person	Persons compensated	Amount compensated earlier (BDT)	Amount compensated During Jan-June 2021 (BDT)	Remarks
601	6	Yes	15	15	32500	No	Completed and Handed over to Project Coordination Unit headed by XEN of Mods Zone 6.
602	6	Yes	02	02	5000	No	Completed and Handed over to PCU
603	6	Yes	08	08	16500	No	Completed and Handed over to PCU
604	6	Yes	16	16	36500	No	Completed and Handed over to PCU
605	6	Yes	22	22	44250	No	Completed and Handed over to PCU
606	6	Yes	48	47	107750	No.	Completed and Handed over to PCU
607	6	Yes	08	08	14750	No	Completed and Handed over to PCU
608	6	Yes	09	08	18000	No	Completed and Handed over to PCU
609	6	Yes	26	26	62000	No	Completed and Handed over to PCU
610	6	Yes	35	34	79000	No	Completed and Handed over to PCU
611	6	Yes	45	44	93000	No	Completed and Handed over to PCU
612	6	Yes	08	08	19500	No	Completed and Handed over to PCU
613	6	Yes	46	46	99500	No	Completed and Handed over to PCU
614	6	Yes	35	35	91000	No	Completed and Handed over to PCU
615	6	Yes	36	30	72000	No	Completed and Handed over to PCU
616	6	Yes	5	5	16000	No	Completed and Handed over to PCU
		Total	358	354	807250		

Note: Since inception a total of 358 affected persons have been identified but compensation has been paid to 354 affected persons. There are four affected

persons who have been dropped. Out of four: one person died; one is not willing to take the money and two people left the places before they could receive the compensation.

Grievance Redress Mechanism

Grievance redress is one of the most challenging activities of the project.

There are no grievances raised or compensation paid in this reporting period, as all civil works in 16 DNI packages have been completed and resettlement plan implementation is also completed for the said packages.

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 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 2021 total payment was made to 354 affected persons and 19 persons with grievances. Among them 49 (14%) are Female Headed Households, disabled and the elderly. No affected person has been compensated during this reporting period.

Institutional Arrangement and Capacity

5.1 Institutional Arrangement

Dhaka Water Supply and Sewerage Authority (DWASA) are 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). The SIU has a dedicated Safeguard Officer (Social & Gender). The SIU and Safeguard Officer (Social & Gender) is assisted by the Resettlement Expert of MSC to oversee the implementation of resettlement plans under the project with support of the resettlement NGO SAMAHAR till December 2019 and after which monitoring is being done by the SIU/PMU. The other staff responsible for looking after the safeguard issues of the project include: 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 Expert and Social and Gender Expert are responsible for taking care of the Resettlement work of all pipeline rehabilitation contracts ICB 02.7. One Contract Management Expert (CME), two Assistant Residential Engineers (ARE) and four Sub-Assistant Residential Engineers (SARE) working for supervision and quality control of physical construction/implementation work will also cooperate with the Resettlement team for Resettlement activities. In the absence of the NGO the PMU/SIU staff work in close cooperation with CME`s team and takes care to resolve day to day problems caused to the people of the area arising out of the construction work. At present project information is being disseminated by the MSC consultants along with PMU staff. The information includes; ensuring uninterrupted water supply/alternative supply for 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 by the MSC/PMU and SIU staff 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 address etc.

5.2 Compensation and Rehabilitation

During July- December 2021, no compensation payments have have been made to the affected persons.

5.3 Monitoring Results- Findings

Up to the reporting period, 16 Resettlement Plans have been submitted to the ADB. No affected persons compensated within this period. Till December 2021, total 354 affected persons have been compensated a total amount of Tk. **8,07,250** Out of the total affected persons 49 (14%) are women headed households, disabled and elderly. All of them are aware about their entitlement and compensation. Up to the reporting period 19 aggrieved persons who had registered their grievances have been compensated Tk. 1, 65,165. (All aggrieved persons were paid in the reporting period July – December 2019).

NGO Activities during the reporting period

The NGO completed their work by December 2019.

5.4 Grievance Redress Mechanism (GRC)

No Grievance has been received in this reporting period.

6 Recommendations

In the next monitoring period, the following will be reported:

- a. Payment to remaining affected persons, if any ; and
- b. Any grievances reported.

7 Information of Disclosure, Consultation and Participation

Public Consultation

Public disclosure meetings at key stages have been conducted to inform the public regarding the progress and future plans and to provide copies of summary Resettlement Plan in Bangla. During detailed design and implementation, focus group discussions (FGD) together with the MSC Resettlement Specialist with stakeholders and public meetings (large and small-scale) were conducted 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 meetings were held in this reporting period.

Appendix i- Safeguards Compliance Monitoring Form

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

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
1.0	MANAGEMENT		
Institutional Arrangements			
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	
Updating of DD/RESETTLEMENT PLAN/IPP based on Detailed Design			
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.		

Item No.	Safeguards Related Task	Status (Ready/Not ready/ NA)	Progress to Date/ Remarks
Disclosure and Grievance Redress Arrangements			
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	
Monitoring and Reporting Arrangements			
1.7	Set up internal monitoring system: (i) assess capacity and staff requirements; (ii) criteria of assessment; (iii) reporting mechanism		
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	
2.0	IMPLEMENTATION		
Consultation			
2.1	Consultation: (i) responsibility; (ii) stakeholders Identified; (iii) consultation and process; (iv) documentation	Ready	
Mapping and Inventory			
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	
Compensation, Relocation and Rehabilitation			
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	
Monitoring and Reporting			
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 (9th Floor)
 Kawran Bazar, Dhaka-1215

Web site www.deswsp-dwasa.com, Email: pddeswspgwtp@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:

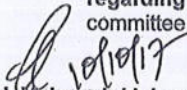
- i. Update draft IEEs/EMPs prepared during feasibility study based on detailed designs in accordance with ADB's Safeguards Policy Statement (SPS, 2009) and Environmental Conservation Rules (ECR 1997) and submit to ADB for review, final approval and disclosure prior to commencement of works (note: a 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/MSC, 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, DORP/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"> i) Legal titleholders, licensed vendors; ii) Tenants, leaseholders; and iii) Persons with non-recognizable claims (non-licensed hawkers, vendors, employees of shops, etc.) 	<ul style="list-style-type: none"> - Provision of information to APs 60 days prior to works. - Cash compensation, calculated at the amount of income lost during the period of disruption. - Compensation will be paid regardless of whether or not the business closes during the construction period. 	<ul style="list-style-type: none"> - Mobile hawkers and vendors will be assisted by contractor in moving to alternative locations during the period of construction. - Temporary sites to continue economic activity will be identified. - The date of the DMS census shall serve as the cut-off date. - 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. - The period of disruption will be assumed to be 5 days. 	<ul style="list-style-type: none"> - 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. - DWASA, PMU resettlement specialist and MDSC resettlement expert will determine eligible affected businesses through detailed business survey. - Contractor will perform actions to minimize income/access loss. - Contractor will be responsible for notices and reminders. - DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.
Loss of access (temporary)	Access to houses, shops, and common	<ul style="list-style-type: none"> i) Residents. ii) Shop customers. 	<ul style="list-style-type: none"> - Provision of information to APs 60 days prior to works. - Temporary access structures will be provided 	<ul style="list-style-type: none"> - Construction contracts will require contractors to provide planks and metal sheets where necessary to allow access across trenches by 	<ul style="list-style-type: none"> - Contractor will be responsible for notices and reminders. - The MDSC will ensure that contractors have

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
	property resources common (including community structures and facilities) disrupted by construction work.		<p>to allow pedestrians and vehicles to cross trenches safely.</p> <ul style="list-style-type: none"> - 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 	<p>pedestrians and vehicles respectively.</p> <ul style="list-style-type: none"> - 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. 	<p>sufficient planks and metal sheets available before any trench construction begins.</p> <ul style="list-style-type: none"> - DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action. - Contractors will restore or replace affected community structures and facilities and coordinate with other government agencies for restoration of utilities.
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"> - 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. - Assured involvement in project activities. - Assured of representation on project-related consultative committees and other communication and planning forums. 	<ul style="list-style-type: none"> - Construction contracts will require contractors to employ specific numbers of vulnerable APs in their construction workforces. - DWASA will adopt targets of the numbers of vulnerable APs to be employed long-term in operations and maintenance workforces for DWSSDP. - Representation from vulnerable APs will be a requirement of all committees and consultation forums for DWSSDP. 	<ul style="list-style-type: none"> - DWASA, PMU resettlement specialist and MDSC resettlement expert will monitor contractor action.


Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
Damage caused to government or private property and assets during construction	Partial or total damage to permanent structures	<ul style="list-style-type: none"> i) Legal titleholders; ii) Tenants, leaseholders; and iii) Persons with non-recognizable claims (informal settlers) 	<ul style="list-style-type: none"> - Replacement cost of restoring to original or better condition 	<ul style="list-style-type: none"> - Extreme care should be taken by the contractors to avoid damaging any properties or assets during construction. - Compensation for the losses will be the responsibility of the contractor, as a part of the contract. 	<ul style="list-style-type: none"> - Contractor responsible for compensation. - DWASA, PMU resettlement specialist to monitor. - 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"> i) Legal titleholders, licensed vendors; and ii) Tenants, leaseholders; and iii) Persons with non-recognizable claims (informal settlers, non-licensed hawkers, vendors, etc.) 	<ul style="list-style-type: none"> - Replacement cost of the structure and other assets (or part of the structure and other assets, if remainder is viable) - 60 days advance notice, followed by remainder is 1 week and 24 hours in advance. - Shifting assistance from and back to the location. - Right to salvage materials from structure and other assets. - Additional compensation for vulnerable households of Tk 350 /day for up to 5 days, or employed preferably in workforces created by the project. 	<ul style="list-style-type: none"> - Temporary shifting for 5-7 days during period of construction. - Vulnerable households will be identified during the DMS survey. 	<ul style="list-style-type: none"> - 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. - PMU and contractors will identify alternative site. - Contractor will be responsible for notices and reminders. - Contractors will help in shifting.
Temporary disruption in water supply service	Reduced water supply hours	Residents and business owners	<ul style="list-style-type: none"> - Alternative sources of water should be made available during the construction period. 	<ul style="list-style-type: none"> - The time lag between the construction of new system and transfer from the old system should be minimized. 	<ul style="list-style-type: none"> - PMU and contractors will identify alternative source of water supply during period of disruption. - Contractor will be responsible for notices and reminders.

Type of Loss	Application	Definition of Entitled Person	Compensation Policy	Implementation Issues	Responsibility
					- PMU will be responsible for providing water supply to APs.
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 সাপ্লাই 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-dwasa.com

বাস্তবায়নের পর কাঙ্ক্ষিত পরিবর্তন

বর্তমান অবস্থা	কাঙ্ক্ষিত পরিবর্তন
খারাপ মানের মালামাল ব্যবহার বা কাজের খারাপ মানের জন্য পাইপ লাইনে ছিদ্র/লিক 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 প্রেসার থাকার কারণে পানি দূষিত হবে না
সরবরাহকৃত পানির অপচয়ের হার অনেক বেশি	সরবরাহকৃত পানির সীমিত/ ন্যূনতম অপচয়
ঢাকা ওয়াসার বিশাল রাজস্ব/আয় হারানো	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 সিদ্ধ করে পানি বিতরণ করা	ফিল্টার বা সিদ্ধ 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

০৯৬১৩৩৩৭৭৭৭

কনসালটেন্ট/বিশেষজ্ঞ প্রতিনিধিঃ

০১৯১১৯১৭৭১৬

এনজিও প্রতিনিধিঃ

০১৯১৪-৭২৫২০৬

০১৭৪৩-৯৪৭৯৩২

নির্বাহী প্রকৌশলী,

মডুস জোন অফিসঃ

০১৮১৯-২২৯৪২০

পিপি আই রাজস্ব জোন -৬

০১৮১৯-২১১৮০২

অভিযোগ কেন্দ্র (ঢাকা অফিস)ঃ

০২৭১৯৩৪১৩

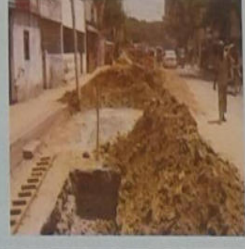
বাস্তবায়ন কৌশল

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।

প্রকল্পের গুরুত্ব


ঢাকা শহরে পানি সরবরাহ পরিস্থিতির উন্নতির জন্য ঢাকা ওয়াসা এশীয় উন্নয়ন ব্যাংক-এর সহায়তায় “ঢাকা এনভায়রনমেন্টালী সাসটেইনেবল ওয়াটার সাপ্লাই প্রজেক্ট” নামে একটি প্রকল্প গ্রহণ করেছে। এই প্রকল্পের মূল উদ্দেশ্য হল পানির অপচয় রোধ করা এবং পানির গুণগতমান ও পর্যাপ্ত সরবরাহ নিশ্চিত এবং পানির যথেষ্ট পরিমাণ প্রেসার বা চাপ অব্যাহত রাখা যাতে সম্মানিত গ্রাহকগণ কোনো প্রকারের অতিরিক্ত চেষ্টা ছাড়া যেমন, সাকশন পাম্প দিয়ে পানি টানা বা ফিল্টার ব্যবহার করা/ফুটিয়ে পানি বিতরণ করার প্রয়োজন না হয়। এই প্রকল্পের অন্যতম উদ্দেশ্য হল ডিএমএ চালুর মাধ্যমে ২৪ ঘন্টা পানির পর্যাপ্ত চাপসহ সরবরাহ নিশ্চিত করা। অধিকাংশ পাইপ লাইন (ডিএমএ) পূর্ণবাসন করা হবে, মাটির ভিতর দিয়ে হরিজন্টাল ডিরেকশনাল ড্রিলিং বা পাইপ বাস্টিং অর্থাৎ বোরিং পদ্ধতিতে (অর্থাৎ উন্মুক্ত মাটি খনন না করার পদ্ধতিতে) এবং খুব সামান্য স্থানে মাটি খনন করে তা করা হবে, যাতে মানুষের খুব কম অনুবিধা হয়, এবং রাস্তারও খুব কম ক্ষতি হয়।

পুরাতন/সনাতন পদ্ধতি



সনাতন উন্মুক্ত মাটি খনন পদ্ধতিতে পাইপ বসানো

প্রকল্পের নতুন পদ্ধতি



মাটি খনন না করে বোরিং পদ্ধতিতে পাইপ স্থাপন

Appendix-iv

আন্তর্জাতিক ঠিকাদারের কাজের মান যাচাই করছে ডিজাইন ও সুপারভিশন কনসালটেন্ট এবং যাতে মানুষের কোনো অসুবিধা না হয় এবং ক্ষতিগ্রস্ত না হয় সে বিষয়ে মানুষের সহযোগিতার জন্য এনজিও তাঁদের অবহিত ও সহায়তা করছে। ঠিকাদার কি কাজ করবে ওকালতে এনজিও সকল গ্রাহককে সে সম্পর্কে অবহিত করবে এবং প্রকল্পের কাজ শেষ না হওয়া পর্যন্ত গ্রাহকের পানি সংক্রান্ত চাহিদা পূরণে বা সমস্যা সমাধানে কাজ করবে। বিশেষ করে এনজিও কাজ সম্পর্কে তথ্য প্রচার করবে, যেমন, কী কী সমস্যা হতে পারে, যার মধ্যে সাময়িক পানি সরবরাহ সমস্যা, রাস্তায় গাড়ি চলাচল সমস্যা, সাময়িক পানি সরবরাহ বিঘ্নিত ও ঠিকাদার কর্তৃক বিকল্প পানি সরবরাহ, প্রকল্প চলাকালীন সময়ে কোনো সমস্যা হলে গ্রাহকেরা কার সাথে যোগাযোগ করবেন, নতুন সংযোগ বা পরিবর্তিত সংযোগ পেতে হলে, মিটার পরিবর্তন করতে হলে, গেইট ভাঙ এবং ফুট ভাঙ পরিবর্তন করতে হলে কার সাথে যোগাযোগ করতে হবে, ইত্যাদি।

প্রকল্প থেকে যে-সব কাজ করা হবেঃ

প্রকল্পের কাজ ডিএমএ বা ডিস্ট্রিক্ট মিটারড এরিয়া (DMA) পদ্ধতি অনুসরণ করে সম্পন্ন করা হবে।

বিতরণ ব্যবস্থা (পাইপ লাইন)

ক. সমস্ত পুরনো, ভাঙ্গা বা লিক হওয়া পাইপ লাইন উন্নত মানের এইচডিপি পাইপ ও ফিটিংস দিয়ে (গেইট ভাঙ, পানির মিটারসহ) বদল করা হবে।

খ. সমস্ত পাইপ পানির নির্ধারিত প্রেসার দিয়ে পরীক্ষা করা হবে যাতে করে প্রেসার নেয়ার মতো এবং লিক নিশ্চিত করা যায়।

গ. ব্যবহারের আগে স্থাপনকৃত পাইপ জীবাণুমুক্ত করে গ্রাহকের ব্যবহার উপযোগী করা হবে

বাসা-বাড়ীর সংযোগ (হাউস কানেকশন)

ক. বিনা খরচে সমস্ত বাসা বাড়ীর সংযোগ মিটারসহ পরিবর্তন করা হবে: ঢাকা ওয়াসা পুরনো মিটার নিয়ে যাবে। নতুন সংযোগের জন্য দরখাস্ত করতে হবে এবং তার জন্য স্বাভাবিকভাবে যেভাবে ফি দিতে হয় সেভাবে দিতে হবে। (পানির প্রেসার বাড়ার ফলে আর বড় আকারের পাইপ সংযোগ লাগবে না)

খ. বস্তি এলাকায় ওয়াসার নিয়ম অনুযায়ী সিবিও-এর মাধ্যমে সংযোগ দেয়া হবে যার জন্য তাঁদেরকে ওয়াসা মডস জেনে আবেদন করতে হবে।

গ. ঠিকাদার হাল নাগাদ বিল যাচাই করবেন, মিটার রিডিং দেখবেন, সংযোগের অনুমতিপত্র দেখবেন; তা ছাড়া কোনো পুণঃসংযোগ দিবেন না।

ঘ. বাড়ীর সীমানা দেয়ালের (বাউভারী ওয়ালের) কাছাকাছি মিটার চেয়ার বসাতে হবে।

ঙ. মিটার নিচের রিজার্ভারের ফুট বাঞ্চ প্রকল্পের অর্ধে পরিবর্তন করা হবে/ নতুন করে লাগানো হবে।

চ. সমস্ত অবৈধ সংযোগের ক্ষেত্রে ঢাকা ওয়াসার নিয়ম অনুসরণ করে পুণরায় সংযোগ দেয়া হবে।

ছ. প্রকল্প বাস্তবায়নের সময়ে সমস্ত সংযোগ ঢাকা ওয়াসার পরিবর্তে ঠিকাদার প্রদান করবেন।

জ. প্রকল্প বাস্তবায়নের পর ৩ মাস পর্যন্ত কোনো নতুন সংযোগ দেয়া হবে না।



পুরাতন ব্যবস্থার পাইপ ফিটিংস



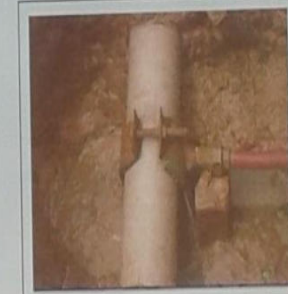
বর্তমান প্রকল্পের পাইপ ও ফিটিংস



পূর্বের সিস্টেমের সুইচ-ভাঙ



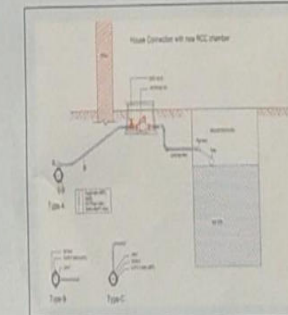
নতুন সিস্টেমের সুইচ-ভাঙ যা খুব সহজে পরিচালন করা যায়।



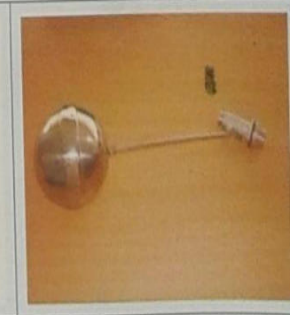
সোহার ক্রাম্প-এর সাহায্যে পুরাতন ব্যবস্থার গৃহ সংযোগ



বর্তমান প্রকল্পের এইচডিপি ক্রাম্প-এর সাহায্যে গৃহ সংযোগ



পানির মিটার ও মিটার চেয়ারের নতুন গৃহ সংযোগ



প্রকল্পের খরচে মিটার নীচের জলাধারে (রিজার্ভারের) গৃহ সংযোগের মাধ্যমে ফুট ভাঙ লাগানো হবে।

Appendix iv- Brochure

SAMAHAR WASA ADB

**Dhaka Environmentally Sustainable Water Supply Project (DESWSP)
 Dhaka Water Supply and Sewerage Authority
 8th Floor, WASA Bhaban, 98 KaziNazrul Islam Avenue
 Kawran Bazar C/A, Dhaka**

Importance of the project

Dhaka WASA is implementing the Dhaka Environmentally Sustainable Water Supply Project (DESWSP) for improvement of water supply situation of Dhaka city. The purpose of the project is to protect misuse of water, improve water quality, ensure sufficient water supply. So that the honorable consumers do not need to use suction pump, do not need to boil or filter the water for drinking purpose. The main objective of the project is to ensure 24 hours water supply with full pressure. Most of the DMA will be rehabilitated. The pipe will be laid through Horizontal Direction Drilling (HDD), pipe bursting and pipe boring and open cut methods. The works will be done in such a way so that there is minimum negative impact and human suffering.

Traditional methods	New method of the project
	
Pipe laying through open cut	Pipe laying without open cut

Implementation Strategy

The strategy of pipe laying is quite different from the traditional methods. Besides Dhaka WASA, ADB, EFD, European Investment bank and more three institutions are involved with this project, such as; Management Supervision Consultant (MSC), NGO and contractors both national and international. To assess the contractor's work and reduce loss and suffering of the local people, Management Supervision Consultants have been involved.

MSC recruited the resettlement NGO SAMAHAR to inform the local people, what type of activities are being carried out by the contractors, during work there might be water shortage, disturbance of communication, in case of any problem whom they will contact, who will help them for changing gate valve, floating valve etc.

Expected changes after implementation

Present Status	After Implementation
Misuse of water due to using below quality materials	Due to using good quality materials, there will not be any water loss
Due to leakage of pipe, drinking water is unsafe	The present water will be safe because there would be no leakage and high pressure of water
Misuse of water is high	Limited/minimum water loss
Loss of income/tariff for Dhaka WASA	Dhaka WASA will increase its income /tariff
Low water pressure, irregular and insufficient water supply	Regular and sufficient water supply with high water pressure
Due to insufficient water consumers use suction pump and pressurized high-density pipe for getting sufficient water	After implementation, the consumer will not use suction pump or pressurized high density pipe for withdrawing water
Consumer needs to boil drinking water	Consumer need not to boil the drinking water

Communication with project representatives

To perform the above activities, Dhaka WASA staff, contractors, consultants and NGO will carry the identity card issued by DWASA and will visit to the consumer's house and inform about the activities of the project. For any information, please make the phone to the following persons;

Representative of contractor:	Representative of Consultants	Representative of NGO
01911917716	01914725206	09613737777

Executive Engineer, Mods zone-6	PPI Revenue Zone-6	Complain Dhaka Office,
027193413	01819229420	01819211802

The activities that will be done from the project:

The project will work through DMA system.

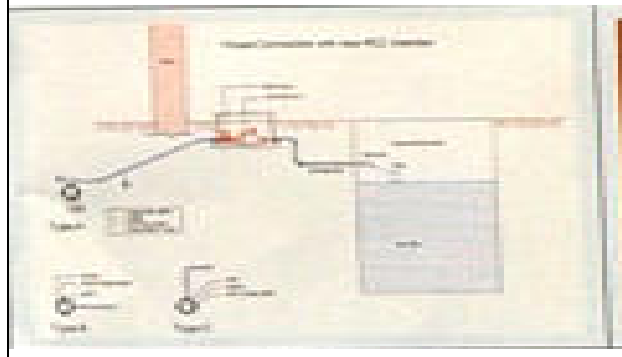

Distribution system (Pipeline)

- All old, broken and leaking pipes will be replaced by good quality of pipe, fittings gate valves and new meters.
- All new pipes will be cleaned by water with high pressurized way, so that the leakage of the pipe can be ensured
- Before use the pipe will be disinfected

House Connection

- a. The house owner of the DMA areas will get new pipe and meters without cost. The WASA will take all old meters. The new consumers will get opportunity to get connection by giving the normal charge to WASA. (There is no need to use extra thick pipe for high pressure water).
- b. The LIC people will get water connection by forming CBOs and apply to Zone.
- c. The contractor will verify the present billing status, connection document and meter reading, otherwise they will not get the reconnection.
- d. The meter chamber will be fixed near the boundary wall or near the house.
- e. The underground new flat valve will be changed by project money
- f. Regarding illegal connection, the connection will be given by following WASA rules
- g. During implementation, all connection will be given by contractors instead of DWASA
- h. New water connection will not be given before three months

Traditional pipe fittings	New pipe fittings
	
Traditional switch valve	New switch valve
	
House connection with traditional valve	House connection with project HDPI valve
	

<p>Traditional new water meter and chamber connection in the house</p>	<p>Project provide float valve at the end of underground water chamber with no cost</p>
 <p>The diagram illustrates a traditional water supply system. It shows a vertical pipe entering a house from the top, connected to a water meter. Below the meter, the pipe continues into a chamber. The chamber is connected to a horizontal pipe that runs across the room. From this horizontal pipe, another pipe goes down to a water tank. The diagram includes labels for various components like 'Water Meter', 'Water Chamber', and 'Water Tank'.</p>	 <p>The photograph shows a float valve, a mechanical device used to automatically stop water flow when a tank or chamber is full. It consists of a spherical float ball connected to a vertical stem, which is attached to a valve mechanism. The float valve is shown against a plain, light-colored background.</p>