



Municipal Governance and Services Project (MGSP)
Bangladesh Municipal Development Fund

SOCIAL IMPACT MANAGEMENT PLAN

Name of the Sub-project:

Construction of Poura Bus Terminal with Renovation Work of Terminal Building



Noakhali Pourashva

November, 2018

EXECUTIVE SUMMARY

The Social Impact Management Plan (SIMP) of the Subproject under Noakhali Pourashava was developed through inclusive participation of all level stakeholders and using participatory approach. The subproject comprises interventions proposed as per CIP of the Pourashava. The Noakhali Pourashava consists of 9 administrative wards among which the proposed subproject will cover all the wards. According to engineering design, implementation of this subproject will be carried out within the existing right-of-way.

Key findings of the screening report;

No mosques, temples, graveyards and cremation grounds and other places/objects of religious, cultural and historical significance will be affected;

- No additional public or private lands will be required for the subproject outside the existing right of way;
- No threat to cultural tradition and way of life of tribal peoples; or restriction of their access to common property resources and livelihood activities are involved;

Endorsement

The local stakeholders are supportive of the subproject. It is confirmed that additional land will not be required. Therefore, implementation of the proposed subproject is highly recommended under MGSP.

Next course of Actions:

- i. The Noakhali Pourashsva will start the process of vacating the terminal area required for construction work;
- ii. The Noakhali Pourashsva will prepare a plan for rearranging bus movement including selection of place for loading of passengers by departing buses, unloading of passengers by arriving buses and route plan. This will be prepared in consultation with the traffic department and will be submitted to the PMU with sketch map.

Alternative Traffic Management for construction period of Noakhali Bus Terminal

The Noakhali Pourashsva has taken initiative for rearranging bus movement including selection of place for loading of passengers by departing buses, unloading of passengers by arriving buses and route plan. The available 113 usable lands owned by the ULB titled vide LA memo-02/69-70, notification No.N 64/69/388 RELQN.DT-22/05/1972 which will be used as alternative bus terminal.

In this connection, an operational plan for alternative bus terminal to be developed in consultation with traffic department of Bangladesh Police. ULB has started working with concerned agencies particularly traffic and R&H departments who are directly involved in bus operations. A declaration of land entitlement is attached for reference.

TABLE OF CONTENTS

1. Executive Summary	ii
2. Background and Introduction	1
3. Description of ULB: Noakhali Pourashava	2
4. Justification of selecting the sub-project	4
5. Project Description	5
6. Project Affected People and Installations	8
7. SOCIO ECONOMIC IMPACT ASSESSMENT	20
8. Key Issues Considered in Social Management Plan	25
9. Institutional Arrangement	30
10. MONITORING PLAN OF SIMP	37
11. CONCLUSION	40

Annexures:

1. Layout plan of the proposed Sonapur Poura Bus Terminal
2. Screening form for social safeguards issues
3. Legal document of the land

ABBREVIATIONS

B MDF	Bangladesh Municipal Development Fund
CIP	Capital Investment Plan
FGD	Focus Group Discussion
GoB	Government of Bangladesh
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRP	Grievance Redress Procedure
KII	Key Informants Interviews
LGED	Local Government Engineering Department
MD	Managing Director
MGSP	Municipal Governance and Services Project
NGO	Non-Governmental Organization
OP	Operational Policy
PAP	Project Affected Person
PIU	Project Implement Unit
PMU	Project Management Unit
RCC	Reinforced Concrete Cement
SIA	Social Impact Assessment
SMF	Social Management Framework
SMP	Social Management Plan
SSS	Social Safeguards Specialist
ULB	Urban Local Body
WB	World Bank

SECTION 1: INTRODUCTION

1.1 Background

The Government of Bangladesh, through the Local Government Engineering Department (LGED) and Bangladesh Municipal Development Fund (BMDF) is implementing the Municipal Governance and Services Project (MGSP). The project aims to improve municipal governance and basic urban services in participating ULBs. Two physical components of the project are (i) Municipal Governance and Basic Urban Services Improvement (Component 1) to provide financial support to 26 pre-identified urban local bodies (ULBs) including municipalities and city corporations, and (ii) demand-based sub-credits to eligible ULBs for basic urban services improvement (Component 2). Total project cost is BDT 24,709.492 million to be financed at 80:20 IDA loan to GOB contribution. BMDF is implementing the Component 2 while LGED is implementing component 1 of the project. Noakhali Pourashava is one of the ULBs supported by the project under component-2.

BMDF is supporting the pre-selected ULBs including Noakhali Pourashava for investments in the rehabilitation of roads, bridges, culverts, drainage system, street light, traffic management, bus terminal, solid waste management etc. BMDF is financing through (i) base allocation based on population category of ULBs; and (ii) operations and maintenance support on a declining basis over the project period.

1.2 Legal and Policy Framework

Given the approach of subproject preparation and implementation, the World Bank's Operational Policy (OP) on Involuntary Resettlement (OP 4.12) and on Indigenous Peoples (OP 4.10) are triggered to the project. A Social Management Framework (SMF) has been adopted by LGED for the project that meets the requirements of the country's legal frameworks as well as policy framework of the World Bank. The SMF took into consideration of the applicability of "The Acquisition and Requisition of Immovable Property, Ordinance, 1982" replaced by "The Acquisition and Requisition of Immovable Property Act 2017" and the Bank requirements including OP 4.12 and OP 4.10. The SMF also requires that subprojects are prepared ensuring inclusion, participation, transparency, and social accountability. Subprojects are prepared by respective ULBs in a process complying with the SMF requirements. LGED reviews the subproject proposals for technical, engineering, environmental, social development, and safeguards compliance before allocation of the financing to the ULBs.

The subproject civil works boundary is well within the existing land of Noakhali Porashva and it is not acquiring any public or private land. Construction of the new bus

terminal demolishing the old structures at the same location aims to improve facility for the passengers as well as of the transport operators.

Since no land will be acquired for this subproject, the law on acquisition of land “The Acquisition and Requisition of Immovable Property Act 2017 ” will not be applicable. However, there is need for voluntary dispossession for shifting 119 temporary shops, vehicle repair workshops, tea shops and small restaurants to nearby suitable place by the initiative of the SCC and as per agreement with the PAPs.

1.3 Contents of the Social Management Plan

This Social Impact Management Plan (SMP) has been prepared for the identification of subproject and managing social concerns in the process of subproject design and implementation. The subproject SIMP includes: description of the project background, policy framework, profile of the Noakhali Pourashava and description of the subproject including present condition of the existing terminal area in the introduction chapter; social impact assessment in chapter 2 containing description of subproject benefits, affected people, and gender and vulnerability assessment; consultation and community participation containing stakeholder analysis, consultation process and consultation outcome in chapter 3; the processes in social management plan containing subproject selection, designing, implementation, grievance redress, labor management and plan for continued consultation and participation in chapter 4; and monitoring and evaluation in chapter 5. Landholding title, social screening reported to this report.

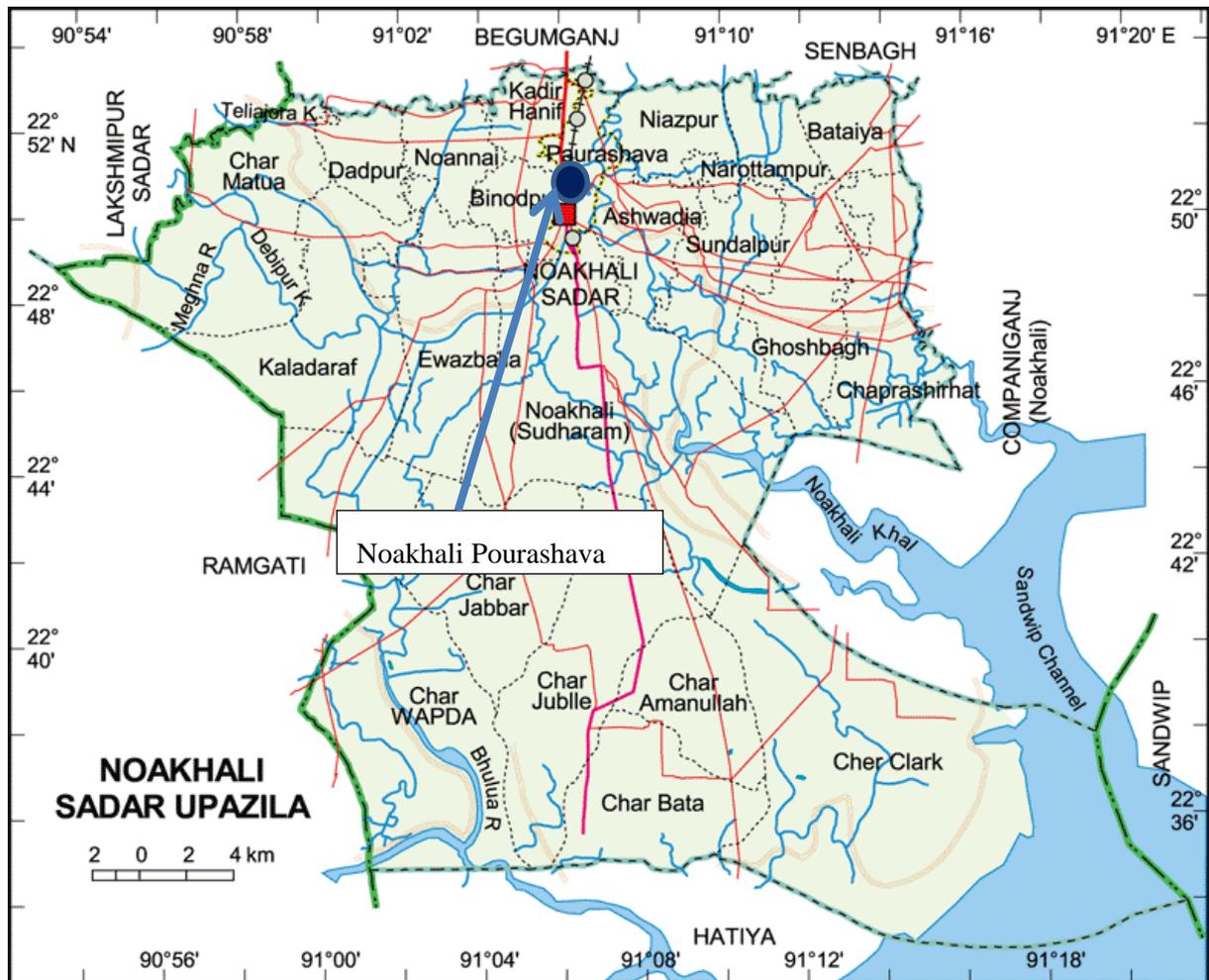
After reviewing the social screening reports by Social Safeguard Team in association with BMDf Social Safeguards Specialist, this subprojects proposal is submitted to the PMU office. Social team of the Noakhali Pourashava has carried out site visits and consulted with the ULB officials, stakeholders and a section of the beneficiary communities through interview, participation and consultation meetings. The social screening findings from the consultation method and proceedings were further validated through the social survey and consultation.

Now, as per the SMF of BMDf, it is required to conduct a social safeguards assessment of the proposed bus terminal to meet the regulatory framework of the Government of Bangladesh and World Bank policies. Therefore, the Noakhali Pourashava has deployed an individual consultant to carry out the social safeguards assessment on the proposed bus terminal as a subproject.

1.4 DESCRIPTION OF THE ULB: Noakhali Pourashava

The Noakhali Pourashava is situated within the Noakhali Sadar Upazilla under Noakhali district and at the southern part of Bangladesh. It is 187 km far from the Capital city of Bangladesh. It lies on 23°17' north latitude and between 89°55' and 90°06' east longitude. The total area of the Pourashava is 17.11 kilo meters (km). The Pourashava is divided into nine Wards and 36 Mahallas. It is surrounded by Begumganj and

Senbagh Upazillas at the north, Hatia Upazilla at the south, Companyganj and Sandip Upazillas at the east, and Ramgoti Upazilla of Laxmipur district at the west. It was established in 1876 and declared as “A” class Pourashava in 1989. The ancient name of Noakhali was Bhulua. (Source: Master Plan of Noakhali Pourashava, 2013-2033)



Map 1: Geographical location of Noakhali Pourashava

According to the sources of the Pourashava, the total population of this Pourashava is 107654 with a population density of 6292 per square kilometre (sq. km). The male and female ratio of the Pourashava is 100:99. The average size of the household is 5.

As a “Category A” Pourashava as well as the main town of the Noakhali Sadar Upazilla as well as Noakhali district, the Noakhali Pourashava has been improving its infrastructural development for ensuring the necessary services to its inhabitants and taking new initiatives to meet the growing demand of the people. Recently, the Pourashava has prepared its Capital Investment Plan (CIP) for its infrastructural development following a participatory approach with the technical assistance from Bangladesh Municipal Development Fund (BMDf) and identified the “Construction of Pura Bus Terminal with renovation work of terminal building” as a one of the priority works (CIP No.102) for ensuring smooth and easy communication of all people who are living in different parts of the Pourashava as well as the people of greater Noakhali

using the Bus Terminal as a transit point. The proposed Bus Terminal is situated at the south side of the Pourashava and 7 km far from the Pourashava Bhavan.

The Pourashava has already submitted an application for sub-credit to BMDF seeking financial support in constructing the Poura Bus Terminal. The significant features of the subproject are given in **Table 1-1** as below:

Table 1-1: The significant features of the proposed subproject

Name of the Sub-Project	Construction of Poura Bus Terminal with Renovation Work of Terminal Building
Name of District	Noakhali
Name of ULB	Noakhali Pourashava
Location of the Bus Terminal	Sonapur under Ward # 7 of the Pourashava.
Service Areas	Primarily, the total Pourashava and Upazilla area, But, ultimately, different Upazillas of Noakhali, Feni and Laxmipur districts.
Types of Vehicles	321 inter-district buses, 117 intra-district buses, 200 trucks, 150 dump trucks, 500 pick-ups, 20 raiders, 5000 CNG driven auto rickshaws, 1000 easy bikes, 1000 micro-bus/private cars and 2000 motorized rickshaws move through this bus terminal. (Source: KII and Traffic survey 2018)
Structural Design Option	RCC frame structure design.
Total Land Area	3.4 acres
Land Acquisition	Noakhali Pourashava is the legal owner of the land.
Estimated Cost	BDT 100 millions
Subproject duration	15 months
Tentative Starting date	October 2018
Tentative Completion date	December 2019

1.5 JUSTIFICATION OF SELECTING THE SUBPROJECT

The transportation system of Noakhali Pourashava is mainly dependent on road and railway system. Transportation through water system is not available within this Pourashava area. The road system is the main communication system of the Pourashava by which the Pourashava is connected with different sub-districts and districts of greater Noakhali. Noakhali Pourashava is the head quarter as well as the main center of trade and business of Noakhali district. It also serves as the main town

of administrative work and other public services and facilities of the people. The proposed subproject named Sonapur Poura Bus Terminal is the central bus terminal of the Pourashava as well as the key terminal through which inter and intra district buses moves at different parts of the district and the country. It is situated at the south side of the Pourashava Bhavan as well as near the Zero Point of Sonapur where the Dhaka-Noakhali national highway and regional highways are intersects with each other. The Sonapur Bus Terminal is located on the Sonapur-Char Jabbar regional highway and near the Zero Point which is connected with all other routes passess through the Pourashava. Four major inter-district routes through which the buses move to different districts include Noakhali-Comilla-Dhaka, Noakhali-Feni, Noakhali-Laxmipur and Noakhali-Chittagong. The local buses move from Sonapur Poura Bus Terminal to different routes which include Sonapur to Char Alekgendra of Laxmipur, Sonapur to Ramgoti of Laxmipur, Sonapur to Chairmanghat of Hatiya through CharJabbar, Sonapur to Chairmanghat of Hatiya through Noakhali Science and Technology University, and Sonapur to Akhtarmiyar hat.

There are about 321 inter-districts buses, 117 intra-district buses, 200 trucks, 500 pick-ups, 150 dump trucks, 1000 private cars, 20 raiders, 5000 CNG driven auto rickshaws, 1000 easy bike or auto rickshaws, 5000 motor cycles, 2000 motorized rickshaws, 200 man-driven vans and 200 vans engaged in providing transportation services to the people of the Pourashava and surrounding areas. It is expected that it will serve the increasing demand of future increased population and around 20000 people per day will travel through this bus terminal after its completion.

Further, the Pourashava is the owner of the land and presently using the bus terminal with old and damaged infrastructure and facilities. In fact, after completion of the sub-project, a well-designed structure will facilitate a modern user friendly bus terminal where all the essential facilities for both bus operators as well as passengers (male, female and disabled) will be available. Thus a passenger or a bus operator who will come for travel will enjoy modern facilities and traffic congestion free movement. Moreover, it will create an employment opportunity through jobs and business facilities in the bus terminal areas and within the Pourashava. The Pourashava will also get huge revenue from the proposed bus terminal.

Hence, considering the overall benefits, the construction of the proposed bus terminal is justified and will be one of the key income generating establishments for Noakhali Pourashava.

1.6 Project Description

The proposed subproject named “Construction of Sonapur Poura Bus Terminal with Renovation Work of Terminal Building” is situated at Sonapur area under the Ward No. 07 of Noakhali Pourashava and at the southern side of the Pourashava. It is located near the Zero Point where the Noakhali-Dhaka national highway and regional highways such as Sonapur-Hatiya, Sonapur-Kabirhat-Basurhat-Companyganj and Sonapur-Char Jabbar-Ramgati crossed with each other. It is surrounded by residential areas of Ward Number 8 at the south, vacant land and rice mills at the north, a large ditch and Poura

Bazar at the east, and Sonapur-Charjabbar road, a branch of Noakhali khal and residential areas under Ward # 8 at the west. The coordinate of the location of the bus terminal is the coordinate of the bus terminal is 22⁰49/27.2'' N and 91⁰5/54.1'' E.

The total area of the proposed bus terminal is 13800.24 square meters or 3.4 acres. There would be two exit ways and two entry ways for smooth movement of the vehicles and passengers. In addition, at the middle of the terminal, there will be a passengers' drop way. The terminal area will consist of renovated terminal building; 10 ticket counters; space for vehicle movement; dropping area for passengers by rickshaw or other local vehicles; separate parking area for buses, CNG or other auto rickshaw and private car; connecting roads; footpath, street lights and drains; public toilets with separate space for both male (10 toilets, 10 urinal and 10 washing basins) and female (6 toilet with 6 washing basins); 8 shops at two sides of the terminal; 2 restaurants; one workshop and 10 shops for supporting services; solid waste management system; car washing area with waste water treatment facilities; and beautification works. The layout plan of the proposed Bus Terminal is attached as **Annexure 1**.

The proposed subproject will renovate a two-storied bus terminal building having 278.82 square meters each floor size. The floor wise detail of the terminal building is given as below:

Ground floor: The ground floor of the terminal building will include:

- One office room for staff;
- One waiting room and lobby for passengers;
- One cleaners' room;
- One pharmacy;
- Two rooms for association of bus owners and association of labors;
- One Police control room;
- One CCTV control room;
- Electro-mechanical room;
- ATM Booth;
- Firefighting system; and
- Separate two toilets for both male and female with washing basins;

The design of the ground floor is attached as **Annexure 2**.

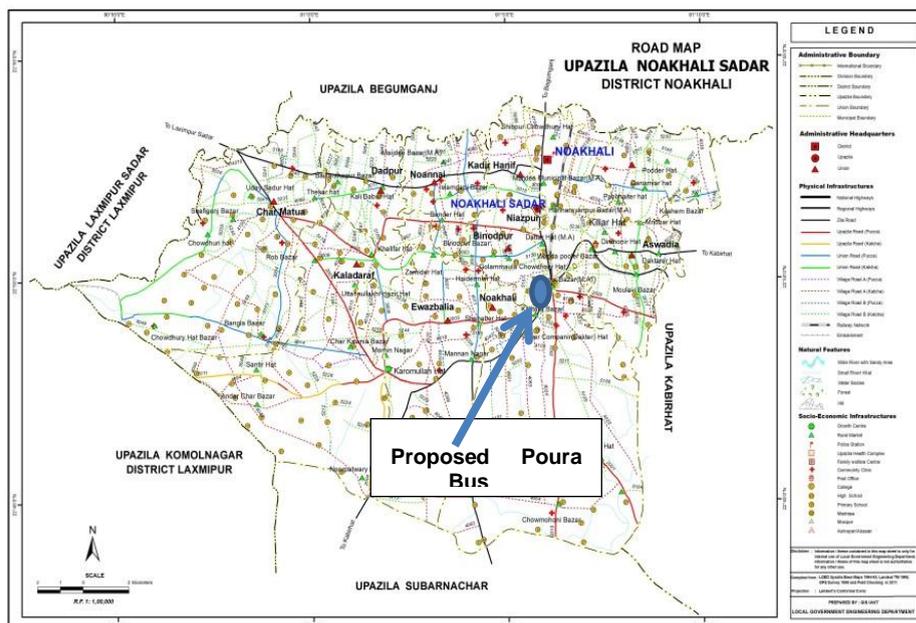
First floor: The first floor of the terminal building will include:

- One hall room for meeting;
- Eight shops including food shop and one tea stall;
- One prayer room for male and another for female;
- Two separate toilets with basin for both male and female;
- One rest room for drivers; and
- Water tank and solar system (5%) at the top of the first floor.

The design of the first floor is attached as **Annexure 3**.

The proposed Bus Terminal is located at Sonapur area under Ward number 7 of the Pourashava. It is surrounded by residential areas of Ward Number 8 at the south, vacant land and rice mills at the north, a large ditch and Poura Bazar at the east, and Sonapur-Charjabbar road, a branch of Noakhali khal and residential areas under Ward # 8 at the west. The coordinate of the location of the bus terminal is the coordinate of the bus terminal is 22°49'27.2" N and 91°05'54.1" E.

The location map of the proposed bus terminal is given as below:



Map 2: Location map of proposed Poura Bus Terminal

3 JUSTIFICATION OF SELECTING THE SITE

The subproject is situated beside the Sonapur-Char Jabbar highway which is connected with Dhaka-Noakhali National Highway at Zero Point of Sonapur, very near to the proposed bus terminal. It is the central bus terminal of the Noakhali Pourashava and the main communication route to travel by bus to capital city of Bangladesh and other divisions of the Country. It also plays key role in travelling different parts of the Noakhali region by local vehicles through the connection of different local routes. The bus terminal is located at the south side of the Pourashava and 7 km far from the Pourashava Bhavan. Thus, the location of the bus terminal saves the Pourashava to construct any by pass to avoid heavy traffic load as well as traffic congestion at the main town.

In addition, the present size of the total land of the bus terminal is 3.26 acres with an estimated capacity of holding around 400-500 vehicles. Thus, it is considered as

adequate in size for all terminal facilities including parking and hauling buses coming and going to different part of Noakhali region and other associated vehicles for onward support of the passengers to move to the town. Further, the Pourashava is the legal owner of the proposed site and there is no settlement at that site. It helps to drop the issue of land acquisition, resettlement and compensation which are the key social safeguard issues according to the policy of World Bank. Again, it is expected that it will create employment opportunity of around 500 people. Therefore, the selection of site is perfect for the construction of bus terminal.

4 Project Affected People and Installations

The subproject site is crowded with vehicle servicing, washing, repairing and vulcanizing workshops; shops of various commodities (tea shops, grocery shops and other shops like mobile servicing and newspaper stall etc.). These are very temporary and movable shops (Tong Dokan). Many others have even plastic shed. But, for locating too many shops, vehicle repair and washing, the premise becomes dirty and muddy and garbage pour throughout the area making it very uncomfortable to the passengers as well as to the transport operators. Drainage condition is poor and the toilets are unclean. There is no proper sitting place or waiting room for the passengers. This makes the terminal unfriendly to passengers particularly for the female passengers, senior citizens, disabled and children.

The proposed bus terminal is the renovation of a damaged existing terminal building and the construction of the drive ways, parking lots and pavement, and other facilities in the existing land which is owned by the Pourashava. There is no settlement on that land and still have been using as the bus terminal. Therefore, no people will be directly or indirectly affected by the proposed subproject. However, there are **62 shops** including workshops, shops of spare parts, color shops, wheel shops, hotel, tea stall etc who will be replaced by the Pourashava for time being and they will be allocated the shops to be built within bus terminal. Further, there is no human settlement within or immediate surrounding areas of the bus terminal. The nearest residential areas named Mohabbatpur under Ward # 8, is just after a local road at the south side of the proposed bus terminal. It may face some impacts mainly noise and air pollution during construction and operational phases of the subproject.

Scenario of Existing Infrastructure by Major Component

The existing infrastructures by major component involves roads, drains, culverts, bridges, water supply facilities, public sanitation facilities, bus terminal, truck terminal, markets, community centers, recreation parks, street lights, slaughter houses etc. The brief scenario of existing infrastructure by major components of the Noakhali Pourashava is given as below:

Roads

According to the sources of the Pourashava, the Noakhali Pourashava has 202 km road and footpath networks of his own for internal communication. The road network includes different types of road and brief length and condition of these roads are given in **Table 1-2** as below:

Table 1-2: Different types of road, its lengths and present condition

Sl. No	Type of Roads	Length (km)	Present Condition (in percentage)		
			Good	Moderately good	Not good
01	Bituminous Carpeting Road	60.00	50%	25%	25%
02	HBB road	3.00	10%	40%	50%
03	Cement Concrete Road	40.00	40%	35%	25%
04	Water Bound Macadam Road	00	00	00	00
05	Earthen Road	93.00	15%	30%	55%
06	Footpath	6.00	50%	20%	30%
Total length of roads		134.0			

(Source: Pourashava Data, 2018)

In addition, there are 15 km bituminous carpeting road, 2 km CC road, 3 km HBB road and 1 km footpath under R&H department. There are also 115 culverts and 3 bridges within the Pourashava areas of which 20 culverts are owned by the R&H.

Drains

According to the sources of the Pourashava, the Noakhali Pourashava has 63.62 km drain network to run out the storm water. The brief scenario of the drainage system is given in **Table 1-3** as below:

Table 1-3: Type of drain, its length and present condition

Sl. No	Type of Drain	Length (km)	Present Condition (in percentage)		
			Good	Moderately good	Not good
01	Drain (primary)	17.60	00	10%	90%
02	Drain (secondary)	13.16	25%	33%	42%
03	Drain (tertiary)	32.86	20%	35%	45%

Total length of drain	63.62			
------------------------------	-------	--	--	--

(Source: Pourashava Data, 2018)

The main out falls of the drain includes Noakhali khal at the east side, Gabua khal at the north side, Chagalmari khal at the middle part, Fakirpur khal and Islamia khal at the west side of the Pourashava.

Water Supply and Sanitation Facilities

There are three overhead tanks within the Pourashava area. The Pourashava has also 6 production tube wells and 4600 taps for pipe water supply, 1 deep tube well, 1800 shallow tube wells and one water treatment plant. The treatment plant is located at college road under Ward # 2. In addition, there are 14 public toilets within the Pourashava areas.

Bus and Truck Terminals

There are two bus terminal located at Sonapur under Ward # 8 and Maijdee at Ward # 1, and one truck terminal located at Datter hat under Ward # 6 in the Pourashava areas.

Market Facilities

There are 13 markets in the Pourashava areas amongst which 7 markets are owned by the Noakhali Pourashava. The markets those are owned by the Pourashava are Poura market, super market and kitchen market. The brief scenario of Pourashava owned markets is given in **Table 1-4** as below:

Table 1-4: Brief scenario of Pourashava owned markets

Sl No.	Name of market	Location of market	Area of market (in decimal s)	Earning per year from the market (in lac)	Present condition (in percentage)			
					Good	Moderately good	Not good	
Super Market								
01	Poura Super Market	Abdul Malek Ukil main road at Ward # 5	39.02	Not yet started	New	-	-	-
Poura Market								
01	Poura Super Market	Abdul Malek Ukil main road at Ward # 5	54.50	11,00000 .00	-	√	-	-
Kitchen Market								
01	Sonapur Bazar	Sonapur	985	15,45,00	-	√	-	-

		Bazar at Ward # 8		0.00			
02	Poura Bazar	Abdul Malek Ukil main road at Ward # 5	227	36,20,000.00	-	√	-
03	Maijdee Bazar	Main road at Ward # 1	83	7,00,000.00	-	√	-
04	Datterhat Bazar	Main road at Ward # 6	556	6,50,000.00	-	√	-
05	Kalitara Bazar	Kalitara road at Ward # 9	52	62,000.00	-	√	-

Community Center

There are four community centers named White Hall at Alipur area, Green Hall at Maijdee Bazar, Noakhali Community Center at Harinarayanpur and Sonapur Party Place at Sonapur within the Pourashava areas. All the centers are good in condition.

Recreational Park, Public Library and Cinema Hall

There is a poura park named Maijdee Poura Park in front of DC office under Ward # 3, a public library named Noakhlai Public Library in front of Town Hall point under Ward # 3 and a Cinema Hall named Roushanbani Talkies at Uttar Fakirpur under Ward # 4.

Street Poles and Lights

The Noakhali Pourashava has 5000 street poles and at present, there are 2500 tube lights and 2500 energy savings bulbs. It lightens only 40% areas of the Pourashava.

Slaughter House

The Noakhali Pourashava has a slaughter house which is located at Maijdee Poura Bazar area under Ward # 5. The condition of the slaughter house is moderately good.

Solid Waste Management System

There are 85 garbage bins to temporarily dump collected solid waste from households and seven vans to collect the household waste from households. There are five garbage trucks to carry solid waste from garbage bin to permanent dumping site. There are two fixed landfills within the Pourashava areas.

Fecal Sludge Management system

There is no fecal sludge treatment plant within the Pourashava area. However, there is vacuum cleaner of the Pourashava. The septic tank of the individual household is cleaned by the sweeper through the vacuum cleaner support of the Pourashava. The

fecal sludge is discharged in vacant ditches or canals which pollute the water of natural water bodies of the Pourashava areas.

Drainage system

There is no river flow through the Noakhali Pourashava. The Dakatia and Meghna rivers are the nearest rivers which are connected with Bay of Bengal.

The drainage network system of the Pourashava can be classified into three tiers such as primary drain, secondary drain and tertiary drain. The primary drainage system comprises the natural khals, and regional and major rivers. The Meghna and the Dakatia rivers along with natural khals mainly Noakhali khal (east side of the Pourashava), Gabua khal (north side of the Pourashava), Chagalmara khal (middle part of the Pourashava), Fakirpur khal and Islamia khal (west side of the Pourashava) and WAPDA Khai (south side of the Pourashava) are assumed as primary drainage network of the Pourashava. The secondary drainage system consists of large open bricks or RCC drains, storm sewers, small canals and other structures which operate as intermediate mechanisms to deliver storm water from the tertiary drainage systems to the primary drainage system. The number of secondary drains in Noakhali Pourashava is very few. These drains don't serve the purpose of secondary drains. The size and length are insufficient to carry storm water of Noakhali Pourashava. The tertiary drain carry run-off or storm water from different areas of the Pourashava. These drains are constructed and maintained directly by the Pourashava.

The Noakhali Pourashava has 63.62 km drainage network to discharge the run-off or storm water to natural drainage system. (Source: Master Plan 2013 and Pourashava Data, 2018)

Solid Waste Management

The solid waste management system consists of waste generation and storage, collection and final disposal. There are two landfills of the Pourashava to dump the solid waste being collected from the commercial and residential areas of the Pourashava. There are 5 garbage trucks, 7 vans and one vacuum cleaner of the Pourashava for carrying and disposing generated solid waste and fecal sludge. The cleaners collected household waste by vans and primarily deposit in garbage bins, and then transport these solid wastes by garbage trucks and deposit on the landfills. (Source: Pourashava Data, 2018)

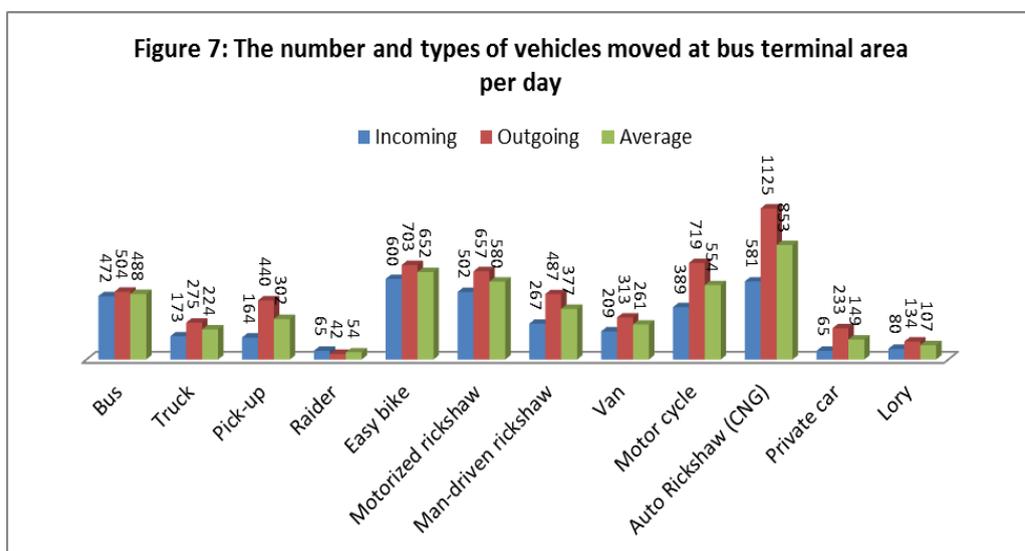
Mode of Transportation, Road Network and Traffic Volume

According to the Master Plan and Pourashava sources, the Noakhali Pourashava contains all possible traffic routes except airway. The railway and water way traffic have their unique nature and distribution. There is one rail station, named maijdee Court, at the north-western side of the Pourashava and about one kilometer (km) far from the Pourashava Office. Another railway station is situated at Sonapur. There is 6 km railway line within the Pourashava that passes from north-south direction of the Pourashava. The water way has mainly connected Noakhali Pourashava with Hatiya and Sandip

through Chairmanghat area. There are two bus terminals within the Pourashava areas named Noakhali Bus Terminal and Sonapur Poura Bus Terminal as well as the central bus terminal of the Pourashava. The Noakhali Bus Terminal is situated on the Dhaka-Noakhali Highway and passes through the main town. This national highway is bifurcated and one of the routes goes to Maijdee and another goes to Sonapur. On the other hand, the Sonapur Bus Terminal is located on the Sonapur-Char Jabbar regional highway and near the Zero Point which is connected with all other routes pass through the Pourashava. Four major inter-district routes through which the buses move to different districts include Noakhali-Comilla-Dhaka, Noakhali-Feni, Noakhali-Laxmipur and Noakhali-Chittagong. The local buses move from Sonapur Poura Bus Terminal to different routes which include Sonapur to Char Alekgendra of Laxmipur, Sonapur to Ramgoti of Laxmipur, Sonapur to Chairmanghat of Hatiya through CharJabbar, Sonapur to Chairmanghat of Hatiya through Noakhali Science and Technology University, and Sonapur to Akhtarmiyar hat.

According to the Pourashava sources, the length of the total road of the Pourashava is 196 km amongst which 60 km is bituminous carpeting road, 40 km is cement concrete road, 3 km is herringbone bond road and 93 km earthen road. Besides, the Pourashava has 6 km footpath, 3 bridges and 95 culverts.

Both motorized and non-motorized vehicles are operated in all the roads of the Pourashava. According to key informant interviews (KII) and Pourashava sources, both motorized and non-motorized vehicles carries passengers and goods within and out of Pourashava, and there are about 321 inter-districts buses, 117 intra-district buses, 200 trucks, 500 pick-ups, 150 dump trucks, 1000 private cars, 20 raiders, 5000 CNG driven auto rickshaws, 1000 easy bike or auto rickshaws, 5000 motor cycles, 2000 motorized rickshaws, 200 man-driven vans and 200 vans engaged in providing transportation services to the people of the Pourashava and surrounding areas. **Figure 7**, given as below shows the information of traffic survey at a glance:



Land acquisition and resettlement

The land of the subproject site is legally owned by Noakhali Pourashava. Hence, land acquisition is not required. However, there is an existing Bus Terminal which will be improved keeping the terminal building untouched and demolishing some semi-pucca structures. There are 68 shops including workshops, shops of spare parts, color shops, wheel shops, tea stalls, hotels etc found within Terminal areas during field survey by the Consultant. These shops are owned by the Pourashava and need to replace this semi-pucca structures by newly constructed pucca and permanent structures. The Pourashava Authority has already shared with shop keepers about potential temporary replacement of their shops during construction works. The Pourashava will arrange temporary place for them to continue their business and will allocate new shops giving them the highest priority after completion of the construction work of the bus terminal.

Tribal Communities

There is no indigenous or tribal people settlement in the subproject area. Therefore, there is no need to take any kind of protective measures for indigenous peoples' safeguard. However, there are 24 ethnic households containing 65 Chakma, 8 Marma and 11 others people who live in the Pourashava areas and they will be benefited from the subproject.

Archeological, Historical and Religious Institutions

No remarkable archeological or historically important structure and protected areas are reported in the subproject site. However, there is a central Shaheed Minar of language movement and a memorial of Independence war. There are also 106 mosques, 5 eidgahs, 5 orphanages, 6 temples, one church, one Poura mahashasans, and one central graveyard in the Pourashava areas.

Economic Benefits

There is no possibility of any adverse impact in terms of losing income or livelihood of the people living and/or running their business within the markets and industries at the surrounding areas of the subproject. Eventually, the proposed bus terminal will facilitate employment and business opportunities for the people living around the site or within the Pourashava. No grievances are found that need to be mitigated.

The proposed subproject will create business and employment opportunity. The local economy will be highly influenced by the improvement of bus terminal by easing the transportation facilities for business and daily household services, and enhancing the land value of the surrounding areas. The improved bus terminal will encourage commercial establishments and industries to be installed by the businessmen and industrialists which will create more employment opportunities. In addition, it will create more employment opportunity by engaging young people in transportation business and driving of motorized vehicles. The local people will be benefited by getting opportunity of easy and quick movement from one place to another place within the Pourashava as well as outside of the Pourashava. Moreover, the Pourashava will be able to earn more revenue from the bus terminal and different commercial establishments and small

shops in and around the bus terminal area. It is expected that around 20000 people per day will

Loss of Income and Livelihood

There is no possibility of any adverse impact in terms of losing income or livelihood. Eventually, the proposed bus terminal will create employment and business opportunities for the people living around the site or within the Pourashava. No grievances are found that need to be mitigated. However, there are 68 shops related to supporting services to the vehicles, workers and passengers within the terminal areas those need to be replaced temporarily and thus decrease the income of the shop keepers for time being. None of the community facilities like schools, cemeteries, mosques, temples, or others religious, cultural and historical properties is going to be affected by the proposed subproject.

SOCIAL SAFEGUARD STATUS

Based on Social Screening of subproject area, it is confirmed that there is no need of land acquisition, resettlement or compensation payment, thus Social Impact Management Plan (SIMP) is not required. There is no land belonging to private citizens at the proposed site. The land required for the subproject entirely belongs to the Noakhali Pourashava. Total area of the proposed bus terminal is 3.26 acres and there is no human settlement within the areas of bus terminal. There are 68 shops within the terminal areas which need to be shifted temporarily during the construction of the terminal. The Pourashava authority will arrange temporary place for them for continuing their business and a deed of agreement will be signed between the Pourashava authority and the shop keepers so that the shops keepers might get highest priority in allocating the shops in improved bus terminal areas. No tribal people or household has been living either in bus terminal areas or at adjacent areas. So, the issue of addressing tribal people is absent here.

Stakeholder Identification and Analysis

As a part of the overall assessment, the study identified the key stakeholders of the proposed sub-project areas and assessed the power relationships as well as influence and interests of stakeholders involved in the development work of the sub-project. Key stakeholders for bus terminal were identified in consultation with the Mayor and officials of Noakhali Pourashava, representative of Bus Owners' Association, representative of Workers' Association, local elites, representatives of business associations, and community people etc who are involved directly and indirectly with management and being benefited from the bus terminal. **Table 3-1:** shows a list of stakeholders.

Table 3-1: List of stakeholders and anticipated benefits of stakeholders

Level of consultation	How they become Stakeholders	Benefit	Level of Influence and Interest
Bus Owners' Association	Ensure vehicles for passengers and	Earn money by providing vehicles for passengers.	High

	<p>managing the movement of vehicles at the bus terminal.</p> <p>Take part in making decisions related to management of bus terminal.</p>		
Workers' Association	<p>Provide services to passengers and ensure the maintenance of vehicles at the bus terminal.</p>	Earn wages for living their livelihood	High
Ward Councilors	<p>Easy scope and opportunity to serve the citizens of the Pourashava.</p> <p>Play key role in making decision and management of bus terminal</p>	Fulfill the requirements of the citizen and show the commitments to the voters.	High
Officials	<p>Find out the shorter distance to go to office at the different part of the district and to avail transport facilities in less time to go.</p>	Less time to travel from starting place to destination. Further it will be safety measure for the people.	Medium
Community people	<p>Ease to take their children to school, do marketing at main town and travel to different destination.</p>	<p>Safety of the people to travel.</p> <p>Employment opportunity at the bus terminal.</p> <p>Easy access to the transport facilities.</p>	High
Labor	<p>Get easy access to support the passengers to carry their goods at particular place.</p>	<p>Earn wages through carrying out the goods.</p> <p>Safety access and reduce the travelling /</p>	Medium

		labor cost.	
Business men/traders	Easy access to sell and buy the products.	Business opportunity will increase and mobility of people will also increase.	High

Gender and Vulnerability Analysis

The implementation of sub-projects under the MGSP of BMDF are inclusive in nature and involves all categories of local stakeholders particularly women in different stages of the project planning, design, implementation and operation. The gender and vulnerability analysis in consultation with female participants at Pourashava Office and community level shows some concerns as given below:

- Access of women to detail information about the bus terminal;
- Voice of women in making decision related to the bus terminal;
- Access to allocation of shops within the bus terminal complex;
- Wage discrimination of female workers and labors;
- Improper toilet facilities at the bus terminal;
- Waiting arrangement and drinking water facilities for women at the bus terminal;
- Eve teasing and sexual abuse; and
- Facilities for disable people at the terminal premises.

The above-mentioned concerns might be mitigated using the approach shown in the **Table 3-2** as given below:

Table 3-2: Concerns on gender and mitigation measures

SL No.	Likely Negative Impacts	Suggested Mitigation Measures	Institutional Responsibility
1.	Inequitable access to improved infrastructure (might not get allocation of shop within the bus terminal) Street vendor women's livelihoods may be affected	<ul style="list-style-type: none"> ▪ Allocate shops to woman traders, crafts women, etc. at good location (front row) of terminal complex. ▪ Keep open space at the developed Commercial Complex premises for street vendor women and farm women 	PIU of Noakhali Pourashava
2.	Women, particularly of weaker sections may be discouraged to speak and demand equitable benefits	<ul style="list-style-type: none"> ▪ Engage competent Women Ward Councilor speaking for women and working for them to participate in the sub- 	PIU of Noakhali Pourashava

	in the name of purda/ dignity of women or lineage	project selection, designing, implementation and participatory M&E	
3.	ULBs may lack information, awareness and expertise to take up implement sub- projects specially beneficial to women	<ul style="list-style-type: none"> ▪ Impart awareness training for both elected representatives and employees (executives) ▪ Impart more detailed training for the executives and staff. 	PIU of Noakhali Pourashava
4.	Wage discrimination during construction work and operational stages	<ul style="list-style-type: none"> ▪ Make conditionality in the bid document to ensure equal wage for equal work ▪ Ensure compliance by close supervision by the ULB with the assistance of consultant as required ▪ Activate GRC in this regard hearing complaints and resolving them 	PIU of Noakhali Pourashava
5.	Improper Toilet Facilities at the bus terminals.	<ul style="list-style-type: none"> ▪ Proper consultation at the designing and implementation stage ▪ Proper cleanliness, management and O&M ▪ Woman care taker for women area toilets 	PIU of Noakhali Pourashava
6.	Women friendly sitting arrangement and drinking water facilities may not be provided	<ul style="list-style-type: none"> ▪ Ensure woman-friendly sitting arrangement and good drinking water facility in the women area. 	PIU of Noakhali Pourashava
7.	Eve teasing and sexual abuse	<ul style="list-style-type: none"> ▪ Woman-friendly design and implementation ▪ Proper supervision by ULB with the engagement of woman group and elected women in management committee. ▪ Proper lighting and women representative in the terminal 	PIU of Noakhali Pourashava

		committee.	
8	Absence of movement facilities for disable people at the terminal premises	<ul style="list-style-type: none"> ▪ Disable friendly design and implementation; ▪ Involvement of disable people in management committee, if possible; ▪ Provision of wheel chair and especial seat arrangement at the waiting room; ▪ Effective implementation of government rules for disable people related to reserve seat for them at the bus. 	PIU of Noakhali Pourashava and Bus Terminal Management Committee

SECTION 3: SOCIO ECONOMIC IMPACT ASSESSMENT

3.1 Social Safeguard Assessment Using Screening Format

The social safeguard assessment of proposed bus terminal, using the screening format given in the SMF of MGSP, BMDP, has been conducted with the participation of different stakeholders and community people. The screening format is used to collect some key information regarding the social safeguard issues includes: (i) identification of the subproject, participants in screening exercise and would-be affected people; (ii) land requirements and ownership; (iii) current use of existing and additional lands and potential impacts; and (iv) information on tribal people living in the subproject areas. The filled in screening format for social safeguard issues and the list of participants attended in the screening exercise are attached as **Annexure 4** and **Annexure 5** respectively.

3.1.1 Key Findings of the Social Screening

The key findings of the screening exercise are given as below:

- (i) **Subproject site and would-be affected people:** The participants identified the subproject site as an appropriate place and there is no objection about the place as the subproject will be implemented in the place of existing old bus terminal with damaged driving ways, pavement and structures. They also identified that no human settlement would be affected by the implementation of subproject. However, there are 68 shops including workshops, shops of spare parts, color and painting, tea stalls, hotels etc. These shops are owned by the Pourashava and need to replace this semi-pucca structures by newly constructed pucca and permanent structures. The Pourashava Authority has already shared with shop keepers about potential temporary replacement of their shops during construction works. The Pourashava will arrange temporary place for them to continue their business and will allocate new shops giving them the highest priority after completion of the construction work of the bus terminal. The deed of agreement between shop keepers and Pourashava Authority is attached as **Annexure 6**.
- (ii) **Land requirements and ownership:** The proposed subproject will be implemented at the site of existing central bus terminal having an area of 3.4 acres that is considered as adequate for constructing the proposed bus terminal as per design. Hence, no additional land will be required. In addition, the proposed land is owned by the Noakhali Pourashava. The legal document is attached as **Annexure 7**.
- (iii) **Current use of proposed land and potential impacts:** The proposed land is the legal property of Noakhali Pourashava and being used as bus terminal under the management of Noakhali Pourashava authority. No users, private homestead, business premises/building and residential households would be affected entirely or partially as there are no such features within the bus terminal. There are 68 shops including workshops, shops of spare parts, color and painting, tea stalls, hotels etc. These shops are owned by the Pourashava and need to replace this semi-pucca structures by newly constructed pucca and permanent structures. The Pourashava

Authority has already shared with shop keepers about potential temporary replacement of their shops during construction works. The Pourashava will arrange temporary place for them to continue their business and will allocate new shops giving them the highest priority after completion of the construction work of the bus terminal.

In addition, there are no community facilities such as school, cemetery, mosque, temple or other religious, cultural and historical establishments adjacent or nearby areas. However, due to relocation of buses, the movement of the passengers might be reduced resulting a bit decrease in income of the shop keepers at nearby areas.

(iv) **Information of tribal people:** No tribal group resides in the subproject areas. So, there is no question of affecting their income or livelihood by the proposed subproject.

3.2 Community Consultation and Participation

3.2.1 Consultation and participation process

Public consultation about the planning, design, implementation and operation is done at different stages following different participatory methods. The methods followed in public consultation are: (1) consultative meeting with different stakeholders, (ii) Focus group discussion with community people through the participation of male participants, (iii) Focus group discussion with community people through the participation of female participants, girls and boys, and disable people, and (iv) key informant interview with relevant persons of Pourashava and local elites.

One consultative meeting was organized at community level through the participation of concern Counselor of Noakhali Pourashava, representatives of Bus Owners' Association, representatives of Workers' Association, local leaders, community elites and representatives of business men surrounding the bus terminal. The participants were informed about the detail design and activities of subproject going to be implemented. Environmental screening of the subproject was also done in this meeting using the prescribed form mentioned in EMF of BMDF. They were asked to share their opinion, feedback and suggestions on environmental and social impacts of the subprojects as well as the mitigation measures to avoid or reduce the potential impacts. The list of participants is attached as **Annexure 8**.



Picture 1: Participants at stakeholders' meeting

One focus group discussion was organized with male community participants from different professions residing surrounding the subproject site. The participants were informed about the detail design and activities of subproject going to be implemented and asked about their opinion, feedback and suggestions on environmental and social impacts of the subprojects as well as the mitigation measures to avoid or reduce the potential impacts. The list of participants is attached as **Annexure 9**.



Picture 2: Participants at FGD with male

Another focus group discussion was organized with female community participants living around the subproject site. The participants were also informed about the detail design and activities of subproject going to be implemented and asked about their opinion, feedback and suggestions on environmental and social impacts of the subprojects as well as the mitigation measures to avoid or reduce the potential impacts on women’s point of view. In this session, boy and girls, and disable people were also present. The list of participants is attached as **Annexure 10**.



Picture 3: Participants at FGD with female

The **key informant interviews** were done with Vice-President of Bus Owners’ Association of bus terminal and Pourashava representatives to get the in-depth information about the surrounding ecological, physico-chemical, biological and socio-economic environment of the subproject area and the potential impacts of subproject on surrounding environment.

Special efforts were made to include the elderly, women, and vulnerable groups and to allow them to express their views regarding the subproject implementation. In all cases,

the impression of stakeholders and general mass regarding sub-project implementation was positive.

3.2.2 Key findings: issues, concerns and recommendations

Different issues raised by the participants related to sub-project during community consultation. The issues, concerns and recommendations by the participants are given as below:

- (i) **Employment of local labor in construction work:** There are many working age group people both male and female who live on selling labor. These local labor forces should be engaged in construction work instead of hiring external labor. It is recommended that the contractor must be instructed by the Pourashava authority so that he/she can give priority to employ local labor.
- (ii) **Solid waste management system:** Solid waste due to throwing food packet, plastic bottles by passengers and spare parts of tires and tubes of the vehicles may cause unhealthy environment within the bus terminal. The participants suggested to install solid waste bins at different points of the terminal and to mobilize passengers and workers to keep solid waste in specific bin.
- (iii) **Security of women at the community level:** There is a possibility that the workers who will be engaged in construction works may enter into the nearby community at any time and may cause a security issue for the women of the local residential areas. It is recommended that the workers should be restricted within the construction site and a temporary boundary wall should be constructed around the labor shed before the starting of construction work to avoid the social security problem.
- (iv) **Security and amenities for women at the terminal area:** The female participants expressed their concern about the security of women and girls within terminal areas. They also suggested to install CCTV camera and deployment of security guards at terminal areas to ensure the security. In addition, they recommended for separate toilet for female, waiting room for taking rest, prayer room for female, stationary shop having sanitary napkins and canteen for light food and meals for all especially for children.
- (v) **Generation of employment opportunity of local people during operation of bus terminal:** The construction of bus terminal will create employment opportunity for the local people as there is a provision of installing different types of shops to meet the demand of passengers and as workers in different vehicles as drivers and helpers. It is expected that more than 500 young people will get employment opportunity here. It is recommended that the local unemployed people should be given priority in case of allocating shops within the bus terminal and recruiting as drivers and helpers in operating newly added vehicles. It is also recommended to ensure that there is no discrimination between the male and female in terms of the wages and getting work opportunity.

- (vi) **Possibility of taking drugs and alcohols:** There is possibility to develop a group who may take drugs and alcohols within the bus terminal and may deteriorate the social security and law and orders. The local young generation may also be involved with them. It is recommended that proper security should be ensured within the bus terminal, and drugs and alcohols should be totally restricted in the areas.
- (vii) **Provision for speed breakers at the areas:** The proposed bus terminal will be the key hub of all vehicles and significant numbers of different vehicles will move from this terminal. It may cause accident of the local people as well as passengers due to uncontrolled speed of the vehicles. It is recommended that two speed breakers on Sonapur-Char Jabbar highway which is at the west and front side of the terminal at the both side of the bus terminal should be constructed and must be involved in the design.
- (viii) **Provision of proper parking system to avoid traffic congestion:** There is a possibility of parking vehicles here and there avoiding the selected parking lot of the bus terminal and it may cause heavy traffic congestion at the bus terminal area. It is recommended that proper traffic control system should be in place at the bus terminal to avoid sporadic parking of vehicles in the bus terminal areas.
- (ix) **No construction work at night:** The construction work at night will create high level of noise and affect the community people in taking rest at night. It is recommended that no construction work at night will be done by the contractor and the work schedule should be prepared on that way.
- (x) **Ensure quality of work through regular monitoring:** Construction works should be scheduled properly and the quality of construction work should be ensured. The contractor to be monitored to ensure regular payment to the workers by PIU and consultants.
- (xi) **Special facilities for disable people:** Disable people are integral part of our society and they will also be travelling using the bus terminal. Therefore, especial facilities should be available at the bus terminal in terms of arrangement of wheel chair, ramp and seating arrangement in the terminal premises.

SECTION 4: SOCIAL MANAGEMENT PLAN (SMP)

4.1 Key Issues Considered in Social Management Plan

Social management principles such as inclusion, participation, transparency, social accountability and social safeguards are considered at different stages of subproject cycle such as subproject identification, subproject planning and detailed subproject preparation as well as the principles will be followed during subproject appraisal, subproject implementation, and operation and maintenance. The social screening and community consultation identifies some key social issues or impacts (both negative and positive) that need to be brought under social management and monitoring plan. Some other additional issues are considered in social management plan following the guidelines of SMF of BMDF.

4.2 Access to Information and Disclosure

The social safeguards assessment report should be translated into Bengali and disseminated locally. The copies of the report (both in English and Bengali) will be sent to all the concerned personnel responsible for subproject implementation. It will also be made available to the public. The final assessment report (both English and Bangla) will also be uploaded in the Noakhali Pourashava website, BMDF website and the World Bank website after approval. In addition, a signboard containing all information of the subproject will be hanged at the construction site in order to inform the people about the subproject.

4.3 Grievance Redress Mechanism

The subproject-specific Grievance Redress Mechanism (GRM) will be established by the PIU of Noakhali Pourashava to receive, evaluate, and facilitate the solution of affected people's (APs) concerns, complaints and grievances concerning the social and environmental performance of the subproject. The GRM is aimed to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the subproject.

The grievance mechanism is related to resolve the risks and adverse impacts of the subproject. It addresses APs' concerns and complaints promptly, using an understandable and transparent process that is also gender responsive, and culturally appropriate. It is readily accessible to all segments of the affected people at no costs and without retribution. The mechanism should not impede access to the country's judicial or administrative remedies. The affected people will be appropriately informed about the mechanism.

BMDF has its own Grievance Redress Procedure (GRP) and they operate it to address any dissatisfaction and complaints by the local people regarding its activities. This procedure is being applied to address any complaints or grievances through negotiations with the community leaders and representatives of the APs during implementation of the MGSP.

4.3.1 Grievance redress committee (GRC)

Noakhali Pourashava has formed a Grievance Redress Committee (GRC) consists of seven members headed by The Mayor. With the facilitation of Consultant, the Mayor nominated the GRC members and included representative from the Government Agencies, local NGO, and Civil Society. The GRC will nominate a focal person. Complaints will be received through drop box, by post, email and website of Pourashava. The grievance box will be set up at construction site to receive complaints. The grievance response focal point will be available at the Pourashava for recording the complaints and necessary response to an aggrieved person. It will receive complaints or suggestions, and produce them to the GRC for hearing and resolution. If any complaint is not resolved at Pourashava level then the complaint will be produced to MD-BMDF. If it is not resolved by the MD-BMDF, then the subproject will be dropped.

The structure of the GRC and membership are given as below:

- Chairman : ULB Mayor
- Member-Secretary : Head of the Engineering Section of ULB
- Member : Representative from local administration
- : Teacher from a local educational institution
- : Representative of a local NGO
- : Representative of civil society
- : Female ward councilor (of respective area)

The members of the GRC will play their role as per roles and responsibilities mentioned in the SMF of BMDF. The Committee will also ensure the proper documentation of complaints as per this guideline.

The list of GRC members along with the notification from the Mayor of Noakhali Pourashava is attached as **Annexure**

Grievance Redress Management

GRM has already operationalized for Noakhali Pourashava . Accordingly, this City Corporation has formed Grievance Redress Committee (GRC) to handle any grievance raised due to implementation of the subprojects. The committee will be headed by the Mayor of the Noakhali Pourashava and consist of 7 members. The committee will answer to subproject-related queries and address complaints and grievances about any irregularities in application of the guidelines adopted for assessment and mitigation of social and environmental impacts. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly without resorting to any expensive, time-consuming legal actions. It will ensure proper presentation of complaints and grievances, as well as impartial hearings and transparent decisions.

Noakhali Pourashava has already appointed focal Point of GRC who is at the level of Executive Engineer. But he will also act Social Development Officer for the MGSP subprojects implementation in their City Corporation. The Mayor of the Noakhali Pourashava is the Chairman of the GRC. This GRC at the Noakhali Pourashava level is responsible to disclose the subprojects implementation before civil works start.

4.4 Labor influx and Management

The bus terminal has a positive impact on labor engagement since it will attract employment of local labor. The labor influx will be minimum, because of the most of the works will be done by the local laborers and there is very limited chance of engagement of outside labors. So, the labor influx issue will be minimum in the construction of subproject. However, there is a chance to avoid female workers from poor households to be employed in construction activities.

Noakhali Pourashava will ensure the labor rights. Project Implementation Unit (PIU) of the Noakhali Pourashava will monitor the labor management issues with the assistance of Contractor. PIU of Noakhali Pourashava will ensure the following issues:

- No child (age group 0 to below) will be engaged in the infrastructure activities as labor; and no labor of age group of more than 65-years old will be engaged in the sub-project site;
- No gender discrimination regarding payment of sub-project site;
- Availability of safe drinking water, first aid and sanitation to the workers of sub-project site;
- Separate restroom and toilet for the women including breast feeding corner;
- Equal payment for equal work in due time for the male and female labor.

4.5 Institutional Capacity Building

A two day-long training in participation of PIU members of Noakhali Pourashava was organized by the PMU of BMDF to build the capability of PIU of NoakhaliPourashava dated on June 7, 2018. The Consultant, hired by the Noakhali Pourashava also participated in the training program. The PMU of BMDF organized this training program in order to enhance their capacity to conduct Environmental Assessment and Social

Impact Assessment to be done for any proposed subproject. A series of sessions were conducted by the Specialists of the PMU of BMDF. The major sessions includes: (i) importance of social safeguard assessment, (ii) legal and administrative framework of GoB and World Bank, (iii) process of social management plan, (iv) contents and preparation of social safeguard assessment, (v) grievance redress mechanism, and (v) safeguard compliance issues to be incorporated with the tender document as well as with BOQ for construction. The PIU of Noakhali Pourashava will organized an orientation of contractor, workers and other support staff on social safeguard issues to be considered and mitigation measures to be taken during pre-construction, construction and operational phases before deploying to the work sites in order to achieve the expected standards.

4.6 SOCIAL IMPACT MANAGEMENT PLAN

Based on the impact assessed, the social management plan has been developed and will continue to be updated for the subproject period. During the assessment it is found that there is no human settlement within the subproject site and no people would be affected. No users, private homestead, business premises/building and residential households would be affected entirely or partially as there are no such features within the bus terminal. In addition, there are no community facilities such as school, cemetery, mosque, temple or other religious, cultural and historical establishments adjacent or nearby areas. Moreover, no tribal group resides in the subproject areas. NoakhaliPourashava is the legal owner of the site and no additional land acquisition is required for the bus terminal.

However, there are some concerns raised during community consultation that needs to be addressed all over the construction and operational phases of the subproject. **Table 5-1** depicts the social management plan to be adopted during the implementation and operation of the bus terminal.

Table 5-1: Social Impact Management Plan Matrix

Issues/ Impact identified	Measures to be taken to address the impacts	Responsibility	Timeframe
Employment of local labor in construction work	Circulate labor employment message through community consultation and hanging notice at the construction site.	Contractor	During pre-construction
Solid waste management system	Install solid waste bins at different points of the terminal and mobilize passengers and workers to keep solid waste in specific bin.	Pourashava authority and Terminal Management Committee	During Operational period
Security of	Provide proper orientation of the	Contractor and	During

women at the community level	employed labor on the social security issue and prohibit them not to visit local community especially at night.	PIU of Noakhali Pourashava	construction period
Security and amenities for women at the terminal area	Install CCTV camera and deploy security guards at terminal areas. Ensure provision of separate toilet for female, waiting room for taking rest, prayer room for female, stationary shop having sanitary napkins and canteen for light food and meals for all especially for children.	Contractor, Pourashava Authority and Terminal Management Committee	During construction and operational period
Generation of employment	Prepare a list of interested and capable people giving emphasis on local people during allocation of shops within the bus terminal complex. Recruit eligible persons giving emphasis on local people as drivers, helpers and support staff for maintaining different services at the bus terminal.	PIU of Noakhali Pourashava	During operational period
Gender and vulnerability	Include female and other vulnerable groups in every activities related to planning, design, implementation and operation of the bus terminal.	PIU of Noakhali Pourashava	During planning, design, construction and operational period
Taking drugs and alcohols	Prepare a security strategy and plan at the bus terminal and ensure proper monitoring of implementation of security strategy.	PIU of Noakhali Pourashava and Terminal Management Committee	During construction and operational period
Speed breaker to avert accident	Select the place considering the distance from the bus terminal for speed breakers.	Contractor and PIU of Noakhali Pourashava	During construction and operational

			period
Parking of traffic	Prepare a traffic management plan and ensure its proper implementation and monitoring.	Contractor, PIU of Noakhali Pourashava and Terminal Management Committee	During construction and operational period
Construction work at night	Prepare a proper work schedule and orient the labors and supervisors of the construction work on it.	Contractor and PIU of Noakhali Pourashava	During construction period
Quality of work	Involve community people in monitoring and supervision of the construction work and create a provision to check the quality of work at certain interval.	PIU of Noakhali Pourashava	During construction period
Facilities for disable people	Ensure the proper facilities for disable people in the design of bus terminal and its effective implementation.	Contractor and PIU of Noakhali Pourashava	During construction and operational period

SECTION 5 Institutional Arrangement

The existing premise is crowded by teashops, grocery shops and other shops. Also, it has small and ticket counters operated by various transport associations. All of the above mentioned shops, workshops. These are very temporary and movable shops. Many others have even plastic shed. There is a mosque inside of the terminal but this will not be affected by new construction.

The ULB will assist the abovementioned PAPs to shift the shops etc. to nearby open land controlled by the ULB. The Noakhali Pourashava will help the PAPs to start similar business in consultation with the PAPs and supported by the terminal leaseholder.

Benefits of the Subproject

The subproject is beneficial to the town dwellers and other people of locality in particular as they will be using the terminal as passengers. It will also benefit the visitors. The pourashsva will be benefited through earning of increased revenue. The transport owners and employees will be earning extra profit and wages and the restaurants, workshops and shops will have better business environment some inside the terminal.

The existing terminal building is very old and in damaged condition and the terminal site is highly disorganized but is still used as the largest bus terminal of the divisional city. Everyday this terminal with their local ticket counters offices.

Considering the above situation Noakhali Pourashava proposed for construction of a new and modern bus terminal in replace of the old bus terminal through technical supports of MGSP.

According to the Master Plan and Pourashava sources, the Noakhali Pourashava contains all possible traffic routes except airway. The railway and water way traffic have their unique nature and distribution. There is one rail station, named maijdee Court, at the north-western side of the Pourashava and about one kilometer (km) far from the Pourashava Office. Another railway station is situated at Sonapur. There is 6 km railway line within the Pourashava that passes from north-south direction of the Pourashava. The water way has mainly connected Noakhali Pourashava with Hatiya and Sandip through Chairmanghat area. There are two bus terminals within the Pourashava areas named Noakhali Bus Terminal and Sonapur Poura Bus Terminal as well as the central bus terminal of the Pourashava. The Noakhali Bus Terminal is situated on the Dhaka-Noakhali Highway and passes through the main town. This national highway is bifurcated and one of the routes goes to Maijdee and another goes to Sonapur. On the other hand, the Sonapur Bus Terminal is located on the Sonapur-Char Jabbar regional highway and near the Zero Point which is connected with all other routes passess through the Pourashava. Four major inter-district routes through which the buses move to different districts include Noakhali-Comilla-Dhaka, Noakhali-Feni, Noakhali-Laxmipur and Noakhali-Chittagong. The local buses move from Sonapur Poura Bus Terminal to different routes which include Sonapur to Char Alekgendra of Laxmipur, Sonapur to Ramgoti of Laxmipur, Sonapur to Chairmanghat of Hatiya through CharJabbar, Sonapur to Chairmanghat of Hatiya through Noakhali Science and Technology University, and Sonapur to Akhtarmiyar hat.

According to the Pourashava sources, the length of the total road of the Pourashava is 196 km amongst which 60 km is bituminous carpeting road, 40 km is cement concrete road, 3 km is herringbone bond road and 93 km earthen road. Besides, the Pourashava has 6 km footpath, 3 bridges and 95 culverts.

Both motorized and non-motorized vehicles are operated in all the roads of the Pourashava. According to key informant interviews (KII) and Pourashava sources, both motorized and non-motorized vehicles carries passengers and goods within and out of Pourashava, and there are about 321 inter-districts buses, 117 intra-district buses, 200 trucks, 500 pick-ups, 150 dump trucks, 1000 private cars, 20 raiders, 5000 CNG driven auto rickshaws, 1000 easy bike or auto rickshaws, 5000 motor cycles, 2000 motorized rickshaws, 200 man-driven vans and 200 vans engaged in providing transportation services to the people of the Pourashava and surrounding areas.

ULB consultant has initially completed social screening for the subproject and there is no problem for the improvement of subproject in regard to social safeguard issues. Accordingly, PMU, MGSP, BMDF has processed the procurement procedures.

Noakhali Pourashava is responsible to implement the subproject in time in close coordination with the PMU of the project. Engineering section of Noakhali and local representatives of consultancy team will ensure quality of construction of the subproject. In addition, consultant team from BMDF will ensure close monitoring of implementation of the subproject. In the implementation process, Social Safeguards Team will ensure monitoring of social safeguards management before civil works starts. It has been ensured that during construction, the communities will not be affected. Following World Bank guidelines, the sub project will avoid

and minimize the loss of communities through proper monitoring. Construction works will be implemented within the land of the ULB and there is no need for LA and involuntary resettlement.

In addition, before civil works starts, Noakhali Pourashava will preserve the pre-conditions of the terminal and also social screening for the subproject area. During construction, Noakhali Pourashava and PMU of BMDF Social Safeguard consultant will ensure monitoring of social management issues.

Social Impact Management Plan and Validation demonstrates that foregoing compensation for loss of income will not affect the livelihoods of the affected shop owners.

Social Impact Management Plan has been prepared considering all aspects of the social safeguard issues. SIMP includes consultations with a wide range of local stakeholders who are likely to be affected positively by the sub project interventions. In addition, it contains a detailed inventory of the installations likely to be affected along with the identification of the PAPs, the type of losses, perceived value of the losses (to be demolished or moved) and monthly income from the structure to be affected

As a result of new construction of Bus Terminal in existing location moving to unused terminal land, a total of about 45 shops have to shift to open places of same compound to relocate in the other available places where affected shopkeepers can run their business within very short time..

Steps followed to having the well-structured bus Terminal -

- i. Explore needs of the bus terminal through stakeholder's analysis
- ii. Feasibility study for this subproject
- iii. Taking Management decision by the municipal council
- iv. Sharing the local administration particularly with local government authorities
- v. Seeking allotment of respective land for constructing market from Ministry of Land through Deputy Commissioner, Noakhali.
- vi. Seeking permission from Local Government Division of MoLGRDC for use of land from terminal compound.
- vii. Contact BMDF for mobilizing fund for construction of bus terminal.
- viii. Engage consultants for design and social and environment studies and prepare reports
- ix. Community consultation with possible PAPs and stakeholders
- x. Prepare actual PAPs and agreement on resettlement of PAPs between Noakhali Pourashava and Shop keepers (PAPs)
- xi. Tendering and execution.

Results of the social screening

- No mosques, temples, graveyards and cremation grounds and other places/ objects of religious, cultural and historical significance will be affected;
- No additional public or private lands will be required for the subproject outside the existing right of way;

- No threat to cultural tradition and way of life of tribal peoples; or restriction of their access to common property resources and livelihood activities are involved;

Recommendation

The local stakeholders are supportive of the subproject. It is confirmed that additional land will not be required. Therefore, implementation of the proposed subproject is highly recommended under MGSP.

Next course of Actions:

- iii. The Noakhali Pourashsba will start the process of vacating the terminal area required for construction work;
- iv. The Noakhali Pourashsba will prepare a plan for rearranging bus movement including selection of place for loading of passengers by departing buses, unloading of passengers by arriving buses and route plan. This will be prepared in consultation with the traffic department and will be submitted to the PMU with sketch map.

Alternative Traffic Management for construction period of Noakhali Bus Terminal

The Noakhali Pourashsba has taken initiative for rearranging bus movement including selection of place for loading of passengers by departing buses, unloading of passengers by arriving buses and route plan. The available 113 usable lands owned by the ULB titled vide LA memo-02/69-70, notification No.N 64/69/388 RELQN.DT-22/05/1972 which will be used as alternative bus terminal.

In this connection, an operational plans for alternative bus terminal to be developed in consultation with traffic department of Bangladesh Police. ULB has started working with concerned agencies particularly traffic and R&H departments who are directly involved in bus operations. A declaration of land entitlement is attached for reference.

SONA PUR
BUS TERMINAL...
DISTANCE FROM UJIAL POR
LAND IS 2000.00M
AT WARD NO 08

TOWN AREA

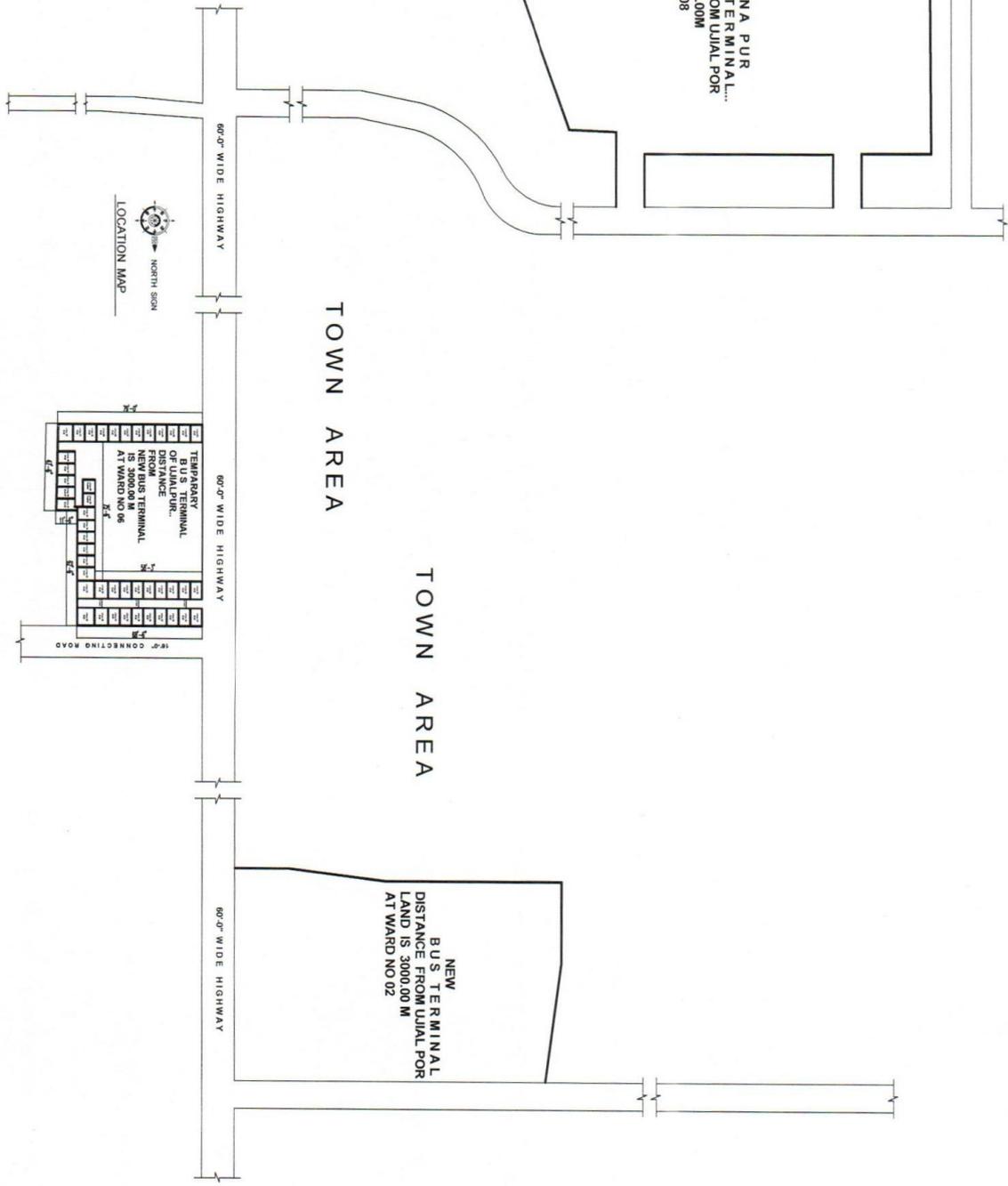
TOWN AREA

NEW
BUS TERMINAL
DISTANCE FROM UJIAL POR
LAND IS 3000.00 M
AT WARD NO 02



TEMPORARY
BUS TERMINAL
OF UJIAL POR.
FROM
NEW BUS TERMINAL
IS 3000.00 M
AT WARD NO 06

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----



60'-0" WIDE HIGHWAY

16'-0" CONNECTING ROAD

79'-0"

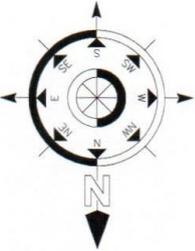
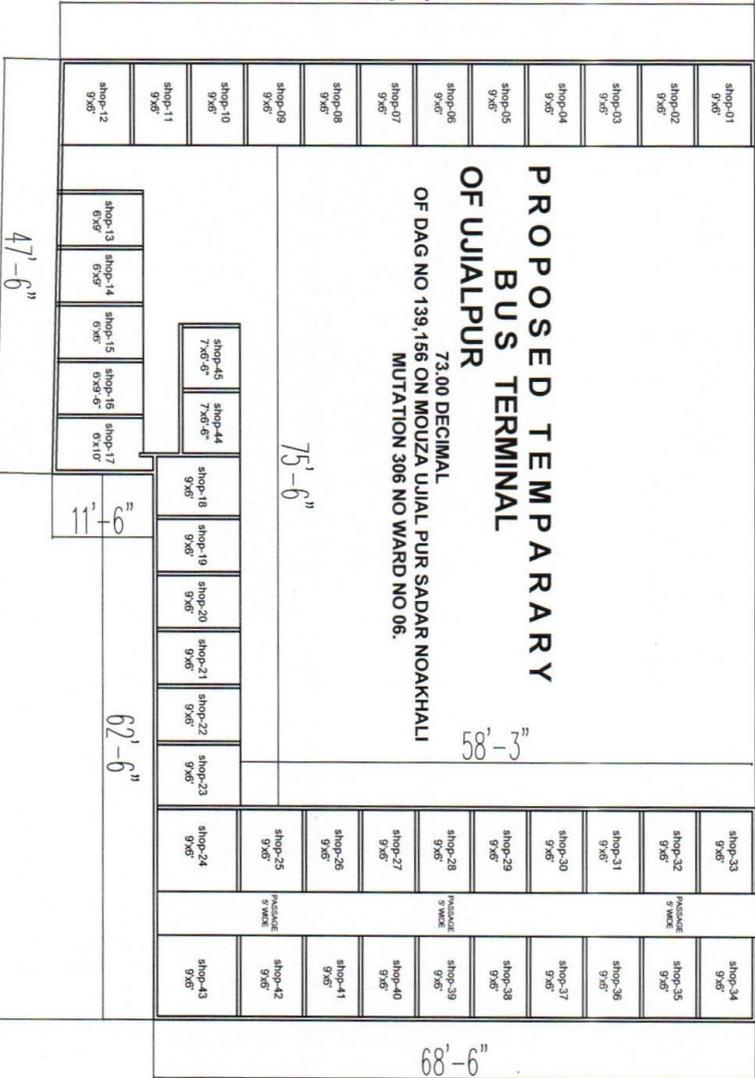
**PROPOSED TEMPORARY
BUS TERMINAL
OF UJIALPUR**

73.00 DECIMAL
OF DAG NO 139,156 ON MOUZA UJIAL PUR SADAR NOAKHALI
MUTATION 306 NO WARD NO 06.

58'-3"

68'-9"

75'-6"



NORTH SIGN



নোয়াখালী পৌরসভা

মাইজদী কোর্ট, নোয়াখালী, বাংলাদেশ।

Email: noakhali pourashava@yahoo.com

ফোন : ৬১০১০

৬১০২৮

৬১৬৫৬

স্মারক নং- নোঃদৌঃ প্রকৌঃ বিঃ/২০১৫/১১১৫(৩৫)

তারিখ : ২৩.০৫.১৬

ঘোষণাপত্র

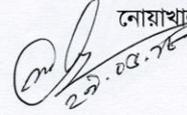
এতদ্বারা ঘোষণা করা যাচ্ছে যে, নোয়াখালী পৌরসভার মালিকানাধীন সোনাপুর পৌর বাস টার্মিনালে BMDF এর আর্থিক সহায়তায় আধুনিক পৌর বাস টার্মিনাল নির্মাণ করা হবে। বর্তমানে উক্ত স্থানে ৫০টি অস্থায়ী দোকানদার ব্যবসা পরিচালনা করছেন। সোনাপুর পৌর বাস টার্মিনাল নির্মাণ করার পূর্বে নোয়াখালী পৌরসভা কর্তৃক নির্ধারিত ফাঁকা জায়গায় দোকানদারদের অস্থায়ী ভাবে সেড নির্মাণ করে স্থানান্তর করা হবে এবং সোনাপুর পৌর বাস টার্মিনাল কাজ সমাপ্তির পর অগ্রাধিকার ভিত্তিতে পূর্বের ব্যবসায়ী, দোকানদারদের নোয়াখালী পৌরসভার নিয়ম অনুযায়ী বরাদ্দ দেয়া হবে।

(শহিদ উল্যাছ খাঁন)

মেয়র

নোয়াখালী পৌরসভা

নোয়াখালী।


২৩.০৫.১৬

SECTION 6: MONITORING PLAN OF SIMP

6.1 Monitoring Strategy

Monitoring of the subproject will be done in a participatory manner and will be a bottom up process. The participants, in monitoring and evaluation particularly in reporting the grassroots level activities on social management issues in sub-project planning and implementation, will be the community people, representatives of bus owners' association, representatives of workers' association, shop keepers and traders, representative of bus terminal management committee, and assigned staff of Pourashava authority. The PIU of Noakhali Pourashava and the Specialist of PMU under BMDF will ensure the monitoring of social management issues during construction and operational phase. The monitoring of social management issues as identified during social safeguard assessment will be done from inclusiveness, participation, transparency and social accountability point of view.

6.2 Internal Monitoring

Social Development Focal Point of the Noakhali Pourashava will be responsible for internal monitoring of the social management actions. He or she will monitor the subproject activities and provide report to Pourashava authority after certain interval as suggested by the BMDF.

6.3 External Review and Evaluation

External review and evaluation will be carried out to assess how effectively and efficiently social development and social safeguards issues have been identified, management and mitigation measures planned and implemented. An independent consultant (individual expert or an organization) will be employed upon agreement and jointly by both BMDF and Noakhali Pourashava for carrying out independent evaluation.

6.4 Monitoring Plan Matrix

The monitoring plan matrix as given in **Table 6-1** will be followed in monitoring the social impacts:

Table 6-1: Monitoring Plan Matrix

Key issues to be Monitored	Indicators to be monitored	Responsibility	Frequency of monitoring
Employment of local labor in construction work	<ul style="list-style-type: none">Total number of labors employedRatio of local and external labor	PIU of Noakhali Pourashava	Once in a month
Solid waste management system	<ul style="list-style-type: none">Number of waste bin placed in terminal areas	PIU of Noakhali Pourashava	Once in a month

Security of women at the community level and bus terminal	<ul style="list-style-type: none"> ▪ Number of cases related to visit of labor to the community happened. ▪ Numbers of sides of bus terminal where construction wall/fence are constructed. ▪ Number of CCTV camera installed and functional ▪ Number Security guard deployed and continuing 	PIU of Noakhali Pourashava	Once in a month
Generation of employment	<ul style="list-style-type: none"> ▪ Number of local people got opportunity to employ as driver, helper and service staff. ▪ Total number of people got allocation of shop in the bus terminal complex. ▪ Number of local people got allocation of shop in the bus terminal complex. ▪ Number of new shops established in private areas adjacent to the bus terminal. 	PIU of Noakhali Pourashava	Once in a month
Gender and vulnerability	<ul style="list-style-type: none"> ▪ Number of local people got allocation of shop in the bus terminal complex. ▪ Number of other vulnerable group members got allocation of shop in the bus terminal complex. 	PIU of Noakhali Pourashava	Once in a month
Taking drugs and alcohols	<ul style="list-style-type: none"> ▪ Number of incidence of taking drugs and alcohols happened at the bus terminal areas. 	PIU of Noakhali Pourashava	Once in a month
Speed breaker to avert accident	<ul style="list-style-type: none"> ▪ Number of speed breakers constructed at bus terminal areas. 	PIU of Noakhali Pourashava	Once in a month
Parking of traffic	<ul style="list-style-type: none"> ▪ Whether or not, parking of traffic is done the selected place of the 	PIU of Noakhali Pourashava	Once in a month

	<p>bus terminal.</p> <ul style="list-style-type: none"> ▪ Whether or not, proper traffic control and management system is functional. 		
Construction work at night	<ul style="list-style-type: none"> ▪ Whether or not, construction activities are going on at night. 	PIU of Noakhali Pourashava	Once in a month
Quality of work	<ul style="list-style-type: none"> ▪ Number of event happened in checking the quality of work ▪ Number of community people are involved in checking the quality of work 	PIU of Noakhali Pourashava	Once in a month
Facilities for disable people	<ul style="list-style-type: none"> ▪ Numbers of wheel chairs are at place. ▪ Number of seat reserved for the disable people at the waiting place. 	PIU of Noakhali Pourashava	Once in a month

6.5 Reporting

Noakhali Pourashava will provide monthly progress reports to the PMU of BMDF on progress and achievements against the social management plan.

- Quarterly, semi-annual and annual Progress Report indicating progress on social safeguards issues and mitigation measures;
- Updates for formal supervision missions, if the report produced for the current quarter is deemed not sufficiently informative;
- The independent social review and evaluation consultant will produce a baseline; a mid-term review and an end-term evaluation report.

SECTION 7: CONCLUSION

This proposed sub-project of construction of Poura Terminal important part for developing the infrastructure of Noakhali Pourashsva. Construction of the building is needed for proper use of the land because there is a poor quality structure in the proposed site. After completed the proposed Terminal shopkeepers and operators will get a well-structured and developed place for doing their business activities. The municipal dwellers and the outside passengers will be benefited from this terminal having adequate space and improved environmental condition. The sub-project will have positive impact on creating better environment for the passengers and others benefiting people of the municipality. Income will be increased of the shop owner and revenue will be increased of the Municipality. Therefore, implementation of the proposed subproject is safe and highly recommendable.

As per the social screening, discussions with the existing hawkers, local community, and Municipality authority that there is a temporary resettlement plan of Noakhali Pourashsva. The subproject has few pessimistic impacts on the livelihoods and income earning of the small traders whose daily income can be disturbed for few days only for small makeshift shops will be shifted in newly constructed temporary sheds located in near open space. Since the subproject no need of additional land required, so negative impact is insignificant, this is manageable through taking appropriate mitigation measures

The Municipality and the local communities are positive of its implementation. Thus it is recommended to implement the project as a sub-project of the BMDF by complying all the rules and regulation of BMDF and World Bank's compliances under Social Safeguard Policy and Social Development Framework.

Annexure 4: Form I: Screening form for social safeguards issues

A. Identification

<p>1. Name of ULB: Noakhali Pourashava Ward/Mahalla: Ward # 8</p>	<p>District: Noakhali Upazila: Noakhali Sadar</p>
<p>2. Subproject Name:</p>	
<p>3. Project Component: The key components of the subproject are as below:</p> <ul style="list-style-type: none"> - Multi-storied building with all facilities for passengers and operators - Separate public toilets for male and female - Parking lots - Pavements - Boundary wall/fence 	
<p>4. Brief description of the physical works:</p> <p>The proposed subproject named “Construction of Sonapur Poura Bus Terminal with Renovation Work of Terminal Building” is situated at Sonapur area under the Ward No. 07 of Noakhali Pourashava and at the southern side of the Pourashava. It is located near the Zero Point where the Noakhali-Dhaka national highway and regional highways such as Sonapur-Hatiya, Sonapur-Kabirhat-Basurhat-Companyganj and Sonapur-Char Jabbar-Ramgati crossed with each other. It is surrounded by residential areas of Ward Number 8 at the south, vacant land and rice mills at the north, a large ditch and Poura Bazar at the east, and Sonapur-Charjabbar road, a branch of Noakhali khal and residential areas under Ward # 8 at the west. The coordinate of the location of the bus terminal is the coordinate of the bus terminal is 22°49’27.2” N and 91°5’54.1” E.</p> <p>The total area of the proposed bus terminal is 13800.24 square meters or 3.4 acres. There would be two exit ways and two entry ways for smooth movement of the vehicles and passengers. In addition, at the middle of the terminal, there will be a passengers’ drop way. The terminal area will consist of renovated terminal building; 10 ticket counters; space for vehicle movement; dropping area for passengers by rickshaw or other local vehicles; separate parking area for buses, CNG or other auto rickshaw and private car; connecting roads; footpath, street lights and drains; public toilets with separate space for both male (10 toilets, 10 urinal and 10 washing basins) and female (6 toilet with 6 washing basins); 8 shops at two sides of the terminal; 2 restaurants; one workshop and 10 shops for supporting services; solid waste management system; car washing area with waste water treatment facilities; and beautification works.</p> <p>The proposed subproject will renovate a two-storied bus terminal building having</p>	

278.82 square meters each floor size. The floor wise detail of the terminal building is given as below:

Ground floor: The ground floor of the terminal building will include:

- One office room for staff;
- One waiting room and lobby for passengers;
- One cleaners' room;
- One pharmacy;
- Two rooms for association of bus owners and association of labors;
- One Police control room;
- One CCTV control room;
- Electro-mechanical room;
- ATM Booth;
- Firefighting system; and
- Separate two toilets for both male and female with washing basins;

First floor: The first floor of the terminal building will include:

- One hall room for meeting;
- Eight shops including food shop and one tea stall;
- One prayer room for male and another for female;
- Two separate toilets with basin for both male and female;
- One rest room for drivers; and
- Water tank and solar system (5%) at the top of the first floor.

5. Screening Date(s): 12 June 2018

B. Participation in Screening

6. Names of Consultants' representatives who screened the subproject:

(i) Amar Krishna Baidya, Individual Consultant

7. Names of ULB officials participated in screening:

(i) Md. Shohid Ullah Khan, Mayor, Noakhali Pourashava;

(ii) Md. Badrul Hasan, Councilor, Noakhali Pourashava;

(iii) Sayed Ahsan Habib, Councilor, Noakhali Pourashava;

(v) Sujit Barua, Executive Engineer, Noakhali Pourashava;

(vi) Sahidul Islam, Assistant Engineer, Noakhali Pourashava; and

(vii) Delwar Hossain, Sub-Assistant Engineer, Noakhali Pourashava.

8. WLCC members, NGOs, community groups/CBOs participated in screening: List them in separate pages with names and addresses, in terms of road sections/spots and any other information to identify them during preparation of impact mitigation plans. List of participants is attached as **Annexure 5**.

9. Would-be affected persons participated in screening: List them in separate pages with names, addresses in terms of road sections/spots where they would be affected, and any other information to identify them during preparation of impact mitigation plans. N/A

C. Land Requirements & Ownership

10. Will there be a need for additional lands¹ to carry out the intended works under this contract?

Yes No

7. If 'Yes', what will the additional lands be used for? (Indicate all that apply):N/ A

road widening curve correction construction/expansion of physical structure

strengthening narrow road section between high and low lands eroding road section between high and low lands Others (Mention):

8. If 'Yes', the required lands presently belong to (Indicate all that apply):N/ A

ULB Government – khas & other GOB Private citizens agencies

Others (Mention):

9. If the proposed activities have been planned to use the existing available land, is it free from encroachment and encumbrances by private people?

Yes No

D. Current Use of Existing and Additional Lands and Potential Impacts

10.If the required lands belong to Private Citizens, they are currently used for (Indicate all that apply): N/A

Agriculture Number of households using the lands:

Residential purposes Number of households using them:

Commercial purposes Number of persons using them: ... No. of shops:

Other Uses (Mention)..... No. of users:

¹Additional lands' mean lands beyond the carriageways and shoulders in case of roads/drains and outside currently used space for markets, community centers or other interventions

No. of structure built with inexpensive salvageable materials (bamboo, GI sheets, etc):
N/A

Partially affected, but can still stay in the present No. of these structures: ..N/A
premises: N/A

No. of businesses housed in these structures: N/A

No. of persons presently employed in these businesses: N/A

No. of these structures built with brick, RCC, & other durable materials: N/A

No. of structure built with inexpensive salvageable materials (bamboo, GI sheets, etc):
N/A

17.No. of businesses/trading activities that would be displaced
None

from make-shift structures on the road, and other areas/spots:

18.Do the proposed subproject works affect any community groups' access to any resources that are used for livelihood purposes?

Yes No

19.If 'Yes', description of the resources: N/A

.....
...

20.Do the proposed works affect community facilities like school, cemetery, mosque, temple, or others that are of religious, cultural and historical significance?

Yes No

21.If 'Yes', description of the facilities: N/A

22.Describe any other impacts that have not been covered in this questionnaire? N/A

23.Describe alternatives, if any, to avoid or minimize use of additional lands: N/A

E. ADDITIONAL INFORMATION ON TRIBAL PEOPLES

(This section must be filled in if subprojects are located in areas that are also inhabited by tribal peoples) **There is no tribal people inhabits in proposed subproject areas. So, this section is not applicable for the proposed subproject.**

24.Names of tribal community members and organizations who participated in screening:

25.Have the tribal community and the would-be affected TPs been made aware of the potential positive and negative impacts and consulted for their feedback and inputs?

Yes No

26.Has there been a broad-based community consensus on the proposed works?

Annexure 5: The list of local participants attended in social screening exercise

Name of subproject: *Construction of Poura Bus Terminal with renovation of terminal building*
 Package number:
 Name of ULB: *Noakhali Pourashava* Name of district: *Noakhali*
 Name of place: *Uttar sonapur, Ward # 08* Date: *12.06.2018*
 Level of participants: *Local stakeholders, community members, WLCC/CBO*

Attendance of local participants in Social screening exercise

Sl No.	Name	Gender	Social status	Contact number	Signature/LTI
01	MD. SHOHID ULAH KHAN	MALE	MAYOR	01010017358	<i>[Signature]</i>
02	শ্রীঃ বাহুল আলম	মহিল	কার্টুনিস্ট	02822864722	<i>[Signature]</i>
03	ডাঃ এ নাসরুল হক	"	ব্যবসায়ী	01711962553	<i>[Signature]</i>
04	শ্রীঃ আবদুল হক	"	ব্যবসায়ী	01715899519	<i>[Signature]</i>
05	শ্রীঃ কবিুল	"	ব্যবসায়ী	01729919601	<i>[Signature]</i>
06	শ্রীঃ এম এম	"	ব্যবসায়ী	0184370777	<i>[Signature]</i>
07	শ্রীঃ কামিল হোসেন	"	ব্যবসায়ী	01043993431	<i>[Signature]</i>
08	শ্রীঃ এম এম	মহিলা	শ্রীলিঙ্গ	01711097634	<i>[Signature]</i>
09	মহিলা আক্তার	"	মহিলা	01820355229	<i>[Signature]</i>
10	মাকিয়া বেগম	"	মহিলা	01795719212	<i>[Signature]</i>
11	মলোয়ারা বেগম	"	মহিলা	01620416317	<i>[Signature]</i>
12	মুন্সি	"	মহিলা	01850093339	<i>[Signature]</i>
13	মোস্তাফিজা বেগম	"	মহিলা	01711097634	<i>[Signature]</i>
14	মাকিয়া বেগম	"	মহিলা	01877201875	<i>[Signature]</i>
15	মোস্তাফিজা বেগম	"	মহিলা	01622402035	<i>[Signature]</i>
16	শ্রীঃ আবদুল হক	মহিলা	কার্টুনিস্ট	01819626054	<i>[Signature]</i>
17	শ্রীঃ এম এম হোসেন	"	ব্যবসায়ী	01821330918	<i>[Signature]</i>

Annexure 6: The deed of agreement between shop keepers and Pourashava Authority



কপ ১৪৭৮১২৭

অঙ্গীকারনামা

নোয়াখালী পৌরসভার মালিকানাধীন সোনাপুর পৌর বাস-টার্মিনালে BMDI এর আওতায় বিখ ব্যাংকের আর্থিক সহায়তায় সংস্কার ও পুনঃনির্মাণের মাধ্যমে আধুনিক সুযোগ-সুবিধা সম্বলিত বাস-টার্মিনালে রূপান্তর করা হবে। আমরা উক্ত অংশের অধীনে ব্যবসায়ীগণ এই মর্মে অঙ্গীকার করিতেছি যে, বর্ষিক মার্কেটে নির্মাণ কাজ চলাকালীন সময়ে নিজ খরচে ও স্ব-উচ্চায় পৌরসভা কর্তৃক নির্ধারিত জায়গায় ব্যবসা পরিচালনা করিব। নোয়াখালী পৌরসভা কর্তৃক নির্ধারিত গোলামী/ভাড়া পরিশোধ করিব। আমরা বর্ষিক মার্কেটে নিজ ব্যবসা পরিচালনা করার নিশ্চয়তা/বরাদ্দের প্রতিশ্রুতি পাওয়ায় এই অঙ্গীকারনামায় স্বাক্ষর করিলাম।

ক্রম নং	ব্যবসায়ীদের নাম	ঠিকানা	ব্যবসার ধরন	মোবাইল নম্বর	স্বাক্ষর
১	২	৩	৪	৫	৬
০১	কোঃ হুমায়ুন	সুন্দরগঞ্জ	চাটখান	০১৭০০৪৫০১	[Signature]
০২	কোঃ মনুজ	শোনাপুর	সমিতি	০১৭১৬৬৩৭৩৭	[Signature]
০৩	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭১২০৭২২১৫	[Signature]
০৪	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭১২০৭২৪৫	[Signature]
০৫	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭২২২০০২	[Signature]
০৬	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭২২২০০২	[Signature]
০৭	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭১৭৪৫৫০০	[Signature]
০৮	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭১০৭১৫৬৭	[Signature]
০৯	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭৪৫৫৭৪০৯	[Signature]
১০	কোঃ হুমায়ুন	সোনাপুর	চাটখান	০১৭৫১০১৬৩১	[Signature]

চপমান পাঠা- ০২

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”



কপ ১৪৭৮১২৬

পাতা- ০২

ক্রঃ নং	ব্যবসায়ীদের নাম	ঠিকানা	ব্যবসার ধরণ	মোবাইল নম্বর	স্বাক্ষর
১	২	৩	৪	৫	৬
১১	মোহাম্মদ হুমায়ূন ২৪৩৬৪	২৪৩৬৪	গ্যারাজ ০২৪-০৬৪	০১৪৩৩৪৬০৬৬৬	মোহাম্মদ হুমায়ূন
১২	আব্দুল হামিদ	মতিপুর	ব্যাংকিং	০১৩১২-৩৭৭১৪২	আব্দুল হামিদ
১৩	আব্দুল হামিদ	মতিপুর	গ্যারাজ	০১৭১১৩২৬২৩	আব্দুল হামিদ
১৪	শ্রী: সুব্রত সেন	কোমলপুর ১-০৪	জোড় র	০১৭৭২৫৬৭ ২৬২	শ্রী: সুব্রত সেন
১৫	শ্রী: সুব্রত সেন	কোমলপুর ১-০৭	জোড় র	০১৭১৫-৬৩২৬১২	শ্রী: সুব্রত সেন
১৬	শ্রী: সুব্রত সেন	কোমলপুর ১-০৭	জোড় র	০১৭১৫-৬৩২৬১২	শ্রী: সুব্রত সেন
১৭	হুমায়ূন মজিব	কোমলপুর	বন্দ	০১৭১২-৩০১৪৪০	হুমায়ূন মজিব
১৮	বেলাল মজিব	কোমলপুর	বন্দ	০১৭১২-৩০১৪৪০	বেলাল মজিব
১৯	মজিবুল হক	কোমলপুর	বন্দ	০১৭১২-৩২৭৬৫৩	মজিবুল হক
২০	হাবিবুল হক	কোমলপুর	বন্দ	০১৭১২-৩২৭৬৫৩	হাবিবুল হক
২১	আব্দুল হামিদ	কোমলপুর	বন্দ	০১৭১২-৩২৭৬৫৩	আব্দুল হামিদ
২২	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক
২৩	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক
২৪	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক
২৫	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক
২৬	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক
২৭	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক
২৮	হুমায়ূন হক	কোমলপুর	বন্দ	০১৬২৪৮১৫৪২৪	হুমায়ূন হক

চলমান পাতা- ০৩

“দেশপ্রেমের শপথ দিন, দুর্নীতিকে বিদায় দিন”



কপ ১৪৭৮১২৫

পাতা- ০৩

ক্রঃ নং	ব্যবসায়ীদের নাম	ঠিকানা	ব্যবসার ধরণ	মোবাইল নম্বর	স্বাক্ষর
১	২	৩	৪	৫	৬
২৫	নাসিমুল হোসেন	মহিলাকলিকাতা	৫৫ ১১ নং	০১৭১২০২৩৪৭৪	মহঃ. সুয়েদা
২৬	সামুদ্র মোস্তাফিজ	মহিলাকলিকাতা	মোস্তাফিজ ২৭১	০১৭২৬৭৭২৪৫২	মহঃ. সুয়েদা
২৭	সামুদ্র মোস্তাফিজ	মহিলাকলিকাতা	মোস্তাফিজ ২	০১৭২৬৭৭২৪৫২	মহঃ. সুয়েদা
২৮	আবদুল মালিক	আবদুল মালিক	সুয়েদা ১-৩৫	০১৭৭৩১৪৫৫৭২	মহঃ. সুয়েদা
২৯	মোস্তাফিজ হোসেন	মোস্তাফিজ ২০২৫	সুয়েদা কলিকাতা	০১৭১৬৭০১১৬৩	মহঃ. সুয়েদা
৩০	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক	০১৪৪১২২৫১৬	মহঃ. সুয়েদা
৩১	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক ০০৭	০১৭৬৪২১৪২৫২	মহঃ. সুয়েদা
৩২	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক ০২	০১৭২৭৭৭৭৭৭	মহঃ. সুয়েদা
৩৩	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক ০৬	০১৭২৭৭৭৭৭৭	মহঃ. সুয়েদা
৩৪	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক	০১৭২৭৭৭৭৭৭	মহঃ. সুয়েদা
৩৫	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক	০১৭১৬৩৩৪	মহঃ. সুয়েদা
৩৬	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক ০২২	০১৫৭৩৬৭১৭৩	মহঃ. সুয়েদা
৩৭	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক ২৭	০১৭১৫৭৭৭৭৭	মহঃ. সুয়েদা
৩৮	আবদুল মালিক হোসেন	আবদুল মালিক	মালিক ৩-০৩	০১৭৩০১৪০৩৬৬	মহঃ. সুয়েদা

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

ক্র. নং	ব্যবসায়ীদের নাম	ঠিকানা	ব্যবসার ধরণ	মোবাইল নম্বর	স্বাক্ষর
১	২	৩	৪	৫	৬
৩৬	শ্রী: শঙ্কর	স্বানাপুর	সুদান	০১৮২২৭২২৭২০	শঙ্কর
৪০	আব্দুল হামিদ	মাটিয়া	সুদান	৭	আব্দুল হামিদ
৪১	শ্রী: রায়চন্দ্র রায়	স্বানাপুর	চন্দ্রচন্দ্র	০১৬২৬১১১৫৬৬	রায়চন্দ্র
৪২	সঞ্জিৎ আচার্য	শ্রী: অক্ষয়	সুদান	০১৮২২২৬৪২২২	সঞ্জিৎ
৪৩	আব্দুল আজিজ	স্বানাপুর	সুদান	০১৭২৬৪১১০০	আব্দুল আজিজ
৪৪	শ্রী: অক্ষয়	স্বানাপুর	সুদান	০১৫৫০০৩১৪১০	শ্রী: অক্ষয়
৪৫	শ্রী: রমেশ্বর	স্বানাপুর	সুদান	০১৭১৫৫৪৪৭৪	শ্রী: রমেশ্বর
৪৬	শ্রী: রমেশ্বর	শ্রী	সুদান	৭	শ্রী: রমেশ্বর
৪৭	আব্দুল কবীর	স্বানাপুর	সুদান	০১৭২৬০০৩৩৪৪	আব্দুল কবীর
৪৮	শ্রী: হুমায়ুন	শ্রী	সুদান	৭	শ্রী: হুমায়ুন
৪৯	শ্রী: রমেশ্বর	স্বানাপুর	সুদান	৭	শ্রী: রমেশ্বর
৫০	আব্দুল হামিদ	স্বানাপুর	সুদান	৭	আব্দুল হামিদ
৫১					
৫২	29.05.18 SHYAMAL KUMAR DATTA SECRETARY NOAKHALI POURASHAVA		(Sujit Barua) Executive Engineer Noakhali Pourashava Noakhali.		SUJIT ULLAH MAYOR NOAKHALI POURASHAVA
৫৩					
৫৪					
৫৫					
৫৬					
৫৭					
৫৮					
৫৯					

Annexure 8: The list of participants attended at Stakeholders' meeting

Name of subproject: Construction of Paura Bus Terminal with renovation of terminal building.
 Package number:
 Name of ULB: Noakhali Pourashava Name of district: Noakhali
 Name of place: Soanpur Paura Bazar, Dhanbada, Date: 13.06.2018
 ward # 08
 Level of participants: Community leaders, relevant government official, CBOs, and others

Attendance of Stakeholders' meeting

SI No.	Name	Gender	Social status	Contact number	Signature/LTI
01	শ্রীমান...	♂	...	01712641106	[Signature]
02	শ্রীমান...	♂	...	01627837935	[Signature]
03	শ্রীমান...	♂	...	01726000098	[Signature]
04	শ্রীমান...	♀	...	01816282419	[Signature]
05	শ্রীমান...	♂	...	01859440119	[Signature]
06	শ্রীমান...	♂	...	0177078150	[Signature]
07	শ্রীমান...	♂	...	01861992288	[Signature]
08	শ্রীমান...	♂	...	01751814980	[Signature]
09	শ্রীমান...	♂	...	01712324516	[Signature]
10	শ্রীমান...	♂	...	01710267010	[Signature]
11	শ্রীমান...	♂	...	010115130	[Signature]
12	শ্রীমান...	♂	...	01875076375	[Signature]
13	শ্রীমান...	♂	...	01212341611	[Signature]
14	শ্রীমান...	♂	...	01718544608	[Signature]
15	শ্রীমান...	♂	...	01623000778	[Signature]

Annexure 9: The list of participants attended at FGD with male group

Name of subproject: *Construction of Purna Bus Terminal with renovation of terminal building*
 Package number:
 Name of ULB: *Noakhali Pourashava* Name of district: *Noakhali*
 Name of place: *Uttar Souapur ward # 08* Date: *19.06.2018*
 Level of participants: *Community people (Male group)*

Attendance of Community People in FGD

Sl No.	Name	Gender	Social status	Contact number	Signature/LTI
01	<i>M. R. Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>0172222222</i>	<i>[Signature]</i>
02	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>01721324143</i>	<i>[Signature]</i>
03	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>01722896990</i>	<i>[Signature]</i>
04	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>01719437507</i>	<i>[Signature]</i>
05	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>01720810808</i>	<i>[Signature]</i>
06	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>0172222222</i>	<i>[Signature]</i>
07	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>02139100258</i>	<i>[Signature]</i>
08	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>01712072215</i>	<i>[Signature]</i>
09	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>01720222222</i>	<i>[Signature]</i>
10	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>0184698131</i>	<i>[Signature]</i>
11	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	-	-
12	<i>Abdur Rahman Khan</i>	<i>Male</i>	<i>Self-employed</i>	<i>0187975088</i>	<i>[Signature]</i>
13					
14					
15					
16					

Annexure 10: The list of participants attended at FGD with female

Name of subproject: *Construction of Pura Bus Terminal with renovation of terminal building*
 Package number:
 Name of ULB: *Noakhali Pourashova* Name of district: *Noakhali*
 Name of place: *Mohabatpur, Ward # 08* Date: *১৪-০৬-১৮*
 Level of participants: Community People (Female group)

Attendance of Community People in FGD

Sl No.	Name	Gender	Social status	Contact number	Signature/LTI
01	<i>বিবি জুমেদা</i>	<i>মহিলা</i>	<i>স্বতন্ত্র</i>	<i>০২৬৫৬২৪০৭২</i>	<i>বিবি জুমেদা</i>
02	<i>সাহিনা আক্তার</i>	<i>♀</i>	<i>স্বতন্ত্র</i>	<i>০২৬৭২৭৪২৩০০</i>	<i>সাহিনা আক্তার</i>
03	<i>সাহানা আক্তার</i>	<i>♀</i>	<i>✓</i>	<i>০২৬২০১৩৪২৪০</i>	<i>সাহানা</i>
04	<i>ফাহমা বেগম</i>	<i>♀</i>	<i>✓</i>	<i>০২২১৩৩৬৩৬৪৪</i>	<i>ফাহমা বেগম</i>
05	<i>আনোয়ার বেগম</i>	<i>♀</i>	<i>✓</i>	<i>০২২১২২০৭৭৬৮</i>	<i>আনোয়ার</i>
06	<i>ইয়াসমিন সুলতানা</i>	<i>♀</i>	<i>✓</i>	<i>০২৬২৪৪৪৪০৫৬</i>	<i>ইয়াসমিন সুলতানা</i>
07	<i>সজিদা বেগম</i>	<i>♀</i>	<i>✓</i>	<i>০১৭৬৬৩২৫৪</i>	<i>সজিদা বেগম</i>
08	<i>আনোয়ার বেগম স্মিথ</i>	<i>♀</i>	<i>স্বতন্ত্র</i>	<i>০১৭৫৪৭৭১১</i>	<i>স্মিথ</i>
09	<i>স্বাভা</i>	<i>♀</i>	<i>স্বতন্ত্র</i>	<i>০ -</i>	<i>স্বাভা</i>
10	<i>সাহিনা আক্তার (০১৭৬৬৩২৫৪)</i>	<i>♀</i>	<i>✓</i>	<i>০১৭২৭২৭২৮৬১</i>	<i>সাহিনা আক্তার</i>
11	<i>সাহিনা আক্তার</i>	<i>♀</i>	<i>✓</i>	<i>-</i>	<i>সাহিনা আক্তার</i>
12	<i>সাহিনা আক্তার</i>	<i>♀</i>	<i>✓</i>	<i>০২৬২০০৩৬৬৬৬</i>	<i>সাহিনা আক্তার</i>
13	<i>সাহিনা আক্তার</i>	<i>♀</i>	<i>✓</i>	<i>০২৬২২২৬৬৬৬</i>	<i>সাহিনা আক্তার</i>
14					
15					

Annexure 11: The list of GRC along with the notification from the Mayor



নোয়াখালী পৌরসভা

মাইজদী কোর্ট, নোয়াখালী, বাংলাদেশ।
Email: noakhali pourashava@yahoo.com

ফোন : ৬১০১০
৬১৩২৮
৬১৬৫৬

স্মারক নং- নো: নো: প্রকো: বি:/২০১৮/১৮০১ (১১)

তারিখ : ০১/০৭/১৮ইং

প্রাপক :
ব্যবস্থাপনা পরিচালক
বাংলাদেশ মিউনিসিপ্যাল ডেভেলপমেন্ট ফান্ড (বিএমডিএফ)
গ্রামীণ ব্যাংক ভবন
লেভেল-১৩, মিরপুর-০২
ঢাকা- ১২১৬।

শেখ হাসিনার দর্শন
বাংলাদেশের উন্নয়ন।

বিষয় : বিবাদ মীমাংসা কমিটি (Grievances Redress Committee-GRC) পুনঃ গঠন প্রসঙ্গে।

সূত্র : ১। বিএমডিএফ/এম-৪৫/২০১৪/৪৩৫ তারিখ : ২২ মে ২০১৬ইং।
২। নোঃপৌঃপ্রকোঃবিঃ/২০১৬/৩৬০(১২) তারিখ : ২৭/০৭/২০১৬ইং

উপর্যুক্ত বিষয়ের প্রেক্ষিতে আপনাকে জানানো যাচ্ছে যে, নোয়াখালী পৌরসভায় বিশ্ব ব্যাংকের অর্থায়নে বিএমডিএফ কর্তৃক বাস্তবায়নধীন এমজিএসপি'র প্রকল্পের আওতায় উপ-প্রকল্পের নির্মাণ কাজ সম্পর্কিত কোন অনিয়ম, অভিযোগ উত্থাপিত হলে তা মীমাংসার লক্ষ্যে বিবাদ মীমাংসা কমিটি (Grievances Redress Committee-GRC) গঠন পূর্বক আপনার কার্যালয়ে প্রেরণ করার জন্য সূত্রোক্ত ১নং স্মারকের মাধ্যমে অনুরোধ করা হয়েছে। তাই ২নং স্মারকের মাধ্যমে গঠিত কমিটির কিছু সংখ্যক সদস্যগণ কর্মস্থল হতে অবসর গ্রহণ ও বদলীজনিত কারণে নিম্ন বর্ণিত ব্যক্তিবর্গের সমন্বয়ে বিবাদ মীমাংসা কমিটি (Grievances Redress Committee-GRC) পুনঃ গঠন করা হলো।

ক্রঃ নং	সদস্যদের নাম ও ঠিকানা	গঠনকৃত পদবী	মোবাইল নম্বর	মন্তব্য
০১	০২	০৩	০৪	০৫
১	জনাব শহিদ উল্যাছ খাঁন, মেয়র, নোয়াখালী পৌরসভা।	চেয়ারম্যান	০১৯১৯-০১৭৩৫৮	
২	জনাবা রুনা লায়লা, সহকারী কমিশনার ও নির্বাহী ম্যাজিস্ট্রেট, উপ-পরিচালক এর প্রতিনিধি, স্থানীয় সরকার শাখা, জেলা প্রশাসক কার্যালয়, নোয়াখালী।	সদস্য	০১৭১২-৪৮৬০১৬	
৩	জনাব মোঃ কামাল উদ্দিন, প্রধান শিক্ষক, পৌর কল্যাণ উচ্চ বিদ্যালয়, নোয়াখালী।	সদস্য	০১৯৩৩-৬৬৩৪৫৫	
৪	জনাব মোঃ নুরুল আলম মাসুদ, প্রধান নির্বাহী, পার্টিসিফেক্টরী রিসার্চ একশান নেটওয়ার্ক, স্থানীয় এনজিও প্রতিনিধি, নোয়াখালী।	সদস্য	০১৯১৯-২৩১৭২২	
৫	জনাব মোঃ আতাউর রহমান বাবুল, সুশীল সমাজের প্রতিনিধি, নোয়াখালী।	সদস্য	০১৮১৯-৮৫১৪৭৩	
৬	জনাবা নিলুফার কমরেদ জাহান, কাউন্সিলর, ওয়ার্ড নং- ১,২,৩, নোয়াখালী পৌরসভা।	সদস্য	০১৭১২-২৩৩৮১৯	
৭	জনাব সজিত বড়ুয়া, নির্বাহী প্রকৌশলী, নোয়াখালী পৌরসভা।	সদস্য-সচিব	০১৭১১-২৮৪৬৫৩	

এমতাবস্থায় উপ-প্রকল্প সমূহের সূষ্ঠ বাস্তবায়ন ও মনিটরিং এর নিমিত্তে উপরে বর্ণিত ব্যক্তিবর্গের সমন্বয়ে পুনঃ গঠিত বিবাদ মীমাংসা কমিটি (Grievances Redress Committee-GRC) আপনার সদয় অবগতি ও প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য বিশেষভাবে অনুরোধ করা হলো।

স্মারক নং- নোঃপৌঃপ্রকোঃবিঃ/২০১৮/১৮০১(১২) তারিখ : ০১/০৭/২০১৮ইং

অনুলিপি অবগতি ও কার্যার্থে প্রেরণ হলো :

- ১। প্রকল্প পরিচালক, এমজিএসপি, এলজিইডি, সদর দপ্তর, ঢাকা।
- ২। সচিব, নোয়াখালী পৌরসভা।
- ৩। সহকারী প্রকৌশলী, নোয়াখালী পৌরসভা।
- ৪। অফিস কপি, নোয়াখালী পৌরসভা।

(শহিদ উল্যাছ খাঁন)

মেয়র

নোয়াখালী পৌরসভা

নোয়াখালী।

০১/০৭/১৮ইং

মেয়র

নোয়াখালী পৌরসভা

নোয়াখালী।

০১/০৭/১৮ইং