

Land Acquisition and Resettlement Due Diligence Report

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Bangladesh: Cluster Towns Water Supply and Sanitation Project

Repair and Rehabilitation Work for Production Surface Water Treatment Plant, Tubewell and Overhead Tanks- Chandpur Sadar

Package: W-28-CHA

CURRENCY EQUIVALENTS

As of April 2026

Currency Unit	–	Bangladeshi Taka (Tks)
Tk 1.00	=	\$ 0.0118
\$ 1.00	=	Tk 122-123

ABBREVIATIONS

ADB	–	Asian Development Bank
BAN	–	Bangladesh
CCC	–	Cumilla City Corporation
CRO	–	Complaint Receiving Officer
CTWSSP	–	Cluster Towns Water Supply and Sanitation Project
DDR	–	Due Diligence Report
DMS	–	Detailed Measurement Survey
DPHE	–	Department of Public Health Engineering
EMP	–	Environmental Management Plan
FGD	–	Focus Group Discussion
FSM	–	Fecal Sludge Management
GRM	–	Grievance Redress Mechanism
IEE	–	Initial Environmental Examination
IPP	–	Indigenous Peoples Plan
KII	–	Key Informant Interview
OHT	–	Overhead Tank
PAM	–	Project Administrative Management
PAP	–	Project Affected Person
PIU	–	Project Implementation Unit
PMU	–	Project Management Unit
PMSC	–	Project Management and Supervision Consultant
RF	–	Resettlement Framework
RP	–	Resettlement Plan
SPS	–	Safeguard Policy Statement
TMRESC	–	Tribes, Minor Races, Ethnic Sects and Communities
WSS	–	Water Supply and Sanitation

WEIGHTS AND MEASURES

cm	–	centimeters
km	–	kilometer
m	–	meter
m ²	–	square meter
mm	–	millimeter
m ³	–	micrograms per cubic meter

NOTES

- (i) The fiscal year (FY) of the Government of Bangladesh and its agencies ends on 30 June month}. “FY” before a calendar year denotes the year in which the fiscal year ends, e.g., 30 June 2026.
- (ii) In this report, "\$" refers to United States dollars.

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I. INTRODUCTION

A. Project Background

1. The Department of Public Health Engineering (DPHE) is the leading government agency responsible for water supply and sanitation services across Bangladesh, except in four major cities managed by WASAs. Urban Water Supply and Sanitation (WSS) remain a key development priority for the Government of Bangladesh to ensure universal access to WASH facilities and achieve the Sustainable Development Goals (SDGs) by 2030. Bangladesh achieved significant progress under the MDGs, with drinking water access increasing from 76% in 2000 to 87% in 2015, while open defecation declined sharply from 45% to around 1%, and improved sanitation coverage rose to 61%. The country currently has 12 city corporations and approximately 330 *Paurashavas*, where water supply systems were often developed incrementally based on project financing availability. The DPHE has been supporting them in development and also for the expansion of existing piped water supply systems. At present, a little more than 11 % of households in the country use piped water (BBS, 2022). Piped water supply systems of the *Paurashavas* cover mostly the core urban areas. People who live in peri-urban and suburban areas mostly use hand tubewells for water sources.

2. In many municipalities, inadequate maintenance, pipeline leakages, intermittent water supply, and the absence of water metering contribute to water contamination, wastage, and public health risks. Recent JMP 2025 data show that urban basic water supply coverage reached 99% in 2024; however, safely managed water supply coverage remained only 54%, while safely managed sanitation coverage was just 31%. In most secondary and small towns, groundwater remains the primary water source, often containing elevated levels of iron, arsenic, manganese, and other heavy metals, while supply reliability and institutional capacity remain limited. The project towns are projected to have a population of more than 2.0 million by 2045, with an average water demand of 365.78 MLD. Existing water supply coverage remains low, with only 33,658 water connections serving around 284,466 households.

3. To address these challenges and ensure long-term water security, the Government of Bangladesh and Asian Development Bank jointly financing to implement a innovative “Cluster Approach” include the Cumilla City Corporation (CuCC), and three other *Paurashavas* including Haziganj, Chandpur and Laksam under the Cumilla Cluster, and Ishwardi, Pabna, Natore and Gopalpur (Lalpur) under the Ishwardi Cluster.

4. Existing water supply facilities in Chandpur Sadar are facing operational limitations due to aging infrastructure, inadequate treatment and storage capacity, declining system efficiency, and increasing demand for safe and reliable drinking water. Existing facilities require repair, rehabilitation, and modernization to ensure uninterrupted and sustainable water supply services for the growing urban population.

5. Under Package W-28-CHA, the proposed subproject includes repair and rehabilitation work for the existing Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) located at Notun Bazar, Chandpur Sadar, Chandpur District. The proposed interventions are expected to improve treatment efficiency, operational reliability, water production capacity, storage facilities, and sustainability of the existing water supply system.

6. A due diligence process has been carried out to examine land acquisition and resettlement issues in detail based on the preliminary design and available information, in alignment with the Asian Development Bank’s Safeguard Policy Statement (ADB SPS, 2009).

B. Scope of Due Diligence Report

7. This DDR) has been prepared for the Package W-28-CHA: Repair and rehabilitation work for production Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) at Notun Bazar, Chandpur *Paurashava*, in Chandpur district under CTWSSP.

C. Objective of the Due Diligence Report

8. The objective of the DDR is to assess the existing land ownership status, identify any involuntary resettlement impacts, verify site conditions, document stakeholder consultations, and ensure compliance with the safeguard requirements of the Government of Bangladesh and the Asian Development Bank (ADB).

II. DESCRIPTION OF THE PROJECT

A. Project Description

9. Under Package W-28-CHA of the Cluster Towns Water Supply and Sanitation Project (Phase I), repair and rehabilitation works will be carried out for the existing Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) located at Notun Bazar, Chandpur Sadar, Chandpur District.

10. The proposed rehabilitation works are intended to improve operational performance, treatment efficiency, water production capacity, storage facilities, and overall service reliability of the existing water supply system. The proposed activities mainly include repair and rehabilitation of civil, mechanical, electrical, and operational components of the existing SWTP, rehabilitation of existing PTWs and associated pump systems, improvement and a new OHT structures and operational facilities, and modernization of related infrastructure.

11. The project will also support improvement of water distribution efficiency, reduction of Non-Revenue Water (NRW), operational monitoring, and sustainable management of the water supply system. Necessary repair and retrofitting works will be undertaken in accordance with applicable engineering standards and operational safety requirements.

12. All proposed rehabilitation works will be implemented within the existing premises and operational facilities under the ownership and jurisdiction of the Chandpur Paurashava, relevant local authorities. No expansion outside the existing government-owned boundaries is proposed under the package.

13. The primary objective of this DDR is to confirm that the proposed rehabilitation works will not require land acquisition or cause involuntary resettlement impacts. In case any unforeseen impacts are identified during implementation stages, the DDR will be updated accordingly, and appropriate safeguard documents will be prepared in compliance with the approved safeguard framework.

B. Location of the project

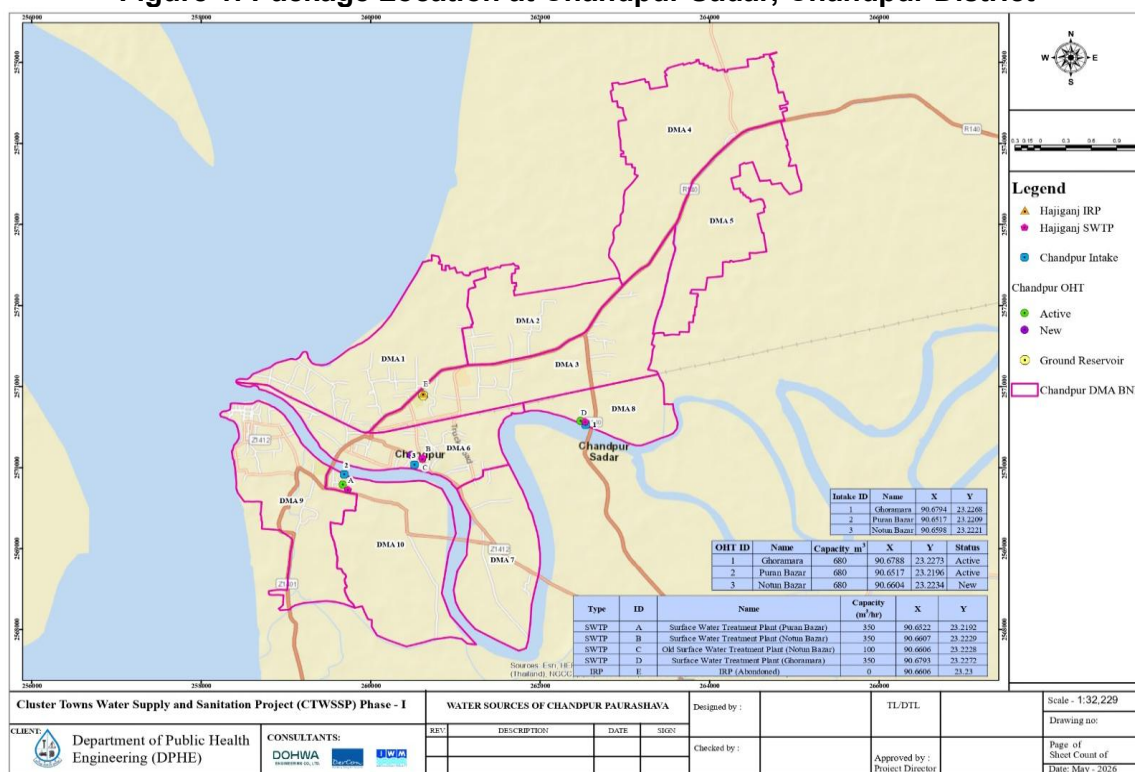
14. The proposed subproject is located at Notun Bazar under Chandpur Sadar Upazila in Chandpur District, Bangladesh. Chandpur Sadar is situated within the southeastern floodplain region of Bangladesh and is influenced by the Meghna river system and associated tributaries.

15. The project area is characterized by predominantly flat terrain, urban settlements, commercial establishments, transport infrastructure, and water supply utility facilities. Chandpur Sadar experiences seasonal flooding and waterlogging during the monsoon period due to its low-lying topography and proximity to major rivers.

16. The proposed rehabilitation works will be implemented within the existing operational premises of the Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) at Notun Bazar. The project area is well connected through regional highways and local road networks linking Chandpur with Cumilla, Dhaka, and surrounding districts.

17. The proposed interventions are expected to improve the efficiency and sustainability of the water supply system serving Chandpur Sadar and adjacent urban areas.

Figure 1: Package Location at Chandpur Sadar, Chandpur District



C. Demographic Profile of the Project Area

18. As per BBS and website of Chandpur Paurashava **Table 1** provides an overview of the demographic profile and access to basic urban services in Chandpur Paurashava, based on data from the Population and Housing Census 2022. The information covers population characteristics, literacy, drinking water, sanitation, and electricity access, offering insights into the municipality's socio-economic conditions and service delivery.

1. Population and Household Characteristics

19. Chandpur Paurashava covers an area of 22.00 square kilometers and contains 48,494 households with a total population of 203,451. The average household size is 4.06 persons, which

is slightly higher than the national urban average, indicating relatively larger family units.

20. The municipality has 100,268 males, 103,168 females, and 15 Hijra individuals. Females slightly outnumber males, suggesting a balanced gender composition. However, the sex ratio is not reported in the table and should be calculated or verified before publication. Similarly, the average annual population growth rate is not provided and should be included if historical census data are available.

2. Population Density

21. With a population density of 9,248 persons per square kilometer, Chandpur *Paurashava* is a densely populated urban area. Such a high density indicates significant pressure on housing, transportation, public utilities, and municipal services. The concentration of population underscores the need for effective urban planning and infrastructure development to accommodate future growth.

3. Literacy

22. The literacy rate among persons aged seven years and above is 83.15%, indicating a relatively well-educated population. Male literacy is 83.62%, while female literacy is 82.67%, resulting in a very small gender gap of less than one percentage point. This reflects substantial progress toward gender equality in education and suggests that educational opportunities are broadly accessible to both men and women.

4. Drinking Water Sources

23. All households have access to improved drinking water sources (100%), demonstrating universal coverage of basic drinking water services.

24. The principal source of drinking water is deep or shallow tube-wells, used by 70.38% of households. In addition, 26.77% of households receive water through tap or piped supply, indicating a moderate level of piped water infrastructure. Small proportions of households depend on bottled or jar water (0.29%), wells (0.05%), ponds or rivers (2.48%), and other sources (0.03%). The absence of reliance on spring and rainwater reflects the predominance of groundwater and piped water systems in the municipality.

25. Although universal access has been achieved, the continued dependence on tube-wells suggests that further expansion of piped water supply could improve service reliability and reduce pressure on groundwater resources.

5. Sanitation Facilities

26. All households have access to some form of sanitation facility, reflecting universal sanitation coverage.

27. Approximately 73.86% of households use safe sanitation systems with flushing or pouring water, indicating relatively good sanitation conditions. However, 11.43% of households continue to use unsafe flushing systems, suggesting that a notable proportion of sanitation facilities are not connected to safely managed disposal systems.

28. Improved pit latrines account for 12.10% of households, while 1.73% use pit latrines without slabs or open pits. Only 0.71% rely on raw or hanging latrines, and 0.17% of households

still practice open defecation or have no toilet facility. Although these proportions are very small, they indicate that complete elimination of unsafe sanitation practices has not yet been achieved.

29. Overall, the sanitation profile demonstrates substantial progress but also highlights the need to upgrade unsafe sanitation systems and improve fecal sludge management.

6. Electricity Access

30. Electricity coverage is 99.73%, indicating almost universal household access to electricity. This high level of electrification supports improved living conditions, economic activities, education, healthcare, and digital connectivity. The remaining households without electricity represent a very small proportion and should be targeted to achieve full coverage.

Table 1: Demographic Information At a Glance

Indicator	Chandpur Paurashava
Area in Square Kilometer	22.00
Number of Households	48,494
Population	203,451
Male	100,268
Female	103,168
Hijra	15
Household Size (General HH)	4.06
Average Annual Growth Rate (%)	
Population Density Per Square Kilometer	9,248
Sex Ratio	
Literacy Rate (7 Years and above) %	83.15
Male	83.62
Female	82.67
Main Source of Drinking Water (%)	100.00
Tap/Pipe (Supply)	26.77
Tube-well(Deep/Shallow	70.38
Bottled/Jar Water	0.29
Well	0.05
Pond/River	2.48
Spring	-
Rain Water	-
Others	0.03
Toilet Facilities (General HH) (%)	100.00
Safe Disposal with Flushing/ Pouring Water	73.86
Unsafe Disposal with Flushing/ Pouring Wate	11.43
Pit Latrine with Slab/ Ventilated Improved Latrine/ Composting Latrine	12.10
Pit Latrine without Slab/ Open Pit	1.73
Raw/Open/ Hanging Latrine (Permanent/ Temporary)	0.71
Open Defecation/ No Latrine Available	0.17
Main Source of Electricity General HH) (%)	99.73

Source: Population and Housing Census 2022, Community Report, Bangladesh Bureau of Statistics, Statistics and Informatics Division, Ministry of Planning and Paurashava Website.

III. LAND AVAILABILITY AND RESETTLEMENT IMPACTS

A. Land Acquisition and Involuntary Resettlement

31. Potential impacts related to land acquisition and involuntary resettlement under Package W-28-CHA were assessed through field verification, stakeholder consultations, and review of land ownership records.

32. The assessment confirmed that the proposed repair and rehabilitation works for the existing Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) at Notun Bazar, Chandpur Sadar, will be implemented entirely within the existing operational premises currently owned and operated by Chandpur *Paurashava*.

Table 2: Land Ownership and Resettlement Impact Status of the Proposed Package

Name of the Package	Description of the Components	Land Ownership	Resettlement Impact
W-28-CHA	Repair and rehabilitation work for production Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) at Notun Bazar, Chandpur Sadar, Chandpur District	Chandpur <i>Paurashava</i>	The proposed rehabilitation and repair, OHT including works will be implemented within existing operational premises owned and controlled by Chandpur <i>Paurashava</i> . No land acquisition, displacement, or involuntary resettlement impacts are anticipated.

33. Field verification confirmed that the selected sites are free from residential settlements, commercial establishments, informal occupants, encroachers, or livelihood-dependent activities. Therefore, the proposed subproject is not expected to cause any physical displacement, economic displacement, loss of shelter, loss of income, or restriction of access to land and resources.

34. Temporary impacts such as dust, noise, and short-term access inconvenience may occur during implementation; however, these impacts will be minor and managed through appropriate mitigation measures under the Environmental Management Plan (EMP).

35. Accordingly, the proposed package is categorized as having no involuntary resettlement impacts, and preparation of a Resettlement Plan (RP) is not required at this stage. However, if any design modification or additional land requirement arises during implementation, further assessment will be conducted in accordance with the safeguard requirements of the Government of Bangladesh and the Asian Development Bank (ADB).

B. Impacts on Indigenous Peoples

36. According to the Asian Development Bank (ADB) Safeguard Policy Statement (SPS, 2009), projects are classified into four categories in relation to Indigenous Peoples impacts:

- (i) **Category A:** A proposed project is likely to have significant impacts on Indigenous Peoples. An Indigenous Peoples Plan (IPP), including a detailed social impact assessment, is required.
- (ii) **Category B:** A proposed project is likely to have limited impacts on Indigenous Peoples. An IPP, including an assessment of social impacts, is required.

- (iii) **Category C:** A proposed project is not expected to have impacts on Indigenous Peoples. No further action is required.
- (iv) **Category FI:** A proposed project involves the investment of ADB funds through a financial intermediary. In such cases, the financial intermediary is required to establish and maintain an environmental and social management system, unless its activities are unlikely to have impacts on Indigenous Peoples.

37. Field investigations, stakeholder consultations, and review of secondary information confirmed that there are no Indigenous Peoples or Tribes, Minor Races, Ethnic Sects and Communities (TMRESC) present within the proposed project intervention areas. The subproject activities are confined to existing government-owned land under the jurisdiction of the respective *Paurashavas*, and no encroachment into areas inhabited or used by TMRESC communities is anticipated.

38. As all proposed construction activities will be implemented within existing government premises, the subproject is not expected to cause any direct, indirect, or cumulative impacts on the dignity, human rights, livelihood systems, cultural identity, traditional practices, or natural and cultural resources of Indigenous Peoples or TMRESC communities. No impacts related to land use, access restrictions, displacement, or loss of livelihood for Indigenous communities are envisaged.

39. Therefore, the subproject is classified as **Category C** for Indigenous Peoples in accordance with the ADB Safeguard Policy Statement (2009), and preparation of an Indigenous Peoples Plan (IPP) is not required.

IV. FIELD WORK AND PUBLIC CONSULTATION

A. Outline of Field Work

40. The DDR was prepared through field investigations, stakeholder consultations, and site verification conducted in the proposed project intervention areas. The fieldwork involved meetings, Focus Group Discussions (FGDs), and individual consultations with relevant stakeholders, including local community members, representatives of the concerned *Paurashavas*, DPHE and officials from relevant government agencies.

41. Public consultations were carried out to understand local conditions, stakeholder perceptions, community concerns, and suggestions regarding the proposed project interventions. The consultations also aimed to assess potential social and environmental issues associated with the subprojects and to ensure community awareness regarding the scope and benefits of the proposed development activities.

42. During the consultation process, discussions were held on several key issues, including the nature and extent of the project activities, expected benefits to the local community, availability of local labor, potential requirement for outside workers, temporary disturbances during construction, drainage and waterlogging conditions, availability of drinking water, traffic and access issues, and the presence of any environmentally or socially sensitive areas near the proposed project sites.

43. Consultations were also conducted with representatives of relevant line agencies and local authorities to collect information regarding land ownership, existing utility services, and any anticipated implementation challenges. Community members from the selected sites and adjacent areas actively participated in the discussions and expressed positive attitudes toward

the proposed subprojects, considering the expected improvements in water supply and sanitation services and associated public benefits.

44. No objections or concerns regarding the implementation of the proposed subprojects were raised by the consulted stakeholders or community members during the field consultation process.

B. Public Consultations

45. Public consultation and stakeholder participation were conducted as integral components of the social assessment process for the proposed subprojects. The consultation process aimed to inform stakeholders about the project interventions, collect their opinions and feedback, identify potential concerns, and ensure community participation in the decision-making process. The field assessment and consultations confirmed that the proposed subprojects will not require land acquisition or result in involuntary resettlement impacts.

46. A total of 05 consultation meetings and stakeholder interactions were conducted across the project areas. Consultations were held with local government representatives, Chandpur *Paurashava*, DHPE, community members, educational institutions, religious leaders, business groups, and other relevant stakeholders from the surrounding project areas.

47. During the consultation process, participants were informed about the project objectives, proposed development activities, expected benefits, and potential social and environmental impacts during the construction phase. Discussions focused on issues such as improved access to safe drinking water, rehabilitation and modernization of the water supply system, employment opportunities for local labor, temporary construction disturbances, traffic and access management, drainage conditions, and environmental concerns such as dust, noise, and air pollution.

48. Stakeholders were encouraged to openly express their views, concerns, and recommendations regarding the project. Comments and queries raised during the meetings were addressed by the project team, and explanations were provided regarding the proposed mitigation measures and implementation approach.

49. Overall, the consultations indicated a high level of community acceptance and positive perception toward the project. The participants acknowledged that the proposed improvements in water supply infrastructure and distribution systems would contribute significantly to public health, service reliability, and overall socio-economic development within the project areas.

50. The information collected through public consultations and stakeholder interactions regarding the proposed construction is summarized below.

Table 3: Summary of Public Consultations

Sl. No.	Questions/Issues Raised by Stakeholders	Responses/Remarks
01	What are the proposed activities under the project?	The project includes repair and rehabilitation of the existing Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) at Notun Bazar, Chandpur Sadar under Chandpur <i>Paurashava</i> .
02	What are the expected benefits of the project?	The project will improve safe and reliable water supply services, treatment efficiency, operational performance, and overall public health conditions in the project area.

Sl. No.	Questions/Issues Raised by Stakeholders	Responses/Remarks
03	Will the project improve the existing water supply system?	Yes. The rehabilitation works will improve treatment capacity, water production efficiency, storage facilities, and service reliability of the existing water supply system.
04	Will any land acquisition or resettlement be required?	No land acquisition or involuntary resettlement impacts are anticipated, as all rehabilitation works will be implemented within existing premises owned and operated by Chandpur <i>Paurashava</i> .
05	Who will implement and manage the project facilities?	The Department of Public Health Engineering (DPHE), in coordination with Chandpur <i>Paurashava</i> , will implement and supervise the project activities.
06	Will local people get employment opportunities during construction?	Contractors will be encouraged to prioritize local labor, including women workers, depending on the nature of work and required skills.
07	Will construction activities create temporary disturbances?	Temporary impacts such as dust, noise, movement of vehicles, and short-term access inconvenience may occur during implementation. Appropriate mitigation measures will be implemented under the Environmental Management Plan (EMP).
08	Will the project improve operational efficiency and system management?	Yes. The rehabilitation works will improve operational sustainability, efficiency of treatment and distribution systems, and overall management of water supply facilities.
09	Will water supply services be interrupted during rehabilitation works?	Temporary interruptions may occur in some areas during repair works; however, necessary measures will be taken to minimize service disruption during implementation.
10	Are stakeholders supportive of the proposed project?	The consulted stakeholders expressed positive attitudes toward the project and supported the proposed rehabilitation works considering the expected public health and service benefits.

C. Focus Group Discussions

51. As part of the social assessment and stakeholder engagement process, Focus Group Discussions (FGDs) were conducted in the proposed project areas to gather qualitative information regarding community perceptions, concerns, and expectations related to the construction of Overhead Tanks (OHTs) and associated water supply improvements. The FGDs facilitated discussions among local stakeholders and provided valuable insights into existing water supply conditions and community priorities.

52. A total of 05 consultation meetings and FGDs were conducted across the Chandpur City. Participants included representatives from local government institutions, community leaders, local residents, women participants, educational institutions, religious representatives, and other stakeholders from the surrounding project areas. The FGDs and consultation meetings mainly focused on the following issues:

- (i) Existing condition and operational performance of the Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs);

- (ii) Improvement of safe and reliable water supply services in Chandpur Sadar under Chandpur *Paurashava*;
- (iii) Rehabilitation and modernization of existing water supply infrastructure and associated facilities;
- (iv) Improvement of treatment efficiency, water production capacity, and storage facilities
- (v) Expected public health and socioeconomic benefits of the proposed rehabilitation works;
- (vi) Temporary construction-related disturbances such as dust, noise, traffic movement, and access inconvenience during implementation;
- (vii) Implementation of environmental and social mitigation measures during construction activities;
- (viii) Employment opportunities for local skilled and unskilled labor during the rehabilitation works; and
- (ix) Stakeholder participation, information disclosure, and grievance redress mechanism (GRM) during project implementation.

D. Summary of Discussions

53. During the FGDs and consultation meetings, the stakeholders expressed positive opinions regarding the proposed repair and rehabilitation works for the existing Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and an Overhead Tanks (OHTs) at Notun Bazar, Chandpur Sadar under Chandpur *Paurashava*.

54. The participants emphasized the importance of improving the operational condition and efficiency of the existing water supply system to ensure reliable and safe drinking water supply for the urban population. Community members and local stakeholders mentioned that rehabilitation of the existing facilities is necessary due to aging infrastructure, operational inefficiencies, and increasing water demand in the project area.

55. Stakeholders appreciated the proposed interventions and expected that the project would improve water treatment efficiency, water production capacity, storage facilities, and overall service reliability. The participants also expected that the project would contribute to improved public health conditions and sustainable urban water supply management.

56. During the consultations, stakeholders were informed that all proposed rehabilitation works would be implemented within the existing operational premises currently owned and operated by Chandpur *Paurashava*, and therefore no land acquisition, physical displacement, or involuntary resettlement impacts are anticipated.

57. The participants also discussed potential temporary construction-related disturbances such as dust, noise, movement of construction vehicles, and temporary interruption of water supply services during implementation. The project team explained that appropriate environmental and social mitigation measures would be implemented under the Environmental Management Plan (EMP) to minimize temporary impacts during construction activities.

58. Overall, the consultations indicated strong community support and positive stakeholder perception toward the proposed works under Package.

Photographs of the FGDs and Public Consultations refer to Appendix Meeting minutes



Figure 2: FGDs with the Chandpur and *Paurashava*



Figure 3: Site inspection and discussion at SWTP



59. This DDR report and other relevant safeguard documents will be disclosed at accessible public locations within the relevant City Corporation and *Paurashavas* and will also be made available through the websites of the executing agencies and the Asian Development Bank (ADB). The consultation and stakeholder engagement process will continue throughout the project implementation period to ensure effective participation of stakeholders and timely dissemination of project-related information.

60. The public consultation and disclosure process will remain an ongoing activity during the implementation of the Project. The process will include the following activities:

- (i) **Consultations during the construction phase:** Regular consultation meetings with local communities and stakeholders to discuss construction schedules,

implementation progress, anticipated temporary impacts, and mitigation measures; and Smaller group discussions with local residents and stakeholders near the construction sites to minimize disturbances related to construction activities, traffic movement, access restrictions, dust, and noise, while ensuring community participation in project monitoring and feedback mechanisms.

- (ii) **Project information disclosure:** Dissemination of project-related information through public notices, leaflets, meetings, and other communication channels to inform local communities about the scope, benefits, and implementation schedule of the project; Public disclosure meetings at important stages of project implementation to share project progress, future activities, and safeguard measures; Disclosure of relevant project documents, including safeguard reports, at accessible locations in the project areas and through official websites of DPHE and ADB; and Establishment of a mechanism through which stakeholders can provide comments, suggestions, and grievances regarding project implementation.
- (iii) **Post-construction consultations:** Small-scale consultations and Focus Group Discussions (FGDs) will be conducted after completion of the construction works to assess community satisfaction, service improvements, reliability of water supply, operational effectiveness of the OHTs and associated facilities of the SWTP and any social or environmental concerns. Feedback collected from the communities will be documented and considered for future operation and maintenance improvements.

E. Findings

61. The assessment confirmed that the proposed construction of the component and associated water supply infrastructure under the project will not result in any permanent or temporary land acquisition, physical displacement, economic displacement, or loss of livelihood. All proposed activities will be implemented within existing government-owned land under the jurisdiction of the Chandpur *Paurashavas*.

62. The construction activities will be carried out systematically in accordance with the approved work plan and implementation schedule prepared by the contractor and supervising agencies. Appropriate environmental and social mitigation measures will be implemented during construction to minimize temporary disturbances to nearby communities.

63. The proposed project is expected to generate positive social and public health benefits through improved access to safe and reliable drinking water access and services. The project is not anticipated to create any adverse impacts on women, vulnerable groups, or social inclusion. Rather, improved water supply services are expected to contribute positively to public health, reduction of water collection burden, improved sanitation conditions, and overall quality of life within the project areas.

V. GRIEVANCE REDRESS MECHANISM

64. A project-specific grievance redress mechanism (GRM) will be established to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances about the social performance at the level of the project. The GRM aims to provide a time-bound and transparent mechanism to voice and resolve social concerns. Assessment of the GRM designed and implemented for shows that the system is effective in timely resolution of grievances in a transparent manner. The arrangements under are appropriately adjusted to accommodate

the change in institutional arrangements under the project.

65. Across *Paurashavas* public awareness campaigns will ensure that awareness on grievance redress procedures is generated. The PIU will conduct awareness campaigns to ensure that poor and Vulnerable Households (VHs) are made aware of grievance redress procedures and entitlements and will work with the PIU safeguards assistant to help ensure that their grievances are addressed. APs will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that will be installed by project *Paurashavas* or through telephone hotlines at accessible locations, by e- mail, by post, WhatsApp or by writing in complaints register that will be kept in *Paurashava* offices.

66. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken.

67. **Grievance redress process.** In case of grievances that are immediate and urgent in the perception of the complainant, the Social Coordinator, Contractor and Social Safeguard Specialist from the project management and supervision consultants (PMSC) on-site will provide the most easily accessible or first level of contact for quick resolution of grievances.

68. There will be three tiers of GRM system; a. Community/site Level, b. Project Implementation Unit (PIU) and project Management Unit (PMU) Level. The affected/aggrieved person or his representative will present during the grievance redress process.

1. 1st Tier or Community Level GRM

69. Community/Site Level Grievance Redress Committee (GRC) will comprise of the following members:

(i)	Assistant Engineer, DPHE	:	Convener
(ii)	Assistant Engineer, <i>Paurashava</i> /CCC	:	Member Secretary
(iii)	<i>Paurashava</i> Ward Councillor (designated)	:	Member
(iv)	Representative from the Affected Community	:	Member
(v)	Women Representative	:	Member
(vi)	Environmental and Safety Focal of PIU	:	Member
(vii)	EHS/Safeguard Focal Contractor/Site Engineer	:	Member

70. **ToR:** In case of grievances that are immediate and urgent in the perception of the complainant, the contractor to resolve the complaint and ensure that it is resolved. The contractor in discussion with the Assistant Engineer, DPHE, representative from *Paurashava*/CCC as nominated, will make efforts to resolve the complaint at the site level. Efforts will be made to resolve all grievance within 5-7days from the date of receipt of a complaint/grievance. The affected/aggrieved person or his representative must be present during the grievance redress process. If the grievance is not solved then it will be escalated to second level.

2. 2nd Tier or Project PIU Level GRM

71. At the PIU level, grievances will be reviewed and addressed accordingly. If any grievance remains unresolved at community level, it will be escalated to the PIU at the DPHE for further review and necessary action. The composition of 2nd tier Grievance Redress Committee (GRC) will be as follows:

(i)	Executive Engineer, DPHE	:	Convener
(ii)	Executive Engineer, <i>Paurashava</i> /CCC	:	Member Secretary
(iii)	Representative from the Affected Community	:	Member
(iv)	Women Representative	:	Member
(v)	Social Safeguard Expert (DSC)	:	Member
(vi)	Environmental Focal and Safety Focal of PIU	:	Member

72. **ToR:** Grievances that can't be redressed at first level within 5-7 days will be brought to the 2nd tier. The committee of this tier will try to resolve the grievance/complaint within a timeframe of 7-10 days of receiving the complaint. The Social and Environmental Safeguard Officers, PIU, *Paurashava*/CCC Ward Councilor where the project will be implemented can be consulted as a when required. The affected/aggrieved person or his representative must be present during the grievance redress process. Any unresolved complaint at the second level will be taken up to the third level.

3. 3rd Tier or Chief Engineer of DPHE level GRM

73. The 2nd tier will refer any unresolved or major issues to the PMU- DPHE to the 3rd Level Grievance Redress Committee (GRC), that will be headed by the Project Director (PD)/ Deputy Project Director (DPD), DPHE, the team member consists also the environmental, social safeguard, and gender expert, who will resolve the complaints/ grievances. The 3rd tier Grievance Redress Committee (GRC) will comprise of:

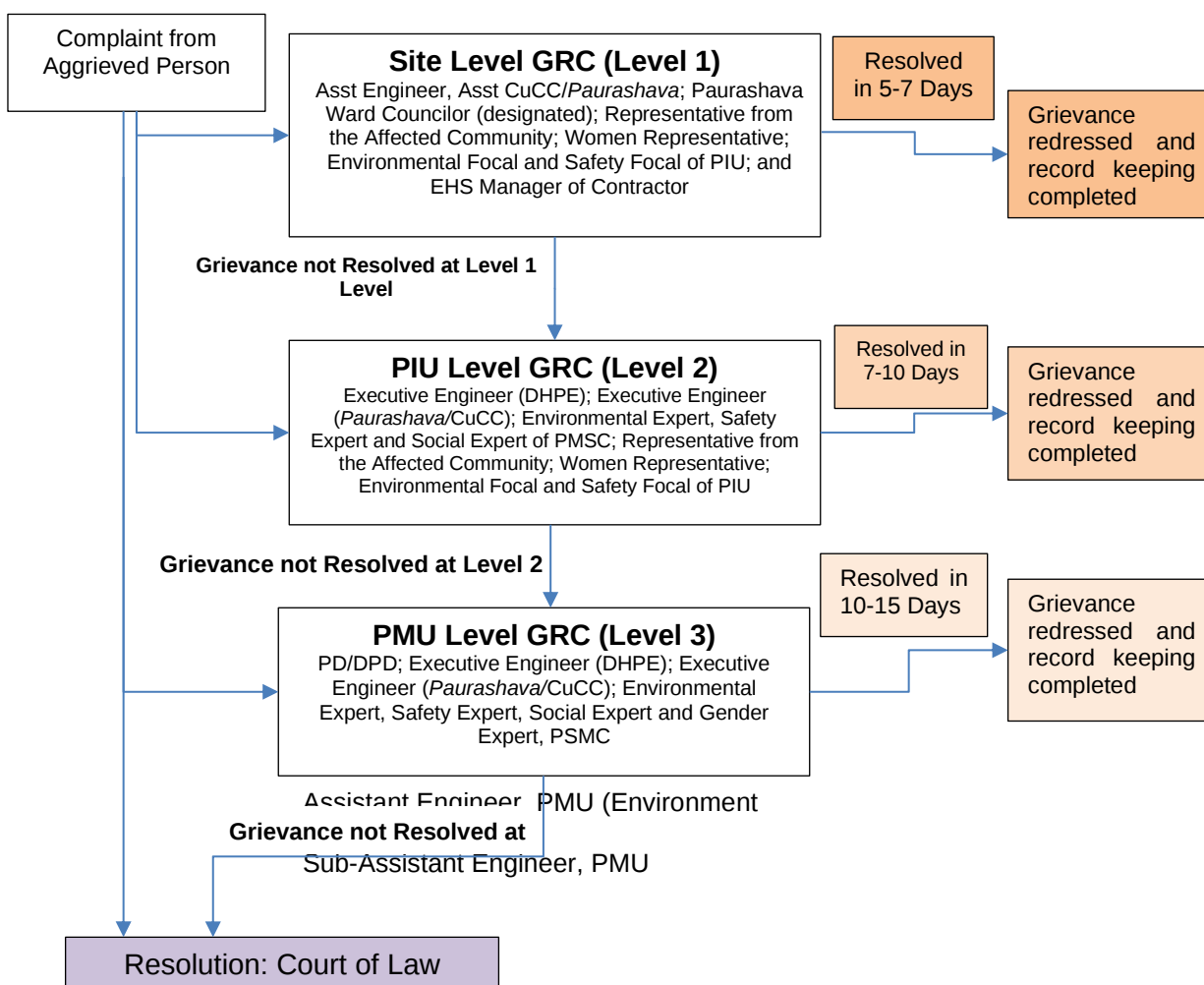
4. 3rd Level Grievance, PMU Level

(i)	Project Director/ Deputy Project Director DPHE, PMU	:	Convener
(ii)	Executive Engineer, DPHE (<i>Paurashava</i> /CuCC);	:	Member Secretary
(iii)	Executive Engineer, PIU	:	Member
(iv)	Environmental Expert, Safety Expert	:	Member
(v)	Social Expert and Gender Expert, PSMC	:	Member

74. **ToR:** All grievances that can't be redressed within 7-10 days at the 2nd tier will be brought up to the PMU level (3rd tier). The PMU safeguards team will solve any unsettled or major issuer by 10-15 days; this tier will be headed by the Project Director or Deputy Project Director. The affected/aggrieved person or his representative will present during the grievance redress process. If the aggrieved person feels that the person has not received proper compensation or justice, then the person can go to court to seek recourse under the prevailing laws of Bangladesh

75. The process of the project GRM is given in **Figure 4**.

Figure 4: GRM Process



76. The GR at 1st, 2nd level and GRC at each level will be constituted by the Project Authority. Affected/aggrieved person can seek legal resolution from national legal system during any course of the process.

77. In addition, in the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters or the ADB Bangladesh Resident Mission (BRM). Before submitting a complaint to the Accountability Mechanism, it is necessary that an affected person makes a good faith effort to solve the problem by working with the concerned ADB operations department. Only after doing that, and if they are still dissatisfied, will the Accountability Mechanism consider the complaint eligible for review. The complaint can be submitted in any of the official languages of ADB's developing member countries. The ADB Accountability Mechanism information will be included in the project-relevant information to be distributed to the affected communities.

78. **Information Dissemination:** The project consultants will conduct periodic community

meetings to inform affected persons about the GRM, assist non-literate individuals, and ensure understanding of the grievance process. Key details, including procedures, timelines, and contact persons, will be shared during stakeholder consultations, and responses will be communicated via letter, phone, email, or SMS.

79. **Consultation Arrangements:** Group meetings and, where necessary, one-to-one consultations will be held with affected persons, including vulnerable groups, to address grievances. Assistance will be provided to non-literate persons at contractor site offices and PIU level to ensure proper registration and follow-up.

80. **Record Keeping:** All grievances will be systematically recorded by the PIU, including complainant details, nature of grievance, actions taken, and outcomes. Records will be disclosed at PIU offices, PMU websites, and included in semi-annual monitoring reports to ADB. The Social Safeguard Officers will maintain grievance records.

81. **Review and Learning:** The PMU and PIUs will periodically review the GRM to assess its effectiveness and improve response mechanisms.

82. **Costs:** All costs related to grievance handling, including meetings, communication, and reporting, will be covered by the PMU and included in the resettlement budget

VI. BUDGET TO IMPLMENT PACKAGES

83. A budget is included in this due diligence for implementation of the W-28-CHA: Repair and rehabilitation work for production surface water treatment plant (SWTP), tubewell (PTWs) and overhead tanks (OHTs) in Chandpur district

Table 4: Budgetary Provision for Implementation of DDR

Item Description	Unit	Rate (BDT)	Amount (BDT)
Survey and DDR Updating (if required)	LS	30,000.00	30,000
Stakeholder Consultation and Disclosure	LS	30,000.00	30,000
Grievance Redress Activities	LS	25,000.00	25,000
Subtotal			85,000
Contingency	LS	15,000.00	15,000
Total			100,000

VII. CONCLUSION

A. Summary and Conclusion

84. The DDR assessment confirmed that the proposed repair and rehabilitation work for the existing Surface Water Treatment Plant (SWTP), Production Tubewells (PTWs), and Overhead Tanks (OHTs) at Notun Bazar, Chandpur Sadar, under Package W-28-CHA will not result in any involuntary resettlement impacts.

85. The proposed interventions will be implemented within the existing operational premises currently owned and operated by Chandpur *Paurashava*. Therefore, no land acquisition, physical displacement, economic displacement, or loss of livelihood is anticipated under the proposed subproject.

86. The consultations and field verification confirmed strong stakeholder support for the proposed rehabilitation works considering the expected improvement in operational efficiency,

treatment capacity, and safe water supply services in Chandpur Sadar.

87. Temporary construction-related impacts such as dust, noise, traffic movement, and short-term access inconvenience may occur during implementation; however, these impacts are expected to be minor and manageable through implementation of appropriate mitigation measures under the Environmental Management Plan (EMP).

88. Since no involuntary resettlement impacts are anticipated, preparation of a Resettlement Plan (RP) is not required at this stage.

B. Next Steps

89. The DDR will be updated and reconfirmed during the detailed design verification and implementation stages, particularly if there are any modifications to the site layout, rehabilitation scope, or implementation arrangements.

90. In case any unforeseen land acquisition or involuntary resettlement impacts are identified during implementation, further assessment will be carried out in accordance with the SPS 2009 and safeguard requirements of the Government of Bangladesh and the Asian Development Bank (ADB).

91. Additional stakeholder consultations, information disclosure activities, and safeguard monitoring will continue throughout the implementation period to ensure effective community participation and safeguard compliance.

Appendix 1: Minutes of Focus Group Discussions (FGDs) Public Consultations

Consultation Meeting - 01						
Municipality/Pouroshova	Chadpur			District	Chadpur	
Meeting Venue	Biponibag Bazar (IRP)					
Time	11.30 AM			Date	11.04.2026	
Participants	Male	20	Female	00	Total	20

Consultation Meeting Feedback:

- Community people reported that they are not receiving adequate water supply on a 24/7 basis, which is causing difficulties in meeting their daily household needs.
- Participants raised serious concerns regarding the quality of supplied water, mentioning contamination issues such as arsenic and other impurities, which pose potential health risks.
- It was highlighted that due to pipe leakages and system inefficiencies, many households are receiving dirty and unsafe water, especially during certain periods.
- The community also noted that the water flow velocity is very low, making it difficult to collect sufficient water within a reasonable time.
- Existing water supply pipelines were described as fragile, outdated, and not sustainable for long-term service delivery, requiring urgent improvement.
- Several participants mentioned that they have applied for new water connections but have not yet received the service, leading to dissatisfaction among applicants.
- There is a general lack of awareness among community members regarding proper sewerage systems and improved sanitation practices, indicating the need for awareness programs.
- Despite existing challenges, the community expressed that they are willing to tolerate temporary disturbances during project implementation for the greater long-term benefits.
- It was identified that many squatters will be adversely affected during construction, particularly through temporary loss of their livelihood opportunities, which requires careful consideration.
- Local residents showed a strong interest in participating in construction-related work and expect employment opportunities based on their skills and project requirements.

Consultation Meeting Picture



Consultation Meeting - 02							
Municipality/Pouroshova	Chadpur			District	Chadpur		
Meeting Venue	Notun Bazar, Treatment plant gate						
Time	12.30 PM			Date	11.04.2026		
Participants	Male	21	Female	00	Total	21	

Consultation Meeting Feedback:

- Community people reported that they have to store water in advance due to uncertainty of supply, which sometimes leads to hygiene concerns.
- Community members expressed dissatisfaction with the overall service reliability and consistency of the water supply system.
- It was mentioned that seasonal variations further reduce water availability, especially during dry periods.
- The community suggested that user feedback should be considered in future planning and system improvements.
- Concerns were expressed about the safety of the supplied water, with community members suspecting the presence of harmful elements such as arsenic and other pollutants.
- Many attendees shared that water often becomes turbid or dirty, which they believe is caused by leakages and poor condition of the distribution system.
- The existing pipeline network was considered old and vulnerable to frequent damage, indicating a need for modernization and stronger infrastructure.
- The discussion revealed that there is limited knowledge about improved sanitation systems and proper waste management practices among the community members.
- Even with these challenges, participants conveyed their support for the project and readiness to accept temporary inconveniences during construction for long-term improvements.
- It was noted that squatter and small vendors might face temporary disruption to their income sources due to construction activities in certain areas.
- Local people expressed their expectation that employment opportunities generated by the project should prioritize nearby residents wherever possible.
- There were also concerns that construction activities may create short-term traffic congestion and difficulties in local movement, particularly in busy areas and they will accept it.

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Consultation Meeting Picture



Consultation Meeting - 03							
Municipality/Pouroshova	Chadpur			District	Chadpur		
Meeting Venue	Foridganj Road, Beside the Passport office, Ayesha Store						
Time	01.30 PM			Date	11.04.2026		
Participants	Male	15	Female	00	Total	15	

Consultation Meeting Feedback:

- Concerns were expressed about the safety of the supplied water, with community members suspecting the presence of harmful elements such as arsenic and other pollutants.
- Many attendees shared that water often becomes turbid or dirty, which they believe is caused by leakages and poor condition of the distribution system.
- The community suggested that user feedback should be considered in future planning and system improvements.
- The existing pipeline network was considered old and vulnerable to frequent damage, indicating a need for modernization and stronger infrastructure.
- The discussion revealed that there is limited knowledge about improved sanitation systems and proper waste management practices among the community members.
- Even with these challenges, participants conveyed their support for the project and readiness to accept temporary inconveniences during construction for long-term improvements.
- It was noted that squatter and small vendors might face temporary disruption to their income sources due to construction activities in certain areas.
- Local people expressed their expectation that employment opportunities generated by the project should prioritize nearby residents wherever possible.
- There were also concerns that construction activities may create short-term traffic congestion and difficulties in local movement, particularly in busy areas and they will accept it.

Consultation Meeting Picture



Consultation Meeting - 04							
Municipality/Pouroshova	Chadpur			District	Chadpur		
Meeting Venue	Puran Bazar Bridge, Al Modina Store						
Time	2.30 PM			Date	11.04.2026		
Participants	Male	15	Female	00	Total	15	

Consultation Meeting Feedback:

- Community members reported that the existing water supply is inadequate to meet daily household demand, and continuous service is not maintained.
-
- Participants expressed concern that the supplied water may be contaminated with harmful substances such as arsenic and other impurities, posing potential health risks.
- It was highlighted that water often appears dirty or turbid, particularly due to leakage in pipelines and poor system maintenance.
- Some users reported that the water contains a high level of iron, resulting in reddish color, unpleasant taste, and staining of utensils and clothes.
- The existing pipeline system was described as weak, outdated, and prone to frequent damage, affecting the reliability and sustainability of water supply services.
- The discussion revealed that there is limited knowledge about improved sanitation systems and proper waste management practices among the community members.
- Even with these challenges, participants conveyed their support for the project and readiness to accept temporary inconveniences during construction for long-term improvements.
- It was noted that squatter and small vendors might face temporary disruption to their income sources due to construction activities in certain areas.
- Local people expressed their expectation that employment opportunities generated by the project should prioritize nearby residents wherever possible.
- There were also concerns that construction activities may create short-term traffic congestion and difficulties in local movement, particularly in busy areas and they will accept it.

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Name of the Municipality: চাঁদপুর পৌরসভা, চাঁদপুর

Name of the Scheme/Package: OHT/PTW/Reservoir/Pipe distribution network/BS

Location: पुस्तक बाजार, बिराज अर्वा, पुस्तक बाजार, काठमाडौं

Venue: ଡାକ୍ତର ମହାପାତ୍ର ଗୋପାଳ ଚନ୍ଦ୍ର

Date: 22-08-2024

List of the Participants

[illegible]

Consultation Meeting Picture



Consultation Meeting - 05

Municipality/Pouroshova	Chadpur			District	Chadpur	
Meeting Venue	Lokkhipur, West /side of Ashrayan Project/ Nodir par					
Time	04.00 PM			Date	11.04.2026	
Participants	Male	18	Female	00	Total	18

Consultation Meeting Feedback:

- Community members expressed their willingness to support the government's land acquisition process for the Water Treatment Plant, acknowledging its importance for public benefit.
- They indicated that they are interested in participating in construction-related employment opportunities, depending on their skills and qualifications.
- The affected landowners emphasized the need for fair and proper compensation in accordance with government rules and regulations.
- Participants also requested consideration of additional benefits or assistance for the acquired land, in line with existing resettlement policies.
- Overall, the community showed a positive attitude toward the project and appreciated the planned development initiative, recognizing its long-term benefits for safe water supply.
- Even with these challenges, participants conveyed their support for the project and readiness to accept temporary inconveniences during construction for long-term improvements.
- Local people expressed their expectation that employment opportunities generated by the project should prioritize nearby residents wherever possible.

