

Land Acquisition and Resettlement Due Diligence Report

PUBLIC

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Bangladesh: Cluster Towns Water Supply and Sanitation Project

Construction of Sanitation Facilities (H/H Twin-pit Latrines and Public Toilets) in Hajiganj and Gopalpur *Paurashava*

Package: W-40-CHA & W-41-NAT

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
GIS	–	Geographic Information System
GRM	–	Grievance Redress Mechanism
IEE	–	Initial Environmental Examination
ILO	–	International Labour Organization
IPP	–	Indigenous Peoples Plan
KII	–	Key Informant Interview
LGD	–	Local Government Division
LGED	–	Local Government Engineering Department
MDG	–	Millennium Development Goal
NRW	–	Non-Revenue Water
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
PPTA	–	Project Preparatory Technical Assistance
RF	–	Resettlement Framework
RP	–	Resettlement Plan
SDG	–	Sustainable Development Goal
SIA	–	Social Impact Assessment
SPS	–	Safeguard Policy Statement
SWM	–	Solid Waste Management
TMRESC	–	Tribes, Minor Races, Ethnic Sects and Communities
WASH	–	Water, Sanitation and Hygiene
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. The project will integrate water production tubewell, repair, retrofitting, treatment, storage, and transmission systems to ensure reliable 24/7 water supply with adequate pressure and compliance with national water quality standards. The project also focusses on rehabilitation of distribution networks, reduction of Non-Revenue Water (NRW), metering, SCADA systems, GIS-based asset management, and improvement of billing systems, and stimulate construction of intake facilities, water treatment plants, and transmission pipelines. The project also includes refurbishment of existing groundwater facilities, a new water supply system in Gopalpur, and potential SWM and FSM interventions.

5. The proposed subprojects include the construction of household (H/H) twin pit latrines for vulnerable households and public/community toilets in the respective Paurashavas. These interventions are expected to enhance sanitation coverage, promote hygienic practices, and improve public health and environmental conditions within the project areas. Beneficiary selection will prioritize vulnerable households, including low-income and below-poverty-level households,

women-headed households, persons with disabilities, and elderly-headed households, ensuring inclusive and equitable access to improved sanitation facilities.

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

- (i) W-40-CHA: Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets) in Hajiganj *Paurashava*, Chandpur; and
- (ii) W-41-NAT: Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets) in Gopalpur *Paurashava*, Natore

II. PROJECT DESCRIPTION

A. About the Project Area

8. Under the Cluster Towns Water Supply and Sanitation Project (Phase-I), construction of sanitation facilities is proposed under 2 contract packages in the selected project areas. The proposed works include construction of household (H/H) twin pit latrines and public toilets in Hajiganj *Paurashava* and Gopalpur *Paurashava* to improve sanitation coverage, promote hygienic practices, and enhance access to safe and sustainable sanitation facilities for the local communities. The proposed sanitation facilities are intended to improve environmental health conditions, reduce open defecation and sanitation-related risks, and strengthen overall public health and hygiene services within the project areas.

9. The proposed H/H twin pit latrines and Public Toilets will be implemented under the following contract packages:

- (i) Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets) in Hajiganj *Paurashava*, Chandpur
- (ii) Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets) in Gopalpur *Paurashava*, Natore

10. The proposed sanitation facilities are intended to improve sanitation coverage, promote hygienic practices, and enhance access to safe and sustainable sanitation services within the project areas. All household (H/H) twin pit latrines and public toilets will be designed and constructed in accordance with relevant engineering, public health, environmental, and safety standards to ensure sustainable, hygienic, and efficient operation. The primary objective of this exercise is to prepare a Due Diligence Report (DDR) for contract packages where no land acquisition or resettlement impacts are identified, and to prepare a Resettlement Plan (RP) for packages where such impacts are present.

B. Sanitation Support Concept for Vulnerable Households and Community Users:

11. The proposed works include the construction of 800 household (H/H) twin pit latrines in Hajiganj Paurashava and 400 household (H/H) twin pit latrines in Gopalpur Paurashava, primarily targeting vulnerable and underserved households within the project areas. Beneficiary households will be selected based on established vulnerability criteria, including low-income and below-poverty-level households, women-headed households, households with persons with disabilities, and elderly-headed households, to ensure inclusive and equitable access to improved sanitation facilities.

12. In addition, 2 public/community toilets will be constructed in each Paurashava to provide safe, accessible, and hygienic sanitation services for the wider community, particularly in areas with limited sanitation infrastructure and high public usage demand. These interventions are expected to improve public health and hygiene conditions, reduce environmental contamination, and contribute to enhanced sanitation coverage and living standards within the project areas.

13. The DDR will be further updated and reconfirmed following the completion of the final detailed design and based on the results of the Detailed Measurement Survey (DMS). The draft DDR will be reviewed and disclosed on the websites of DPHE, LGRD, and ADB.

C. Location of the Project Demographic Profile of the Project Area

14. According to the BBS report and *Paurashava* website **Table 1** presents a comparative overview of the demographic characteristics and access to basic urban services in Chandpur *Paurashava* and Gopalpur *Paurashava* based on the Population and Housing Census 2022. The indicators include population, household characteristics, literacy, drinking water, sanitation, and electricity, providing an overall picture of socio-economic conditions in the two municipalities.

1. Population and Household Characteristics

15. The two municipalities together cover an area of 36.63 square kilometers and contain 54,693 households with a total population of 226,015. Chandpur *Paurashava* is considerably larger than Gopalpur *Paurashava*, accounting for 203,451 people (90.0%) and 48,494 households, while Gopalpur accommodates only 22,564 people (10.0%) in 6,199 households.

16. The average household size for the combined study area is 3.83 persons, ranging from 4.06 persons in Chandpur to 3.60 persons in Gopalpur. The smaller household size in Gopalpur may reflect differences in demographic composition, migration patterns, or socio-economic characteristics.

2. Population Density

17. The combined population density is 5,395 persons per square kilometer. However, there is a substantial difference between the two municipalities. Chandpur Paurashava has a high population density of 9,248 persons/km², reflecting a densely built urban environment with greater demand for housing, infrastructure, and public services. In contrast, Gopalpur Paurashava has a much lower density of 1,542 persons/km², indicating a relatively dispersed settlement pattern and lower urban concentration.

3. Gender Composition

18. The combined population consists of 111,204 males, 114,794 females, and 17 Hijra individuals. Females slightly outnumber males in both municipalities, particularly in Gopalpur. The reported sex ratio for Gopalpur is 94.07 males per 100 females, while the corresponding value for Chandpur is not provided in the table. Overall, the population distribution indicates a balanced gender composition with a slight predominance of females.

4. Literacy

19. The overall literacy rate among persons aged seven years and above is 80.55%, indicating relatively good educational attainment. Chandpur Paurashava records a higher literacy rate (83.15%) than Gopalpur Paurashava (77.95%), suggesting better educational outcomes in Chandpur.

20. Male literacy (81.01%) exceeds female literacy (80.08%) overall, although the gender gap remains relatively small. In both municipalities, female literacy is slightly lower than male literacy, indicating continued opportunities to strengthen female education and lifelong learning initiatives.

5. Drinking Water Sources

21. All households in both municipalities have access to improved drinking water sources, demonstrating universal basic drinking water coverage.

22. The primary source of drinking water is deep or shallow tube-wells, used by 83.19% of households overall. Dependence on tube-wells is particularly high in Gopalpur (95.99%), whereas Chandpur (70.38%) exhibits a more diversified water supply.

23. Only 15.39% of households rely on tap or piped water, with significant variation between municipalities. Chandpur has substantially better piped water coverage (26.77%) than Gopalpur (4.01%), indicating that piped water infrastructure in Gopalpur remains underdeveloped. Minor proportions of households in Chandpur also use bottled water, wells, and surface water sources, while these sources are virtually absent in Gopalpur.

6. Sanitation Facilities

24. All households have access to some form of sanitation facility; however, the quality of sanitation varies considerably between the two municipalities.

25. Overall, 57.53% of households use safe sanitation systems with flushing or pouring water. Chandpur Paurashava performs substantially better, with 73.86% of households using safely managed sanitation, compared with only 41.19% in Gopalpur Paurashava.

26. Gopalpur records a much higher dependence on improved pit latrines (37.84%), pit latrines without slabs (9.47%), and raw or hanging latrines (6.20%), indicating comparatively poorer sanitation conditions. Unsafe flushing systems account for 8.26% of households overall, with Chandpur recording a higher proportion (11.43%) than Gopalpur (5.09%).

27. Open defecation is nearly eliminated in both municipalities, accounting for only 0.19% of households, reflecting significant progress in sanitation coverage.

7. Electricity Access

28. Electricity coverage is nearly universal across both municipalities. Overall, 99.65% of households have access to electricity, with coverage reaching 99.73% in Chandpur and 99.56%

in Gopalpur. These figures indicate that electricity access is no longer a significant development challenge in either municipality.

Table 1: Demographic Information At A Glance

Indicator	Chandpur Paurashava	Gopalpur Paurashava	Total
Area in Square Kilometer	22.00	14.63	36.63
Number of Households	48,494	6,199	54,693
Number of Population	203,451	22,564	226,015
Male	100,268	10,936	111,204
Female	103,168	11,626	114,794
Hijra	15	2	17
Household Size (General HH)	4.06	3.60	3.83
Population Density Per Square Kilometer	9,248	1,542	5,395
Sex Ratio		94.07	94.07
Literacy Rate (7 Years and above) %	83.15	77.95	80.55
Male	83.62	78.40	81.01
Female	82.67	77.49	80.08
Main Source of Drinking Water (%)	100.00	100.00	100.00
Tap/Pipe (Supply)	26.77	4.01	15.39
Tube-well (Deep/Shallow)	70.38	95.99	83.19
Bottled/Jar Water	0.29	-	0.15
Well	0.05	-	0.03
Pond/River	2.48	-	1.24
Others	0.03	-	0.02
Toilet Facilities (General HH) (%)	100.00	100.00	100.00
Safe Disposal with Flushing/ Pouring Water	73.86	41.19	57.53
Unsafe Disposal with Flushing/Pouring Water	11.43	5.09	8.26
Pit Latrine with Slab/Ventilated Improved Latrine/ Composting Latrine	12.10	37.84	24.97
Pit Latrine without Slab/Open Pit	1.73	9.47	5.60
Raw/Open/Hanging Latrine (Permanent/ Temporary)	0.71	6.20	3.46
Open Defecation/No Latrine Available	0.17	0.21	0.19
Main Source of Electricity General HH) (%)	99.73	99.56	99.65

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

29. The potential impacts related to land acquisition and involuntary resettlement were assessed through field visits, stakeholder consultations, review of land ownership records, and site verification conducted during the due diligence assessment. The assessment confirmed that all proposed project interventions under the relevant packages will be implemented within the existing premises owned and controlled by the respective City Corporation and Paurashavas. Therefore, no permanent or temporary land acquisition will be required for the implementation of the proposed constructions.

30. The proposed subprojects mainly include the construction of household (H/H) twin pit latrines and public toilets within existing government-owned or Paurashava-owned lands under the jurisdiction of the respective local authorities. The identified sites are free from residential settlements, commercial establishments, informal occupants, encroachers, or livelihood-dependent activities. As a result, the project is not expected to cause any physical displacement, economic displacement, loss of shelter, loss of income sources, or restriction of access to assets and resources.

31. During the field verification, it was also confirmed that the selected sites are currently being used for public utility purposes and remain under the ownership and ownership of the related City Corporation and Paurashavas. Since all civil works will be confined within the existing government-owned premises, no impacts on private land, agricultural land, structures, trees, businesses, or community properties are anticipated. Similarly, no temporary impacts related to construction camps, material storage, or access restrictions are envisaged outside the designated project boundaries.

32. Accordingly, the proposed packages are categorized as having no involuntary resettlement impacts, and preparation of a Resettlement Plan (RP) is not required at this stage. However, the project implementing agency will ensure that all construction activities remain within the approved boundaries of the designated sites throughout implementation. In the event of any design changes or additional land requirements during detailed design or construction stages, further assessment will be carried out in accordance with the applicable safeguard requirements of the Government of Bangladesh and the Asian Development Bank (ADB).

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

Name of the Package	Description of the Components	Land Ownership	Resettlement Impact
W-40-CHA	Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets)	Hajiganj Paurashava, Chandpur	The proposed construction of sanitation facilities will be implemented within existing land owned by the respective Paurashavas/local authorities. No land acquisition, displacement, or involuntary resettlement impacts are anticipated.
W-41-NAT	Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets)	Gopalpur Paurashava	The proposed construction of sanitation facilities will be implemented within existing land owned by the respective Paurashavas/local authorities. No land acquisition, displacement, or involuntary resettlement impacts are anticipated.

33. This Due Diligence Review (DDR) report presents the findings of the safeguard assessment related to land ownership and involuntary resettlement, including site verification results, relevant documentation, records of stakeholder consultations, and photographic evidence collected during the field survey.

34. The DDR will be further updated and reconfirmed following completion of the final detailed design and based on the findings of the Detailed Measurement Survey (DMS), if required. The draft DDR report will be reviewed and subsequently disclosed through the websites of the Department of Public Health Engineering (DPHE), Local Government Division (LGD), and the Asian Development Bank (ADB) in accordance with applicable disclosure requirements

B. Impacts on Indigenous Peoples

35. 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.

36. 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 City Corporation and Paurashavas, and no encroachment into areas inhabited or used by TMRESC communities is anticipated. 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.

37. 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 the Field Work

38. 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 and City Corporation, DPHE and officials from relevant government agencies.

39. 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.

40. 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.

41. 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.

42. 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

43. 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.

44. A total of 41 consultation meetings and stakeholder interactions were conducted across the project areas, including 4 consultations in the Hajiganj Pourashava and 4 consultations in the Gopalpur Pourashava. Consultations were held with local government representatives, City Corporation and Paurashava, DHPE, community members, educational institutions, religious leaders, business groups, and other relevant stakeholders from the surrounding project areas.

45. 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.

46. 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.

47. 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.

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

Table 3: Summary of Public Consultations

Sl.	Questions/Issues Raised by Stakeholders	Responses/Remarks
01	What are the proposed activities under the project?	The project includes construction of household (H/H) twin pit latrines for vulnerable households and public/community toilets in the selected Paurashavas.
02	What are the expected benefits of the project?	The project will improve access to safe, hygienic, and sustainable sanitation facilities, enhance sanitation coverage, and contribute to better public health, hygiene practices, and environmental conditions in the project areas.
03	Will the project ensure continuous water supply services?	Yes. The provision of household latrines and community toilets is designed to improve sanitation access, reduce open defecation, and enhance overall hygiene conditions in the project areas.
04	Will any land acquisition or resettlement be required for OHT construction?	No land acquisition or involuntary resettlement impacts are anticipated, as all proposed facilities will be constructed within existing government-owned land under the City Corporation and Paurashavas.
05	Who will implement and manage the project facilities?	The Department of Public Health Engineering (DPHE), in coordination with the respective City Corporation and Paurashavas, will implement the project and support operation and maintenance 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 skill levels.
07	Will construction activities create environmental disturbances?	Temporary impacts such as dust, noise, traffic disruption, and access constraints may occur during construction. Appropriate mitigation measures will be implemented through the Environmental Management Plan (EMP).
08	How will the project improve system management and efficiency?	The project includes NRW reduction measures, metering systems, SCADA systems, GIS-based asset management, and improvement of billing and operational systems to enhance overall efficiency and sustainability.
09	Will existing water supply facilities also be improved?	Yes. The project includes repair, retrofitting, and refurbishment of existing groundwater facilities and associated infrastructure.
10	Are there any additional sanitation-related interventions under the project?	Selected interventions related to Solid Waste Management (SWM) and Fecal Sludge Management (FSM), Twin-pit latrine may also be incorporated where applicable.

C. Focus Group Discussions

49. 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.

50. The FGDs and consultation meetings mainly focused on the following issues:

- (i) Existing condition of water supply services and community needs;

- (ii) Expected benefits from construction of OHTs and improvement of water supply systems;
- (iii) Reliability of water supply, pressure improvement, and service coverage;
- (iv) Rehabilitation and modernization of existing water supply infrastructure;
- (v) Reduction of Non-Revenue Water (NRW) and operational efficiency improvement;
- (vi) Employment opportunities for local labor during construction;
- (vii) Temporary construction-related impacts such as dust, noise, traffic disturbance, and access constraints,
- (viii) Environmental and social safeguard measures during implementation;
- (ix) Roles and responsibilities of DPHE, Paurashava and City Corporation, local authorities, contractors, and communities; and
- (x) Community participation and support for successful implementation and maintenance of the proposed facilities.

D. Summary of Discussions

51. The participants expressed strong support for the proposed project interventions and emphasized the urgent need for improved and reliable water supply services in the project towns. Community members highlighted existing challenges such as inadequate water pressure, irregular supply, aging infrastructure, and increasing demand for safe drinking water.

52. The stakeholders appreciated the proposed construction of twin-pit la supply systems, considering these interventions essential for improving public health, sanitation, and overall quality of life. Participants also welcomed the proposed rehabilitation of existing facilities, NRW reduction initiatives, and introduction of modern management systems such as SCADA and GIS-based asset management.

53. The project team informed the stakeholders that all proposed construction activities would be implemented within existing government-owned land and that no land acquisition or involuntary resettlement impacts are anticipated. Temporary construction impacts will be managed through appropriate environmental and social mitigation measures.

54. Overall, the consultations indicated a high degree of community acceptance and positive perception toward the project, and the stakeholders expressed their willingness to cooperate for successful implementation and operation of the proposed water supply facilities.

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

Figure 1: FGDs & KII with different key Stakeholders



E. Future Consultation and Disclosure

56. 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.

57. 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, and any social or environmental concerns. Feedback collected from the communities will be documented and considered for future operation and maintenance improvements.

Figure 2: Some Picture of Public Consultations





F. Findings

58. 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 respective City Corporation and Paurashavas.

59. 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.

60. The proposed project is expected to generate positive social and public health benefits through improved access to safe and reliable drinking water 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.

1. Public Toilet status:

- (i) Visited a running public toilet situated at Hajigonj balur math and this toilet is not suitable for female users. Even though the entrance of the female unit is blocked with unused furniture and materials.
- (ii) The leaseholder has employed a child to collect user fees, which is not acceptable under labor law.
- (iii) The toilet is unclean and unhygienic, making it unsuitable for use.

61. There are eight public toilets in the Paurashava area; of these, five are leased out, while three remain abandoned. Some pictures are given below:

Figure 3: Pictures of Field Visit



V. GRIEVANCE REDRESS MECHANISM

62. 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.

63. 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.

64. 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.

65. **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.

66. 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

67. 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

68. **ToR:** In case of grievances that are immediate and urgent in the perception of the complaint, 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 5-7 days 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

69. 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

70. **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 and 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

71. 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:

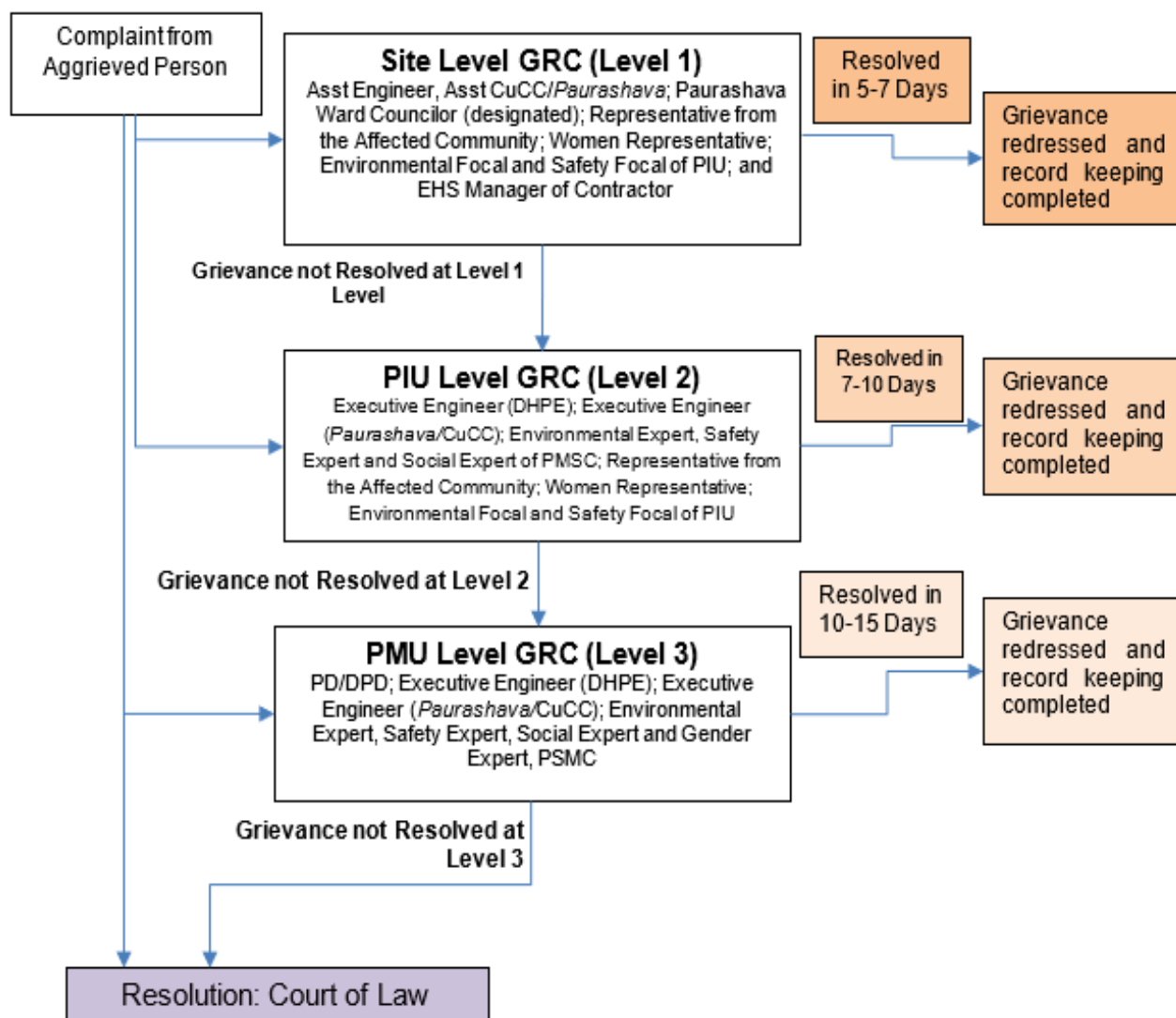
4. 3rd Level Grievance, PMU Level

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

72. **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

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

Figure 4: GRM Process



74. The GR at 1st, 2nd level and GRC at each level will be constituted by the Project Authority. Affected/aggrieved person can go for national legal resolution during any course of time.

75. 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.

76. **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.

77. **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.

78. **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.

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

80. **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

81. A budget is included in this due diligence for implementation of the following packages:

- (i) W-40-CHA: Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets) in Hajiganj *Paurashava*, Chandpur; and
- (ii) W-41-NAT: Construction of Sanitation Facilities (H/H twin pit latrines and Public Toilets) in Gopalpur *Paurashava*, Natore

Table 4: Budgetary Provision for Implementation of DDR

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

VII. CONSULTATIONS

A. Summary and Conclusion

82. The DDR assessment confirmed that the proposed construction of the project components and associated water supply infrastructure under the *Cluster Towns Water Supply and Sanitation Project Phase I* will not result in any involuntary resettlement impacts. The proposed interventions will be implemented within existing government-owned land under the jurisdiction of the respective City Corporation and *Paurashavas*, and therefore no land acquisition, physical

displacement, or economic displacement is anticipated. No person is expected to lose income, shelter, assets, or access to livelihood due to the proposed project interventions.

83. However, in the event of any unforeseen impacts, complaints, or claims arising during the construction period, an effective and accessible Grievance Redress Mechanism (GRM) has been established under the project. Appropriate mitigation measures will be implemented in accordance with the approved Environmental Management Plan (EMP) and safeguard requirements. In case any unanticipated involuntary resettlement impacts are identified during implementation, the DDR will be updated accordingly, and a Resettlement Plan (RP) will be prepared in line with the approved Resettlement Framework (RF) of the project and submitted for necessary approval prior to implementation of the affected activities.

84. Project-related information, including safeguard provisions, GRM procedures, and consultation outcomes, has been disclosed and discussed during public consultation meetings with stakeholders, local authorities, and community representatives in the project areas. During the consultations, several recommendations and suggestions were received from the stakeholders, including:

- (i) ensuring continuous involvement of local communities during project planning and implementation;
- (ii) maintaining regular coordination and communication among DPHE, City Corporation and Paurashava, local authorities, contractors, and communities;
- (iii) strengthening the grievance redress mechanism and publicizing the complaint procedures at the City Corporation and Paurashava levels; and
- (iv) giving priority to local people, including women, in employment opportunities for skilled and unskilled labor during construction activities.

85. As no involuntary resettlement impacts are anticipated under the subproject, preparation of a Resettlement Plan is not required at this stage. Therefore, this DDR has been prepared primarily for documentation and official record purposes. The report summarizes the findings of the safeguard assessment based on field visits, stakeholder consultations, relevant maps and drawings, land ownership verification, and review of project-related information and documents.

B. Next Steps

86. The DDR will be updated and reconfirmed during the detailed design verification stage by the contractor and supervising agencies, particularly if there are any modifications to site layout, facility design, or implementation arrangements. Any changes that may result in land acquisition or involuntary resettlement impacts will be reassessed in accordance with the project safeguard requirements.

87. The updated safeguard documentation, if required, will include the following:

- (i) In case any involuntary resettlement impact is identified due to design modification or site changes during design verification, a Resettlement Plan (RP) will be prepared in accordance with the approved Resettlement Framework and submitted to ADB for review and approval prior to commencement of the affected works;
- (ii) Relevant land ownership records, site maps, layout plans, and supporting documents for the proposed OHT sites and associated facilities will be incorporated in the updated DDR; and

- (iii) Additional stakeholder consultations and information disclosure activities, including Focus Group Discussions (FGDs), public meetings, community consultations, and key informant interviews, will be conducted during detailed design and implementation stages. Special emphasis will be given to participation of women, vulnerable groups, and local communities to ensure inclusive stakeholder engagement and awareness regarding the proposed water supply improvements and associated project benefits.

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Name of the Municipality: হাজীগঞ্জ পৌরসভা, চাঁদপুর

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

Location: ମଝି ହାବିଜାବାଦ, ଓଡ଼ିଶା-୭୬

Venue: ଆଦର୍ଶ କଲେଜ ଷାଓ ଡାଓ

Date: 22.08.2024

List of the Participants

[illegible]

Cluster Towns Water Supply and Sanitation Project
Focus Group Discussion/Consultation Meeting

Name of the Municipality: राधाचड-पोरानवा, ता.पुन

Name of the Scheme/Package: OHT/PTW/Reservoir/Pipe Distribution Network/Bs

Location: राष्ट्रीय गुरुकुल न/५५०, लु-

Venue: বাংলাদেশ-মহা বিপ্লবের আমনে

Date: 22.08.2024

List of the Participants

Sl. No.	Name	Sex	Designation/ Occupation	Contact Number	Signature
	শ্রী: রমতান হোসেন	পুরুষ			
	শ্রী: আবুল কালাম	।।			
	শ্রী: মরীফ	।।			
	শ্রী: সুবী সিদ্দিক	।।			
	শ্রী: মরীফুল্লাহ	।।			
	শ্রী: মাদান হুদীন	।।			
	শ্রী: শুভাশুভ রজনায়ক	।।			
	শ্রী: ইমাম হোসাইন	।।			
	শ্রী: মিজান হুদীন	।।			
	তামিম	।।			
	ইদ্রুস আলী	।।			
	নিজাম হোসদাক	।।			
	শ্রী: দিতামিস	।।			
	মাওনান হাফসান	।।			
	লেনা হুদ আলম	।।			
	আনজাম মিশ্র	।।			
	আজামুল	।।			
	কিরিরি মিশ্র	।।			
	মিনহাজ	।।			
	শ্রী: মোনাতক পাণ্ডিত	।।			
	শ্রী: আমজুল রক	।।			
	শ্রী: ফারীল মুন্সী	।।			

Hajiganj Issue	(Meeting 3 & 4) Community Feedback
Lack of piped water supply in Maijjer Bari	Participants reported that the community does not have a piped water supply system. Households rely on external water sources to meet their daily water needs.
Increased burden on women	Female participants stated that women are primarily responsible for collecting water, which requires significant time and effort and increases their daily workload.
Financial cost of accessing water	Households reported spending approximately BDT 60–80 per day on water transportation and paying a monthly fee to access water from private sources, creating an additional financial burden for low-income families.
Demand for piped water supply	Community members requested the installation of a piped water supply system in Maijjer Bari to ensure reliable, affordable, and safe access to water.
Intermittent water supply service	Participants from Talukdar Bari reported that the existing piped water supply is irregular and does not adequately meet household demand.
Poor water quality	Community members expressed concerns regarding occasional poor water quality and its potential impact on household health and well-being.
Limited response to complaints	Participants stated that water supply and quality-related complaints have been reported to Pourashava; however, no visible improvement has yet been observed.
Need for improved service delivery	Participants emphasized the need for continuous water supply, improved water quality, and effective operation and maintenance of the system.
Gender-related impacts	Female participants noted that improved access to safe and reliable water would reduce their time burden and allow greater focus on childcare, household responsibilities, and livelihood activities.



হাজীগঞ্জ পৌরসভা কার্যালয়

হাজীগঞ্জ, চাঁদপুর।

ফ্যাক্স: ০৮৪২৪-৭৫১৬৩, ফোন: ৭৫৩৬০, ৭৫৩৩৭, ৭৫০৭৩ (অফিস), ৭৫২৭৪

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নগর পরিচালন ও অবকাঠামো উন্নতিকরন (সেক্টর) প্রকল্প
০৬নং ওয়ার্ড
উঠান বৈঠকে উপস্থিত সদস্য/সদস্যগণের নাম ও স্বাক্ষরঃ

ক্র: নং	নাম	থানা প্রধানের নাম	স্বাক্ষর	মন্তব্য
০১	তানিয়া আক্তার			
০২	রুবি ব্রজ			
০৬	মহাত্মা আক্তার			
০৪	ব্রাহ্মণ্য ব্রজ			
০৫	আব্দুল ৫			
০৬	হালিমা ৫			
০৭	ব্রাহ্মণ্য ব্রজ			
০৮	লিমা আক্তার			
০৯	লাওলা			
১০	মুজা আক্তার			
১১	লিমা ৫			
১২	মহাত্মা ৫			
১৬	বুজু আক্তার			
১৪	তাহলিমা ৫			
১৫	মুজা আক্তার			



হাজীগঞ্জ পৌরসভা কার্যালয়

হাজীগঞ্জ, চাঁদপুর।

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স্থানীয় সরকার প্রকৌশল অধিদপ্তর

নগর পরিচালন ও অবকাঠামো উন্নতিকরন (সেক্টর) প্রকল্প

০৬নং ওয়ার্ড

উঠান বৈঠকে উপস্থিত সদস্য/সদস্যগণের নাম ও স্বাক্ষরঃ

ক্র: নং	নাম	খানা প্রধানের নাম	স্বাক্ষর	মন্তব্য
১৬	কাহিনা আক্তার			
১৭	শমসুন্না			
১৮	মিরিনা আক্তার			
১৯	রুবি আক্তার			
২০	জুনি			
২১	মিনু আক্তার			
২২	নাসরাত আক্তার			
২৩	তাহুত			
২৪	নাসরাত নাসরাত			
২৫	মুহাম্মদ আলী আক্তার			
২৬	আয়েজা			
২৭	মুন্সি			
২৮	কাহিন			
২৯	মো: মোহিন			
৩০	মো: বাবু			



५०॥ ७६ ॥ अ० १०॥ १०॥

হাজীগঞ্জ, চাঁদপুর।

ফোন: ০৮৪২৪-৭৫১৬৩, ফোন: ৭৫৩৬০, ৭৫৩৩৭, ৭৫০৭৩ (অফিস), ৭৫২৭৪

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স্থানীয় সরকার প্রকৌশল অধিদপ্তর

নগর পরিচালন ও অবকাঠামো উন্নতিকরন (সেক্টর) প্রকল্প

০৬নং ওয়ার্ড

উঠান বৈঠকে উপস্থিত সদস্য/সদস্যগণের নাম ও স্বাক্ষরঃ

[illegible]

Government of the People's Republic of Bangladesh
Department of Public Health Engineering (DPHE)
Cluster Towns Water Supply and Sanitation Project (CTWSSP)
Focus Group Discussion

Date : 06.05.2026

Name of Paurashava: Hazigonj, Upazila: Hazigonj, District: Chandpur

Venue : টোবাক্কান্দা মন্ডির রাস্তা, Ward # 07

Time: 12:15 pm

Total participants: 10 Male: 00 Female: 10

Attendance sheet

SL #	Name of participants	Designation/ Occupation	Mobile no.	Signature
1	সাব্বীনা আক্তার			
2	সুইচকা বেগম			
3	কল্যাণী বেগম			
4	মাহদানা আক্তার			
5	মাসুম আক্তার			
6	জামিনা বেগম			
7	নিশা আক্তার			
8	নিশা বেগম			
9	মাহদুলী আক্তার			
10	জামিনা বেগম			
11				
12				

Gopalpur Pourashava

- A community consultation meeting was conducted with local residents and stakeholders of Gopalpur Pourashava regarding the proposed water supply development project. The objective was to understand existing water access conditions, identify key environmental and social issues, and gather stakeholder feedback on the proposed intervention.
- Gopalpur Pourashava currently has no formal piped water supply system. Households primarily depend on tube wells, ponds, and other informal water sources. Community members reported that the absence of a structured water supply system creates significant daily hardship in accessing safe and adequate drinking water.
- Residents noted that water collection is time-consuming and physically demanding, particularly for women and girls, who are primarily responsible for household water collection. During dry seasons, water availability further decreases, significantly increasing the burden on households.
- Participants expressed concern that reliance on unsafe and informal water sources poses significant health risks, including water-borne diseases and poor sanitation conditions. The lack of piped water supply also limits proper hygiene practices and negatively affects overall public health.
- Community members emphasized the urgent need for the establishment of a safe, reliable, and sustainable piped water supply system within the Pourashava. They strongly requested that the proposed project ensure year-round access to safe drinking water for all households without discrimination.
- Participants highlighted the importance of designing a system capable of meeting both current demand and future population growth. Special attention was requested for low-income and vulnerable households to ensure inclusive and equitable access.
- Community members expressed strong support for the proposed project and confirmed their willingness to cooperate during planning, construction, and operational phases. They expect fair distribution of water connections across all wards once the system is developed.
- The importance of proper operation and maintenance arrangements was strongly emphasized to ensure long-term sustainability of the system. Residents recommended establishing a responsive mechanism for addressing leakage, service disruptions, and operational complaints after implementation.
- Participants also suggested inclusion of awareness programs on safe water use, hygiene practices, and water conservation once the system is operational.
- The establishment of a transparent and effective Grievance Redress Mechanism (GRM) was strongly recommended to ensure timely complaint resolution and community feedback management. Participants further emphasized the need for transparency, accountability, and regular communication between Pourashava authorities and residents throughout project implementation.

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Name of the Municipality: धनकुटा नगरपालिका

Name of the Scheme/Package: OHT/PTW/Reservoir/Pipe distribution network/B.S

Location: अर्दिवाडी, धनकुटा नगरपालिका

Venue: अर्दिवाडी (धनकुटा नगरपालिका) Date: २५/८/२०७६

List of the Participants

Sl. No.	Name	Sex	Designation/ Occupation	Contact Number	Signature
०१.	बिष्णु बस्नेत	पुरुष			
०२.	धनकुटा बस्नेत	॥			
०३.	श्री. नरसिंह	॥			
०४.	श्री. नरसिंह	॥			
०५.	श्री. धनकुटा	॥			
०६.	श्री. नरसिंह	॥			
०७.	श्री. धनकुटा	॥			
०८.	श्री. धनकुटा	॥			
०९.	श्री. धनकुटा	॥			
१०.	श्री. धनकुटा	॥			
११.	श्री. धनकुटा	॥			
१२.	श्री. धनकुटा	॥			
१३.	श्री. धनकुटा	॥			
१४.	श्री. धनकुटा	॥			
१५.	श्री. धनकुटा	॥			
१६.	श्री. धनकुटा	॥			
१७.	श्री. धनकुटा	॥			
१८.	श्री. धनकुटा	॥			
१९.	श्री. धनकुटा	॥			
२०.	श्री. धनकुटा	॥			
२१.	श्री. धनकुटा	॥			
२२.	श्री. धनकुटा	॥			
२३.	श्री. धनकुटा	॥			
२४.	श्री. धनकुटा	॥			
२५.	श्री. धनकुटा	॥			
२६.	श्री. धनकुटा	॥			
२७.	श्री. धनकुटा	॥			
२८.	श्री. धनकुटा	॥			
२९.	श्री. धनकुटा	॥			
३०.	श्री. धनकुटा	॥			

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Name of the Municipality: গোপালগঞ্জ পৌরসভা, নাটোর
 Name of the Schema/Package: CHT/PTW/Reservoir/Pipe Distribution network/BS
 Location: গোপালগঞ্জ বাজার
 Venue: গোপালগঞ্জ সরকারি প্রাথমিক বিদ্যালয় Date: ২৬/৪/২৩

List of the Participants

Sl. No.	Name	Sex	Designation/ Occupation	Contact Number	Signature
০১	শ্রী: ফিরোজ খান	♂			
০২	শ্রী: আবু বক্কর	♂			
০৩	শ্রী: জিয়াউল হাশেম	♂			
০৪	শ্রী: আবু হান্না	♂			
০৫	শ্রী: আবু হান্না	♂			
০৬	শ্রী: আবু হান্না	♂			
০৭	শ্রী: আবু হান্না	♂			
০৮	শ্রী: আবু হান্না	♂			
০৯	শ্রী: আবু হান্না	♂			
১০	শ্রী: আবু হান্না	♂			
১১	শ্রী: আবু হান্না	♂			
১২	শ্রী: আবু হান্না	♂			
১৩	শ্রী: আবু হান্না	♂			
১৪	শ্রী: আবু হান্না	♂			
১৫	শ্রী: আবু হান্না	♂			
১৬	শ্রী: আবু হান্না	♂			
১৭	শ্রী: আবু হান্না	♂			
১৮	শ্রী: আবু হান্না	♂			
১৯	শ্রী: আবু হান্না	♂			
২০	শ্রী: আবু হান্না	♂			
২১	শ্রী: আবু হান্না	♂			
২২	শ্রী: আবু হান্না	♂			
২৩	শ্রী: আবু হান্না	♂			
২৪	শ্রী: আবু হান্না	♂			
২৫	শ্রী: আবু হান্না	♂			
২৬	শ্রী: আবু হান্না	♂			
২৭	শ্রী: আবু হান্না	♂			
২৮	শ্রী: আবু হান্না	♂			
২৯	শ্রী: আবু হান্না	♂			
৩০	শ্রী: আবু হান্না	♂			

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Name of the Municipality: अमरापुर (पोखरा)

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

Location: विष्णुनाथपुर, उमाउ नदी

Venue: विष्णुनाथपुर सरकारी प्राथमिक विद्यालय Date: २४/१२/२५

List of the Participants

Sl. No.	Name	Sex	Designation/ Occupation	Contact Number	Signature
१	शशि कुमारी	F			
२	कुलकुमारी	F			
३	नामिका	F			
४	लक्ष्मी	F			
५	जति	F			
६	आविना	F			
७	सुखलक्ष्मी	F			
८	प्रोडुवा	F			
९	सालिना	F			
१०	कारमिन मूलज	F			
११	सीमा	F			
१२	सुष्मा	F			
१३	देवि कुमारी	F			
१४	उमेश्वरनाथ मूलज	F			
१५	देवि कुमारी मूलज	F			
१६	बालाकुमारी मूलज	F			
१७	प्रोडुवा	F			
१८	सुष्मा	F			
१९	कुमारी	F			
२०	सुष्मा	F			
२१	सुष्मा	F			
२२	सुष्मा	F			

Cluster Towns Water Supply and Sanitation Project

Focus Group Discussion/Consultation Meeting

Name of the Municipality: ভাটপাড়া পৌরসভা
 Name of the Scheme/Package: HT/PTW/Reservoir/Pipe distribution network/B
 Location: ভাটপাড়া, ওয়ার্ড নং-৬
 Venue: বিদ্যালয় খুঁসু সড়কী প্রাথমিক বিদ্যালয় Date: 26/8/26

List of the Participants

Sl. No.	Name	Sex	Designation/ Occupation	Contact Number	Signature
৪০	জিতলী	F			
৪১	দাওরী	F			
৪২	নেত্রিকা	F			
৪৩	লক্ষ্মী নাথরিন	F			
৪৪	কোতলা	F			
৪৫	লুটি	F			
৪৬	জিহা	F			
৪৭	নাজনীন খাতুন	F			
৪৮	ইতি	F			
৪৯	বিদ্যা	F			
৫০	আফতাবা	F			
৫১	নিয়তি বানী দাস	F			
৫২	অরিনা	F			
৫৩	নৈলা কানী	F			
৫৪	মোনিয়া খাতুন	F			
৫৫	প্রীতি সাকতা	F			
৫৬	রুমা	F			
৫৭	বীণা হান্না	F			

Cluster Towns Water Supply and Sanitation Project
Focus Group Discussion/Consultation Meeting

Name of the Municipality: ଜୋରହନପୁର ମନିସିପାଲିଟି, ବାଲିଆ

Name of the Scheme/Package: OHT/PTW/Reservoir - Pipeline distribution reference (A2)

Location: इरिगाडी, गुल्मी जे-७

Venue: 3rd Floor, NRI, Bangalore

Date: 21/9/2020

List of the Participants

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