Ministry of Local Government, Rural Development
and Co-operatives (LGD Division)

Water Supply and Sewerage Authority

PROJECT MANAGEMENT CONSULTANT (PMC) SERVICES FOR EXPANDED DHAKA WATER SUPPLY RESILIENT PROJECT (EDWSRP)

RESETTLEMENT POLICY FRAMEWORK AND GRIEVANCE REDRESS MECHANISM

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1 BACKGROUND

Dhaka Water Supply and Sewerage Authority (DWASA) is the mandated utility responsible for providing piped potable water to the residents of Dhaka City and its surrounding areas. In line with its long-term vision, DWASA is progressively shifting from groundwater abstraction to greater utilization of surface water sources to meet the growing water demand of the capital. This strategic transition aims to safeguard the environment, reduce aquifer depletion, and enhance the overall reliability and sustainability of Dhaka's water supply system.

The Padma North-West Sector, covering a command area of approximately 50.9 square kilometers, is one of the designated supply zones to be served by treated surface water from the Padma (Jashaldia) Water Treatment Plant (WTP). This sector encompasses significant portions of the old city as well as Dhanmondi, Mohammadpur, Bosila, Hazaribag, Dhaka Uddyan, and parts of Mirpur. Although the first phase of the Padma (Jashaldia) WTP, with a treatment capacity of 450 MLD, is currently operational, the existing distribution infrastructure within the command area remains insufficient and continues to deteriorate. To address this, a feasibility study conducted in 2015 proposed several additional transmission and distribution pipelines, supplementary to the primary mains, to ensure effective connectivity with surface water injection points serving the District Metered Areas (DMAs). The proposed pipeline network has an estimated total length of about 40 km, including more than 12 km of large-diameter pipelines (1000 mm and above). Implementation of this infrastructure will facilitate a safe and reliable surface water supply to the Padma North-West Sector and significantly reduce dependence on groundwater resources. In parallel, DWASA resolved to introduce DMA-based water distribution systems in Nabinagar Housing, Dhaka Uddyan, Chandrima, Hazaribag, and Bosila, which is expected to require the construction of approximately 120 km of additional pipelines.

In May 2016, the Ministry of Local Government Division (LGD) approved the incorporation of 16 unions like Harirampur, Uttarkhan, Dakshinkhan, Badda, Beraid, Bhatara, Satarkul, Dumni, Nasirabad, Dakshingaon, Demra, Manda, Sarulia, Matuail, Dania, and Shyampur into the jurisdiction of the two Dhaka City Corporations. This decision was endorsed at a meeting of the National Implementation Committee for Administrative Reforms (NICAR), chaired by the Honorable Prime Minister Sheikh Hasina. As a result, an additional area of 178.75 square kilometers was integrated into the city corporations, of which 114.58 square kilometers were added to DNCC and 64.17 square kilometers to DSCC. At present, DWASA provides water supply services to limited portions of these newly incorporated areas. In compliance with the government directive, DWASA has undertaken initiatives to extend full water supply coverage across these areas through the implementation of DMA-based distribution systems. Accordingly, a feasibility study conducted in 2018 recommended the construction of at least 71 new production tubewells, supplemented by surface water sources, along with approximately 1,455 km of new pipelines designed under the DMA framework, in alignment with the Dhaka Water Supply Master Plan.

Furthermore, in April 2023, DWASA carried out an additional study focusing on the replacement and rehabilitation of existing asbestos cement (AC) pipelines of 300 mm diameter and above within MODS Zones 1, 2, 3, and 6. Based on the alignment of the existing AC pipelines and the proximity of surface water injection points, approximately 60 km of AC pipelines were identified for replacement or rehabilitation using HDPE pipes to improve system performance, durability, and water quality.

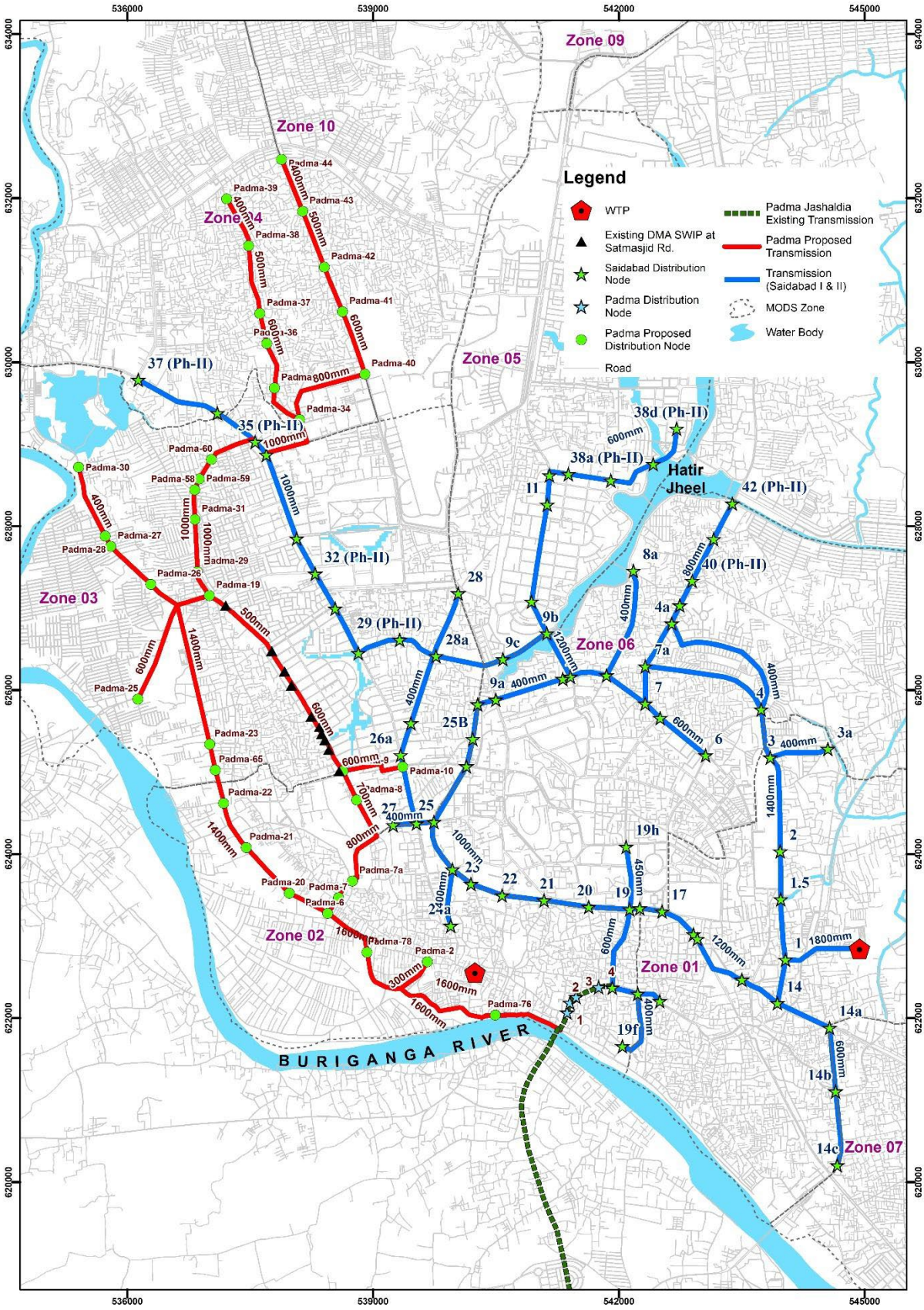


Figure 1: Proposed Padma Transmission and Distribution Network

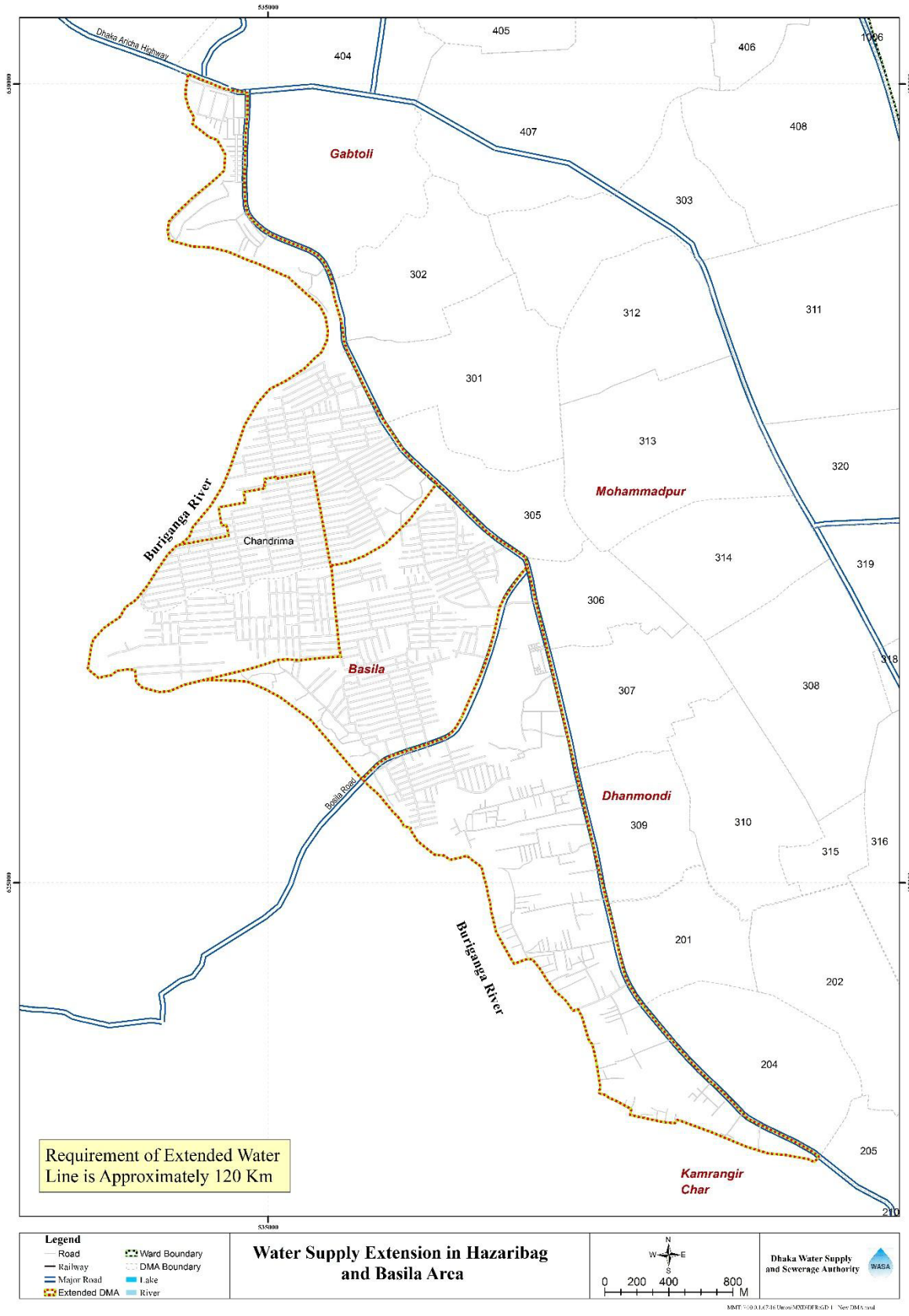


Figure 2: Proposed DMAs in Nabinagor housing, Dhaka Uddan, Chandrima, Hazaribag and Bosila under Padma North-West Sector

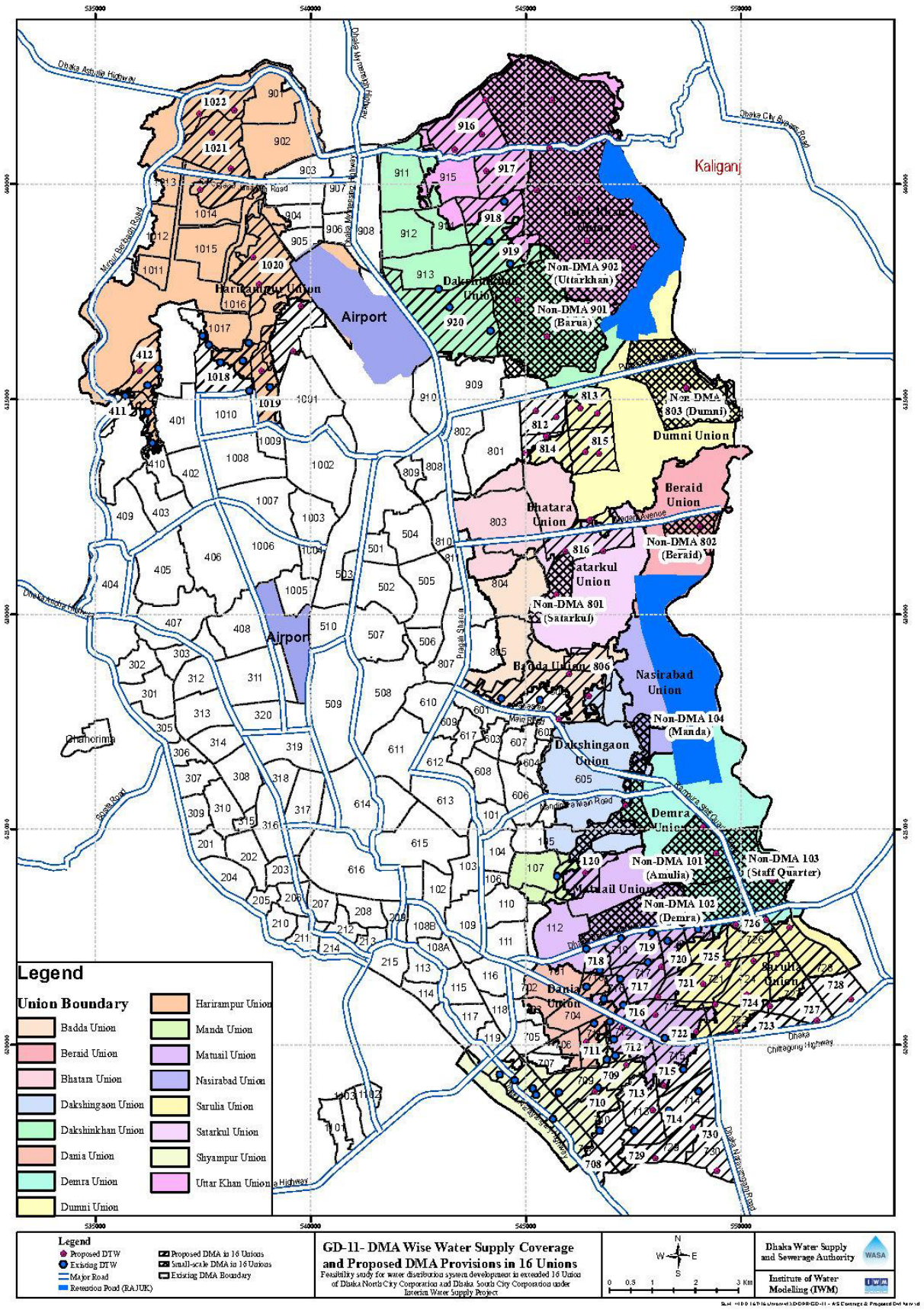


Figure 3: Water Supply Coverage and DMAs in 16 Unions area

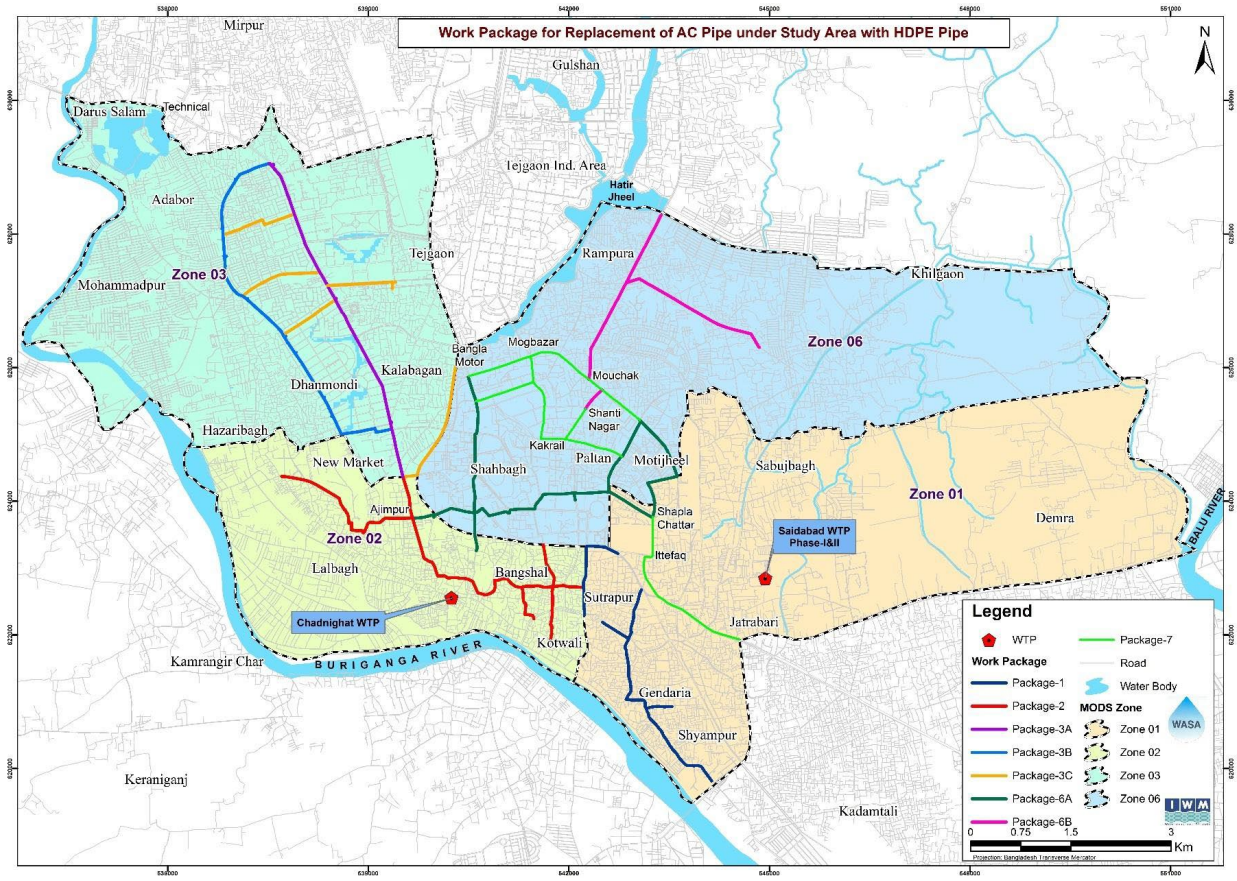


Figure 4: Proposed Pipe Alignment to Replace AC Pipe under MODS Zone 1, 2, 3 & 6

2 PROJECT COMPONENTS

Under this project the following components will be focused on:

a) Component-1: Water Distribution Infrastructure for old 16 Unions under Dhaka City

This component will support the construction and rehabilitation of water distribution infrastructure in the original 16 unions, including the establishment of District Metered Areas (DMAs). Water supply will be provided from Saidabad WTP (Phase III) and Gandharbapur WTP (Phase I), both of which, along with the associated transmission mains, are expected to be operational by 2028, before project completion. To ensure effective operation and maintenance, DWASA will establish three MODS zones and construct three zonal campuses with office buildings and supporting facilities. Additionally, to temporarily address water supply shortfalls during WTP construction, the component includes the installation of water production tubewells.

b) Component-2: Water Supply Network for Padma Northwest Sector

This component will develop a water transmission and distribution network to serve currently unserved areas, including Nabinagar Housing, Dhaka Uddyan, Chandrima, Hazaribag, and Bosila, located along the Buriganga River embankment in the Padma Northwest Sector. Treated water will be supplied from the Padma River through the operational Padma Water Treatment Plant, which has sufficient available capacity. In addition, District Metered Areas (DMAs) will be established within the Padma Northwest Sector to improve the operational efficiency and management of the water supply system.

c) Component-3: Efficiency Improvement of Dhaka Water Supply Network

This component will cover the entire DWASA water supply network to reduce non-revenue water (NRW) through the installation of smart meters and electronic pressure-reducing valves (e-PRVs), deployment

of online water quality monitoring systems, and establishment of a citywide telemetry system, including SCADA, for water distribution management; these technologies have been piloted by DWASA and are ready for scale-up across its service area. The component will also support upgrading and long-term sustainability of Dhaka's water supply system through replacement and rehabilitation of asbestos cement (AC) pipelines as secondary distribution networks, along with institutional strengthening activities that include developing an effective organogram for the three newly established MODS zones and rationalizing supervisory areas by realigning jurisdictional boundaries from the former ten zones to improve operational efficiency, resource allocation, management oversight, and service delivery.

d) Component-4: Feasibility Studies and Designs for Sewerage Facilities

The newly incorporated 16 unions under the Project currently have no sewerage connections, with residents largely dependent on septic tanks and pour-flush systems, and untreated wastewater frequently discharged into surface water bodies, causing environmental pollution and public health risks. Although expansion of water supply ideally requires parallel development of sewerage collection and treatment facilities, sewerage planning in these areas remains at an early stage and such infrastructure is unlikely to be completed within the Project period; therefore, this component will support DWASA in initiating the process through preparation of feasibility study reports, engineering designs, and bidding documents for sewerage facilities in accordance with national requirements. While this component is not included within the scope of the present TOR, the Project Management Consultant will support the Project Management Unit in procuring a separate consultant for Component 4 by assisting in the preparation of TORs, Request for Proposals, evaluation of submissions, and contract negotiation and signing.

e) Component-5: Project Management and Capacity Building

This component includes (i) the provision of external project management services to assist DWASA with design development and review, contract administration, construction supervision, environmental and social (E&S) compliance, and overall project monitoring and reporting; and (ii) capacity development initiatives for DWASA personnel, covering operation and maintenance of transmission and distribution systems, DMA management, and procurement and contract administration. By 2029, the component will deliver key outputs comprising the construction of approximately 40 km of transmission pipelines in the Padma Northwest Sector, construction and rehabilitation of about 1,575 km of water distribution networks in the original 16 unions and the Padma Northwest Sector with the establishment of 55 DMAs, installation of at least 71 production tubewells in the expanded Dhaka City area, development of three new MODS zone campuses in the original 16 unions, commissioning of a citywide SCADA system for water supply operations, and delivery of targeted training programs for DWASA staff. These outputs are expected to result in approximately 69,910 new water supply connections and a reduction of non-revenue water to below 10 percent, ultimately benefiting an estimated 4.4 million residents of Dhaka City upon project completion.

3 DWASA POLICY STATEMENT

DWASA aims to promote environmentally sound, socially acceptable and economically viable urban infrastructure projects. It believes that each of its projects will improve the living standards and the environment of populations in and around project locations.

DWASA commits each project to social relevance and acceptability by:

- Providing opportunities and avenues for informed stakeholder consultation, and, where appropriate, their participation in decision-making in project preparation, implementation and evaluation, in order to foster greater ownership and sustainability.
- Avoiding or minimizing resettlement due to land acquisition.
- Where involuntary resettlement is unavoidable, ensuring responsible resettlement and rehabilitation

plans are prepared and implemented in a timely manner and those to be resettled are provided opportunities to improve their livelihood and income levels, and are aware of their entitlements and of the grievance mechanisms open to them should they seek redress.

- Paying particular attention to the protection of marginalized, disadvantaged, and vulnerable groups, including women and children, and promoting and providing, wherever possible, opportunities for such groups to take advantage of the investment.
- Minimizing health and safety hazards and providing opportunities for enhancing public and environmental health.

DWASA recognizes the importance of addressing environmental and social issues in urban infrastructure investments and seeks to promote stakeholder involvement in the pursuit of sustainable projects. It also recognizes that displacement of large number of squatters along the drainage systems and disruption of their livelihood is likely to occur. Where such displacement and disruption is inevitable DWASA aims to ensure that affected households are appropriately relocated, provided alternative housing options and their livelihoods are restored in a fair and transparent manner, and to link mitigation measures with development opportunities.

4 NATIONAL POLICY AND REGULATORY FRAMEWORK (LEGAL CONTEXT OF LAND ACQUISITION IN BANGLADESH)

Currently the only legal framework that governs land acquisition in Bangladesh is the Acquisition and Requisition of Immovable Property Act (ARIPA) 2017 . However, its provisions are not adequate to address adverse impacts associated with land acquisition and involuntary displacement and do not fully satisfy the requirements of the Environment and Social Framework, New Development Bank, Version 2016V4, Revision Date: [11] March 2016 on Involuntary Resettlement or that of the international practices. In essence, the law is largely indifferent to the landowners' present socio-economic conditions, or the long-term adverse impacts on incomes and livelihood that the acquisition and displacement may cause on the affected people. Also, there are no other policies that complement the acquisition ordinance in ways to assess, mitigate and monitor adverse impacts that the affected people may suffer. Some of the salient gaps in the existing legal framework are summarized below:

- Avoiding/Minimizing Land Acquisition: The law only implicitly discourages unnecessary acquisition, as land acquired for one purpose cannot be used for a different purpose, and lands that remain unused be returned to the original owners. However, there are no mechanisms to monitor if these conditions are adhered to.
- Eligibility for Compensation: The law stipulates compensation only for the people who appear in the land administration records as the owners. It does not recognize the rights of those, such as squatters, who do not possess legal title to the lands they live in or make a living from. There is thus no provision to mitigate the adverse impacts they suffer.
- Income Losses not recognized. The Land Acquisition Act provides compensation for land and other fixed assets built and grown on them (structures, trees and orchards, crops and any other developments like ponds, built amenities, etc.). There is no provision to assess the impacts on people's incomes and livelihood and loss of employment and businesses and for mitigation measures to restore loss of incomes and livelihood.
- Compensation Standards: Although the law stipulates payment of compensation at 'market prices' for acquired lands as just compensation, the legal assessment procedures used almost always results in prices that are far below the actual market prices.
- Relocation of Displaced Persons. There is no provision in the existing laws for relocation of displaced households who are affected by the loss of their assets: land and/or structures.
- Ensuring Payment/Receipt of Compensation. The legal process to determine entitlements is too cumbersome and time consuming and does not ensure payment of compensation prior to their displacement. Lands are legally acquired and handed over to the project execution agency as soon as the authority identifies the owners (or 'awardees'), by examining the records, and sends a legal notice

advising them to claim compensation (or 'awards'). The onus is left on the affected landowners to prove, by producing an array of documents, that the acquired lands legally belong to them. As gathering these documents is a long, expensive and cumbersome process, many landowners may be unable to claim their awards. The project has meanwhile started to use the lands.

- Socio-economic Rehabilitation. Existing legal framework does not have any provisions to mitigate long-term impacts on people's livelihood caused by their displacement. Except for the compensation at the 'market price' for the loss of land, there are no other provisions, in the acquisition or other laws that require the government to mitigate the resultant adverse impacts caused by the acquisition. Socioeconomic rehabilitation of involuntarily displaced people is totally absent in the legal regime of the country.

Gap and Gap Filing Measures

The recent land acquisition law of Bangladesh, the ARIPA 2017 is followed for acquisition and requisition of properties required for the development activities in Bangladesh, which is not consistent with the Government's commitment to reducing poverty. There are some gaps in the land acquisition law of Bangladesh and the New Development Bank's Environmental and Social Framework (ESS2: Involuntary Resettlement). Below is the comparative analysis between the GOB laws (ARIPA 2017) related to land acquisition, compensation and involuntary resettlement and NDB's requirements as prescribed in the Environmental and Social Framework. **Table 1** describes the details.

Table 1: Comparison between the Government of Bangladesh and JICA Guidelines for Environment and Social Consideration - Land Acquisition and Resettlement

Aspect	ARIPA 2017 (Bangladesh)	NDB ESF	Gap Filling Measures
Livelihood restoration	Only compensation under CCL. No provision of livelihood restoration due to acquisition of land and or affected structures.	Improve, or at least restore, the livelihoods of displaced persons through land-based resettlement where feasible, or cash compensation at replacement value when land loss does not undermine livelihoods; promptly replace assets with equal or higher value, provide full replacement cost for non-restorable assets, and, where possible, enhance incomes and services through benefit-sharing schemes."	Livelihood to be restored and ensure living standard equal and or better compare to the pre-project condition through proper compensation, assistance and grants.
Compensation	Based on market value plus allowances; mandatory payment before possession.	Compensation at replacement cost; livelihood restoration required.	Replacement cost to be paid to the affected persons with any hassle.
Relocation	There is no provision in the existing laws for relocation of displaced households who are affected by the loss of their assets (land and/or	Relocation required, livelihood restoration, monitoring, and grievance redress.	Proper compensation to be provided alone with resettlement assistance and grants. Self-resettlement/relocation will be preferred.

	structures).		
Resettlement assistance	Only Cash Compensation under Law (CCL). No provision for resettlement assistance	Provide displaced people with essential assistance, including secure tenure and better housing at relocation sites with access to jobs and integration into host communities; extend project benefits to hosts; offer transitional support such as land development, credit, training, or employment; and ensure civic infrastructure and community services as required."	Resettlement allocations, assistance and grants to be provided to the physically and economically displaced persons
Standards of living	Only Cash Compensation under Law (CCL). No provision for resettlement assistance	Enhance the living standards of displaced poor and vulnerable groups, including women, by ensuring they reach at least national minimum levels.	Ensure standards of living of displaced persons and other vulnerable groups at least pre-project condition.
Negotiated settlement	Negotiated settlement does not allow as per ARIPA-2017	Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status	Negotiated settlement may be allowed
Eligibility criteria	Non-titled holders are not eligible for compensation. No provision to support relocation.	Non-title holders are eligible for compensation for loss of assets and income. Households must be assisted in the relocation process.	All affected persons irrespective of title to land are eligible for compensation and assistance. Affected households and businesses will receive relocation assistance in the form of additional lump sum as well as support from the project in identifying and negotiating an alternative place to stay.
Compensation and entitlement	Cash compensation will be provided through Deputy Commissioner. Only titled holders are eligible for compensation.	Pay compensation and provide other resettlement entitlements before physical or economic displacement.	Top-up will be provided through the contractor (if required) prior to possession of the land alone with other resettlement

			entitlements.
Valuation of land	ARIPA, 2017 determines the land price as average value during the twelve months preceding the rate of publication of the notice under section no.4. During payment, Tax is deducted from the total land value. Then 200% premium is added.	NDB's Environmental and Social Framework (ESF) policy calls for replacement cost of land.	Provisions have been adopted for additional top up payments to ensure replacement costs.
Valuation of structures	The ARIPA, 2017 determine the Structure price by deducting construction profit, overhead charge, Value Added Tax and Depreciation. Then 100% premium is added.	NDB's ESF policy calls for replacement cost of assets. Depreciation should not be taken into account during calculation.	Provisions have been adopted for additional top up payments to ensure replacement costs.
Eligibility criteria.	Non-titled holders are not eligible for compensation. No provision to support relocation.	Non-title holders are eligible for compensation for loss of assets and income. Households must be assisted in the relocation process.	All affected persons irrespective of titles have been identified for compensation and assistance. Affected households and businesses will receive relocation assistance in the form of additional lump sum as well as support from the project in identifying and negotiating an alternative place to stay.
Economic displacement.	No compensation for loss of income.	Livelihood must be restored or improved for the vulnerable affected households.	Households must be compensated for loss of income. Vulnerable households are eligible to participate in livelihood improvement training, which includes seed grants.
Special assistance to vulnerable groups	No special assistance to vulnerable groups required.	RP must have provisions for vulnerable groups.	The RP has special assistance measures to vulnerable groups.
Safeguards	Protects residences, religious institutions, schools, hospitals, orphanages, libraries, graveyards from requisition.	Broader safeguards: environmental risk assessment, indigenous peoples' rights, stakeholder engagement.	Environmental risk assessment, indigenous peoples rights, stakeholder engagement to be ensure through the contractor
Monitoring	Limited provisions for monitoring outcomes.	Strong emphasis on monitoring, evaluation, and	Strong emphasis on monitoring, evaluation

		adaptive management.	and adaptive management through third party monitoring
Alignment with Donors	Streamlined law to meet donor expectations but still compensation-centric.	Fully aligned with international best practices (World Bank, ADB, AIIB).	Best practices such the WB, ABD, ADB, AIIB, etc.
Consultations/ disclosure.	No consultation/disclosure requirement.	Affected persons must be consulted during project design and RP or Due Diligence Report (DDR) preparation. All documents must be disclosed locally and on client's website.	Extensive consultations were carried out during design and RP preparation and similar efforts will continue during implementation. The RP documents and entitlement matrix will be disclosed locally and on EA's websites

5 DWASA RESETTLEMENT POLICY FRAMEWORK

5.1 Objectives of the Resettlement Policy Framework

This framework is prepared based on applicable legal and policy frameworks of the government, namely the Acquisition and Requisition of Immovable Property Act (ARIPA) 2017and NDB's Safeguards Policy Statement (Environmental and Social Framework (ESF)). In case of discrepancy between the policies of NDB and the government, the NDB policy will prevail.

This Resettlement Policy Framework seeks to address the inadequacy of the existing legal provisions discussed in the previous section. This policy is based on the philosophy that development projects must serve the needs of society and ensure that project affected people (PAPs) are not made worse off by development projects. Thus, the project will not penalize any one person in order to benefit many other people. Site specific Resettlement Action Plans (RAPs) will be prepared by DWASA (supported by consultants) once the sub-project sites and specific activities carried out under the sub-projects are determined. The design consultants will have to be fully cognizant of their responsibilities towards compliance with the RAP (to be elaborated in their TORs and bid documents). DWASA will be responsible for the full and proper implementation of this policy framework and all RAPs prepared under its guidance.

In response to above philosophy, involuntary resettlement should be an important consideration in project identification. Three important elements of involuntary resettlement are: (i) compensation for loss of assets, loss of livelihood and income, (ii) assistance for relocation, including provision of relocation sites with appropriate facilities and services, and (iii) assistance for rehabilitation to achieve at least the same level of wellbeing with the project as without it. This can be ensured through the following basic objectives:

- Avoid involuntary resettlement where feasible and minimize resettlement where population displacement is unavoidable,
- Ensure that displaced people receive compensation, assistance and rehabilitation so that they would be at least as well off as they would have been in the absence of the project,
- PAPs will benefit from the project, and
- Project stakeholders, including PAPs are consulted and given the opportunity to participate, as practicable, in the design, implementation, and operation of the project.
- Additional assistance should be provided to vulnerable groups.

5.2 Definition

For purposes of this framework, the following definitions will be applicable:

Project Affected Persons (PAP) includes any person or persons, households, a firm, or private or public institution who, in the context of acquisition of assets and change in land usage, as of the cut-off date, on account of the execution of the project, or any of its subcomponents or part, would have their:

- Standard of living adversely affected;
- Right, title, or interest in any house, land (including residential, commercial, agricultural and grazing land) or any other moveable or fixed assets acquired or possessed, in full or in part, permanently or temporarily adversely affected; or
- Business, occupation, places of work or residence or habitat adversely affected, with or without displacement.

PAP means persons or affected household and consists of all members of a household residing under one roof and operating as a single economic unit, who are adversely affected by a project or any of its components. For resettlement purposes, all affected persons, regardless of title, will be considered as PAPs.

However, entitlements will be specific to persons /institutions depending on their specific categorization as mentioned in the Entitlement Matrix.

i) **'Household (HH)'**: A household is a group of persons who commonly live together and would take their meals from a common kitchen.

ii) **'Replacement Cost'**: means and include an amount needed to replace an asset at current value including depreciation and overhead expenses of the transaction, including stamp duty and registration charges, as follows:
   - Agricultural land based on its productive potential;
   - Residential land based on market value;
   - Houses and other related structures based on current market prices of building materials and labor, without depreciation and deductions for salvaged building materials, plus transaction costs (such as administrative charges, registration and titling costs), etc.;
   - Trees, crops and plants on current market value; and
   - Other productive assets like shops and commercial assets based on market value of similar location attribute i.e. premium etc.

iii) **'Cut-off date'**: is the date prior to which the occupation or use of the project area makes residents/users of the project area eligible to be categorized as affected persons. In many projects, the cut-off date coincides with the commencement of the census of affected persons within the project area boundaries. People not covered in the census will not be eligible for compensation and other entitlements. For PAPs with legal titles the cut-off date would be the date of issue of legal notice under the Land acquisition act. For those without titles, the cut-off-date will be the date of commencement of census.

iv) **'Land'**: The term land refers to land acquired under the Land Acquisition Act or through private transactions.

v) **'Squatters'**: are people who occupy I possess an asset without legal title.

vi) **'Encroachers'**: are those owners of land adjacent to public property, who have illegally extended their land holdings or structures into public land.

vii) **'Tenants':** are those people who have tenancy agreements, written or unwritten, , to occupy a structure or land for residence, business or other purposes.

viii) **'Vulnerable groups'**: These are distinct groups of people who might suffer disproportionately or face the risk of being marginalized from the effects of resettlement and specifically include: (i) female headed households with dependents, (ii) disabled household heads, (iii) households falling under the generally accepted indicator for poverty, (iv) elderly households with no means of support and landlessness, and (v) indigenous people or ethnic minorities.

5.3 Categories of Impact

In order to provide a framework for the R&R process in projects where World Bank financing is involved, a detailed Social Entitlement Framework for World Bank financed projects is provided in Table 4.1. Following basic categories of issues/impacts are foreseen under this entitlement framework:

A. Loss of land;
B. Loss of structure;
C. Loss of source of livelihood;
D. Loss of access to common resources and facilities;
E. Loss of standing crops, trees and perennial trees; and
F. Loss of public infrastructure.

5.4 Eligibility Criteria

The following categories of PAPs will be eligible under the framework to receive compensation and/or assistance as per their entitlement:

i) **Project Affected Persons (PAP)** includes any person or persons, households, a firm, or private or public institution who, in the context of acquisition of assets and change in land usage, as of the cut-off date, on account of the execution of the project, or any of its subcomponents or part, would have their:
- ❖ Standard of living adversely affected.
- ❖ Right, title, or interest in any house, land (including residential, commercial, agricultural and grazing land) or any other moveable or fixed assets acquired or possessed, in full or in part, permanently or temporarily adversely affected; or
- ❖ Business, occupation, places of work or residence or habitat adversely affected, with or without displacement.

PAP means persons or affected household and consists of all members of a household residing under one roof and operating as a single economic unit, who are adversely affected by a project or any of its components. For resettlement purposes, affected persons will be considered as members of affected households.

ii) **'Squatters':** are people who occupy or possess an asset without legal title.
iii) **'Encroachers':** are those owners of land adjacent to public property, who have illegally extended their land holdings or structures into public land.
iv) **'Tenants':** are those people who have tenancy agreements, written or unwritten, to occupy a structure or land for residence, business or other purposes.
v) **'Vulnerable groups'**. These are distinct groups of people who might suffer disproportionately or face the risk of being marginalized from the effects of resettlement and specifically include: (i) female headed households with dependents, (ii) disabled household heads, (iii) households falling under the generally accepted indicator for poverty, (iv) elderly households with no means of support and landlessness, and (v) indigenous people or ethnic minorities.

The specific entitlements of each category of eligible entity in response to the categories of impacts are clearly spelt out in the entitlement matrix.

5.5 Impact and Entitlement Framework

Entitlements for compensation and rehabilitation assistance to different categories of PAPs are described in the following sub-sections and presented in the Entitlement Matrix in Table 4.1 of this section:

5.5.1 PAPs losing Agricultural Land

- When the portion of the land lost represents 20% or less of the total area of the land-holding, cash compensation at full replacement value, will be provided to the PAP. Where significantly large or entire land holding is affected by the project, the general mechanism for compensation of lost agricultural land will be through provision of "land for land" arrangements of equivalent productivity and at location acceptable to the PAP. In case suitable replacement land is not available, at the PAPs request cash compensation at replacement cost will be provided. In cases where only partial land is affected but the remaining land becomes economically unviable, the PAP will be entitled to compensation for entire holding at full replacement value or land-for-land option.
- The replacement of agricultural land will be provided to the PAP free of any tax, transfer costs, registration fee or charges.
- PAPs whose land is temporarily taken by the works under the Project will be compensated at replacement cost for their net loss of income, damaged assets, crops and trees, as the case may be.
- Affected tenants and leaseholders on the agricultural land will be compensated for the market value of the gross harvest for one year's production or the remaining period of the tenancy agreement/lease, whichever is greater.
- Affected agriculture labor will be compensated for the loss of income and will be paid compensation equivalent to the six months' salary and assisted in getting alternative employment.
- Squatters and encroachers will not be entitled to compensation for affected land.

5.5.2 PAPs losing Residential or Commercial Land

- Where the portion of the land to be lost represents 20% or less of the total area of the land holding, PAPs will be entitled to cash compensation at full replacement value for the affected portion of the holding. Where significantly large or entire landholding is affected by the project, the general mechanism for compensation of lost residential land will be through provision of "land for land" arrangements of equal size and at location acceptable to the PAP. In case, suitable land is not available, cash compensation at replacement cost will be provided. However, where only partial land is affected but the remaining land becomes either unviable or in area less than the minimum required under the prevailing zoning laws, the PAP will be entitled to compensation for entire holding at full replacement value, or land-for-land option. In case of loss of business premises, PAPs be entitled to alternative business site of equal size and location with good accessibility to customers and satisfaction with the PAP, or cash compensation at full replacement value, if suitable replacement land is not available.
- The replacement land for resettlement will be provided in fixed plot sizes according to the prevailing zoning laws and planning practices. However, if the lost land of PAP is larger than the plot sizes for relocation, cash compensation to cover the difference of the area will be given to the PAP.
- The replacement land will be provided to the PAP free of any tax, transfer costs, registration fee or charges at the time of transfer.
- Squatters and encroachers will not be entitled to compensation for affected land.
- Affected tenants and leaseholders on the commercial/residential land will be compensated in cash equivalent to the three months of rent or the remaining period of the tenancy/lease agreement, whichever is greater.
- PAPs, whose land is temporarily taken by the works under the Project, will be compensated for their net loss of income and damaged assets, as the case may be.

5.5.3 PAPs losing Houses/Structures

- The mechanism for compensating loss of residential and other structures will be cash compensation reflecting full replacement cost of the structures, without depreciation.
- If the house or structure is only partially affected by the Project, the PAP will be entitled to cash compensation for the affected portion of the structure and a repair allowance (minimum of 20% of compensation) for restoration of the remaining structure for its continued use. However, if the remaining

structure is rendered unviable or in area less than the minimum house size under the prevailing zoning laws, the PAP will be entitled to compensation for entire structure at full replacement cost without depreciation.

- Tenants, who have leased house I structures for residential or other purposes and affected by the project, will be provided with a cash grant equivalent to three months rental allowance, and will be assisted in identifying alternative rental accommodation.
- Affected households will also be entitled to a transfer/shifting allowance; and a transition allowance for three months.

Squatters will also be provided with relocation assistance through viable options and assistance packages to choose from.

5.5.4 Loss of Business/Income or employment

- Affected PAPs would be provided with opportunities for employment in reconstructed business enterprise. Alternatively, income rehabilitation package would be provided to the PAPs for re-employment, training in other trades and skills, agricultural inputs and extension services support, or for starting a new business depending upon their needs and priorities. The type and level of assistance required will be decided in consultation with the PAPs.
- Squatters without any legal title or ownership right to the land they occupy will be compensated for all their lost assets such as house/structure, fixed assets, shop/kiosk at full replacement cost and provided assistance in finding suitable relocation site. The relocation site would, as far as possible, contain the access to facilities and services better than or at least equivalent to the one lost.
- Encroachers will be considered as PAPs and will be eligible for assistance as described in the Entitlement Matrix.

5.5.5 Loss of standing crops and trees:

PAPs will be entitled to cash compensation equivalent to market value of crops and trees *based on the type, age and productive value of affected trees.*

- Compensation for all types of affected assets will be provided at replacement cost.
- PAPs will be provided with compensation at full replacement cost, without depreciation for any other fixed assets affected in part or in full by the project, such as water wells, electric and water connections.
- All PAPs severely affected by the project due to the loss of productive assets, incomes and employment will be entitled to the income rehabilitation assistance including income restoration programs, training to improve skills or other assistance for self-employment depending upon the needs and priority of the affected PAPs. These rehabilitation measures would specifically focus severely affected (displaced) PAPs, vulnerable groups, itinerant workers, small businesses and those either below the poverty line or those severely affected by the project due to the loss of productive assets and are likely to fall below the poverty line. Detailed baseline survey and socio-economic data will identity such vulnerable groups, and the scope and need for specific rehabilitation measure will be assessed during the project implementation stage in consultation with the PAPs. At least 30% of such rehabilitation assistance measures will bereserved for women.
- In cases where community infrastructure such as schools, factories, water resources, roads, sewage system or electrical supply is damaged, project developers will ensure that these would be restored or repaired as the case may be, at no cost to the community.
- Squatters without any legal title or ownership right to the land they occupy will be compensated for all their lost assets such as house/structure, fixed assets, shop/kiosk at full replacement cost and provided assistance in finding suitable relocation site. The relocation site would, as far as possible, contain the access to facilities and services better than or at least equivalent to the one lost.
- Encroachers will be considered as PAPs and will be eligible for assistance as described in the Entitlement Matrix.

- ❖ PAPs entitled for relocation will be provided transport allowance or full assistance for transportation, and re-establishment of their house or business structures.
- ❖ Transition allowances will be equivalent to the monthly incomes/wages of affected PAPs.
- ❖ Except for the long-term income rehabilitation assistance, payment of compensation and other allowances, and relocation assistance for a project component, phase or part thereof will be completed prior to award of civil works contracts.

In case of other unforeseen impacts not covered above, appropriate measures would be determined keeping in mind the overall objective of this policy.

5.6 ENTITLEMENT, COMPENSATION AND INCOME RESTORATION

Eligibility. Affected persons eligible to receive compensation and other entitlements via this RF are defined as individuals who, at the time of the detailed measurement survey (DMS), are living or working in the project area, at locations that are likely to be affected by construction or operation of the infrastructure works, regardless of whether or not they have legal title to the affected land or assets. The DMS will be conducted once detailed designs have been completed and prior to commencement of works on an identified stretch.

The initial description of construction methods suggests that there should be relatively few types of resettlement impact, and this will be confirmed by the transect surveys to identify loss of business income if customer access is impeded by trenches, excavated soil, and machinery. APs are therefore defined as the following:

I. those who experience loss of livelihood/income during construction due to temporary relocation of their businesses (shopkeepers, other businesspeople, and hawkers) or access disturbance;
II. persons whose normal activities are disturbed by the presence of trenches, excavated soil, and machinery (local residents and shop customers); and
III. APs who belong to socially and economically vulnerable groups.

Hawkers or businesses that settle in the affected areas after the cut-off date will not be eligible for compensation. They will, however, be given sufficient advance notice (at least 60 days), and assisted in vacating the premises and dismantling affected structures prior to project implementation. Contractors will provide shifting assistance to hawkers/vendors requiring help. Information regarding the cut-off date for eligibility for all types of compensation will be documented and disseminated throughout the project area.

Entitlements. The entitlement matrix (Table 4 below) summarizes the types of possible losses and corresponding entitlements in accordance with NDB policies, based on the principle of "replacement cost." In addition to the estimated potential temporary impacts, the entitlement matrix safeguards unforeseen damages to structures that may take place during construction, and any temporary losses to shops and businesses that may occur as a result of full closure of roads that may be necessary/known during construction, as well as other unforeseen impacts.

Procedures for assistance and compensation to affected persons who are temporarily impacted will involve the following steps:

I. **Step 1.** Conduct public awareness and information dissemination prior to construction works through the MSC, contractors, and NGO.
II. **Step 2.** The contractor will identify roads which will experience full/partial closure and/or disruptions in parking, display of wares, or traffic, and the estimated period of closure/disruption. NGO will list down the roads which will be closed during the fixing of pipes, and the number of days of the expected closure.
III. **Step 3.** The resettlement expert will then (a) conduct a transect walk jointly with the DWASA PMU resettlement specialist contractor and the project NGO to determine the extent or nature of impacts on identified roads where full/partial closure is likely. Such walks will establish the need

for detailed measurement surveys and impacts assessment on each road stretch; (b) conduct a detailed measurement and inventory of losses survey based on detailed designs and final alignments to identify potential impacts; establish the number of APs and businesses along each proposed water distribution reinforcement stretch, with potential impacts on the affected shops, vendors, hawkers, etc.; and prepare an inventory of losses; (c) conduct the income/business survey to determine the compensation; and (d) prepare RP and submit to NDB for review and approval after detailed designs and surveys are complete. NGO will conduct a video documentation of the road that is likely to remain closed.

IV. **Step 4.** The DWASA PMU resettlement specialist will distribute identity cards to affected persons, including those facing income losses and those requiring assistance, and vulnerable APs.
   i. NGO fills up a prescribed form for each AP, listing down the name, location, and business type of the AP, including signature;
   ii. NGO takes passport-sized photograph of each AP with digital camera;
   iii. NGO prepares a database of the APs with digital photographs;
   iv. NGO issues ID cards to APs with corresponding ID serial number to match with database and AP photo; and
   v. NGO determines income loss of the vendors/small shop owners based on the business survey (capital less than Tk. 50,000 and who are due to be affected)[1].

V. **Step 5.** Affected persons can then access the compensation, assistance, and allowances provided from PMU.

IV. **Step 6.** DWASA PMU will pay compensation, assistance, and allowances prior to displacement in sections ready for construction (as required). The project director will closely monitor these activities.
   i. PMU opens a bank account with a bank, including an MOU to make payment from the account to ID-card holders of APs only.
   ii. PMU issues checks to APs, which are distributed by the NGO.
   iii. Bank pays an AP as bearer of the check; on the reverse side of the check, the bank puts a seal containing a box, notes the ID serial number of the AP, and checks the bearer's ID and photograph.
   iv. PMU collects the bank statement containing the IDs of persons who have been paid compensation.

V. **Step 7.** DWASA PMU will keep accounts-record of affected persons, amounts paid, and receipts record for accounting purposes.
   i. The NGO and PMU will keep all documents, including accounting and records, both in hard and soft copies.
   ii. The NGO will prepare monthly progress report for the PMU-SIU containing all physical and financial progress related to resettlement issues.

Vendor assistance. Vendors requiring temporary shifting assistance during construction will be notified in advance and assisted to shift to alternative locations to continue their trade with limited disruption. They will be allowed to return to their original location after construction is completed. Vendor assistance will involve the following steps:

(i) **Step 1.** Impacted vendors will be identified by MDSC resettlement expert through detailed measurement and inventory of losses surveys, based on detailed design.

(ii) **Step 2.** Notify vendors at least 60 days in advance, followed by a reminder 7 days before, and again, 24 hours in advance. Consult with local vendor associations, if they exist.

(iii) **Step 3.** Identify alternative locations nearby for affected vendors to continue business.

(iv) **Step 4.** Assistance will be given by contractor to shift to new location. If income disruption is expected during this time, DWASA PMU will pay compensation for lost income with assistance from the NGO.

(v) **Step 5.** Assistance will be given by contractors to return to original location after construction works are completed and monitored by the NGO.

Project benefits: The project will support the delivery of improved water supply service to the people living in Dhaka. Access to improved water supply is expected to improve the health status of households (especially children and the elderly) and reduce medical expenditures on water-borne and vector-borne diseases. The project will help DWASA expand water services in its service area, where temporarily affected businesses and residents get long- term benefits. The project will also employ local people (with different skill levels) during and after implementation.

Vulnerable affected people: Hawkers and any other APs recorded by the DMS as vulnerable groups will be given additional support to improve their economic and social status, through preferential employment in construction workforces in the affected areas, if they are found to be suitable. Suitability will be determined by specialists appointed to coordinate with the contractor and NGO. This policy will be supported by the inclusion of clauses in the contracts appointing construction contractors, requiring them to employ specific numbers of women and other vulnerable APs. In the event other types of vulnerable people are identified during the RP preparation survey, safeguards policies and procedures in this framework will be used to deliver appropriate compensation and assistance as determined in the entitlement matrix below.

Table 2: Entitlement Matrix

Type of Loss	Application	Definition of Entitled Person	Compensation Policy
Loss of livelihood (temporary)	Business activity disrupted by construction work	• Legal titleholders, licensed vendors; • tenants, leaseholders; and • persons with non-recognizable claims (non- licensed hawkers, vendors, employees of shops, etc.)	• Provision of information to APs 60 days prior to works • Cash compensation, calculated at the amount of income lost during the period of disruption • Compensation will be paid regardless of whether or not the business closes during the construction period.
Loss of access (temporary)	Access to houses, shops, and common property resources common (including community structures and facilities) disrupted by construction	• Residents • Shop customers	• Provision of information to APs 60 days prior to works. • Temporary access structures will be provided to allow pedestrians and vehicles to cross trenches safely. • Restoration of affected common property resources/community buildings and structures to at least previous condition, or replacement or restoration of • access to similar facilities in areas identified, in consultation with affected communities and relevant authorities

Type of Loss	Application	Definition of Entitled Person	Compensation Policy
Impacts on vulnerable APs	Special provisions (in addition to any other compensation for loss income)	• Vulnerable APs	• Support for alternative livelihoods: • Employed preferentially in workforces created by this project (construction and operations and maintenance) if suitable, or cash compensation at Tk 350 per day for up to 5 days • Assured involvement in project activities • Assured of representation on project- related consultative committees and other • communication and planning forums
Damage caused to government or private property and assets during construction	Partial or total damage to permanent structures	• Legal titleholders. • tenants, leaseholders; and • persons with non-recognizable claims (informal settlers)	• Replacement cost of restoring to original or better condition
Loss of structures in RoW	Temporary or semi- permanent structures or stalls and other assets	• Legal titleholders, licensed vendors; • tenants, leaseholders; and • persons with non-recognizable claims (informal settlers, non-licenced hawkers, vendors, etc.)	• Replacement cost of the structure and other assets (or part of the structure and other assets, if remainder is viable) • 60 days advance notice, followed by reminders 1 week and 24 hours in advance • Shifting assistance from and back to the location • Right to salvage materials from structure and other assets • Additional compensation for vulnerable households of Tk 350 /day for up to 5 days, or employed preferably in workforces created by the project.
Temporary disruption in water supply service	Reduced water supply hours	• Residents and business owners	• Alternative sources of water should be made available during the construction period.
Damage to water supply connections during pipe replacement or rehabilitation	Damaged water connection pipes to property	• Residents and business owners	• Immediate replacement and restoration of connection
Unidentified losses	Any other loss not identified in this matrix	• Affected person	• - Unanticipated involuntary impacts will be documented and mitigated based on principles in the project resettlement framework.

Income restoration and rehabilitation. The project envisaged temporary loss of income or access to shops/business locations as the only resettlement impact from the distribution reinforcement component. The entitlement matrix prepared in this framework indicates direct replacement the loss of income and

livelihood rehabilitation assistance of the affected persons. This involves the provision of cash compensation to shopkeepers, owners and operators or other businesses, and hawkers, equivalent to the amount of income they lose.

- Compensation and assistance to APs must be provided prior the start of civil works.
- APs will be provided 60 days advance notice, followed by a reminder 1 week before construction, and again, 1 day before construction to ensure no or minimal disruption in livelihood.
- If required, they will also be assisted to temporarily shift for continued economic activity; for example, they will be assisted to shift to the other side of the road where there is no construction, and then assisted in shifting back, post-construction.
- Preferential employment in project-related work will be offered to local people, with priority to vulnerable people.

6 RESETTLEMENT PLAN PREPARATION

As part of RP preparation, a screening exercise will be undertaken by resettlement specialist using NDB's Screening and Categorization forms for involuntary resettlement, to assess the potential involuntary and resettlement impacts to the affected population (Appendix 1).

The RP will be prepared for different components, if required, based on the results detailed design survey and census. Different activities associated with the preparation of an RP:

(i) survey of the involuntary resettlement (IR) impacts after the final detailed design of the project sites are finished;
(ii) consultation with affected communities;
(iii) census and DMs (detail measurement) activities; and
(iv) preparation of RP following the RF specification.

The RP is prepared based on the possible land acquisition/involuntary resettlement impacts following the completion of the final detail design (engineering). The final RP will be reviewed and approved by NDB prior to contract award/start the civil works.

The RP will be updated and prepared by the resettlement specialist and PMU- SIU resettlement/social officer. The RP will be brought to the notice of affected persons. The RP will be prepared in English, with main content translated into the local language, and made known to the public (this can include posters and/or resettlement booklets). The RP will be structured in the following manner:

(i) Executive Summary;
(ii) Project Description;
(iii) Scope of Land Acquisition and Resettlement;
(iv) Socioeconomic Information and Profile;
(v) Information Disclosure, Consultation, and Participation;
(vi) Grievance Redress Mechanism;
(vii) Legal Framework; and
(viii) Entitlements, Assistance, and Benefits
(ix) Relocation of Housing and Settlements
(x) Livelihood Restoration and Rehabilitation
(xi) Resettlement Budget and Financing Plan
(xii) Institutional Arrangement
(xiii) Implementation Schedule
(xiv) Monitoring and Reporting

7 CONSULTATION, PARTICIPATION AND DISCLOSURE

The consultation with all the affected persons will be carried out forward during the subsequent stages of the project design and implementation by the PMU safeguard implementation unit, with the support of an NGO. Resettlement information leaflet will be distributed to all DP.

Consultation during detailed design. (i) Focus group discussions with affected persons and other stakeholders (including local govt. representatives, elite persons, women and vulnerable groups, NGOs representatives, etc.) to hear their views and concerns, so that these can be addressed in project design where necessary; and (ii) structured consultation meetings with the institutional stakeholders (government bodies and NGOs) to discuss and approve key aspects of the project.

Consultation during construction. (i) Consultation meetings or FGDs with affected communities to discuss and plan work programs and allow issues to be raised and addressed once construction has started; and (ii) smaller-scale meetings to discuss and plan construction work with individual communities to reduce disturbance and other impacts, and provide a mechanism through which stakeholders can participate in project monitoring and evaluation.

Information disclosure. To provide for more transparency in planning, prevent new encroachment and for further active involvement of the public and other stakeholders, the project information will be disseminated early in the project detail design stage through dissemination of information brochures, disclosure of project planning documents and putting project sign boards in the project areas. The Project cut-off date will be announced formally by DWASA with the support from the local authority office. The DWASA, through its PMU, will keep the public informed about the project impacts, the compensation and assistances proposed for affected persons, project grievance and redress mechanism and its contact persons. The information will also be made available at convenient places in the project area, especially the office of DWASA, offices of the upazila, union parishad in the project locations, and at other key accessible locations (such as market places) convenient to the public. For the benefit of the community, a summary of the RF and RPs will be translated in Bengali and made available at (i) the office of the PMU, DWASA, and (ii) the office of Narayanganj district. Hard copies of the RF and RPs will be available in the PMU and accessible to citizens as a means to disclose the document and at the same time create wider public awareness. Copies of the RF and RPs are available at the cost of photocopy from the office of the PMU, with a written request and payment for the same to the project director. The PMU will issue notification on the disclosure mechanism in local newspapers, ahead of the implementation of the project, providing information on the project, as well as the start dates, etc. The notice will be issued by the PMU in local newspapers 1 month ahead of implementation. This will create awareness of project implementation among the public. Brochures designed to create mass awareness of the basic tenets of the RF will be distributed in different localities. The sample of project information brochures is in Appendix 4.

8 GRIEVANCE REDRESS MECHANISM

A Project specific GRM will be established to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances about social and environmental performance at the project level. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns associated with the project.

Grievances/suggestions of affected persons can be dropped in grievance boxes or conveyed through phone or mail. Affected Persons will also be able to register grievances-social, environmental or other relevant issues personally at Complaint Cell of DWASA head quarter (PMU) and Zonal offices (PCU) of DWASA. The

concern designated official will be able to correctly interpret/record verbal grievances of non-literate persons and those received over telephone. The complaint cell will also serve as public information centers, where - apart from grievance registration, information on the DWSNIP, sub-projects, social and environmental safeguards can be provided.

Periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redress (including translation from local dialect/language, recording and registering grievances of non-literate affected persons and explaining the process of grievance redress) will be conducted if required. Grievances received and responses provided will be documented and reported back to the affected persons. The number of grievances recorded and resolved, and the outcomes will be displayed/disclosed in the offices of the different Zonal office of DWASA and web.

PMU will periodically review the functioning of the GRM and effectiveness of the mechanism, especially on the Project's ability to prevent and address grievances. All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by PMU.

DWASA-wide public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The designated safeguard focal person of DWASA safeguard Implementation Unit (SIU) and concerned staff of the project EDWSRP will conduct wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements, and will work with the PMU to help ensure that their grievances are addressed.

Affected persons will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in grievance boxes that boxes will be installed visible nearby project site or through telephone hotlines at accessible locations, by e-mail, by post, or by writing in a complaint register in the project office.

Grievance Redress Process. In case of grievances that are immediate and urgent in the perception of the complainant, the contractor and EDWSRP on-site personnel will provide the most easily accessible or first level of contact for quick resolution of grievances. Contact phone numbers and names of the concerned PMU safeguard focal person and contractors will be posted at all construction sites at visible locations.

GRCs will be established to ensure stakeholders' participation in the implementation process. Through public consultations, the affected persons will be informed that they have a right to grievance redress from DWASA. The affected persons can also call upon the RP implementation NGO to assist them in presenting their grievances or queries to the GRC. Other than disputes relating to ownership right and award of compensation by the deputy commissioner under the court of law, GRCs will review grievances involving all resettlement assistances, relocation, and other supports. Grievances will be redressed within 42 days from the date of lodging the complaints.

The GRCs will be activated during RP implementation to allow affected persons sufficient time to lodge complaints and safeguard their recognized interests. Where land acquisition will not be involved but relocation of structures or vacating land for cultivation will be required, the GRCs will facilitate resolution of complaints regarding categorization of vulnerable affected persons, types of structures, and eligibility for compensation and assistance within the set guidelines and provisions of the resettlement plan.

To ensure access and fast response to any project-related grievances from the affected people and communities, contact numbers and names of focal persons in the DWASA PMU/SIU responsible for any complaints and grievances will be posted in public areas, contractor's field offices, and NGO field offices. Procedures of resolving grievances are described in Table 3 below.

Table 3: Grievance Redress Procedures

Step 1	In case of any grievances, the complainant approaches the NGO field level officials for clarification or submits any formal complaints. The NGO will provide clarification to the affected persons and try to resolve the problem at the local level with the involvement of the SIU social safeguards officer.
Step 2	The NGO will recommend that the affected persons submit their complaints to the GRC. NGO staff assists the affected persons filing the complaints and organizes hearing within 14 days of receiving the complaints

Step 3	GRC to scrutinize applications, to determine whether the submitted cases are within their mandate. If the case is within the GRC mandate and not related to compensation under GOB law, GRC will hold sessions with aggrieved affected persons, minutes recorded. The GRC will provide recommendation for PD for review and approval.
Step 4	The GRC minutes, approved by the project director, will be received at the conveners' office. The approved verdict is communicated to the complainant affected person in writing. The affected person may accept GRC decision; if not, he/she may file a case in the court of law for further appeal.

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 and Environment Specialist from the project management and supervision consultants (PMSC) grievances. Contact phone numbers and names of the concerned PIU safeguards assistant, contractors, PMU safeguards officer, PMSC environmental and social safeguards specialists will be posted at all construction sites at visible locations.

(i) **Local Level (first level):** The on-site contractor's safeguards (social and environment) Officer/ Assistant Engineer of the PMU/ social and environment officer, DWASA, will receive and record the complaint at the project site. Alternatively, the complaint can be registered by phone call, e-mail, or on the DWASA website, and this will be forwarded to the on-site personnel for first-level resolution. The complaint will be reviewed by the local level GRC comprising of (i) The Executive Engineer, Zonal offices of DWASA, who will be the convener (ii) Councilor- reserved seat; (iii) Councilor- concerned ward; (iv) GRM Focal (Team Leader of RP implementation NGO); (v) Assistant Engineer DWASA (designated as member secretary); and (vi) Resettlement Specialist of the Design, Management and Supervision Consultants (DMSC). The contractor's site engineer and EHS (Environment Health and Safety) cum social supervisor will jointly support in meetings, consultations, and site-level grievance resolution. The effort will be made to resolve issues on-site, in consultation with each other, and within seven days of receipt of a complaint/grievance.

(ii) **Project Level (Second Level):** All grievances that cannot be redressed within 7 days at the local level will be brought to the notice of the Project level GRC, comprising of the Project Director who will be the convener; other members include the Deputy Project Director (sectoral); Social Safeguards Officer (PMU); Environment Safeguards Officer (PMU); Team Leader, DMSC (designated as member secretary) and Social and Environment Specialist, DMSC. The Project level GRC will resolve the grievance within 14 days (about 2 weeks) of receipt of a complaint/ grievance, and

(iii) Apex level (Third Level): If the grievance is not resolved at the Project level, the grievance will be referred to the Apex level, headed by the Honorable Managing Director, DWASA. The Project Director will support the grievance process (member secretary). Other members include the Deputy Project Director, who will be the focal person and DWASA GRM focal officer, Executive engineer, PMU member, Executive Engineer, Zonal-member. The grievance at this level will be resolved within 21 days (about 3 weeks) of receipt. A representative of affected person from each settlement will be a special invitee to the GRC meetings whenever required. If any grievance requires immediate and urgent attention, the Assistant Engineer/ Contractors safeguard personnel and social and environments officers and experts of PMU and DMSC will ensure the grievance is jointly and quickly responded to. Despite the Project GRM, an aggrieved person shall have access to the country's legal system at any stage. This can run parallel to accessing the

GRM and is not dependent on the negative outcome of the GRM. The grievance redress process is explained in Figure 5.

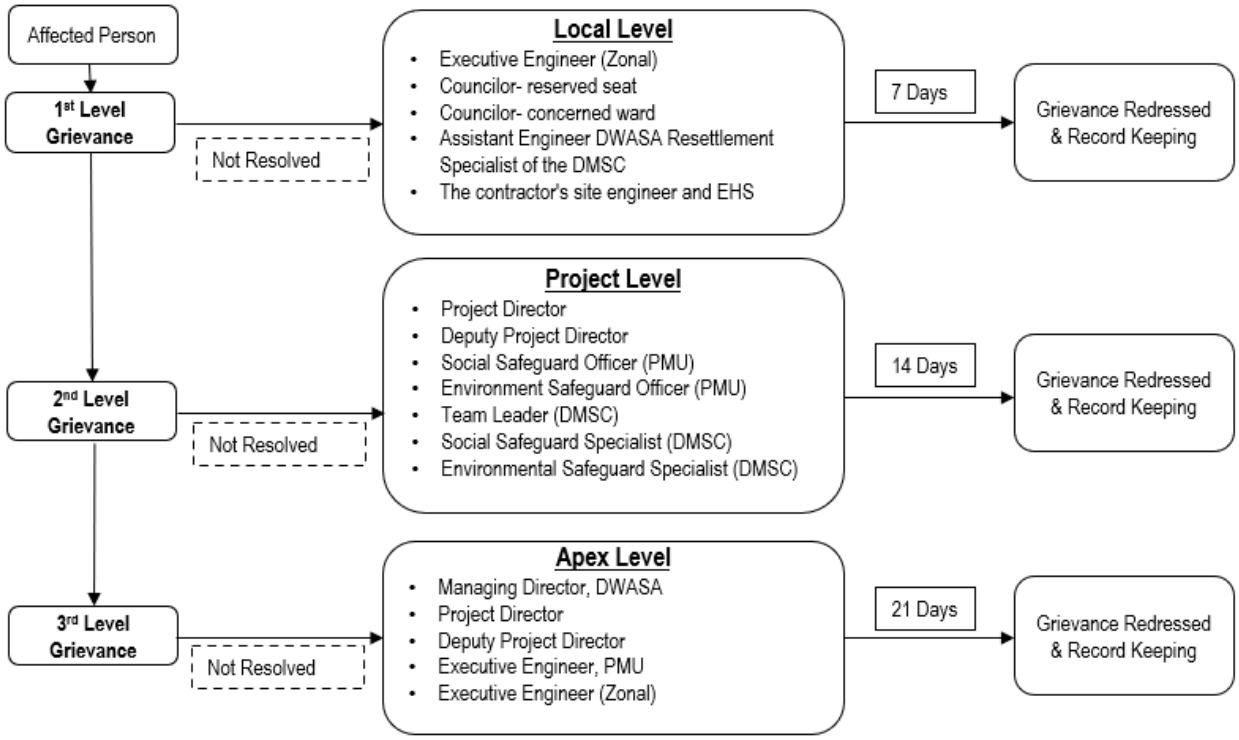


Figure 5: Grievance Redress Process

GRC = Grievance Redress Committee; PMU = Project Management Unit; DMSC = Design, Management and Supervision Consultants

Accountability Mechanism: The accountability mechanism provides an independent forum and process whereby people adversely affected by development partners assisted projects can voice and seek a resolution to their problems and report alleged violations of development partner's operational policies and procedures. If the established GRM cannot resolve the issue, and the affected person complains to the development partner (NDB) in writing, in that case, the development partner (NDB) will ask the client to address them in line with the country's system requirements.

Documentation: PMU will be responsible for the timely registration of grievances, related disclosure, and communication with the aggrieved party. PMU will also ensure that all the details from submission to resolution are well recorded and documented.

Record-keeping: The PMU will keep records of grievances received, including contact details of the complainant, the date the complaint was received, the nature of the grievance, agreed corrective actions, the date these were affected, and the final outcome. The number of grievances recorded and resolved, and the outcomes will be available in the PMU office and reported in monitoring reports submitted to ADB on a semi-annual basis. All resolutions shall be communicated to the aggrieved party/complainant(s).

Periodic review and documentation of lessons learned: The PMU will periodically review the functioning of the GRM and record information on the effectiveness of the mechanism, especially on the program's ability to prevent and address grievances.

Costs: All costs related to resolving grievances (meetings, consultations, communication, and reporting/information dissemination, as well as costs incurred by affected persons to attend GRC meetings, if any) will be borne by Project.

1. INSTITUTIONAL ARRANGEMENTS

DWASA is both the executing agency (EA) and the implementing agency (IA) is responsible for implementation of RP and the management, coordination and overall technical supervision of the project. It is also responsible for supervising construction of
the infrastructure and conducting the non-infrastructure elements. DWASA has been established a Project Management Unit (PMU) with a Safeguards Implementation Unit (SIU) staffed with social safeguards officers. To support the SIU in managing safeguards related activities a NGO will be engaged to facilitate RP finalization and implementation for each subproject RP.
The social and gender officer in the SIU, assisted by the resettlement specialists on the MDSC teams, will oversee implementation of involuntary resettlement safeguards work under the project, with support of a qualified NGO to implement the RP. The SIU will oversee the following activities: (i) review the RP prepared by the resettlement specialist in accordance with NDB's Safeguards Policy Statement based on detailed designs and to be submitted to NDB for review, final approval, and disclosure prior to commencement of works; (ii) monitor RP implementation and rehabilitation of displaced persons prior to and during construction; (iii) conduct internal monitoring of the resettlement process to ensure smooth implementation; (iv) monitor work of NGO[1]; (v) ensure that timely payments of compensation and other entitlements as per the RP are made before displacement occurs; (vi) consolidate monthly resettlement monitoring reports prepared by resettlement NGO into semiannual monitoring reports to be submitted to NDB; (vii) address and record grievances through the grievance redress mechanism in a timely manner, and take quick corrective actions where necessary to facilitate the redressal of grievances in coordination with contractors, NGO, and displaced persons; and (viii) engage in ongoing meaningful consultations and RP disclosure with stakeholders and affected persons.

2. BUDGET AND FINANCING

Where involuntary resettlement will be unavoidable, detailed budget estimates for each subproject will be prepared and included in the RP. The budget shall include: (i) detailed costs of land acquisition (i.e. compensation of all affected assets, and if applicable, relocation and transitional allowance), as well as (ii) livelihood and income restoration (this includes compensation of current and future lost of income); (iii) administrative costs; (iv) monitoring cost; (v) cost of hiring an NGO for RP implementation; (vi) GRM establishment; (vii) source of funding; and (viii) the flow of funds and contingency arrangements. All land acquisition, compensation, relocation and rehabilitation, administrative, monitoring, and consultant costs as well as income and livelihood restoration costs will be borne by the DWASA, which will ensure timely disbursement of funds to the DC's office for land acquisition and to the PMU/NGO for disbursement of resettlement assistances.

Table 4: Sample Table of Resettlement Cost

Resettlement Costs	Quantity[2]	Unit Cost (BDT)	Total (BDT)
Compensation for private lands acquisition			
Compensation for affected structures on private land			
Compensation of affected structures on govt. land			
Compensation for affected trees and crops on private land			
Compensation for affected trees and crops on Govt. land			

[1] An NGO will be engaged to implement the RPs, including carrying out surveys of affected persons based on detailed designs, ensuring all APs are compensated and relocated prior to construction in relevant sections, and leading the ongoing consultation and rehabilitation process.

[2] The numbers of the affected shops and vendors will be confirmed by the MDSC resettlement specialist and its supporting NGO after the final detail design

Resettlement Costs	Quantity[2]	Unit Cost (BDT)	Total (BDT)
Compensation for loss income/livelihood			
Relocation allowances/grants/assistance of the affected structures on private land			
Relocation allowances/grants/assistance of the affected structures on Govt. land			
Special allowance for vulnerable groups			
IR training and monitoring			
Recruitment of NGO for RAP implementation			
DMS cost			
Consultation, disclosure			
GRM			
Contingency cost			
Total			

3. MONITORING REPORT

The PMU will submit separate semiannual social safeguard monitoring reports to NDB, which will be disclosed on DWASA website. The monitoring reports will be prepared by the MDSC safeguards specialists for the PMU safeguard implementation unit, with inputs from the contractors and NGOs, where relevant. The status of safeguard implementation, issues, and corrective actions are to be clearly reported to NDB. The status of safeguards implementation will also be discussed at each NDB review mission, and with necessary issues and agreed actions recorded in Aide Memoires. A sample of the monitoring report outline and template is given in Appendix 2.

Table 5: Sample of Monitoring Indicators

Monitoring Issues	Monitoring Indicators
Budget and time frame	Have all resettlement staff been appointed and mobilized for field and office work on schedule? Have capacity building and training activities been completed on schedule? Are resettlement implementation activities being achieved according to agreed implementation plan? Are funds for resettlement being allocated to resettlement agencies on time? Have resettlement offices received the scheduled funds? Have funds been disbursed according to RP? Has the land been made encumbrance-free and handed over to the contractor in time for project implementation?
Delivery of DP entitlements	Have all DPs received entitlements according to numbers and categories of loss set out in the entitlement matrix? How many affected households have relocated and built their new structures at new locations? Are income and livelihood restoration activities being implemented as planned? Have affected businesses received entitlements? Have the squatters, encroachers of DWASA land displaced due to the project, been compensated? Have the community structures (e.g. mosque, club, etc.) been compensated and rebuilt at new sites? Have all processes been documented?
Consultation, grievances, and special issues	Have resettlement information brochures/leaflets been prepared and distributed? Have consultations taken place as scheduled, including meetings, groups, community activities? Have any DPs used the grievance redress procedures? What grievances were raised? What were the outcomes? Have conflicts been resolved? Have grievances and resolutions been documented? Have any cases been taken to court?

Resettlement Benefit / Impacts	What changes have occurred in patterns of occupation compared to the pre-project situation? What changes have occurred in income, expenditure and livelihood patterns compared to pre-project situation? Have DPs' income kept pace with these changes? What changes have occurred for vulnerable groups?

APPENDIX 1: INVOLUNTARY RESETTLEMENT IMPACT CATEGORIZATION CHECKLIST

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
Involuntary Acquisition of Land				
1. Will there be land acquisition?				
2. Is the site for land acquisition known?				
3. Is the ownership status and current usage of land to be acquired known?				
4. Will easement be utilized within an Existing right-of-way (ROW)?				
5. Will there be loss of shelter and residential land due to land acquisition?				
6. Will there be loss of agricultural and other productive assets due to land acquisition?				
7. Will there be losses of crops, trees, and fixed assets due to land acquisition?				
8. Will there be loss of businesses or enterprises due to land acquisition?				
9. Will there be loss of income sources and means of livelihoods due to land acquisition?				
10. Will people lose access to natural resources, communal facilities, and services?				
11. If land use is changed, will it have an adverse impact on social and economic activities?				
12. Will access to land and resources owned communally or by the state be restricted?				
Information on displaced persons				
Any estimate of the likely number of persons that will be displaced by the project?				**[ ] No [ ] Yes**
Are any of them poor, female heads of households, or vulnerable to poverty risks?				**[ ] No [ ] Yes**
Are any displaced persons from indigenous or ethnic minority groups? .				**[ ] No [ ] Yes**

APPENDIX 2: SAMPLE OUTLINE OF RP MONITORING REPORT

Following requirements of the NDB Safeguard Policy Statement (Environmental and Social Framework (ESF)), borrowers/clients are required to establish and maintain procedures to monitor the status of implementation of safeguard plans and ensure progress is made toward the desired outcomes. For projects categorized as A or B in Involuntary Resettlement and/or Indigenous People, the Borrowers/clients are required to submit semiannual monitoring reports for NDB review. The level of detail and comprehensiveness of a monitoring report is commensurate with the complexity and significance of social safeguards impacts (IR and IP) and with the current status of project implementation phase.

This outline can be used for

(i) Periodic monitoring report (semiannual) and/or
(ii) RP/IPP completion report to start the civil works on the impacted areas.

A safeguard monitoring report may include the following elements:

Executive Summary

This section provides a concise statement of project scope and impacts, key findings and recommended actions (as applicable).

Background of the Monitoring Report

This section provides:

(i) Background/context of the monitoring report which includes information on the project, project components, safeguards categorizations and general scope of the social safeguards impacts;
(ii) Information on the implementation progress of the project activities, scope of monitoring report and requirements, methodology used, reporting period;
(iii) Changes in project scope, if any.

Scope of Impacts

This section outlines the detail of

(i) Scale and scopes of the project impacts on involuntary resettlements or indigenous people as identified in the approved RP/IPP,
(ii) Adjusted safeguard measures due to changes in project scope, if applicable,
(iii) Vulnerability status of the affected people,
(iv) Entitlements matrix and other rehabilitation measures, as applicable, as described in the approved final RP(s) /IPP(s).

Status of RP/IPP Implementation

This section provides detail and progress for the implementation of the RP/IPP. This includes various activities and institutional arrangements required prior the finalization and implementation of the RP/IPP. This section should have descriptions on:

Institutional Arrangement and Capacity

This section describes the actual implementation or any adjustment made to the institutional arrangement for implementing and managing the social safeguards issues. This includes the establishment of safeguards unit/ team and appointment of staff in the EA/IA; implementation of the GRM and its committee; supervision and coordination between institutions involved in the management and monitoring of safeguards issues, the roles of NGO and women's groups in the monitoring and implementation of the plan, if any; budget/fund availability for implementing the GRM, RP/IPP; adequacy of EA/IA capacity to manage safeguards issues; updated RP/IPP implementation schedule, etc.

Compensation and Rehabilitation[3]

This section describes the process and progress of the implementation of the land acquisition and resettlement (LAR) and/or indigenous people (IP) impacts mitigation activities as determined in the RP/IPP. This includes payment of the affected assets compensation, allowances, loss of incomes, etc. to the entitled persons; provisions of other types of entitlement as described in the matrix and implementation of livelihood rehabilitation activities as determined in the plan. Quantitative as well as qualitative results of the monitoring parameters, should be provided. (e.g., adequacy of compensation rates and timeliness of payments, adequacy and timeliness of IR rehabilitation measures including preparation of the replacement housing sites, house reconstruction, livelihood support measures, and training, etc.). Any discrepancies that may occur from the approved RP/IPP during the implementation should be explained.

Disclosure and public consultation

This section describes public disclosure and consultations activities during the project's implementation as agreed in the plan. This includes final consultations with APs during RP finalization after the completion of detail design and final DMS survey; the numbers of activities conducted; issues raised during consultations and responses provided by the project team, implementing NGOs, project supervision consultants, contractors; project reports posted on website, etc.

Grievance Redress Mechanism (GRM)

This section described the implementation of project GRM as design in the approved RP/IPP. The monitoring and evaluation include its readiness, effectiveness, procedures, complaints receive, timeliness to resolve issues/ complaints and adequacy of resources provided to solve the complaints. Special attentions should be given if there are complaints received from the affected people or communities.

Summary Monitoring Results and Key Findings

This section describes the summary and key findings of the monitoring activities. The results are compared against previously established benchmarks and compliance status or resolutions/follow up of previously identified issues. It also compared against the objectives of safeguards or desired outcomes (e.g. IR impacts avoided or minimized; livelihood restored or enhanced; IP's identity, human right, livelihood systems and cultural uniqueness fully respected; IP not suffer adverse impacts, other social impacts avoided or minimized, etc.).

Compliance Status

This section summarizes the compliance status of the project activities with the loan covenants, NDB SPS.

Follow up Actions, Recommendation and Disclosure

This section describes recommendations and further actions or items to focus on for the remaining monitoring period. If noncompliance or any major gaps identified, include the recommendation of corrective action plan. It also includes lesson learned for improvement for future safeguards monitoring

[3] If the final detail design at the submission date of the report is not yet ready this activity might not yet started. In this situation provide the information on the project's readiness for the RP/IPP implementation and management (i.e. LAR fund availability, RP finalization, assets inventory and mapping, ID cards distribution, etc.) and the updated schedule of the compensation and rehabilitation activities, as applicable

activities. Disclosure dates of the monitoring report to the affected communities should also be included and, as needed, a time-bound summary table for required actions.

Appendix 1

(iii) Summary of final/draft RP/IPP with entitlement matrix

Appendix 2

(i) List of Affected Persons and Entitlements
(ii) Summary of the survey results (from the external monitor)
(iii) Copies of AP's certification of payment (signed by the APs)
(iv) Summary of minutes of meetings during public consultations
(v) Summary of complaints received and solution status
(vi) Photographs of the affected areas, consultation meetings, housing reconstruction activities, etc.

APPENDIX 3: SAMPLE MONITORING TEMPLATE

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
A. Pre Construction Activities and Resettlement Plan Activities			
1	Approval of final Resettlement Plan by NDB prior to contract award		
2	Disclosure of final Resettlement Plan on DWASA websites		
3	Circulation of summary RP in the three local languages to all stakeholders		
4	Establishment of GRC and other committees for the RP finalization/ implementation		
5	Recruitment/ appointment of external monitoring agency		
A. Resettlement Plan Implementation			
1	Grievance Redress Committee and telephone hotlines established		
2	Entitlements and grievance redress procedure disclosed		
3	Finalization of list of APs, vulnerable APs and compensation/ assistance/ allowances		
4	Finalization of list of affected common facilities and roads for closure; mitigation measures proposed		
5	Affected persons received entitlements as per amounts and program specified in RP		
6	Payment of compensation, allowances and assistance (No. of APs)		
7	Additional assistance for vulnerable households given (No. of vulnerable APs)		
8	Livelihood arrangements provided to vulnerable APs		
9	Reinstallation of affected common facilities		
10	Grievances No. of grievances registered No. of grievances redressed Outstanding complaints Disclosure of grievance redress statistics		
11	Consultation, participation and disclosure as per Plan		
12	Livelihood and income restoration activities: 1. No. of households resettled 2. No. of households attend the retraining program 3. No. of households replaced their agricultural land 4. No. of households join the micro finance program 5. No. of households reconstruct the loss businesses		
C. Monitoring			
1	Survey on socio-economic status of APs (including vulnerable APs) completed and compared with baseline survey results		
2	Survey on satisfaction levels of APs with RP implementation completed		
D.	**Labor**		
1	Implementation of all statutory provisions on labor like health, safety, welfare, sanitation, and working conditions by Contractors		
2	Equal pay for equal work for men and women		

Note: Where applicable, the information provided in the table should be supported by detailed explanatory report, receipts and other details

APPENDIX 4: SAMPLE GRIEVANCE REDRESS FORM

(To be available in Bangla)

The _____Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback. Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing *(CONFIDENTIAL)* above your name. Thank you.

Date		**Place of registration**			
Contact Information/Personal Details					
Name		**Gender**	* Male * Female	**Age**	
Home Address					
Place					
Phone no.					
E-mail					
Complaint/Suggestion/Comment/Question Please provide the details (who, what, where and how) of your grievance below: If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of Official registering grievance)	
Mode of communication: Note/Letter E-mail Verbal/Telephonic	
Reviewed by: (Names/Positions of Official(s) reviewing grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	

APPENDIX 5: DRAFT LEAFLET FOR PROJECT INFORMATION DISCLOSURE

A. Background

Dhaka Water Supply and Sewerage Authority (DWASA) is transitioning from groundwater abstraction to greater use of surface water sources to ensure an environmentally sustainable and reliable water supply for Dhaka under the project named **"Dhaka Water Supply Resilience Project (EDWSRP)"**. The Padma North-West Sector, covering about 50.9 km^2 and including key areas such as Old Dhaka, Dhanmondi, Mohammadpur, and Hazaribag, is planned to be supplied by treated surface water from the operational Padma (Jashaldia) Water Treatment Plant. However, the existing distribution network is inadequate, and a 2015 feasibility study proposed around 40 km of new transmission and distribution pipelines, including over 12 km of large-diameter mains, to strengthen connectivity and reduce groundwater dependence. In parallel, DWASA plans to implement DMA-based distribution systems in several neighborhoods, requiring an additional 120 km of pipelines in the Padma North-West Sector. Following the 2016 incorporation of 16 unions into the Dhaka City Corporations, DWASA initiated expansion of water supply services to the newly added 178.75 km^2 area, guided by a 2018 feasibility study recommending new production tubewells, surface water integration, and about 1,455 km of DMA-based pipelines. More recently, a 2023 study identified around 60 km of aging asbestos cement pipelines in key MODS zones for replacement or rehabilitation with HDPE pipes to enhance system reliability, durability, and water quality.

B. Project Description

The main project components are: (a) water intake facility at Araihajar upazila; (b) Raw water transmission pipe (4 pipes with diameter 2,200 mm) for a total of length of 17.5 km from intake to Sejan juice; (c) Raw water transmission pipe (2 pipes with diameter 2,200 mm) for a total of length of 4.5 km from Sejan juice to Gandharbpur; (d) Water Treatment Plant (WTP) at Gandharbpur; (e) Treated water transmission pipe (2 pipes with diameter 2,200 mm) for a total of length of about 14.2 km from WTP to Vitara Baridhara; and (f) distribution reinforcement and rehabilitation networks in Dhaka city areas.

C. Resettlement Plan: Policy and Principles

A Resettlement Plan (RP) has been prepared for the project based on NDB's Safeguard Policy and Government of Bangladesh (GOB) Acquisition and Requisition of Immovable Property Ordinance 1982 (ARIPO).

D. Involuntary Resettlement impact

In total XXX acres of land is needed to implement the components (a) to (e) of the project. For these components a total XXXX households with the total population of XXX persons will be affected permanently or temporarily from their private land or from the government land that they are currently using for their livelihood activities. XXX CBE owners, XXX vendors will be affected for temporary period. XXX informal land users cultivating in the Dhaka WASA land for the future Gandharbpur water treatment plant will be affected. No land acquisition will be required for the water supply distribution reinforcement and networks. The impacts in these components will be limited to temporary disturbance during civil works to vendors and hawkers in the project areas.

E. Entitlement

The project provides for compensation of all potential losses including potential income losses for vendors at replacement value. As required by NDB Safeguards Policy (Environmental and Social Framework (ESF)) the project will provide compensation and resettlement assistance for households' lost land, business, structures and other lost assets in connection with the project. The RP approach incorporates (i) compensation for lost assets; (ii) resettlement issues; (iii) impact mitigation with special attention to the women and vulnerable groups; and (iv) income generating support to the members of the physically displaced households and including them in the poverty reduction

and livelihood enhancement program. A budgetary provision of USD XXXX for RP implementation is made, including provisional sums of USD XXXX for compensation of lost income and USD XXXX for additional assistance to vulnerable APs.

The eligible DPs for this project are (a) title owner who will lose land partial or total; (b) owners of affected houses, shops, sheds or other types of structures for residential, commercial purposes regardless to their title to the land; (c) owners of affected trees, crops, fish ponds affected by the land acquisition regardless to their titles to the land; (d) any DPs who will lose livelihood income permanent or temporary from any income generating activity affected by the project; (e) DP who will loss access to land or communal facility; (e) any formal and in formal lessee to land, shelters, shops, sharecroppers, shareholders, renters, etc. who will lose their access to land or shops/shelters due to acquisition of such assets by the project and (f) vulnerable DPs as defined by NDB safeguards policy. The people who have legal title of the affected properties will be compensated in two steps. Initially they will receive compensation according to the government policy (ARIPO) from DC office based on their legal documents. In the next step they will receive additional compensation from DWASA. On the other hand the non-title holders identified through census and socioeconomic survey will receive compensation from DWASA through the resettlement assistance NGO directly.

F. Institutional Arrangement

DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an experienced NGO for the implementation of resettlement activities which include livelihood rehabilitation. DWASA will implement the RP through setting a Safeguard Implementation (SIU) headed by PD/DPD at the EDWSRP PMU. The SIU, under the overall responsibility of the PD, will undertake day-to-day activities with the appointed NGO. The concerned Safeguards Officer at the level of AE, of SIU, appointed by PIU will be convener of the JVC and PVAC. The DPD of SIU will perform as convener of GRC and RAC. The resettlement assistance NGO will assist APs to put forth grievances and access information on opportunities for employment in project related activities, rights and entitlements and the grievance redress process, and make informed choices.

G. Grievance Redress Mechanism (GRM)

To resolve all project related grievances and complaints a common social and environmental grievance redress mechanism will be in place. Common and simple grievances will be sorted out at project site level by the Contractor's Resettlement Supervisor, supervision staff of PMU and project NGO within 7 days. More serious complaints will be sent to the safeguard officer at the PMU to be resolved in 14 days. Any unresolved grievances will be forwarded to the Grievance Redress Committee GRC. Complaints and grievances which are not addressed by Grievance Redress committee (GRC) within 30 days will be sent to the Program Steering Committee (SC) to be resolved within 7 days. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage.

Contact detail for inquiry:

Name : Designation : DWASA Safeguards Implementation Unit Telephone No: E-mail: Address:	Name Designation EDWSRP Project Management Unit Telephone No: E-mail: Address: