



**GOVERNMENT OF THE PEOPLES' REPUBLIC OF BANGLADESH**  
**Dhaka Water Supply and Sewerage Authority (DWASA)**  
**Dhaka Sanitation Improvement Project (DSIP)**  
**IDA Credit No.: 6566-BD & AIIB Loan No.: L0240A**



Memo No.: 46.113.633.00.00.053.2021-22/473

Date: 20 / 06 / 2022

**Request for Expressions of Interest (REoI) for  
Consultancy Services for Preparation and Implementation of  
Resettlement Action Plan (RAP) (Package No.: SD7)  
(Firm Selection-National)**

1. The Government of the People's Republic of Bangladesh (GoB) has received a credit from the International Development Association (IDA) towards the cost of 'Dhaka Sanitation Improvement Project (DSIP)' which is being implemented by Dhaka Water Supply and Sewerage Authority (DWASA) - an autonomous entity of the GoB. DWASA intends to apply a part of the proceeds of this credit/loan for the services of a consulting firm (Consultant) for Consultancy Services for Preparation and Implementation of Resettlement Action Plan (Package No.: SD7). This contract will be jointly financed by Asian Infrastructure Investment Bank (AIIB). The selection process will be governed by the World Bank's Procurement Regulations.

2. Scope of Services: The scope of the Consulting services is as follows but not limited to:

- Preparation of a Resettlement Action Plan (RAP) covering all the sites (i.e., trunk mains, sewer line, sewage treatment plant) required for the works under the project.
- Sensitization and consultation with the community people, create awareness about the rights and responsibilities of people throughout the implementation of the project, and based on the ERSMF:
  - Community sensitization and information dissemination in project area of influence.
  - Create awareness on the scope, footprint, environment and social impacts, mitigation measures and schedule of activities.
  - Support in collecting and addressing project-related grievances.
- Conduct a Gender Based Violence (GBV) Risk Assessment and prepare a corresponding GBV Action Plan proportionate to the risks.

3. Salient features of this consultancy services:

- (a) The estimated contract period of this assignment is 36 (Thirty-six) months maximum.
- (b) Estimated level of input is 180 professional staff-months.
- (c) Expected start date of assignment is October 2022 (tentative).

The detailed Terms of Reference (ToR) for the assignment (if necessary, may be modified) will be available at DWASA's website ([www.dwasa.org.bd](http://www.dwasa.org.bd)) and at the Project office address given below.

4. DWASA now invites eligible consulting firms ("Consultants") to indicate their interest in providing the services. The interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short-listing criteria are:

- (a) General experience of the Firm(s) specifically the core business and years in business;
- (b) Experience in similar projects of comparable size, complexity and technical specialty in the required area;
- (c) Financial soundness, technical and managerial capability, staffing and logistics of the Firm(s).

Key Experts will not be evaluated at the short-listing stage.

5. Consultants are requested to submit the following supporting documents in support of the above-mentioned criteria:

- (a) Registration Document/paper of the firm (s); (b) Joint Venture agreement or the letter of intent to form a Joint Venture if the Consultant intends to participate as a JV; (c) Firm's brochure; (d) Audited financial reports for last three years including specifically the Profit and Loss Statement; (e) Service

experience record of last five (5) years (including nature of each assignment, total value of each assignment, total input in terms of Key Staff man-months for each assignment, name of Client/Employer, location of service etc.).

6. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016, Revised November 2017 and August 2018 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.


7. Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a "joint-venture" or of "sub-consultancy". In the case of a Joint Venture, all the members of the Joint Venture shall be jointly and severally liable for the entire contract, if selected. In case of an association, all members of such "association" should have real and well-defined inputs to the assignment and it is preferable to limit the total number of members in the association to a maximum of 4 (Four).

8. A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) method set out in the Procurement Regulations. As the market approach of this package is Open-National, only the national entities are eligible to apply.

9. Interested consultant may obtain further information from the address below during office hours from 1000 to 1600 hours (GMT+6) between Sunday and Thursday and the intending entities may contact for any clarification and background information at the address given below.

10. Expression of Interest (EoI) (both hard and soft copy) needs to be submitted (either in person or by mail) to the following address by **1500 hours Bangladesh Standard Time (GMT+6) on or before 01 August, 2022**. The soft copy of the same may be sent through email mentioned below. Please note that in case of submission through email, the Employer shall not be responsible for the confidentiality of the submitted documents prior to the submission deadline. In this case, the Employer shall not be responsible if the document/s sent by the prospective entity are not accessible by the Employer under any circumstances. Please clearly mention **"Expression of Interest (EoI) for Consultancy Services for Preparation and Implementation of Resettlement Action Plan (Package No.: SD7) under DSIP, DWASA"** in the email's subject line or on the top of the envelope.

11. DWASA will not be responsible for any delay in submission including delay due to postal or any other reason. The authority reserves the right to accept or reject any or all EoIs either in part or in full without assigning any reason, whatsoever.

  
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**Terms of Reference (TOR)**  
**For**  
**Preparation and Implementation of Resettlement Action Plan (RAP) (Package SD7)” under**  
**Dhaka Sanitation Improvement Project,**  
**Dhaka WASA.**

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## 1. Project Background

With a population of more than 17 million in the Dhaka city, Dhaka Water Supply and Sewerage Authority (DWASA) is faced with a herculean task of managing solid wastes, wastewater, and the drainage. The city's Sewerage Master Plan (2013) which was prepared with World Bank funding, proposed to build five new Sewage Treatment Plants (STPs) by 2025. The Plan envisages city-wide sewerage services. However, given the technical, socioeconomic, and financial considerations required to implement the plan, it is recognized that 100 percent piped network coverage is unrealistic in the short term. Therefore, the Plan provides for a phased intervention to address Dhaka city's sanitation challenges, with the first phase covering only the Pagla catchment to serve over 4.2 million people. The *Dhaka Sanitation Improvement Project (DSIP)* is designed to provide maximum sanitation coverage in Pagla catchment. The project will be implemented with financial support from the World Bank and the Asian Infrastructure Investment Bank (AIIB).

Dhaka Sanitation Improvement Project (DSIP) comprises four components: **Component 1:** Institutional Support for Sanitation Service Delivery; **Component 2:** Sewerage and Wastewater Treatment; **Component 3:** Alternative Sanitation; and **Component 4:** Project Implementation and Management Support.

## 2. Project Description

Considering the wide scope, technical complexity and scale of the proposed investments, the total initiative has been split into several work packages to allow for structured design and implementation as outlined in the Project Implementation Manual. Under components 2 and 3, DWASA proposes to carry out the following work packages:

- Design-Build and Operate Contract for the Sewage Treatment Plant (STP) – [1 Package]
- Design-Build Contract for Trunk Mains – [3 Packages]
- Design-Build Contract for Sewer Construction- [3 Packages]

The implementation of these packages includes civil works, i.e., reconstruction, construction and rehabilitation of the existing Trunk mains (western and eastern); construction of non-network sanitation facilities, and if any, construction of new Sewage Lifting Stations (SLS); and construction of the sewage treatment plant. The two existing Western Trunk Mains start from *New Market* and *Nawabganj* and end at Narinda SLS.

It is anticipated that the implementation of these works will present significant social and environmental impacts in the local communities. People living in the project area will face adverse impacts at different stages (pre, during and post) of works. The two Trunk Mains traverse old parts of the Dhaka city that are densely populated residential areas and crowded with commercial activities. The Eastern Trunk Main that will traverse from Madhubagh to Pagla STP will be built on DWASA's own lands, but the alignment passes through densely populated areas. The new LPSs are likely to be built on lands owned by DWASA and/or by other public agencies depending on technical feasibility and availability of such lands. No firm decision has yet been made as to where facilities for the non-network sanitation would be built and how the required lands would be made available. Under the circumstance, it was thought premature to rule out the need for some private land acquisition, until the technical designs were all finalized.

With or without land acquisition, it is envisaged that the pipe-laying civil works may displace encroachers and non-titled persons / households who may have been living along the Trunk Main alignments and cause temporary disruption of some businesses operated from the private premises. This will also affect people employed in these establishments. Others who may be temporarily affected include vendors who operate small-scale trading activities on the sidewalks and road shoulders. Use of pipe-laying technology (micro-tunnel vs open-cut) and pace of construction works will determine severity of the impacts on pedestrian and vehicular movements. Other anticipated adverse impacts relate to the potential for sexual exploitation and abuse/sexual harassment (SEA/SH) which may result from interaction from project workers and local women/girls. The quest for construction-related jobs could also expose women and girls to sexual exploitation.

### **3. Managing the Social and Environmental impacts of the proposed works**

As per the financing agreement with the World Bank, DWASA is required to assess and address the social and environmental impacts of the project in line with the Bank's applicable safeguards policies and relevant laws and regulations of Bangladesh.<sup>1</sup> Based on these policies and regulations and the Project Implementation Manual, DWASA undertook an Environmental and Social Impact Assessment (ESIA) of the Pagla STP and Trunk Mains in 2019 which assessed the main environmental and social impacts of the works. The ESIA included an Environmental and Social Management Plan (ESMP) with measures to manage such impacts. Specific to resettlement, the ESIA noted the potential for works to cause limited land acquisition (for the construction of trunk mains)<sup>2</sup> as well as physical and economic displacement. The ESIA notes that approximately 1836 structures including residential, commercial, and mixed used structures will be temporarily displaced during works. As engineering designs were not complete yet, an Environmental, Resettlement and Social Management Framework (ERSMF, December 2018) was also prepared (including resettlement procedures) to guide the preparation and implementation of Resettlement Action Plans related to component 2 and 3. The ERSMF contains the principles, policies and guidelines to prepare and implement the impact mitigation plans like Resettlement Action Plan.

In line with the ERSMF, an experienced consulting firm is needed to assist the PMU and (i) lead the preparation of a Resettlement Action Plan (RAP) covering all the sites (i.e., trunk mains, STP, Sewer construction) required for the works described above; (ii) carry out sensitization and consultation with the community people, and create awareness about the project, its environmental and social impacts, ESMP, as well as rights and responsibilities of local communities and project-affected people throughout the implementation of the project. *As required by the World Bank policy on involuntary resettlement (OP 4.12), the RAP will be implemented fully by DWASA before commencement of works, i.e., reconstruction/ construction/rehabilitation of sewer network, trunk mains, and sewage treatment plant; and (iii) assess the risks for GBV as well as prepare and support*

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<sup>1</sup> The applicable World Bank safeguards policies for this project include Operational Policy 4.01 on Environmental Management, OP 4.10 on Indigenous People and OP 4.12 on Involuntary Resettlement.

<sup>2</sup> A total of 50 decimal private land was provisioned for acquisition for the trunk main while another 50 decimal public land has been provisioned for inter-ministerial transfer to DWASA for three new lifting pump stations.

the implementation of a Gender-based Violence (GBV) Prevention and Response Plan This term of reference (TOR) outlines the scope of work for the firm in different stages of the project.

#### 4. Scope of Services:

The scope of the Consulting services is as follows:

<i>Sl. No.</i>	<i>Tasks</i>	<i>Coverage/scope</i>
1	Preparation of a Resettlement Action Plan (RAP) covering all the sites (i.e., trunk mains, sewer line, sewage treatment plant) required for the works in line with the project ERSMF, December 2018.	<ul style="list-style-type: none"> <li>• <i>Eastern Trunk mains (12 km from Madhubag to Pagla STP)</i></li> <li>• <i>Western Trunk mains (6 km from Nilkhet to Narinda Sewage Pumping Station)</i></li> </ul>
2	<p>Sensitization and consultation with the community people, create awareness about the rights and responsibilities of people throughout the implementation of the project, and based on the ERSMF:</p> <ol style="list-style-type: none"> <li><i>Community sensitization and information dissemination in project area of influence</i></li> <li><i>Create awareness on the scope, footprint, environment and social impacts, mitigation measures and schedule of activities</i></li> <li><i>Support in collecting and addressing project-related grievances</i></li> </ol>	Project area of influence including Sewerage Zone-A (Kalabagan, Mogbazar, Shahbag, Eskaton, Arambag, Paltan, Shahidbag, Motijheel etc.), Sewerage Zone-B (Rampura, Taltola, Bashaboo, Golapbag, Ahmedbag, Saidabad, Goran, Baganbari, Khilgaon, West Nandipara etc.) etc.
3	Conduct a Gender Based Violence (GBV) Risk Assessment and prepare a corresponding GBV Action Plan proportionate to the risks.	The GBV plan will cover all project sites

In carrying out the above services, the consulting firm shall all the time exercise all reasonable skill, care and due diligence in the discharge of their duties and is responsible for the accuracy and completeness of their work. The consulting firm will work in close coordination with DWASA PMU, DR&CS and PMC and other consultants to ensure alignment with other project activities. The various tasks are described in detail below.



## **5. Detailed Description of the Scope of Services:**

### **5.1 Preparation of a Resettlement Action Plan**

- i. Review of relevant project documents: relevant land acquisition/resettlement laws and regulations of Government of Bangladesh, World Bank policy on Involuntary Resettlement (OP 4.12) and other applicable policies*

It is imperative that the Consultant carefully reviews the following documents to gain a thorough understanding of how the project plans to address the social safeguard issues in compliance with the World Bank's requirements and the national regulations related to land acquisition and resettlement. These include.

- Bangladesh Acquisition and Requisition of Immovable Properties Act, 2017
- The National Guidelines on Resettlement of Project-Affected People (2018)
- World Bank's Operational Policy on Involuntary Resettlement (OP/BP 4.12)
- Environmental, Resettlement and Social Management Framework (ERSMF, Dec. 2018), especially the Chapter on Resettlement Policy Framework RPF.
- Project Implementation Manual (PIM), which also contains the RPF
- Environmental and Social Impact Assessment (ESIA) Report
- Project Appraisal Document (PAD)
- Aide Memoirs issued by the World Bank during project preparation
- Any other documents that may appear useful during preparation of RAP

Given the considerably long gap since the ESIA and ERSMF were prepared, it is suggested that the consultant will visit the project sites of Pagla Sewerage Treatment Plant (STP); travel paths of the existing Western Trunk Mains and the proposed Eastern Trunk Mains; as well as the locations of the existing and proposed Lifting Pump Stations (LPS) and the proposed sewer lines; observe and incorporate changes, if any, into the Social Safeguard Screening Form.

- ii. Conduct census of PAPs, socio-economic survey, and inventory of losses surveys on the project affected persons/households, as well as prepare and support the implementation of Resettlement Action Plans for all affected people (titled, non-titled, squatters/unauthorized occupants) along the project alignment.*

Consistent with the project ERSMF, the consultant will carry out census of PAPs, asset inventories, other relevant surveys; and prepare corresponding Resettlement Action Plan (RAP) which identify the displacement impacts of works, propose measures to avoid and minimize displacement, as well as develop and implement the appropriate measures to mitigate the residual impacts of involuntary resettlement. In this regard, the consultant will carry out the following:

- Building on the ESIA (May 2019), conduct social impact screening/assessment of all project locations/construction activities (based on Contract Package and project locations) to identify potential project impacts on private properties, livelihoods, and economic activities. *(A Screening Form in the ERSMF will be used for the screening<sup>3</sup>)*
- Based on the detailed design of the various contract packages, carry out a census of project-affected persons (PAPs) and assets, noting the nature and magnitude of impacts on such

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<sup>3</sup> The consultant may modify/refine the Screening Form, in consultation with the PMU and Bank, to include impacts that may not have been covered in the given form



PAPs. A full list of PAPs will be compiled from the census and each PAP will be issued with ID cards

- Based on the detailed design of the various contract packages, carry out an inventory of assets, structures (movable and immovable), and livelihood activities that will be displaced by the project activities;
- Develop cadastral mapping of affected lands that may be impacted by various contract packages and other related infrastructure.

**Entitlement Matrix:** Define categories of project impacts (physically displaced; economically displaced) including construction induced impacts and eligibility of affected people for compensation and prepare a matrix of entitlements covering compensation and other assistance for all types of impacts to fully replace lost assets, income, and livelihood. Ensure that the compensation for all types of assets, crops, and trees are based on replacement value and discuss in detail the valuation methodology used. The entitlement matrix will cover PAPs that may suffer construction-induced impacts especially in areas where roads which will be blocked temporarily for more than 5 days. *The consultant will use section 7.14 of the ERSMF as a guide when developing the Entitlement Matrix.*

- Prepare a Resettlement Action Plan (RAP) as necessary acceptable to the World Bank and Government of Bangladesh, making sure that the plan complies with the provision of the Bank's policy on involuntary resettlement (OP 4.12) and the Government related acts and policies. The RAP should be based on the census which covers a complete enumeration of all Project-Affected Persons (PAPs) and their affected assets, structures, and livelihood activities. The consultant may consider Annex 1 of this TOR when preparing the RAP. The consultant will consult closely with the PMC and/or DR & CS social Development Specialist when preparing the RAP
- Identify the vulnerable PAPs in project areas and recommend specific actions/support to be included in the RAP for this category of PAPs. The ESIA (May 2019) identified some low-income households living in small houses along the alignments of the trunks.

**Livelihood Restoration and Assistance:** Where relevant prepare a comprehensive income and livelihood restoration program, supported by adequate budget, to help PAPs (especially vulnerable PAPs) to improve, or at least restore, their incomes and livelihoods. Identify specialized measures as additional support for the affected poor, ethnic minorities, or other vulnerable households.

- Assess and determine full cost estimates for implementing the Resettlement Action Plan. A cost table outlining planned estimates for cash compensation, livelihood assistance (if any), institutional and administration cost (specific to RAP implementation), monitoring and evaluation and contingency cost should be included in the RAP.
- Ensure that (a) the compensation standards are based on replacement value, and (b) the overall resettlement budget is sufficient to implement the Resettlement Action Plan based on the proposed entitlements and rehabilitation plans with resettlement and rehabilitation assistance.
- Assist the PMC and/or DR & CS Social Development Specialist to initiate and carry out consultation with the affected communities, local leaders, proponents, and stakeholders on issues related to resettlement and compensation in the project.
- Assist the DWASA to develop a computerized database management system for recording PAPs and lost assets. The system should reflect the project displacement impacts on PAPs and accordingly the entitlements. The system should be in place from the beginning of the resettlement survey. The database will serve as system for recording status of compensation payments.

- Prepare physical records (photos or video) of the project distribution alignment one week ahead of the start of works.
- Liaise with the PMC and/or DR&CS team and the contractors on and before starting of any resettlement works.
- Ensure video-graph of the project distribution alignments at least one month ahead of the actual project implementation works which will be considered as cut-off date of the project.
- Assist the PMU for paying the required compensation to each AP before physical work can start keep the PMC and/or DR&CS and PMU informed about all the activities pursued under the resettlement activities of the project.
- PAPs will be provided livelihood restoration support under the project including compensation and resettlement benefit and employment opportunity of the eligible PAPs in the civil work.
- Submit the regular monitoring and monthly and quarterly progress reports on the resettlement works from time to time to the PMC and/or DR&CS and PMU offices as per reporting requirements.
- In coordination with contractors and PMC and/or DR&CS /PMU staff develop and keep updated a database recording the grievance/complaint received and its redressed status; and

## **5.2 Community sensitization and information dissemination about the project and grievance management**

- Undertake community sensitization about the project, its scope, footprints and impacts, as well as impact mitigation measures including the RAP and ESMP.
- Co-ordinate field work and lead activities in relation to community level information dissemination and meetings.
- maintain liaison between Community, Contractor and DWASA during the execution of the civil works.
- Mobilize PAPs to be supportive during construction times and construction created inconveniences, which may be brought about by the implementation of the rehabilitation project.
- Adopt participatory approaches at all stages of consultancy service delivery, ensuring the views of women and vulnerable groups are equally represented in project committees and other decision-making bodies.
- advise PAPs and local communities on possible work-related disturbances (e.g., road closures, etc.) and measures (e.g., alternative access arrangements) to be undertaken during project implementation
- support the grievance redress activities for the PAPs, Workers and GBV victims from time to time during implementation of the works. This includes ensuring that PAPs and local communities are aware about the availability and use of the project grievance procedure to lodge complaints.

## **5.3 Conduct a Gender Based Violence (GBV) Risk Assessment; prepare and implement a corresponding GBV Action Plan proportionate to the risks.**

### ***a. GBV Risks Assessment***

- Carry out GBV risks assessment in the project areas to identify GBV hotspots using consultative and participatory approaches. This includes identifying areas where the risks of Sexual Exploitation and Abuse/Sexual harassment (SEA/SH) may be exacerbated due to the construction activities (i.e., presence of workers in localized project environments).
- Identify GBV and SEA “hotspots” through consultations with local communities.
- Identify opportunities for creating awareness (e.g., radio stations, about GBV in the project areas along the project’s direct area of influence, local communities, as well as labor and workers camp or inhabited areas. The campaigns will be leveraged to educate local communities on COVID-19 prevention measures
- Identify various GBV response mechanisms in project environment in consultation with local authorities, community leaders, NGOs, CBOs. The mechanisms may include psychosocial counseling, health, justice systems, and support for treatments.
- Identify and assess GBV service providers, noting their capacity to deliver services in responding to potential GBV cases that may emerge during works. This includes identifying existing formal and informal referral pathways of service providers and stakeholders in the communities for an improved and easier referral pathways and services to survivors
- Make practical recommendations through the **development a work plan with concrete measures to implement key recommendations** to strengthen systems for GBV prevention and response in coordination with DWASA, and based on the World Bank Good Practice Note for Addressing Gender Based Violence in Investment Project Financing Involving Major Civil Works.
- In consultation with DWASA, determine survivor-centred mechanisms by which GBV-related complaints and grievances can be managed. This GRM will be incorporated in the GBV action plan.

***b. Prepare and implement GBV Action Plan***

- Prepare a GBV action plan using the information gathered from (a) above, making sure that the plan is proportionate to the risks identified and fit-for-purpose in the project context. The consultant may use Annex II of this TOR as template for developing the GBV action plan.
- Organize/facilitate training and orientation of project staff and workers on the GBV action , focusing on the drivers, risks and mitigation measures in the plan.
- Carryout campaigns to create awareness about the risks of GBV issues related to the project and the presence of workers at various project locations. This will include developing and distributing Information, Education and Communication (IEC) materials in the project locations
- Conduct quarterly follow-up and monitoring of cases, document practices, and incorporate feedback/lessons to enhance GBV services in the project area.

### ***5.3 Other relevant tasks***

In executing the above tasks, the consulting firm shall

- provide suitably qualified teams of field workers to undertake all field-work activities related to resettlement works of the project.
- manage the workload of the field workers according to a timely and effective manner
- plan the work to be undertaken in conjunction with the PMC and/or DR&CS consultants
- Carry out any other related task as may be assigned by the Project Director.

The contractors of the civil works will be allowed to implement their works in several sites simultaneously and the Consulting Firm must be able to adequately respond to the detailed implementation program in the design phase during which interaction with the community will take place, and the works execution phase when the actual physical works will impact on the community for shorter or longer duration and to greater or lesser extent depending on the technology adopted to construct/reconstruct/rehabilitate and augment the sewage network/treatment plant.

## **6.0 Work planning and scheduling.**

It is expected that the consultant will organize the services along the following stages of the project: pre-construction preparation stages and Implementation phase.

### **A. PRE-CONSTRUCTION PREPARATORY STAGE**

During pre-construction preparatory stage of the different works packages the consultant will conduct survey and prepare the Resettlement Action Plan. following GoB Land Acquisition Act of 2017 rule and World Bank OP 4.12. A GBV Action Plan will also be developed during this preparatory stage. Other activities that should be undertaken during the preparation stage.

#### **A.1 Review of Relevant Policies and updating of ERSMF**

The consultant team will review relevant government law of land acquisition and World Bank OP 4.12 on involuntary resettlement and update the Environmental, and Resettlement and Social Management Framework (ERSMF).

#### **A.2 Census Socio-economic Survey.**

##### **A.2.1 Target Settlements** along the pipeline routes

Such settlements are, formal or informal, titled and non-titled, generally located on the proposed site/right of way of the project, the Consultant shall make intensive field visits and consult with people for Rapport building and getting actual information during survey. The senior citizen and elites of the affected community would be consulted about determination of the land and other.

##### **A.2.2 Census and Socioeconomic survey of Affected Households/entities**

For each of the above identified settlements, census of the households, Commerce & Business Enterprises and Common Property Resources (if any) shall be conducted. The following information would be collected during conducting survey;

- Name and age of household heads (HHHs), number of household members by sex, marital status, level of education, principal and secondary occupation, ethnicity and religion, etc.
- Household's gross total monthly income & expenditure (or categorized range of expenditure), major immovable assets, other assets owned (trees, crops, livestock, and others)
- Status of land occupancy and tenure – amount of landholding, land title holder, without title (from when settled there), etc.

Individual interview results shall accompany with information on the administrative ward name, street/avenue/road name, colony/settlement/community name, where appropriate, and the total number of households of that settlement. Make sure to enumerate socially vulnerable household

like female headed poor households, households whose head is a senior citizen or of physically handicapped.

*Cut-off Dates:* The dates on which censuses are taken will constitute the cut-off dates for non-titled persons / households, and those on which the legal notice under Section 4 of the acquisition act is served will be recorded as the cut-off dates for private landowners. (Private landowners are not allowed to alter appearance of the lands by erecting new structures or otherwise, after the Notice 4 is served.)

### **A.2.3 Inventory of losses (IOL)**

The consultant will conduct survey with a structured questionnaire to make an inventory of affected assets within the project right of way/site. The census and inventory of losses survey may be conducted using questionnaire. The questionnaire would be developed by the consultant and concurred by the DWASA. Information to be collected through the questionnaire would be used for preparation of the RAP. All categories of the affected properties such as land, structure, trees, crops and other physical assets would be surveyed during IOL. The structures (residential, commercial and community properties) within the right of way would be surveyed irrespective of title to the land. The squatters (living on GOB land without rent), utilities (living on private land without rent), vendors, and other categories of affected entities are to be accounted for during survey. The tenants, sharecroppers, lessees, mortgagee, etc. would also be enlisted during IOL. The consultant will make video of the sections/spots where construction works would displace commercial and residential structures along the planned route of the pipeline works.

### **A.2.4 Market Survey for assessing replacement cost**

Conduct a market survey with structured questionnaire to collect information from different types of stakeholders for determination of compensation for affected land, structure, trees, crops, etc. within the proposed site/right of way of the project. The current market price of land would be collected from different categories of people such as (i) recent sellers & buyers, (ii) teacher & religious leader and (iii) deed writer & broker for assessment of replacement value. Price of structure would also be collected from the businessmen of Rod, Cement, CI Sheet, Bamboo, Wood, etc. including labor cost for construction of particular structure to determine replacement value. Price of crops would be collected by interviewing the farmers/local people based on yield rate and unit rate per ton of different categories of affected crops.

### **A.3. Organizing and Conducting Consultation Meeting**

The consultation meeting with the affected people and other stakeholders would be held during conducting census & socioeconomic survey. The Consultant and DWASA officials will jointly facilitate the consultation meeting to let the people know about the goals and objective of the project, different project components, probable timeline of project implementation, roles and responsibilities of the DWASA and affected people, potential adverse impacts of the project and mitigation measures, etc. Consultation meeting will need to be held with the managing committee of the affected community properties. Minutes of the meeting along with the list of participants will be annexed with the RAP.

### **A.3.1 In coordination with the DWASA the selected Consulting Firm is asked to plan, organize and implement community-wise stakeholders' meeting at the site.**

The Consultant will conduct community stakeholders' consultation meetings (SCM) during preparation and implementation of the RAP. The SCM task consists of;

- Invite all stakeholders of the community (including UP Chairman/Member).
- Preparation of project briefing material in Bengali to community people.
- Flip Chart may be used to disseminate the project information.
- Facilitate and moderate stakeholders' meetings with appropriate regrouping into subgroups of same attributes (ex. gender, age).
- If there is any Indigenous People (IP) affected by the project interventions, separate consultation meetings would be held with them following the World Bank OP 4.10.
- Provide an enumerator for each session to keep record of the sessions including interactions among participants and comments made.

Due to the COVID-19 Pandemic situation, the Consultant will conduct small group consultation maintaining COVID protocols. Necessary measures including wearing masks, hand sanitizing, social distancing, etc. would be strictly maintained during small group consultation meetings. A COVID Guideline is to be developed in Bengali and distributed among the stakeholders prior to start consultation meetings.

### **A.3.2 Focus Group Discussion**

To complement the formal community meeting as above, focused group sessions (FGS) are to be organized and implemented at selected sites particularly hotspots. The purpose of FGS is to collect opinions of various stakeholders, in particular those of vulnerable people obliged to occupy the land without titles. The task focuses on current means of livelihood, desirable terms of compensation & resettlement benefits, etc. All the proceedings and interactions of FGD sessions are recorded and session minutes are drafted to illustrate community peoples' needs and desires in expectation of resettlement. The FGDs will particularly emphasize the affected people along the project right of way (ROW) and the people who might be directly impacted during construction phase.

### **A.4. Video filming of the affected properties**

Video filming of the structure is to be done to prevent fraudulent claims in the future. The selected Consulting firm will paste household number on the visible wall of the structure and affected properties will be captured household owner (if present) or any senior proxy will say the name of household head with father's husband's name and address during video filming. Video film is to be edited and converted into DVD. Two sets of DVDs are to be submitted to the DWASA within the stipulated time.

### **A.5. Preparation of Resettlement Action Plan**

The selected Consulting Firm will prepare Resettlement Action Plan (RAP) on the basis of the census, socioeconomic and inventory of losses survey data, opinion of the people obtained during stakeholder's consultation meetings & focused group meetings and secondary data following the GoB rule, Resettlement Policy Framework (RPF) of DWASA. The Resettlement Action Plan

should address the income and livelihood restoration strategy, gender issues including risks of gender-based violence and small ethnic community, if any. The draft RAP will be submitted to the World Bank for review before approval of the same by DWASA. The RAP will be disclosed to the PAPs prior to the start implementation.

*Land Acquisition Proposals (LAPs):* Where lands from private and public ownerships, excepting those owned by DWASA itself, are to be acquired, LAPs will be prepared as per the standard requirements of the Acquiring Body, headed by the Deputy Commissioner (DC).

## **B. IMPLEMENTATION STAGE**

### **B.1 RAP Implementation Schedule and Tasks**

The project will be implemented continuously once it is approved by DWASA. It is expected that the preparatory stage of the project will be maximum 3 months and implementation stage will be about 24 months as the land acquisition will take place and compensation to be paid by the Deputy Commissioners as per law. In between preparatory and implementation stage of the project, about one month will be required for approval of the RAP by DWASA and the World Bank. No staff input from the consultant will be required during this one month except the Team Leader for clarification/explanation on the RAP if there is any observation of the Board. The Consulting Firm will assist DWASA in compensation payment, redressal of grievances, relocation of APs, etc. The Project Director, will allocate manning and time schedule for the selected Consulting Firm in preparatory and implementation stage as per requirement of the resettlement program.

### **B.2. Preparation and distribution of ID Cards**

The selected Consulting Firm will conduct census socioeconomic survey and prepare final list of affected households, commercial business enterprises and community establishment based on Compensation Under Law (CCL) to be paid by DC and or identified by the census and IOL survey. Each of the affected persons will be entitled to have an Identity (ID) card with photograph describing his/her name address, occupation, age, etc. The RAP implementing Consultant will create ID number for each of the entitled persons including landowners based on the census and IOL. After receiving CCL from the DC office, the ID number may be changed, and photograph of the entitled person (EP) will be taken using final ID number. For the squatters, tenants, wage laborers and EPs who are not paid by DC as per law, the ID number would be created based on the census and IOL. ID card is to be prepared by the Consulting Firm with photograph (1.5” square) of the EPs and issued by Project Director. The local UP Chairman will identify the EP and put his/her signature with seal on the ID card. The ID cards will be distributed mainly in focused group meetings and from the Consultant’s office after issuing by the Project Director.

#### **B.2.1 Assistance to DWASA in Payment of Resettlement Benefits to Entitled Persons (EPs)**

The Consulting Firm will assist DWASA in processing entitlements for the entitled persons (EPs) and making payment of compensation/resettlement benefits to them. The Consulting Firm will compile & process data and develop & operate a menu driven computerized Management Information System (MIS), prepare Entitled Persons’ (EP) files with type and quantity wise losses considering DC’s CCL & census data and Entitlement Card (EC) mentioning number of compensation/benefits for each of the EPs and prepare Indent mentioning category wise amount of



compensation/benefits. The indent shall be approved by the Project Director before making payment. The Consulting Firm will assist DWASA in preparation of payment debit voucher, measurement book and Cheques in the name of entitled person.

### **B.2.2 Assistance to PAPs during Relocation**

The Consulting Firm will assist the PAPs during pre and post relocation period. Relocation choices of the physically displaced households and other entities will be obtained during focus group meetings at community level. Consulting Firm will also assist PAPs, where necessary, in preparing grievance redress cases for consideration by the committees. If the project keeps provision for relocation of the displaced households in a cluster manner the consultant will prepare a relocation plan and criterion for allocation of plots in the relocation site. All of the displaced HHs would be paid their dues at least 30 days prior to their physical displacement. RAP implementing agency will assist the physically displaced HHs in case of relocation. Displaced HHs will be allowed to take away salvageable materials free of cost within the project declared deadline.

### **B.2.3 Develop Income and Livelihood Restoration Plan (ILRP)**

The Consultant will develop a comprehensive income and livelihood restoration plan (ILRP) as part of the RAP for the affected vulnerable people. A need assessment study on potential livelihood alternatives will be conducted and ILRP will be developed. An outline on the ILRP will be given in the RA P for facilitating the consultant to implement the ILRP. Necessary training on income generating alternatives will need to be provided to the eligible PAPs.

### **B.2.4 Preparation of Individual entitlements**

The Consulting Firm will prepare individual entitlement considering the DC's CCL, policy matrix of the RAP and available census and IOL data. The individual entitlement list would be consulted with the PD office by the Consultant and finalized it incorporating comments of them, if any. In case of community properties, management committee of the CPR will assign one member of the committee to receive the cheque and deposit in the designated account of the affected community property. The final list would be submitted to the Accounts department of DWASA at least 15 days prior to disbursement of the compensation cheques. The Accounts Department would check and verify the list and prepare the compensation cheques for disbursement. The Compensation cheques would be disbursed in the open and accessible place in the project area.

### **B.2.5 Project site hand-over to contractors in case of land acquisition**

There will not be any land acquisition under the project. However, in case of land acquisition (if necessary), the DC office will hand over the project site to the DWASA after disbursement of compensation as per law. Consulting Firm will assist DWASA to hand-over project site to the contractors from where the project affected persons have been relocated or compensation has been paid (in case of plain land). Contractors will move into sites after getting the possession encumbrance free.

### **B.2.6 Major Activities to be performed by Consulting Firm**

The Consulting Firm will assist DWASA in implementing successfully all stipulations agreed in the RAP in their entirety, fairly and transparently. In this context, the major functions to be performed by the Consulting Firm are:

#### *B.2.6.1 Information dissemination and feedback*

- (i) Ensure dissemination of the project and resettlement policy related information to the project-affected persons and others (community groups, local administration, etc.) that might be considered instrumental in the effective and transparent implementation of the RAP. Even though the RAP recommends some dissemination mechanisms, the Consulting Firm can suggest more in the process of its implementation and would gather information and disseminate it upward to the PMU.
- (ii) During implementation of the project, extensive consultation and collaboration with key stakeholders on a continued basis is planned. The Consulting Firm will be required to assist DWASA in organizing such consultation programs and facilitate consultation with local representatives like Union Parishad Chairman and Member, local leaders, participants group, etc.
- (iii) The Consulting Firm shall prepare and distribute Bengali version information brochure among the affected persons and other stakeholders. The Information brochure will contain description of the project, goals and objectives of the project, compensation and resettlement policy, procedure of getting compensation cheques etc.

#### *B.2.6.2 Collection of CCL from DC office*

In case of private land acquisition for the project interventions, the consulting firm will collect CCL voucher from the concerned DC offices after payment is made. The CCL voucher will be inserted into the computer and generate data on the additional payment as per policy and unit rate to be determined during survey and finalized by property assessment and valuation committee (PAVC). A CCL statement is to be prepared by the MIS section of the consulting firm. Based of CCL data, a summary of affected assets and additional compensation as per policy and unit rate would be determined.

#### *B.2.6.3 Assisting PAPs in resettlement & Livelihood Restoration process*

- (i) The main purpose is to make the APs and entitled persons (EPs) aware of the resettlement process
- (ii) Inform the EPs about the documents required for claiming compensation/resettlement benefit from DWASA
- (iii) Inform the affected households, especially the vulnerable ones, about the resettlement grants stipulated in the RAP.
- (iv) Assist the EPs in receiving any other entitlements as provided in the RAP.
- (v) Assist the displaced HHs in relocation in new location.
- (vi) Counseling and helping the households, whose previous incomes have been seriously affected, to find alternative source of income and livelihood.

#### *B.2.6.4 Grievance Redress Procedure*

The PMU will form a Grievance Redress Committee (GRC) for resolution of claims of the aggrieved persons. The GRC will consist of DWASA representative as convener, Consultants Deputy Team Leader as Member secretary and local Union Parishad Chairman or his/her representative/ Municipality councilor as Member of the GRC. The representative of the affected

people will also be member of the GRC. Each of the Union Parishad/Municipality will have separate GRC

The Consulting Firm will play vital role in the grievances redress process. The most important preconditions for doing this with maximum effectiveness are that the Consulting Firm will build personal rapport and confidence with the APs and will be fully aware of all socioeconomic problems/issues arising from the project interventions. Among other things, the Consulting Firm will:

- (i) Ensure that the APs are fully aware of the grievance redress procedure and the process of bringing their complaints to the grievance redress committees (GRCs).
- (ii) Assist the APs in any usual manner (e.g., preparing applications, accompanying them to the hearing and explaining the grievance to the GRCs and the like) to bring the complaints to the committee. The Field Coordinator of the consulting firm will play role as member secretary of the GRC.
- (iii) Impartially investigate the veracity of the complaints and try to settle them amicably, fairly and transparently before they go to the redress committee or the courts of law.
- (iv) For more focused work in this area, the Consulting Firm will prepare a list of problem cases based on ownership and other disputes detected while checking the status of occupancy of APs. In doing so, the Consulting Firm will pay special attention to the problems and needs of the vulnerable APs.

#### *B.2.6.5 Collected data management*

The Consulting Firm will retain survey data by using one or more menu-driven MIS. Among other things, the Consulting Firm will:

- (i) Maintain computerized baseline socioeconomic databases and collect supplementary information as and when necessary and update them, during the course of implementation.
- (ii) Collect and computerize data on individual losses and the compensation thereof, as determined during socioeconomic survey for all legally and socially recognized APs.
- (iii) Collect and computerize all information related to different types of payments made by DC and additional supports provided to the entitled person (EP) as per ERSMF of the project.
- (v) Prepare 'entitlement card' for the individual EPs as per their types of losses and the amount of compensation due for each type of loss and the amount of compensation if any, to be paid by DWASA.
- (vii) Record and maintain details of the issues/ disputes causing delay in the disbursement/receipt of compensation and the persons involved in them.
- (viii) Document information on the cases, with reasons, brought to and resolved by the GRC, with decisions going in favor of or against the complainants.
- (ix) Collect and maintain relocation information on the homestead losers by categories of EP households such as licensees, squatters, tenants and others.

## 7.0 Team Composition and Qualification Requirements

The staff involvement is envisaged in the Table 1 as below. For fulfilling the requirements of the assignment, the consulting firm should:

- Put a weighted mobilization of staff input during the finalization stages of survey work with the contractor. When technical surveys are being carried out by the contractor, most of the social interaction will take place to complete the preparation of final RAP, and act as the go-between the contractor and the community.
- Maintain regular contacts with the relevant consultancies and submit progress report weekly to the Team Leader of PMC consultants. The consulting firm will require both female and male field workers to facilitate interaction with the community before and during the construction.

### a. Required Key-Staff and Qualification and Experience of the Key-Staff:

**Table 1: Key-Staff**

Sl. No.	Designation	Numbers of persons required	Man-months (MMs)	Remarks
1	Team Leader/Social and Resettlement Expert	1	30	
2	Deputy Team Leader/Resettlement Expert	1	30	
3	Civil Engineer	1	12	
4	Gender Specialist	1	36	
5	Field Co-ordinator	1	36	
6	MIS Specialist	1	36	
Total			180	

**Table 2. Qualification, Experiences and Responsibilities of the Staff:**

Type of Staff	Educational Qualification	Back-ground	Overall Experience	Specific Experience & Responsibilities
1. Team Leader-cum-Social and Resettlement Expert	Master's Degree	Social Science or equivalent	15 years of experience in the field of resettlement with 10 years of experience in senior position for RAP	The Team Leader-cum-Social and Resettlement Expert is the lead for the consulting team. He/ She shall have vast experience in preparation and implementation of RAP, report writing etc. and must be fluent in English. The TL shall be responsible for overall performance of the consulting team in achieving the target of this

			implementation.	<p>assignment including the following activities but not limited to:</p> <ul style="list-style-type: none"> <li>• To maintain liaison with DWASA concerned officials, other stakeholders and the Consulting team.</li> <li>• Conduct consultation meetings with the PAP's and other stakeholders and participate in the relevant meetings.</li> <li>• Preparation and implementation of RAP.</li> </ul>
2. Deputy Team Leader/Resettlement Expert	Master's Degree	Preferably Social Science	10 years of experience in the field of resettlement with 5 years of experience in senior position for RAP implementation.	Resettlement Expert will assist the Team Leader in preparation and implementation of the RAP. He/she will facilitate consultation meeting, prepare reports and guide the field coordinator in proper surveys and implementation of the RAP. He will be intermittently working in the project with the Team Leader and maintain liaison with DWASA officials.
3. Civil Engineer	B.Sc. (Engg.)	Civil Engineering or equivalent	10 years of experience in the field of cost assessment as well as designing of civil structures.	<p>The Civil Engineer will assist the team in surveying the structures to be effected by the Sewage Treatment Plant, Trunk Mains, and Networks to be reconstructed/rehabilitated/constructed under DSIP. In addition, he/she will be responsible for the following activities but not limited to:</p> <ul style="list-style-type: none"> <li>• Preparation of analytical cost estimate for the project effected structures.</li> <li>• Assist the team leader to prepare the reports and other relevant activities.</li> <li>• Design the structure(s) to be needed as per RAP (If any).</li> <li>• Prepare the tender document(s) for construction of such infrastructures.</li> <li>• Construction Supervision of such infrastructures.</li> </ul>

4. Gender Specialist	Master's Degree	Preferably Social Science	10 years of experience in the field of social survey and gender development	Will be responsible for consultation with women group and address gender sensitive issues during preparation and implementation of the Resettlement Action Plan. Find employment opportunity for the women and vulnerable groups in project and prepare report accordingly.
5. Field Coordinator	Master Degree	Preferably Social Science	10 years of experience in the field of resettlement.	Will supervise multi-disciplinary activities of the project, maintain liaison with the DWASA official at local level. Arrange stakeholders meeting and facilitate Focused Group Session (FGS) with the affected persons and other stakeholders. He will keep close contact with DWASA field level officials during conducting survey and implementation of the RAP. He will assist MIS Specialist in preparation of data in tabular format. He will perform as member secretary of PAVC and GRC.
6. MIS Specialist	Minimum graduate	Any discipline	5 years of experience in the relevant field	Will be responsible for updating/preparation of user-friendly menu driven software as per survey forms for computerization, editing and analyzing of data. Prepare report in tabular format as prescribed by the Team Leader (Resettlement Specialist) of the Consultant team. Updating/modifying data/tables as required for Resettlement Action Planning is also responsibility of the MIS Specialist.

The Consultant will also have to propose the following non-key experts and support staff, but not limited to, to deliver the services effectively:

Sl. No.	Designation	Nos.	Man-months (MMs)
1.	Surveyor	1	30
2.	Supervisor	1	36
3.	Resettlement Workers	6	216
4.	Office Manager	1	36

5.	Office Assistants	2	72
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## 8.0 Deliverables

### 8.1 Preparatory Stage

During preparatory stage of the RAP the contracted consulting firm will deliver the following documents:

1. A Resettlement Action Plan (RAP) will be prepared by the consultant team considering of the government law of land acquisition and resettlement policy framework adopted so far by the Government for other projects of Dhaka WASA and the requirements of the World Bank's OP 4.12 policy on land acquisition and resettlement. The Consultant will review relevant available documents for preparation of the RAP. The RAP would be submitted to the PMU within 90 days from the date of commencement of service. The RAP would contain socio-economic and demographic information of the affected households, legal and policy framework for land acquisition, grievance mechanism, institutional arrangement for RAP implementation, necessary budgetary provision, monitoring and evaluation, etc. List of affected households with address, category and quantity of loss, will be annexed with the RAP. One single RAP will need to be prepared for the proposed project.
2. A final version of the RAP (five copies) would be submitted incorporating comments from the Dhaka WASA and World Bank within 15 days from the date of received comments officially from the Dhaka WASA.
3. DVD of video filming (two copies) would be submitted by 60<sup>th</sup> of the assigned days. The video filming will cover all structures within the right of way/selected area and would be edited as per instruction of the DWASA.
4. All Database of the survey output would be delivered to the PMU with user friendly menu driven software after completion of each assignment.
5. GBV Prevention and Response Plan
6. Community Consultation and Engagement Plan

The consulting firm will design tabular and other formats appropriate for reporting. To the extent possible, the tables will have to be preprogrammed in the menu-driven MIS and the quantitative reports will have to be generated directly.

### 8.2 Implementation Stage

During implementation of the RAP the consulting firm will deliver the following documents/reports:

1. Monthly report (5 copies) highlighting progress of activities on payment of compensation by DWASA, relocation of the households, shops and other entities, etc.
2. Quarterly or special reports (if required) on progress of activities are to be submitted
3. Attend meeting with updated information with the PMU as and when required.



### **8.3 Time Schedule for Rendering Services**

Total duration of the consultancy services will be 36 months spread over the DSIP implementation period. The consultant will review land acquisition laws (if required) and other relevant documents and prepare the Resettlement Action Plan (RAP) for the project within two months from the date of commencement of service. Implementation of the DSIP civil contract packages will be preceded by the preparation of RAP and its implementation activities. Main activities during implementation stage to be completed by the consulting firm within the stipulated contract period will include collection of socioeconomic data of the APs, preparation of the EP/EC, indent, preparation and distribution of ID cards, distribution of information brochure, preparation of payment debit voucher and distribution of the compensation cheques for implementation of RAP. A time frame in bar chart showing the activities and expected date of completion are to be prepared by the consulting firm which would be concurred by the PMU and be followed strictly for timely execution of the project.

### **9.0 Contract Modality**

The consultancy services will be on lump-sum basis.

#### **9.1 Facilities to be Provided by the DWASA**

- a. The DWASA will provide all relevant available data, information, maps, drawing and necessary documents to understand the project at the field level.
- b. The CONSULTING FIRM will have the accessibility to all key officials of the DWASA with the subjects related to the services on request.
- c. The CONSULTING FIRM will enjoy opportunities to adjust their man days if the work is delayed by any unseen reasons.

#### **9.2 Facilities to be Arranged by the Consulting Firm**

- a. The consulting firm shall be entirely responsible for arranging all the facilities such as office rent, accommodation, transportation, professional and support staff and other required logistics for providing the services.
- b. The consulting firm should abide by the rules of the DWASA regarding rendering services.
- c. The consulting firm shall submit a detail work schedule to be followed by them.
- d. The consulting firm shall mobilize their team at a date to be agreed in the contract. They will arrange a place nearby the project site for consultation meetings, GRC meetings, distribution of ID cards, compensation cheques, etc. to the EPs. (Entitled persons).
- e. In performing their duties, the consulting firm shall prepare reports in English and submit them to DWASA fortnightly and incorporate comments of DWASA, if any, in the report.
- f. Concerned representative of the client preserves the right for accessing to the office, data, reports, etc. of the consulting firm.

## **Annex 1: Indicative outline of the RAP**

### **1. Introduction**

- Brief Introduction of the subproject
- Description of Component(s) that cause land acquisition/alienation and resettlement
- Overall Estimates of Land Acquisition and R&R

### **2. Measures to Minimize Resettlement**

- Description of Efforts Made for Minimizing Displacement
- Description of the Results of these Efforts
- Description of Mechanisms to Minimize Displacement and Loss of Livelihood/Income during Implementation.

### **3. Census and Socio-Economic Surveys**

- Provide the results of the census and socio-economic surveys
- Identify all categories of impacts and the extent of impact on each affected

### **4. Consultation and involvement of PAPs**

- Describe various Stakeholders
- Summarize process of consultation on the results of socio-economic surveys
- Describe the need and mechanisms to conduct updates to socio-economic surveys
- Describe how this process of consultation would be continued through implementation and monitoring.
- Describe the plan for disseminating information to Project Affected Persons

### **5. Entitlement Framework**

- Provide a definition of PAFs and PAPs together with their categorization based on impacts
- Describe R&R entitlements for each category of impact
- Describe method of valuation used for affected land, structures and other assets
- Using Entitlement Matrix, present a table of all PAFs/PAPs and their losses/ impacts and entitlements.

### **6. Relocation (if applicable)**

- Does the Project need community relocation sites? If yes, have they been inspected and accepted by PAPs?
- Have the Project Affected Persons agreed to the strategy for housing replacement? Will new housing be constructed/allocated? If PAPs are to construct houses, explain if compensation entitlement for housing is sufficient to help them construct houses.
- List of proposed sites along with number of affected families to be relocated
- Describe respective mechanisms for (i) procuring/acquiring/alienating ; (ii) developing and (iii) allotting resettlement sites.
- Provide detailed description of arrangements for development of resettlement sites including provision of social infrastructure.
- Describe the feasibility studies conducted to determine the suitability of the development of sites.

### **7. Income Restoration**

- Are the compensation entitlements sufficient to restore income streams for each category of impact? If not, what additional economic rehabilitation measures are necessary?
- Briefly spell out the restoration strategies for each category of impacts, and describe institutional, financial and technical arrangements/aspects involved.
- Describe the process of consultation with PAPs to finalize strategies for income restoration.
- How do strategies for restoration vary with the area/locality of impact
- If income restoration involves change in livelihoods or other economic activities allow substantial amount of time for capacity building, accessing institutional funds/credits/markets, preparation and implementation. Work out the rate of returns for each of the economic activities opted by the entitled person.
- How are the risks of impoverishment proposed to be addressed?
- Explain the main institutional and other risks for effective implementation of plans for restoration of livelihood.

- Describe the process for monitoring the effectiveness of income restoration activities.
8. Institutional Arrangements
- Describe institution(s) responsible for: (a) delivery of each item/activity in the entitlement policy; (b) implementation of resettlement and rehabilitation programs and (c) coordination of all other activities as described in the Rehabilitation Action Plan
  - State how coordination issues will be addressed in cases where resettlement and rehabilitation are spread over a number of institutional/departmental jurisdictions
  - Indicate the agency that will coordinate all implementing agencies – do they have the necessary mandate and the resources
  - Describe the external (non-Project) institutions/departments involved in the process of resettlement and restoration of income such as land development, land allocation, credit, training for capacity building and the mechanisms in place to ensure adequate cooperation and performance of these institutions/departments.
  - Describe the results of the institutional capacity assessment and give the institutional development plans including staffing schedule and training requirements
  - Discuss institutional capacity for, and commitment to, resettlement and rehabilitation.
9. Monitoring and Evaluation
- Describe the internal monitoring process
  - Define key monitoring indicators for resettlement, rehabilitation and participation and provide a list of these indicators which would be used for internal monitoring.
  - Describe institutional (including financial) arrangement
  - Describe frequency of reporting and contents of reports
  - Describe the process for integrating feedback from internal monitoring into implementation.
  - Describe financial arrangements for external monitoring including process for awarding and maintenance of contracts for the entire duration of R&R.
  - Describe the methodology for external monitoring.
  - Describe frequency of external reporting and its contents.
10. Redress of Grievances
- Describe the structure and process of grievances mechanisms at various levels including step-by-step process for registering and addressing grievances and provide specific details regarding registering complaints, discussing them with PAPs, response time, communication modes etc.
  - Describe the mechanism for appeal.
  - Describe the provision, if any, to enable PAPs to approach civil courts in case these provisions fail.
11. Implementation Schedule
- List the chronological steps in implementation of R&R Action Plan including identification of agencies responsible for each activity along with a brief explanation of each activity.
  - A month-wise implementation schedule (Gantt chart) of activities to be taken as part of R&R Action Plan.
  - Description of the linkage between R&R implementation and initiation of civil works for each of the Project component.
12. Costs and Budgets
- Clear statement of financial responsibility and authority.
  - List the sources of funds for R&R and describe the flow of funds.
  - Indicate if costs of R&R are included in the overall Project costs.
  - Identify R&R costs, if any, to be funded by the WB.
  - Provide a cost-wise, item-wise budget estimate for the entire R&R costs including administrative expenses, monitoring and evaluation and contingencies.
  - Describe the specific mechanisms to adjust cost estimates by inflation factor.
  - Describe provisions to account for different types of contingencies.
13. Documentation on Public consultations.

## **Annex II: Gender-based Violence Prevention and Response Action Plan Template**

1. Introduction
2. Institutional Context: SEA/SH Risks in Water and Sanitation Sector
3. Project context: GBV/SEA/SH Risks Assessment in the Project Areas
4. GBV Prevention and Response Action Plan
5. Institutional Responsibilities for implementing the plan
6. Budget
7. Annexes
  - Annex I: Bangladesh Country Context
  - Annex II: Sample Labor Code of Conduct covering the GBV/SEA/SHA related risks
  - Annex III: Sample Labor Code of Conduct regarding Gender-Based Violence
  - Annex IV: Stakeholder Mapping
  - Annex V: GBV service providers functioning in Bangladesh during COVID-19