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Low Income Community Housing Support Project (LICHSP)

Social Management Plan

Halim o Tara

Better Living Environment for Low Income Settlement

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ABREVIATIONS

Abbreviations

ACCA	Asian Coalition for Community Action
BB	Bangladesh Bank
BPL	Below Poverty Line
CAS	Country Assistance Strategy
CBO	Community Based Organization
CDC	Community Development Committee
CH	Community Housing
CHDF	Community Housing Development Fund
CHS	Community Housing Society
CMD&S	Community Mobilization, Design, and Supervision
CO	Community Organization
CSC	Community Support Center
DC	Deputy Commissioner
EIA	Environmental Impact Assessment
EMF	Environmental Management Framework
ERD	Economic Relations Division
FGD	Focus Group Discussion
FMR	Financial Monitoring Report
GAAP	Governance and Accountability Action Plan
GDP	Gross Domestic Product
GoB	Government of Bangladesh
GRC	Grievance Redress Committee
HH	Households
IDA	International Development Association
KII	Key Informant Interviews
M&E	Monitoring and Evaluation
MC	Municipal Committee
MFI	Micro Finance Institution
MoHPW	Ministry of Housing and Public Works
MOU	Memorandum of Understanding
MTR	Mid-term Review
NCB	National Competitive Bidding
NGO	Non-Government Organization
NHA	National Housing Authority
O&M	Operation and Maintenance

PDO	Project Development Objective
PFI	Participating Financial Intermediary
PKSF	Palli Karma Sahayak Foundation
PMU	Project Management Unit
PRA	Participatory Rapid Appraisal
PSC	Project Steering Committee
SLCMU	Shelter Lending Credit Management Unit
SLM	Settlement and Land Mapping
SMF	Social Management Framework
SOE	Statement of Expenditures
ULB	Urban Local Bodies
UPPR	Urban Partnerships for Poverty Reduction
URC	Urban Resource Centre
WB	World Bank

EXECUTIVE SUMMARY

The project development objective (PDO) of the Low-Income Community Housing Support Project (LICHSP) is to improve shelter and living conditions in selected low income and informal settlements in designated municipalities in Bangladesh. The key results expected to measure the PDO are:

Increased number of beneficiaries in selected settlements with improved access to and quality of services; and Increased number of beneficiaries in selected municipalities with improved housing.

The project is divided into five components, designed to cover the key factors of shelter improvement- community driven planning, infrastructure, and shelter lending – and with a strong focus on monitoring and evaluation of the project's results to better understand the impacts and the potential for scaling up such a program in the future. The National Housing Authority is primary implementing agency for components related to technical assistance and services under the project. The Palli Karma-Sahayak Foundation (PKSF) is responsible for developing shelter lending under shelter lending component, working through its partner organizations (POs).

This project proposes a community-driven and people entered approach to improve living conditions for the urban poor. As such, it tests an approach and a set of systems that brings together government funding, private sector participation, and community savings to address slum improvement and housing. This builds on over a decade of investments in community-based urban poverty and development programs that have effectively organized the urban poor and developed a savings capacity. The objective of this project is to build on existing community organizations and local government partnerships to improve living conditions in selected informal settlements. The integration of informal settlements into broader urban spaces and the improvement of housing options for the urban poor will contribute to improved growth and shared prosperity. In addition, PKSF will test a number of tailored products to provide access to credit for housing to qualifying borrowers using different approaches (e.g., personal, joint liability, group guarantee etc.).

Following above, 19 settlements in three cities such as Cumilla, Sirajganj and Narayanganj will be developed in first phase. Out of these Halim O Tara Basati in Sirajganj Paurashava has been selected for this purpose. Sirajganj district locates in northern part of Bangladesh under Rajshahi Division. It is situated at west bank of Jamuna River. There are 15 wards in Sirajganj Paurashava. Halim O Tara Basati belong to ward no. 13, located in the southern part of the Pourashava. Approximately it is a 70 years above old community with low income people. There are 267 houses in this area to live 277 HHs. All of the households are occupied by landowners. No tenant household is reported here.

This report describes social management plan (SMP) for Halim O Tara Basati settlement development under LICHSP. As per sustainable development goals (SDG) the Government of Bangladesh (GoB) committed for housing development for low income community. Detailed study has been conducted from

2014. Three cities have been selected for such type of development as pilot project. Sirajganj has got first priority as it is a river-erosion prone poor area. Considering prior determined 16 criteria (ref. section 1.3) with related to land tenure, infrastructure, environmental concern, social cohesion, affordability etc. of settlement selection NHA has selected 6 settlements namely, Kobdas Para, Pramanik Para, Chowdhury Para, Shahidganj Purbo Para, Masumpur Pagaira Para and Halim O Tara Basati. NHA tend to start improvement of infrastructure in Halim O Tara Basati. Socio-economic census survey has been conducted in the area to assess their needs and project's impact on them.

In Halim O Tara Basati, out of 281 households (HHs), 277 has been surveyed as per their availability. In total 1131 population has been reported. Therefore, HH size is 4.1. Literacy rate is 78%. Sex ratio is 104 and dependency ratio is 69:31. Per household average monthly income and expenditure are BDT 15,495 and BDT 13,343 respectively. Average per capita per month income is BDT 3,795.

Surprisingly, though it is a low-income community, about 73% have savings though most of them (28%) save less than BDT. 5,000. About one-fifth (22%) saved money more than BDT. 50,000 whereas more than one-tenth of the HHs (16%) saved money in between BDT. 5,000 to 10,000. About 13% of each saved BDT. 10,000 to 15,000. The loan recipient HHs are 36%. Highest proportion of them (19%) have taken loan in between BDT. 15,001-20,000. Loan repayment capability is good. About 90% of the loan taken is not due yet. Average value of asset holding is BDT. 99,698.

About 30% of the HHs are reported as vulnerable here considering below poverty line income, female headed and elderly headed.

This community people has identified many problems and needs development during preparation of community action plan held on 28.05.2019. They want many things but based on mutual consensus they have finalized a list of 15 priorities like 1. Existing road improvement with increased height, 2. drainage improvement, 3. community centre, 4. latrine construction, 5. tube well installation for safe water, 6. septic tank construction, 7. house repair, 8. water supply from overhead tank, 9. light post, 10. tube well platform, 11. bathroom, 12. employment opportunities, 13. business loan, 14. dustbin and 15. free education and medical facilities for poor. The community has very good access to roads and transportation facilities around them but internal roads are very narrow, no vehicle can move, not even vans, rickshaws, auto-rickshaws, etc. So, the community people are deprived of getting emergency services like ambulance, firefighting trucks, etc. Community people cannot bear a coffin even onto the shoulders. They need to wrap their severe patients and corpses into sacks or *kantha* (indigenous quilt) for taking them out of the households. Road widening is the dire need here. Land donation is required for road widening, installation of tube well, community centre, construction of overhead tank, etc. Despite much problems, they are not willing to donate land. Rather, to avoid land donation issues, eventually community people came to a consensus and merely want improvement of 213 meter existing vehicular roads in the form of increasing level of the roads similar to drainage system level for smooth water run out, enhancing 1070 meter internal walkway with drainage system for rain and gray water, construction of 69 toilets and wash composite, improvement of existing street light pole and 32 new street light installation, etc. During this implementation the community people will face little bit problem in movement including transportation of goods, lack of privacy as strangers may enter into the area. As it is a small-scale construction, very few

environmental hazards like sound pollution, noise and traffic movement, etc. may occur. The community has agreed that they will help each other by giving access roads and in transporting goods as well as maintaining privacy. Community Development Centre (CDC) will do construction and will be responsible to reduce environmental hazards like sound pollution, noise and traffic movement by using noise controlling equipment, water spray and scheduling traffic movement timetable by consulting community. Community contracting will ensure all these. A Community Contract is being drafted to give some benefits to the community by giving few tertiary infrastructure constructions works to do, which is under preparation.

Major works such as construction of improving existing vehicular roads, toilets and wash composites, improvement of existing streetlight pole and 32 new street light installation, etc. will be done by the contractor selected through National Competitive Bidding (NCB). CDC will work for few internal roads with drainage through Community-based Contract (CC).

Selected contractor and CDC must follow their timetable strictly to finish work as stipulated so that the people get free from all anticipated hazards quickly.

More than half of the HHs (63%) are willing to get loan for housing improvement. PKSf is ready to give them housing loan considering their affordability.

Vulnerable people will not be affected at all. Despite, they will get priority in getting job during construction.

A grievance redress mechanism has been developed by forming three-tier Grievance Redress Committee (GRC) in project level, local level and community level to mitigate any grief from any party such as community people, contractor or any other unforeseen.

A strong institutional setup has been arranged. NHA-WB will deal with all project related activities. NHA is responsible for all studies, design and implementation. It is prompting participatory operating through Community Housing Society (CHS). Project management run through Project steering Committee (PSC), PMU, NHA-Field Offices (Executive Engineer and Sub-Divisional Engineer), Community Mobilization & Design Supervision Consultant (CMD&SC), Community Support Centre (CSS), Interagency District Committee (IDC), etc.

To ensure quality implementation of the project, a monitoring mechanism has been developed for internal and external monitoring. All types of stakeholders will take part in the operation phase of the project activities. In addition to NHA, WB, consultants, PKSf and other related organizations, grassroots level monitoring will be done by the beneficiaries, i.e., members of CHS and other stakeholders.

To ensure social safeguard for the community and employees during construction a checklist has been developed to abide by the contractor. Contractor will deploy a Social Safeguard Officer to implement social safeguard/social management plan.

Monthly Progress Report will be provided by NHA field office to the PMU. Quarterly Progress Report will be prepared by the consultant for submission to PMU.

CHAPTER 1: INTRODUCTION

Project Background and Objectives

1.1.1 Background of the Project

Bangladesh is a densely populated developing country where most of the people live in rural areas. After independence (1971) the urbanization of the country increased largely than those of previous years and it is increasing gradually. Today, about 28 percent of the nation's population is urban and the urban sector contributes to over 70 percent of national GDP (BBS 2011). According to Project Information Document (PID) of Pro-Poor Slums Integration Project, this shift has got pace into rapid migration to urban areas; urban centers have sustained population growth rates of 4-5 percent over the past decade, as compared with national averages of 2-3 percent. Rapid urbanization, coupled with limited financial and physical capacity, has put significant strain on cities and towns of Bangladesh. Around one million new people arrive in urban areas annually in Bangladesh, and the lack of adequate planning and development of cities has resulted in an inability to accommodate this influx of migrants, most notably in terms of the provision of adequate shelter.

Rapid migration to urban areas has led to unprecedented pressure on urban infrastructure and services, most notably on housing. The inadequacy of housing, particularly for the urban poor in municipalities has contributed to the explosion of urban slums and informal settlements in Bangladesh. Many of the migrated urban inhabitants have little choice but to find accommodation in the urban slums and informal settlements due to lack of affordable housing in the formal housing sector. A recent study conducted by UN HABITAT revealed that the five deprivations that the slum households face are; the lack of adequate water supply and sanitation, security of tenure, durability of housing and sufficient living area. In the past, there were no big scale projects to cater to the needs of the huge urban population and most of the private real estate agencies have housing and land projects only catering to the upper middle and high-income groups in urban areas. As a result, most of the housing developments for the poor that are taking place are informal. As most of the slum dwellers are squatting on public lands, the government resorts to slum eviction. But it is now well established that eviction is a violation of basic human rights and it involves high social and economic costs.

Slums and informal settlements provide most of the shelter solutions to the urban poor in Bangladesh. There are close to 50,000 informal settlements in 29 largest paurashavas (municipalities) and city corporations in the country (BBS 2011). These informal settlements are characterized by tenure insecurity, poor housing materials, limited access to public services, and densely crowded and unsanitary living conditions. These settlements are also characterized by informal networks or economies with local middlemen/hoodlums collecting rents and payments for services and security on behalf of a host of landlords or powerful local leaders. As a result, the poor pay high per unit costs for poor quality housing,

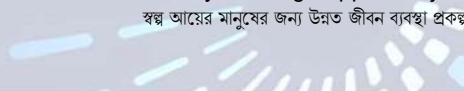
experience tenure insecurity, and have mostly illegal connections to public services. In turn, lack of tenure means there is little incentive for the urban poor to improve living conditions.

To date, the Government of Bangladesh (GoB) has mostly ignored the growth of slums and informal settlements in urban areas or reacted by evicting squatters in existing informal settlements. But with the country's shift from an agriculture-based economy to one based on industry and services, attention to urbanization and the resulting development priorities has increased. In this context, to help the urban poor secure tenure and improve informal settlements and slums, the GoB has requested the World Bank's assistance and financing to pilot new approaches to urban slum improvement. Following international good practice and building on the strong NGO presence in slums, the proposed project would test several types of community driven solutions to addressing housing in five selected towns or city corporations of Bangladesh.

There are scarce incentives or infrastructure support from the government for large-scale shelter project for the poor. There are a few small-scale housing/land projects implemented by government agencies and by some NGOs, but these initiatives are only very negligible compared to the total needs. It is estimated that the housing needs of the urban poor is 1, 40,000 units nationally which is two-thirds of the total housing requirements of Dhaka city. There are no financial institutions to support to up-grade or improve the existing housing condition for the urban poor.

Evidence from Bangladesh and other Asian cities show that the urban poor can improve their own households, if there is an enabling environment for them to tap their own resources. It is also evident that urban poor can find their own housing solutions with very little software support – through capacity building and training and by creating a platform where they can voice their own housing needs and priorities.

In this context, the Government of Bangladesh (GOB) has undertaken the Pro-poor Slum Integration Project (the Project) aimed at improving housing and security of tenure of poor urban communities across the country. This will be a demonstration project implemented by the National Housing Authority (NHA) under the Ministry of Housing and Public Works (MoHPW) with the financial support from the World Bank. A joint venture of BRAC University, BRAC, Manchester University, J.A. Architects Ltd. and K M Consultants Ltd. (the Consultant) has been engaged for feasibility study, detailed design and implementation supervision. The seven-year project will take several types of community driven housing solutions in slums and other informal settlements across the country.



1.1.2 Objectives of the Project

The main objective of the project is to improve living conditions in selected low income and informal settlements in designated municipalities in Bangladesh. This will be achieved by enhancing security of tenure, improving infrastructure, and facilitating access to credit for improvements in shelter based on plans developed by the community.

Specific objectives are to:

- i. Support security of tenure of the communities through selection, mobilization and layout planning;
- ii. Support development of GIS maps for improved town level planning;
- iii. Support interventions in primary and secondary infrastructure for establishment of connections to municipal level infrastructure;
- iv. Support development of tertiary infrastructure and service improvements through development of a combination of water supply, drainage, paved access, electricity, sanitation and solid waste management services;
- v. Support peer-to-peer learning programs between community groups and strengthening community networks at the town level.

Based on the above objectives the project aims to target around 40,000 urban poor under this pilot program. To fulfill the targets conveniently the project has divided its activities into few components which are as follows:

Component 1: Community Mobilization and Planning, Land Costs, Environment and Social Management

This component will finance technical assistance in the form of community architects, social mobilizers, engineers, as well as social, environmental, and financial specialists for eligible community organizations to prepare detailed designs and layouts for improved living conditions and shelter improvements. In addition, this component will finance costs associated with securing tenure for communities, including options for NHA to transfer land from other Government departments to lease to communities, land purchases from the market, as well as any costs associated with compensation for temporary displacement during upgrading. Where NHA's existing land bank is available for development, these sites would be donated as a GOB contribution to the project. Finally, this component will also cover costs associated with the preparation of Environment and Social Management Plans for any works undertaken under the project.

Component 2: Urban Community Improvements and Upgrading

This component will finance a multi-sectoral package of tertiary infrastructure and service improvements. This includes a combination of water supply, drainage, paved access, electricity, gas, sanitation services

and solid waste management in a single package of upgrading works, depending on the expressed demands of the specific communities. Community contributions in the form of cash, in-kind and labor would form around US\$0.5 million to the project. Additional weighting would also be given to contractors who make use of local community labor to ensure capacity building and income generation for the targeted community groups. Where connections to municipal level infrastructure are required, this component would also finance select interventions in primary and secondary infrastructure. This component will also finance costs associated with inspection and supervision of the construction in order to ensure that the works implemented and goods supplied are in accordance with the designs, specifications and terms and conditions of the relevant contracts and standards, if needed. Operation and maintenance of the primary and secondary infrastructure would be turned over to relevant city level administration offices, with tertiary O&M to be taken over by the community. NHA will develop a memorandum of understanding (MOU) to this effect to be signed prior to the implementation of any works contracts.

Component 3: Shelter Lending Support

This component will finance a credit line within Bangladesh Bank to provide access to long term capital to qualifying financial intermediaries for shelter lending to target communities. Specifically, this credit line aims to address the current gap in shelter lending programs among MFIs and NGOs, who face constraints accessing long term credit, and are thus confined to extending short term loans. The credit line will be extended to any qualifying financial intermediary, and the qualification process would be undertaken by Bangladesh Bank. The credit line would be offered at standard central bank lending terms (currently 5%), with a guarantee to be provided either through a commercial bank or through the Ministry of Finance. The lending instrument would be designed in close consultation with potential QFIs to ensure that the products developed would be financially viable and sustainable, but also affordable to the targeted population. As housing microfinance and shelter lending does not currently exist in Bangladesh, additional resources would be made available under this component to provide technical assistance to relevant stakeholders in the further development of housing microfinance products under the project (e.g. shelter improvement loans, home construction loans, and group lending modalities).

Component 4: M&E, Horizontal Learning and Supervision

This component will support independent M&E and learning activities. This will include continuous and ongoing M&E of project results, as well as an impact evaluation of the project's interventions that will collect independent baseline information through surveys. It will also include measures for third party monitoring that will independently verify and monitor project progress. As such, it would provide continuous feedback as to the project progress, results, and lessons learned through implementation that could be integrated into an improved project design. In addition, this component will finance ongoing learning activities, such as peer-to-peer learning programs between community groups, and strengthening community networks at the town level. Finally, funds under this component would also be used for the supervision of the Environment and Social Management Plans, if and when applicable, to ensure

compliance with World Bank guidelines. For the implementation of this component, an independent consultant or consultant team would be recruited, so as to mitigate any conflict of interest.

Component 5: Project Management, TA & Strategic Studies

This component will include financing for costs associated with capacity building, technical assistance and training. This will include institutional capacity building for the NHA to better engage with communities and to improve outreach, communication and consultation practices for housing, as well as improved understanding of the role of social mobilization in housing programs. This could also include building links with regional partnerships on slum improvement and housing programs. In addition, the component would finance costs associated with project management, including incremental staff, audits, and expenditures incurred by the NHA in implementation of the project, as well as for additional costs in implementing the Governance and Accountability Action Plan. NHA will contribute staff costs to the project of around US\$0.2 million.

Objectives of the SMP

Social Management Plan (SMP) for each settlement is a prerequisite for mainstreaming social development agenda to be addressed based on the findings of SIA. According to Social Management Framework, the site-specific Social Management Plan (SMP) is to prepare for social protection to mitigate and minimize the adverse impacts. The main purpose of this is to ensure social commitments associated with the project are carried forward into implementation and operational phases of the project and are effectively managed.

The specific objectives of this are as follows:

- Minimizing any adverse social and health impacts resulting from the project activities
- Prevent any loss of the affected persons
- Conducting all project activities in accordance with the relevant national Laws and World Bank Safeguard operational policies and guidelines
- Inclusion and Participation
- Enhance positive social outcomes
- To act as an Action Plan in order to ensure that the project impact mitigation measures are properly implemented and monitored
- Ensure that all stakeholders concerns are addressed

Approach of Community Selection and Upgrading

The Government of Bangladesh has requested World Bank financing for a Low-Income Community Housing Support Project (LICHSP) that aims to implement a community led approach for low income housing. This approach provides an integrated package of technical assistance, grants, and housing loans to targeted settlements with the view to improve living conditions and shelter. The approach will promote the participation of urban poor communities in the planning, design, and construction of affordable housing, and will test various housing loan options based on the preferences and demands of the borrowers. The Project is implemented by the NHA. The shelter lending component is to be implemented by PKSf, as an independent component of the Project.

A detailed study has been conducted in this regard. Based on geographic representation, field assessments and consultations, a final list of five pilot cities has been presented to the National Housing Authority. After review, the following list of three pilot cities has been finalized for implementation during the pilot phase.

Table 1: Selected Cities for Upgrading Settlements

No.	City Corporation/Paurashava	Division
1	Comilla City Corporation	Chittagong
2	Sirajganj Paurashava	Rajshahi
3	Narayanganj City Corporation	Dhaka

World Bank Operation Manual (WBOM) has determined 16 indicators for the selection of community for upgrading, which is presented in **Table 2**.

Table 2: Parameters and Indicators of Settlement Assessment Sheet

Parameter	Sl. No	Indicator	Relevance
Land Tenure	1	Land owner	To clarify the land entitlement.
	2	Type of Occupancy (Tenure)	To understand the legal status of occupation.
	3	Eviction	To identify possible threats to evict.
Infrastructure	4	Nature of Housing	Structure type reveals the work scope of LICHSP in the settlement. If most of the houses of the settlement are permanent, LICHSP has less scope to work in that settlement.
	5	Water supply	These indicators identify the scope of infrastructure development in the settlements.
	6	Sanitation Facilities	
	7	Drainage	
	8	Access Roads	
	9	Electricity Supply	
Environmental concern	10	Solid Waste Collection Service	To understand the disposal of household waste.
	11	Annual Flood	Understand settlement's vulnerability to annual floods.
Social Cohesion	12	Civic Facilities	Existence of civic facilities and social places indicate social cohesion among the settlement people.
	13	Savings & Credit Activities	These indicate the existence of social organizations (like CDC's community banking, MFIs, NGOs, etc.)
Affordability	14	Enrolment of Children in School	Children's school enrolment indicates economic status, i.e. financial capacity of the people of the settlement. People having very low affordability generally send their children for child labor.
	15	Employment	Nature of employment (regular and irregular) is important to understand affordability.
	16	Household Income	Income reveals affordability to take loans.

Source: WBOM, 2016.p.21

Community Upgrading in Sirajganj Municipality

Sirajganj has been selected for initial work. Sirajganj lies just west of the Brahmaputra River and beside the Jamuna River, about 70 miles (110 km) northwest of Dhaka. It has an area of 28.69 sq. km. There are 15 wards and 50 mahallas. According to the census of 2011, the total population of Sirajganj Paurashava is 158,913. 80,241 of these are males and 78,672 are females. Population density is 4498. Jamuna Bridge, the largest bridge of Bangladesh is situated close to Sirajganj Paurashava. A large amount of people became homeless because of river erosion and they migrated to Sirajganj in search of a better livelihood. There are 759 poor settlements with 30670 poor households.

The houses were mostly built of CI sheet or brick. The lower part was made of brick to protect the plinth from flood and the upper part was made of CI sheet and all the houses are tin-shed. The main livelihood of the slum dwellers is small business such as ventilator making, flower business etc. Many of the community people started living here in 1972 and since then they have developed their housing condition from 'Chon (thatched)' to tin-shed houses. With the growing population they are facing severe problem to accommodate themselves and their cattle. The major problems are poor sanitation system, poor communication system, poor drainage system, congested residence, poor literacy rate, poor medical facilities and poverty. To some community people, eviction threat is the main problem as they have no legal ownership of the land. They have migrated from elsewhere due to river-erosion or other types of natural calamities. Various types of NGOs, CDCs and government organizations are working to improve the standard of living of the slum people and adequate supply of basic needs. Despite, there is still a lot of scope of upgrading of the settlements.

Over the last seven years the number of settlements, vacant lands, sanitation, water supply system, drainage, electricity connection, and access roads have changed. In order to select suitable settlements for LICHSP implementation, the Consultant prepared an updated Low-Income Settlements and Vacant Lands Mapping (SLM) database, by mapping the citywide low-income settlements and vacant lands. Considering World Bank Operation Manual (WBOM) for LICHSP 16 indicators (**Table 2**) the consultants have identified 654 settlements with 1577.1 acre, 38,941 houses and 51,977 households. Out of these 654 settlements, 142 settlements are categorized as “Very Poor”, 494 settlements as “Poor” and 18 settlements as “Not Poor” with respect to land entitlement, infrastructure, utility services, community facilities, employment, income and vulnerability (details are given in Settlement Identification Report, Sirajganj Paurashava-2018 of LICHSP). Considering settlements improvement scope six settlements have been proposed by the consultants and selected by the NHA such as Kobdas Para, Pramanik Para, Masumpur Pagaira Para, Shahidganj Purbo Para, Halim O Tara Basati and Chowdhury Para. This report has been prepared for Halim O Tara Basati.

Social Impacts of Upgrading Halim o Tara Community

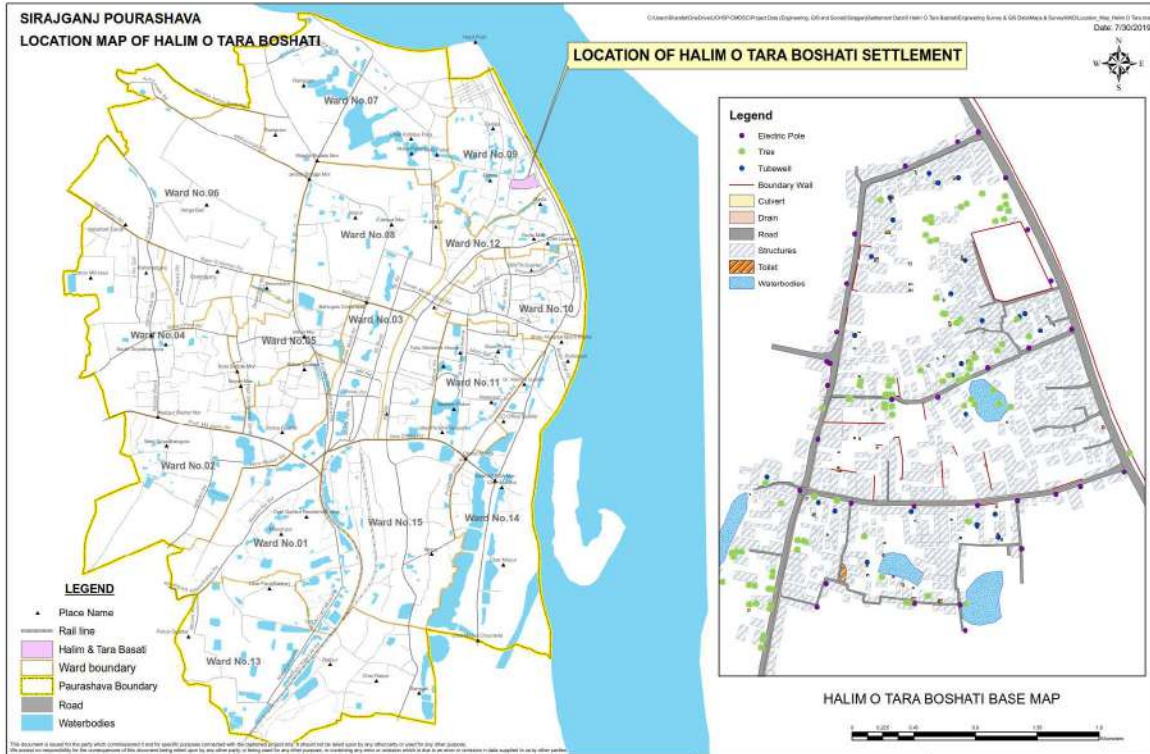
Total area of this settlement is 36500 sq. Analyzing above mentioned indicators, an assessment has been carried out following a checklist, which is attached as **Annex 1**. Based on this, it has been decided by the consultant and NHA with the approval of WB that LICHSP has good scope for infrastructure development in Halim O Tara Basati. Following issues were considered for upgrading Halim O Tara Basati. The area has clear land entitlement, better scope for housing improvement and infrastructure development, no major environmental risk (only solid waste problem exists), good social cohesion and settlers have moderate affordability with low income. All these indicators make this settlement suitable for work with respect to LICHSP's selection criteria. Data for Halim O Tara Basati are presented in Table 3 below for easy understanding.

Table 3: Settlement Assessment Data of Halim o Tara Bashati**Table 1.3: Settlement Assessment Data of Halim O Tara Basati Settlement**

Parameter	Sl. No	Indicator	Assigned Determinant	Obtained value	Indication/Analysis
Land Tenure	1	Land Owner	Land owned by occupants	4	Inhabitants occupying their own land and there is no eviction threat, i.e. clear entitlement to land.
	2	Type of Occupancy (Tenure)	Individual owner – freehold right	4	
	3	Eviction	No potential eviction	4	
Infrastructure	4	Nature of Housing	75% semi-permanent	2	a. Majority of semi-permanent houses indicates opportunity to provide housing support. b. Limited access to water supply, sanitation and drainage, and access roads as well as insufficient streetlight indicate scope for infrastructure development.
	5	Water supply	1 Common water tap/tube well shared less than 15 HH	3	
	6	Sanitation Facilities	1 Toilet with ease access (1 per less than 15 people)	4	
	7	Drainage	No drains and stagnate water	1	
	8	Access Roads	No proper access roads	2	
	9	Electricity Supply	Available with insufficient street lights	3	
Environmental concern	10	Solid Waste Collection Service	Not available, open dumping within settlement	1	Solid waste mismanagement pollutes the environment. No risk of flood.
	11	Annual Flood	No Annual Flood	4	
Social Cohesion	12	Civic Facilities	Not available within the settlement but limited access	2	Existence of CDC and community managed banking indicates better social cohesion among the people though there is a lack of civic facilities.
	13	Savings & Credit activities	75% - 50% families	2	
Affordability	14	Enrolment of Children in School	More than 75% Children go to schools	4	a. More than 75% children go to school, i.e. these HHs may have better affordability. b. Majority of irregular (self-employed) employment nature and low income make them comparatively less affordable.
	15	Nature of Employment	Over 50% of family members are self-employed	2	
	16	Household Income	50% of households' average monthly income low	2	
Total Score				44	

1 Source: Settlement Identification Report, Sirajganj Paurashava- 2018

Halim O Tara Basati Settlement map is attached herewith as Figure 1.1.

Figure 1: Settlement Location Map of Halim O Tara Bashati

It is found from the above table that there is a scope of infrastructure development in this settlement such as access to water supply, sanitation and drainage, access roads, solid waste management, development of community centre, housing improvement, etc. However, it is come out from different surveys, community meetings, mass meetings, individual contacts people of this community people want drainage improvement, roads improvement, latrine construction, septic tank construction, bathroom construction, women employment opportunity creation, housing improvement, construction of community centre, tube well installation, water supply from overhead tank, etc. However, they want to avoid land donation issues. During construction of these facilities, the community people will face a little problem in their movements to go outside the community but neighbors will help each other in getting access. It is worth mentioning here that no household will need to be relocated.

Social Impact Management Plan

During construction of above-mentioned facilities, no major negative impacts are apprehended by the community. Livelihood would not be hampered that much except little bit in transportation of goods and movements. The community people will manage those easily. Community will help each other by giving alternative access roads.

2 SOCIOECONOMIC PROFILE OF HALIM O TARA BASHATI COMMUNITY

A socio-economic census survey has been conducted in Halim O Tara Basati to assess their baseline socioeconomic condition and probable impact of the project on them. A structured questionnaire has been prepared by the CMD&S consultants which has been approved by the NHA and WB, which is appended as **Annex 2**. For accurate data collection 7 enumerators had been selected from the locality by the Town Manager based on their prior experience in data collection for Land Mapping (SLM) survey, enumeration survey and socio-economic survey in Kobdas Para, Pramanik Para, Shahidganj Purbo Para and Chowdhury Para community. They have been imparted training by CMD&S and PMU consultants for two days; one-day in-house and 1 day in field. They have collected data from each and every household (HHs) for 7 days. Community Mobilizer, LICHSP, Halim O Tara Basati supervised them regularly and checked data. Town Manager also checked collected data randomly. Data entry had been done by a group of expert data processors. Data Manager, CMD&S consultant checked data entered and analyzed. In total 277 households have been surveyed in this settlement as per availability. It is worth mentioning that during enumeration survey (ES), 281 HHs had been reported. Of the remaining 4 HHs were not available in the area at the time of survey. Along with quantitative survey, community consultation and group meetings have been conducted as qualitative method. Checklist for consultation is attached herewith as **Annex 3**. Findings are as follows:

2.1 Demographic Information

There 1131 population are found in 277 surveyed households. All of the HHs (100%) of the household heads are Muslim. Average hh size is 4.1 which is almost similar to national average 4.4¹.

2.1.1 Characteristics of the Heads of Households

In addition to economic condition of the heads of households, some socio-demographic background of them also reflects their social status as such some socio-demographic characteristics of the heads of households, like age, sex, level of education and occupation were also collected. **Table 4** shows age distribution of the household heads. It is seen most of the heads (17.3%) belong to age group 35-39 years. About 8% households are headed by old aged people (65 and above years). Out of 277 hh heads, 247 (89%) are male headed and the rest 11% are headed by the females. Most of the hh heads (89%) are married, about 9% are widow and the rest are found as unmarried, divorced and separated. Most of the hh heads (65%) are literate. About 13% can read and write only. Primary education is about 18%. This rate is found as 28% have education up to 10th level. SSC/Dakhil and HSC/Alim is about 4% and 3% respectively. Graduate and post graduate heads are reported here as 1% and 0.36%. Majority of the female heads are illiterate (60%). Highest level of education is reported as below SSC, none of them passed SSC even.

¹ Report on Population and Housing Census, Bangladesh Bureau of Statistics, July 2011

Table 4: Distribution of HHs Head by Age

Sl. #	Details	Nos. of HHs	Percentage
1	20-24	11	3.97
2	25-29	13	4.69
3	30-34	41	14.80
4	35-39	48	17.33
5	40-44	40	14.44
6	45-49	34	12.27
7	50-54	29	10.47
8	55-59	15	5.42
9	60-64	24	8.66
10	65+	22	7.94
Total		277	100

Source: SES Household Survey, 2019

Table 5 presents occupational pattern of the community household heads, which depicts poverty prone area. It is found that most of the hh heads (23.47%) are day laborers (skilled+unskilled+transport) which is followed by Rickshaw/van pullers (20.6%), service-holders (13%), small business (12.9%) and driver (9.7%). Other occupations are not mentionable, which includes large business, tailor, security guard, housemaid, etc. About 4% of total HH heads are reported as unemployed.

Out of 30, 9 female household heads are involved in employment and the rest do not have any occupation, reported as housewives.

Table 5: Distribution of HHs Head by Occupation

Sl #	Details	Nos. of HHs	Percentage
1	Old Aged	10	3.61
2	Rickshaw/Van Puller	57	20.58
3	Skill Day Labor	35	12.64
4	Unskilled Day Labor	26	9.39
5	Small Business	33	11.91
6	Driver	27	9.75
7	Service	36	13.00
8	Security Guard	2	0.72
9	Transport Labor	4	1.44
10	House Wife	21	7.58
11	Unemployed	11	3.97
12	Large Business	4	1.44
13	Tailor	3	1.08
14	Housemaid	2	0.72
15	Self-Employment	6	2.17
Total		277	100.0

Source: SES Household Survey, 2019

2.1.2 Characteristics of Other HH Members

As mentioned above total population of the settlement is 1131, out of which 577 (51%) are male and 586 (49%) are female. Population density is 3.1 per 100 sq. meters. The sex ratio is 104, which is more than national level statistics, 100.3². Dependency ratio is 69:31, which is close to national data is 65:34³. Percentage of married population is 53, unmarried is 42 and widow is about 4. Rate of divorced, separated and widower is not mentionable at all. Literacy rate is about 72%. Highest proportion of the population (27%) received secondary education up to class 10. Primary education is next to it (25%). SSC and HSC passed are almost similar 5.8% and 3.7% respectively. Tertiary education rate is mentioned as 2.4% for graduation and 3.3% for masters. The rest 0.2% received vocational education. About 90% of the total hh members are reported as healthy. As for occupation, table below shows that most of the members (27.0%) are involved in labor selling, which is followed by service-holder (19.5%), rickshaw/van puller (16.5%), small business (12.4%) and driver (11.4). Others occupation are not mentionable yet. It should be mentioned here that percentages calculation of occupation excludes old aged, housewives, students and unemployed. It is seen that about 4% of the total population is unemployed.

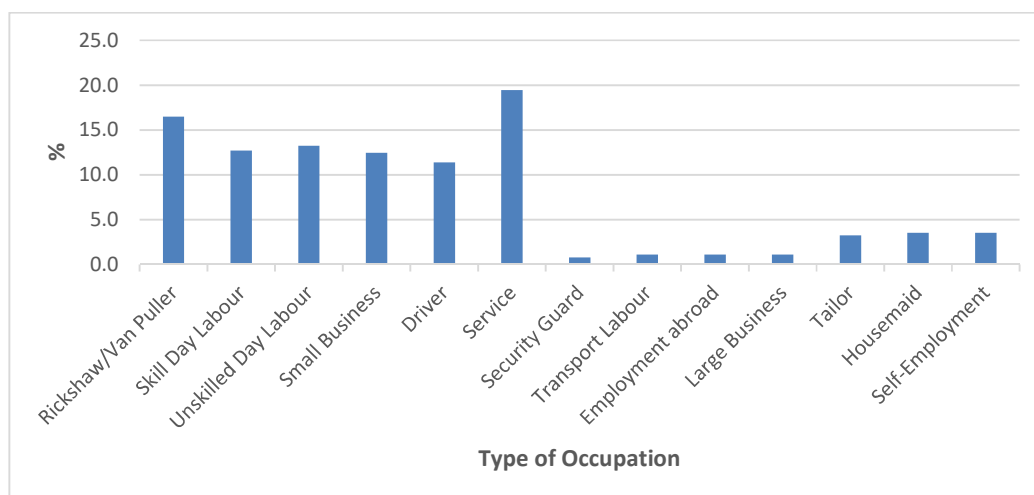
Table 6: Distribution of HHs Members by Occupation

Details	Nos. of HHs	Percentage
Old Aged	141	12.47
Rickshaw/Van Puller	61	5.39
Skill Day Labor	47	4.16
Unskilled Day Labor	49	4.33
Small Business	46	4.07
Driver	40	3.54
Service	72	6.37
Security Guard	3	0.27
Transport Labor	4	0.35
House Wife	280	24.76
Unemployed	43	3.80
Student	297	26.26
Employment abroad	4	0.35
Large Business	4	0.35
Tailor	12	1.06
Auto Driver	2	0.18
House Maid	13	1.15
Self-Employment	13	1.15
Total	1131	100.00

Source: SES Household Survey, 2019

² Preliminary Report on Population and Housing Census, Bangladesh Bureau of Statistics, July 2011

³ Same as above

Figure 2: Distribution of HH Members by Occupation

2.2 Economic Condition

2.2.1 Income-expenditure

Monthly income-expenditure pattern of the households depicts moderately poor economic condition of the community. Following tables below show that monthly average income of the HHs is BDT. 15,495 and monthly expenditure is BDT 13,343.

Table 7 presents that most of the HHs (35%), on an average earn per month BDT. 10,001 to 15,000, which is followed by BDT. 15,001 to 20,000 (20%), BDT. 5,000-10,00 (17%) and BDT. 20,001 to 25,000 (11%). It is found that about 1% HHs earn more than BDT 50,000 per month.

Table 7: Distribution of HHs by Monthly Income

Income Range (BDT)	Nos. of HHs	% of HHs	Total Monthly Income	Average Monthly Income
Less than 5000	9	3.25	26,100	2,900
5000-10000	47	16.97	357,500	7,606
10001-15000	97	35.02	1,107,100	11,413
15001-20000	56	20.22	892,450	15,937
20001-25000	31	11.19	655,500	21,145
25001-30000	15	5.42	397,500	26,500
30001-35000	12	4.33	371,000	30,917
35001-40000	1	0.36	38,000	38,000
40001-45000	4	1.44	165,000	41,250
45001-50000	2	0.72	92,000	46,000
50000+	3	1.08	190,000	63,333
Total	277	100.00	4,292,150	15,495

Source: SES Household Survey, 2019

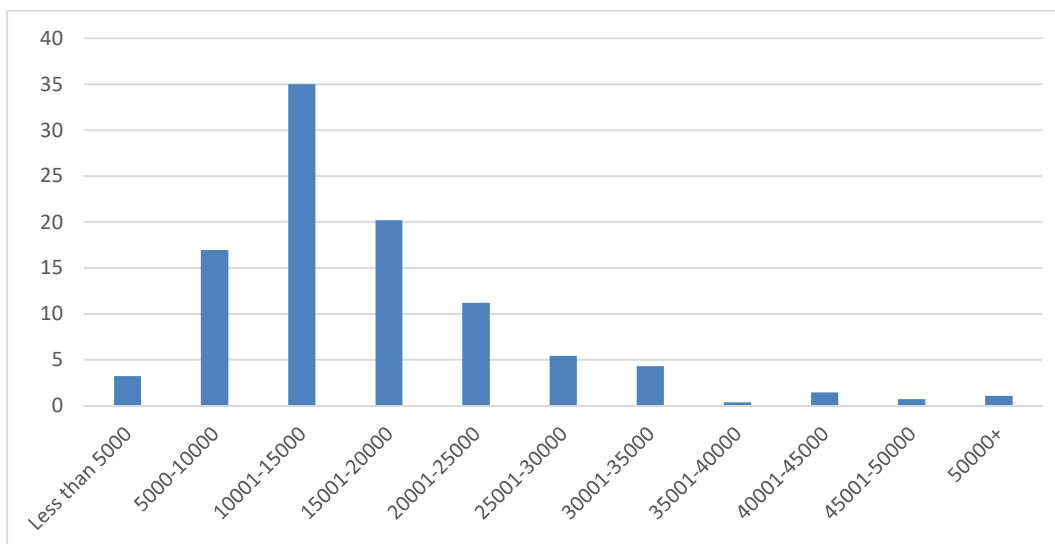
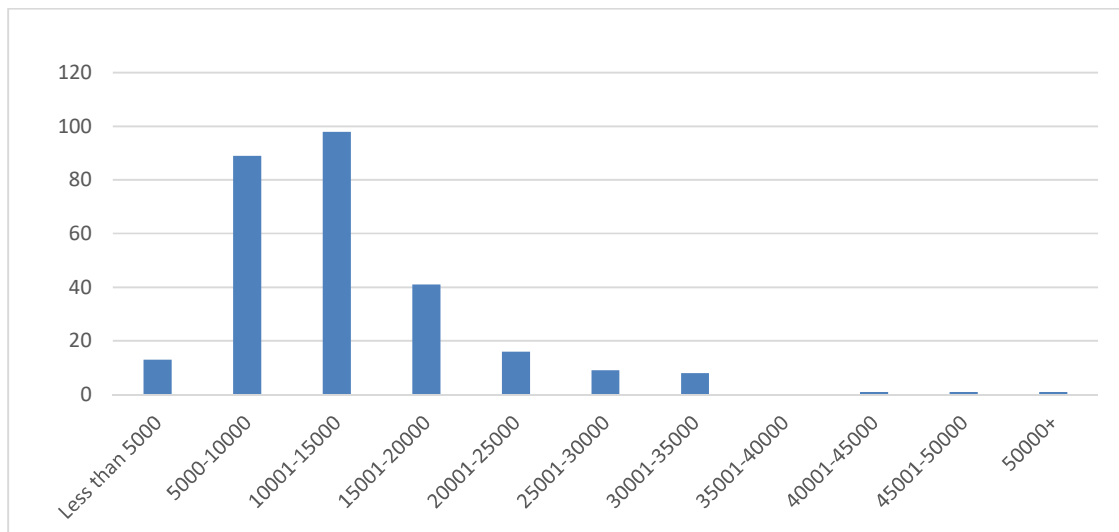
Figure 3: Distribution of HHs by Monthly Income

Table 8 shows that about 35% spend BDT. 10,001 to 15,000 per month. About 32% of the HHs spend money in between BDT 5,001 and 10,000. Third highest percentage (15%) goes for BDT. 15,001 to 20,000. Others are not mentionable.

Table 8: Distribution of Households by Monthly Expenditure

Expenditure Range (BDT)	Nos. of HHs	% of HHs	Total Amount of Expenditure	Average Amount of Expenditure
Less than 5000	13	4.69	46,950	3,612
5000-10000	89	32.13	742,695	8,345
10001-15000	98	35.38	1,191,745	12,161
15001-20000	41	14.80	706,785	17,239
20001-25000	16	5.78	357,145	22,322
25001-30000	9	3.25	253,030	28,114
30001-35000	8	2.89	250,275	31,284
40001-45000	1	0.36	43,250	43,250
45001-50000	1	0.36	48,380	48,380
50000+	1	0.36	55,700	55,700
Total	277	100.00	3,695,955	13,343

Source: SES Household Survey, 2019

Figure 4: Distribution of HHs by Monthly Expenditure

2.2.2 Savings

Data shows that despite being a low-income community, majority of them saved somewhat money for their future. About three-fourth of the total households (73%) have savings. Most of the households (28%) saved less than BDT. 50000. More than one-fifth (22%) saved money more than BDT. 50,000. About one-fifth (17%) saved money in between BDT. 5,000 to 10,000. About 13% saved BDT. 10,000 to 15,000. Others are not mentionable. Most of them (46%) saved their money to NGOs/CBOs, which is followed by bank (30%). The remaining other kept in home (23%) and to friends/relatives (1%).

Table 9: Distribution of HHs by Savings

Savings Amount	Nos. of HHs	Percentage
Less than 5000	57	28.08
5000-10000	34	16.75
10001-15000	26	12.81
15001-20000	5	2.46
20001-25000	16	7.88
25001-30000	3	1.48
30001-35000	8	3.94
35001-40000	3	1.48
40001-45000	5	2.46
45001-50000	2	0.99
50000+	44	21.67
Total	203	100.0

Source: SES Household Survey, 2019

2.2.3 Credit

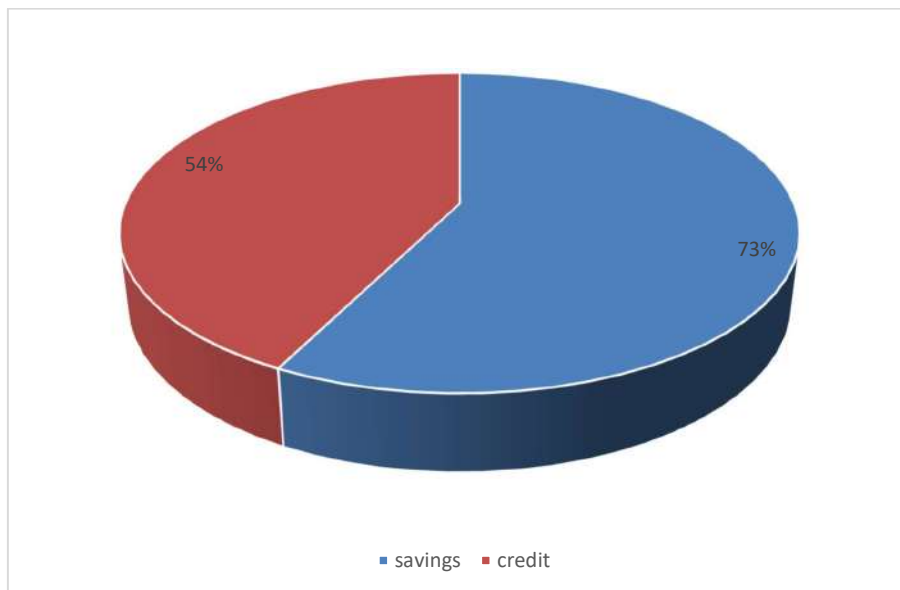
It has been found above that about 73% HHs have savings. At the same time a reportable percent of the HHs took resort of loan for maintaining their income-expenditure balance. Data shows that about 54% households take loan from different sources such as neighbors/friends/relatives, NGOs/CBOs, banks, etc. Most of them (19%) took loan in between BDT. 15,001-20,000. About 17% took loan more than BDT. 50,000, which is followed by BDT 25,001 to 30,000 and BDT. 45,001-50,000 (13% of each) and BDT 35,001 to 40,000 (8%). Main source of loan is reported as NGO/CBO (85%). Other sources are not mentionable. As for purpose of loan they stated many reasons. Out of those frequently mentioned are for house construction (25%), loan repayment (21%), business (16%), marriage of children (11%), , etc. Others are not mentionable. All of the loan recipients have outstanding loan. They (93%) stated that duration of the loan is yet to be expired and the rest except one do not have sufficient income to repay due loan.

Table 10: Distribution of HHs by Amount of Loan Taken

Loan Amount	Nos. of HHs	Percentage
1001-5000	2	1.3
5001-10000	14	9.3
10001-15000	7	4.7
15001-20000	29	19.3
20001-25000	13	8.7
25001-30000	19	12.7
30001-35000	4	2.7
35001-40000	17	11.3
45001-50000	19	12.7
Above 50000	26	17.3
Total	150	100.0

Source: SES Household Survey, 2019

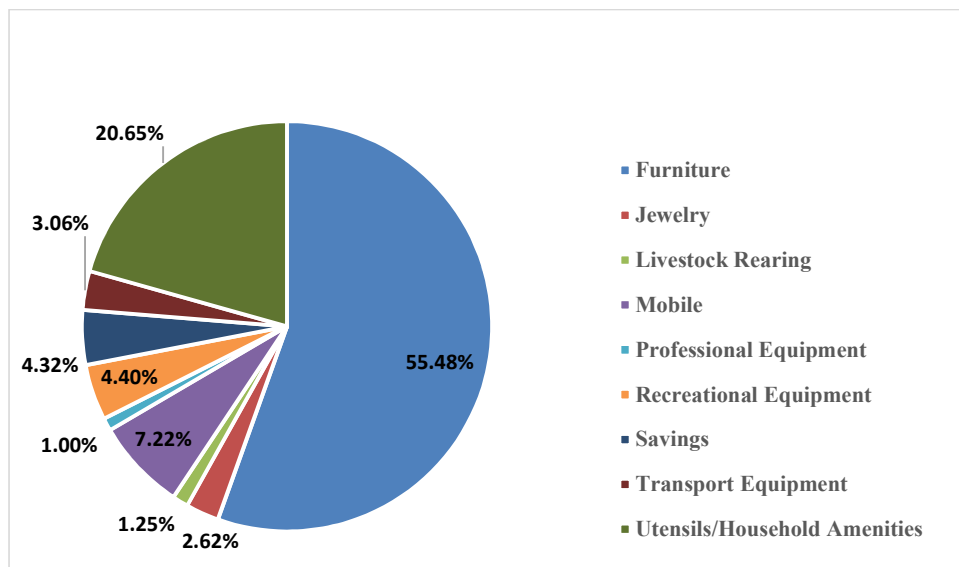
Figure 5: Comparative Presentation of Total HHs having Savings and Credit



2.2.4 Asset Holding

Average asset holding of the households is BDT 99,698, which includes savings, furniture, jewelry, livestock, professional equipment, transport equipment, recreational equipment, mobile phone and other household amenities.

Figure 6: Per Cent of HHs by Type of Asset Holding



2.3 Vulnerable Population

Vulnerable category has been considered those households, who belong to below poverty line⁴ (BPL), disable headed, elderly headed, female headed, child headed and indigenous households. Out of 277 households 82 (29.6%) are reported as vulnerable households, which include 56 households, who belong to below poverty line, 29 female-headed households and 22 elderly-headed households. It can be mentioned here that amongst them some HHs are common in two or three categories such as 56 poor HHs also include 15 female-headed households and 8 from elderly-headed HHs. Similarly, 29 female-headed households include 6 elderly headed households. That is why, 57 poor HHs, 29 female-headed households and 22 elderly-headed households altogether comprise 82 vulnerable households. No child headed and indigenous HHs are found here.

Table 11: Distribution of HHs by Vulnerability

Sl. No.	Category	No. of HHs		Remarks
		Nos.	% of total HHs	
1	Below Poverty Line	56	20.2	Few HHs are common in each category.
2	Female Headed	29	10.4	
3	Elderly Headed	22	7.9	
Total		82	29.6	

Source: SES Household Survey, 2019

2.4 Land Tenure Insecurity

Almost all (97%) of the households have their own homestead lands. Only 3% are tenants. An overwhelming majority (86%) of the tenants use same premises with the landlords. All of them have good relationship with Most of them (86%) pay per month rent is in between BDT. 1000 and 5000. Hundred percent of them have same community feeling as the settlers of the community feel for themselves. All of them are happy with their present residential structure. Despite, they expect housing improvement. They are also willing to pay increased rent for improved houses.

It is an old settlement. According to settlement identification survey its age is approximately 70 years. Majority of the total households (70%) have been residing here for more than 60 years.

⁴ The upper poverty line for each urban division from the 2016 is determined by the Bangladesh Bureau of Statistics (BBS), with inflation rate added 5.5 (Source: *Economic trends Bangladesh Bank 2019, Published by Research Department of Bangladesh Bank*). The upper poverty line for the year 2016 for Rajshahi division urban I is BDT 2,251 (Source: *Preliminary Report on Household Income and Expenditure Survey 2016, published on April 2019 by Statistics and Information Division, BBS*). Thus, BPL for Rajshahi division urban is 2374.80 per capita/month. The per capita average monthly income under BPL stands at BDT 10,449 {2374.80×4.4 (HH size) =10,449}. In the same way lower poverty line income has been calculated. Rajshahi division urban I is BDT 1,864, with 5.5% inflation it became BDT 2069.04. Thus, lower poverty line for Rajshahi division is BDT. 9103.77. This has been used for Sirajganj in determining poor households.

2.5 Housing Condition

Findings show that 40% of the total households are *kutchra*, made with mud floor and CGI fence and roof. About 56% are semi-*pucca*, which are made with cement floor+brick/CGI fence+ CGI roof. The rest are 4% *pucca* floor along with *pucca* wall and *pucca* roof.

About 76% of the HHs desire for housing improvement such as partial development of old house (35%), infrastructure development (25%), full development of old house (23%) and new house construction (17%), etc. Majority of them know about source of loan assistance (55%). More than half of the HHs (61%) are willing to get loan for housing improvement.

2.6 Access to Utilities and related Problems

All of the HHs use Hand Tube well water for drinking, cooking, washing clothes and utensils. Some of them (about 24%) used pourashava provided piped water supply along with tubewell water. For personal hygiene most of them use (83%) use tubewell water and the rest use piped water. About half (49%) of the tubewell ownership is common. One-third (34%) of the HHs have their own tubewell. NGOs did not install any tubewell here. Government provided piped water supply. All of the piped water user stated that drinking water quality is good/clean/pure whereas 49% of the tubewell user told in favor of good quality. The rests tubewell user claimed it as iron contaminated. Arsenic is not reported by anyone. It is wondering, although none of them reported about arsenic contamination, despite they prioritize arsenic free tubewell installation as the community requirement. They apprehend that arsenic free tubewell will freed them from iron contamination.

Almost all the households (98%) have electricity connection in their houses.

Most of the HHs use twin pit latrines (55%) which is sanitary latrines (37%). Users for pit latrines is 7%. Other types of latrine use are not mentionable at all, it is 1% for temporary latrines and only 0.4% use community latrine.

Municipality provided drainage service exists here. Households stated that different types of drainage system are there like plastic pipe (48%), temporary (35%), closed pucca drain (15%) and open pucca drain (2%). There is no mechanism for desludging here. For garbage disposal households use outside ditch (81%), household pit (9%) and the rest throw out here and there. Municipality does not provide any staff in the settlement, never deploy any staff to clear local dump. No staff has been deployed informally even. There is no system exist in the area to recover, reuse and recycle items from the waste stream.

Main source of fuel of the households is firewood-leaf-straw (64%), which is followed by cylinder gas (49%) and cow dung (11%). Other sources are not mentionable.

In response to the air quality of the HHs almost all the HHs (99%) stated that it's not pure at all. Findings presented in Table below:

Table 12: Distribution of Respondents by Opinion regarding Air Quality inside HHs

Sl. No.	Type of Response	Nos. of Respondents	%
1	Smoke from in-house cooking	202	23.6
2	Smoke from cooking of other houses	184	21.5
3	Soot from in-house sources (lamp etc.)	123	14.4
4	Soot from outside sources (brickfield chimney etc.)	21	2.5
5	Dust from in-house sources	120	14.0
6	Dust from road	84	9.8
7	Dust from surrounding construction	13	1.5
8	Smell from ditch/drain (in-house/external)	54	6.3
9	Bad smell from open toilet (in-house / external)	51	5.9
12	Fresh air/no air pollution.	3	0.35
Total		855	100.0

Source: SES Household Survey, 2019

2.7 Health Condition

An overwhelming majority of the households (90%) reported that they suffer from illness during last year. Most of them suffered mostly from cold/fever (32%). Others suffered from heart disease (6%), body ache (6%), diabetes (5%) and diarrhea (53%), Jaundice (5%), etc. Rate of other prevailing diseases are not mentionable. On an average a household spend BDT 16,147 per year for health treatment.

2.8 Access to Roads and Transportation

The settlement has good access to roads and transportation facilities around them. But they have lack of these facilities inside the settlements. They have good connections with secondary roads of municipality. They have access to cycle, rickshaw, small pickups, etc. But internal roads are very narrow, and no vehicle can move, not even vans, rickshaws, auto-rickshaws, etc. So, the community people are deprived of getting emergency services like ambulance, firefighting trucks, etc. on their doorsteps. Not only that as like as Pramanik Para, Chowdhury Para and Shahidganj Purbo Para it is revealed that even a coffin onto the shoulders cannot be borne. They need to wrap their severe patients and corpses into sacks or *kantha* (indigenous quilt) for taking them out of the households.

2.9 Flood and Water logging in the area

Data do not prove this settlement as flood or waterlogging prone area. Last flood occurred here long years before, in 2007. Rainwater runs off through nearby river. So, water cannot be logged in the area.

2.10 Group/CDC Information

All the respondents (100%) know about group formation in the settlement under this project. Members of all HHs participate in these groups. There are sixteen (16) Primary Groups (PG) working in the area. Details are given in following Table.

Table 13: Distribution of HHs by Membership of Primary Groups

Sl. No.	Group Name	Nos. of HHs	Percentage
1	Bakul	13	4.7
2	Bely	15	5.4
3	Dalia	14	5.1
4	Ghasful	18	6.5
5	Golap	16	5.8
6	Hasnahena	13	4.7
7	Joba	14	5.1
8	Jui	21	7.6
9	Kadom	19	6.9
10	Padmo	21	7.6
11	Palsh	16	5.8
12	Rajonigandha	20	7.2
13	Shapla	22	7.9
14	Shimul	15	5.4
15	Surjomukhi	23	8.3
16	Tagar	17	6.1
Total		277	100.0

Source: SES Household Survey, 2019

None of the group/CDC members face any problem in performing as a group member. All the respondents (100%) opined that there was group/CDC in this community before LICHSP started. All of them know that CDC exists in the community now, which is an old CDC. Old CDC is going to be merged with new CDC under this project. All of them know about role of CDC. Responses are given in **Table** blow.

Table 14: Distribution of Respondents by Response about CDC Roles

Sl #	Type of Roles	Nos. of Respondents	Percentage
1	Savings & Credit	249	30.6
2	Monthly Development Discussion/Meeting	196	24.1
3	Social Welfare Activities	153	18.8
4	Motivational Meeting	25	3.1
5	Infrastructure (Roads, Drains etc.) Development	191	30.6
Total		814	100.0

Source: SES Household Survey, 2019

2.11 Gender Analysis

We have seen before that about half of the population is female. Despite, female headed HHs are only 10.8% and 14.4% are engaged in job outside home. Survey findings shows that usually they do all of the HHs chores like cooking, cleaning, washing, cattle rearing, poultry rearing, kitchen gardening, in-house agricultural works, etc. It is worth mentioning that they are profoundly assisted by their respective husbands in shopping, fuel collecting and child upbringing. Some of them are also assisted in drinking water fetching, Among the employed women, most of them are involved in service and housekeeping (40% of each). Other occupations are not mentionable at all. About 35% of the employed women face problem in doing so due to feeling overburdened with HHs chores (93%) and lack of security (7%).

Almost all of the women (97%) think that women play important role in HHs decision making process. Findings show that in most cases decisions are made by both. Very few women (7%) can make decision of their own.

About 59% women opined that they get equal medical treatment vis-a-vis men. About 94% female did not receive any inherited property. Women, who got property, an overwhelming majority (88%) have control over them. About 5% confessed about facing gender violence.

In response to project interventions, almost all of the (99%) women think that it may disrupt usual life leading of the community people. They apprehended that it may create lack of social security (31%), mobility/traffic problem (28%) bathing and toilet problem (27%) in the community due to strangers' movement. Besides, they may face cooking problem (15%). They stated that they will manage these by using access roads, maintaining privacy, cooperation by neighbors, etc. All of the female respondents thought that the project will bring benefit to women in following ways:

Table 15: Distribution of Respondents by Response about Project Benefits to Women

SI #	Types of Benefits	Nos. of Responses	Percentage
1	House Development	128	29.5
2	Infrastructure Development	151	34.8
3	Waste Management System Development	89	20.5
4	Road Development	66	15.2
5	Loan Assistance	128	29.5
Total		434	100.0

Source: SES Household Survey, 2019

Besides, project objectives they proposed for taking further initiatives as described table below

Table 16: Distribution of Respondents by Proposed Initiatives for Socioeconomic Development

SI #	Types of Initiatives	Nos. of Responses	Percentage
1	Loan Support for Business Development	123	18.11
2	Building Educational Institutions	17	2.50
3	Employment Opportunities	179	26.36
4	Establishment of Industry / Cottage Industries to Create Job Opportunities for Women	173	25.48
5	Give Relief for the Poor	91	13.40
6	Infrastructure Development	92	13.55
7	Waste Management System Development	4	0.59
Total		679	100.00

Source: SES Household Survey, 2019

CHAPTER 3: COMMUNITY ACTION PLAN PREPARATION PROCESS

3.1 Participatory Settlement Mapping

Settlement planning. Following introductory meetings, we have moved straight into the settlement planning process, beginning with community mapping. The settlement planning process described in this section draws on field experience.

In the settlement planning process involves people mapping their own communities. Community mapping has several aims: first, to engage community members in the planning process; second to make them aware of the knowledge that they possess about their own community; and third to ensure that this knowledge is capture in the planning process.

The next stage in the planning process is to integrate the information contained in community maps into a scale map of the entire settlement. This requires preparation of a scale base map of the whole settlement that have been geo-referenced.

3.2 Engineering Surveys

In order to perform above mentioned task, detail engineering survey is conducted. This reveal, the all access routes, location and size of all kinds of structures, landscape, vegetation, topography and other physical features.

3.3 Community Action Plan – CAP

In the Community Action Plan (CAP) sessions, the community mobilisers ensure the participation of all stakeholders in the community. Primary Group Discussion on Need assessment, Priorities, action plan takes place according to priorities, mentioning the responsibilities of Primary Group members. Later, CDC Discussion on Need assessment, Priorities, action plan according to priorities, mentioning the responsibilities of Primary Group members, SIC and Social Audit committee. In parallel, Focus group discussion is done with spatial proximity where vulnerable, female, male, youth, differently able people, hard core poor, poor and local leaders and elites are included. Then, CDC discussion on the outcome of the above-mentioned groups and prepare the common needs and priorities and action plan.

After assessing the information on the existing situation gathered, we have engaged the community to consider new housing and infrastructure improvement options. Consultant architects and engineers have discussed a range of options with community members for their consideration. Whenever possible, the

use of local skills and materials have been actively encouraged. The following section suggests processes and considerations for developing these improvement plan.

Developing housing layouts and options require a balance between community inputs and technical assistance. The architects and engineers have worked together with community members to understand their needs, priorities, and constraints, and have been able to provide guidance on building codes, as well as design and layout options.

3.3.1 Outline

The following is an outline of how we have engaged the community in developing the housing improvement schemes in the settlement:

Step1: Participatory mapping. Community members map their settlement, following the procedures already described above. Social mapping is done ensuring the participation of all aspects of community members, i.e. male female youths, elderly, community workers and various stakeholders.

Step 2: Discussion on options. Based on the scale plans showing the existing situation, community architects discussed broad options with the community, aiming to develop an understanding of the improvements to housing and infrastructure that community members would like to see, as well as the constraints that stand in the way of making those improvements. Community have been encouraged to think about how they have built in the past, and the advantages and disadvantages of these improvements' techniques.

Step 3: Development of proposals. Community architects prepared schemes, taking account of the community 's expressed preferences and respecting constraints while trying to make the most effective use of available land.

Step 4: Community architects present their proposals in a community meeting. Provide those attending the meeting with plans outlining the proposals, asked to discuss the proposals and their reaction to them. We have encouraged them to suggest alternatives to any aspects of the proposals that they do not like.

The key points have then been recorded, emerging from this exercise and use these key points, together with the original proposals, to produce revised proposals that reflect the conclusions reached in the course of the meeting.

Step 5: Finalize proposals. Community architects finalised the revised proposals, present them to the community and then move into detailed design and costing.

CHAPTER 4: PROJECT IMPACT ON HALIM O TARA BASHATI COMMUNITY UPGRADING

4.1 Scope of improvement

It is depicted from the study that project will bring positive impact on the community such as construction of house (22.3%), improvement of drainage facility (30.2%), in-house connecting or access roads (19.7%), ensuring safe water facility (19.9%), etc. About 9% expected that the project will give them aforesaid all facilities. This community people has identified many problems and needs development during preparation of community action plan held on 28.05.2019. They want many things like road improvement with increased height, drainage improvement, community centre, latrine construction, arsenic free tubewell installation, septic tank, house repair, housing loan, dustbin, employment opportunity, water supply from overhead tank, cattle rearing facility, free education and medical facilities for poor, light post, training centre, bathroom (pucca) construction, mobile bathroom facility, business loan, pipeline gas supply, tubewell platform construction, playground development, computer training, handicrafts training for women, sewage system development, and pucca floor and *doa* (surrounding plinth) of houses, etc. Out of these, the participants had been asked to prioritize their needs. Accordingly, they made a list of 18 necessities such as 1. road improvement with increased height, 2. drainage improvement, 3. community centre, 4. latrine construction, 5. arsenic free tubewell installation, 6. septic tank construction, 7. house repair, 8. housing loan, 9. dustbin, 10. employment opportunity, 11. water supply from overhead tank, 12. cattle rearing facility, 13. free education and medical facilities for poor, 14. light post, 15. training centre, 16. bathroom (pucca) construction, 17. mobile bathroom facility and 18. business loan. However, after mutual consensus they have finalized a further list of 15 priorities like 1. road improvement with increased height, 2. drainage improvement, 3. community centre, 4. latrine construction, 5. tubewell installation for safe water, 6. septic tank construction, 7. house repair, 8. water supply from overhead tank, 9. light post, 10. tubewell platform, 11. bathroom, 12. employment opportunities, 13. business loan, 14. dustbin and 15. free education and medical facilities for poor. The community has very good access to roads and transportation facilities around them but internal roads are very narrow, no vehicle can move, not even vans, rickshaws, auto-rickshaws, etc. So, the community people are deprived of getting emergency services like ambulance, firefighting trucks, etc. Community people cannot bear a coffin even onto the shoulders. They need to wrap their severe patients and corpses into sacks or *kantha* (indigenous quilt) for taking them out of the households. Road widening is the dire need here. Land donation is required for road widening, installation of tubewell, community centre, construction of overhead tank, etc. Despite much problems, they are not willing to donate land. Rather, to avoid land donation issues, eventually community people came to a consensus and merely want renovation of existing access roads, enhancement of internal walkways with drainage system, construction of latrines and washrooms, street lights on existing and new pole, etc. Specific community requirements to improve their settlements are as follows:

1. 213 meters improved vehicular road
2. 69 toilets and wash composite
3. 32 newly installed street light
4. 29 improved street light on existing pole
5. 1070 meters internal walkway/road with drainage system for rain and gray water

Table 17: Existing Roads to be Improved and New Internal Shared Walkways and Drainage Facilities

Sl. No.	Location
1	S. M. Faruque Hossain's house to Md. Raju's house
2	Md. Khokon's house to Md. Helal Uddin's house
3	Md. Masud Shekh's house to Md. Helal Uddin's house
4	Md. Yeamin Shekh's house to Md. Helal Uddin's house
5	Md. Shafiq's house to Md. Tutul Shekh's house
6	Md. Zinnat's house to Md. Hashem Shekh's house
7	Mst. Vashani's house to Md. Khokon Shekh's house
8	Md. Hatem Ali's house to Md. Karim's house
9	Md. Azmot's house to Md. Tarek's house
10	Md. Hafizul's house to Mst. Rehana Begum's house
11	Abdul Aziz's house to Md. Haku Shekh's house
12	Md. Zahidul Islam's house to Md. Kaharul's house
13	Sahida Begum's house to Md. Abu Kalam's house
14	Rohema's house to Md. Tarak Shak's house
15	Anawer Shak's house to Md. Abdul Bin Abid's house
16	Md. Ahamnul Hok's house to Md. Masud Rana's house
17	Md. Mukul Shak's house to Md. Shobuj Shekh's house
18	Mahamuda's house to Md. Ujjal's house
19	Md. Khairu Jaman's house to Md. Shoudagor's house
20	Md. Hafizul Islam's house to Md. Abdul Shaid Shekh's house
21	Md. Monerujaman Mone's house to Md. Hafizul Islam's house
22	Md. Akkas Ali's house to Md. Taizul Islam's house
23	Md. Younus Mondol's house to Shalaha Bagum's house
24	Md. Nojrul Islam's house to Md. Balal Mondol's house
25	Md. Kamal Shekh's house to Md. Mamun Shekh's house
26	Md. Monowar Islam's house to Md. Shukchan's house
27	Md. Khairul Islam's house to Md. Golam Hosan's house
28	Md. Tawhid's house to Md. Aslam's house
29	Md. Romzan Ali's house to Md. Nur Hossain's house

Table 18: Location of Septic Tanks, Toilets and Bathrooms under Halim O Tara Bashati

Location		Nos. of Septic Tanks + Soak-wells	Nos. of Shared Toilets	Nos. of Shared Bathrooms	User Household Numbers	Total Number of Users
Identity Nos. of Houses	Name of HH Heads					
1, 2, 3	Md. Solaiman Sheikh, Md. Abdul Kuddus, Md. Ahmed Ali	1	1	1	3	14
9, 10	Md. Younus Sheikh, Md. Mohir Sheikh, Ayub Islam	1	1	1	3	10
14, 70	Md. Abdus Samad, Md. Mamun Sheikh	1	2	2	2	8
15, 61	Md. Sarower Sheikh, Md. Ridoy Sheikh, Md. Abdur Razzak, Md. Alvi Sheikh, Md. Shakil Sheikh, Md. Ariful Islam	1	2	2	6	19
16, 247, 248	Md. Awal Sheikh, Abu Taher Sheikh, Md. Babu Pramanik	1	1	1	3	15
17, 18, 19	Md. Belal Mondol, Saleha Begum, Morjina	1	2	2	3	8
21, 22, 23	Md. Younus Mondol, Md. Majnu Mondol, Md. Mintu Mondol	1	1	1	3	12
25, 26, 27	Md. Halim Sheikh, Md. Based, Md. Bellal Seikh, Md. Saiful Sheikh, Md. Shajahan Sheikh	1	1	1	5	21
28, 32	Maleka Beowa, Md. Keramot Ali, Md. Uzzal	1	1	1	3	11
35, 36	Md. Mozammel Mondol, Md. Tajul Islam	1	1	1	2	5
38, 39	Md. Ridoy Hossain, Md. Harun Sheikh	1	2	2	2	8
42, 43	Md. Mokaddes Ali, Md. Solaiman Ali, Md. Abdul Malik	1	2	2	3	12
44, 45, 46	Md. Bellal Hossain, Md. Moniruzzaman, Md. Abdul Khaleque	1	1	1	3	10
47, 48	Md. Abu Sayed Sheikh, Md. Hafizur Rahman Gazi	1	2	2	2	7
49, 50, 51, 52	Md. Khairul Islam, Md. Khadem Ali, Md. Golam Hossain, Md. Rezaul Karim	1	2	2	4	18
55, 56, 57, 58	Md. Ripon Sheikh, Md. Uzzal, Md. Abdul Kalam Azad, Md. Sukchan	1	2	2	4	15
59, 60	Md. Rafiqul Islam, Md. Mominul Razzak	1	0	1	2	8
67, 68, 69	Md. Surjo Sheikh, Md. Tara Sheikh, Md. Surujaman	1	2	2	3	11

Location		Nos. of Septic Tanks + Soak-wells	Nos. of Shared Toilets	Nos. of Shared Bathroom s	User Household Numbers	Total Number of Users
Identity Nos. of Houses	Name of HH Heads					
71, 72, 73, 74	Md. Abdullah Mondol, Md. Chan Mia, Md. Nur Nabi, Md. Sanowar, Md. Shawdagor	1	2	2	5	22
75	Md. Khairuzzaman, Md. Solaiman, Jahangir, Pintu	1	1	1	4	15
76, 77, 78, 79	Md. Shamim, Md. Aslam Sheikh, Md. Aminul Islam, Md. Kamal Sheikh	1	2	2	4	16
80, 81, 82, 83	Omila Khatun, Mahmuda, Md. Ripon and Md. Ujjal	1	2	2	4	13
91, 92, 93	md. Mukul Sheikh, Md. Liton Sheikh, Md. Milon Sheikh	1	1	1	3	18
95, 96	Hamida Beowa, Md. Abdul Kader, Md. Sobuz Sheikh	1	2	1	3	9
97, 98	Md. Sharif Sheikh, Md. Masud Rana	1	1	1	2	8
99, 100, 101, 102	Md. Selim Uddin, Md. Juwel Sheikh, Md. Abdullah Bin Abid, Md. Ahsan UI Haque	1	1	1	4	16
103, 104, 105	Md. Anowar Sheikh, Md. Monowar Sheikh, Md. Sanowar Sheikh, Nurunnahar	1	2	2	4	15
106, 107	Md. Abdul Kader, Md. Raju, Rahima	1	1	1	3	14
108, 109	Md. Mukta Khan, Al Hamra Parvin	1	1	1	2	6
111	Md. Tarek Sheikh, Shamim Iqbal Mamun	1	1	1	2	9
112, 113	Md. Shahidur Rahman, Md. Golam Azam	1	2	2	2	11
118, 119	Md. Haidar Ali, Md. Shagor Ali	1	1	1	2	8
120, 121	Md. Dilshad, Md. Ershad Ali bulu, Laily Begum	1	0	0	3	8
122, 123, 124	Md. Rasel Sheikh, Md. Kamrul Islam, Md. Saiful Islam	1	1	1	3	10
126, 127, 128	Md. Mazem Ali, Md. Aminul Islam, Md. Mominul Islam	1	1	1	3	12
131, 132, 133	Asma beowa, Md. Aslam, Md. Hafizul Islam	1	2	2	3	10
134, 135, 136	Md. Nur Hoaasin, Nurunnahar, Md. Tauhid	1	2	2	3	11

Location		Nos. of Septic Tanks + Soak-wells	Nos. of Shared Toilets	Nos. of Shared Bathroom s	User Household Numbers	Total Number of Users
Identity Nos. of Houses	Name of HH Heads					
139, 140	Md. Aminul Islam, Md. Ashraful Islam, Md. Millad Hossain, Md. Abdul Mannaf	1	1	1	4	19
144, 145	Md. Abdul Motaleb, Bahaton beowa	1	1	1	2	5
146	Md. Abdul Rashid Sheikh, Md. Gazi	1	1	1	2	11
147, 148, 149	Md. Rashid Sheikh, Md. Ansar Ali, Md. Shahin	1	2	2	3	19
150, 151, 152	Md. Salam Sheikh, Md. Rahman, Md. Jamal Sheikh	1	1	1	3	9
153, 157, 158	Md. Mozid Sheikh, Md. Bellal Hossain, Md. Montu	1	1	1	3	23
154, 155, 156	Md. Bablu Sheikh, Md. Nuru, Firoja Khatun	1	1	1	3	10
159, 160, 161, 117	Md. Hazrat Ali, Md. Sultan Sheikh, Md. Khairul, Md. Julmot Ali, Md. Helal, Jhorna Begum.	1	2	2	6	24
162, 163	Md. Amzad Hossain, Md. Kurman	1	1	1	2	9
164, 165	Md. Al Amin Sheikh, Md. Al mamun	1	1	1	2	9
168, 173	Bulbuli Khatun, Md. Abdul Malek	1	1	1	2	7
175, 176, 177, 178	Md. Babu Sheikh, Md. Abu Kalam, Md. Raju Sheikh, Md. Munna, Md. Ismail Sheikh, Md. Raju	1	1	1	6	25
179, 225	Shahida Begum, Md. Aslam Sheikh	1	1	1	2	7
183, 184	Md. Masudur Rahman, Md. Zahidul Islam, S.M. Jaman	1	1	1	3	10
193, 194	Md. Hatem Sheikh, Md. Babul Sheikh, Md. Hafizul, Md. Aslam Sheikh	1	1	1	4	14
195, 196	Md. Azmot, Md. Tarek	1	1	1	2	8
199, 200, 201, 202	Asma Khatun, Chandro Banu, Md. Masud Sheikh, Md. Momin Sheikh, Md. Haidar Ali	1	1	1	5	23
206, 207	Md. Shafiq, Md. Jinnat	1	2	2	2	5
208, 209	Vashani, Md. Khokon Sheikh	1	2	2	2	6
210, 211, 212	Md. Mamun Reza, Md. Aminul Islam, Hashem Sheikh	1	2	2	3	14
213 ,214	Md. Abdul Rashid, Md. Abdul Kuddus	1	1	1	2	15

Location		Nos. of Septic Tanks + Soak-wells	Nos. of Shared Toilets	Nos. of Shared Bathroom s	User Household Numbers	Total Number of Users
Identity Nos. of Houses	Name of HH Heads					
215, 216, 218	Md. Karim, Hamida, Md. Alim Sheikh	1	2	1	3	11
219, 220	Rajia Khatun, Anarkoli	1	2	2	2	7
221, 222, 223, 224	Rehana Begum, Monowara, Md. Abdul Alim, Md. Aminul Islam	1	1	1	4	14
229, 233, 235	Md. Bellal, Md. Shorab Hossain, Amina Khatun	1	1	1	3	13
226, 228, 246	Md. Alamgir Hossain, Md. Shafiq, Md. Babu, Sabbir Ahmed, Md. Belal	1	3	2	5	16
236	Md. Dilip Sheikh, Md. Baset Sheikh, Md. Abdul Baten Sheikh	1	1	1	3	13
66	Md. Nur Hossain, Md. Milon Hossain	1	0	0	2	8
240, 241	Md. Abdul Hannan Sheikh, Md. Habibur Rahman	1	1	1	2	10
Total		66	89	87	202	807

Above mentioned households' heads and their kin have agreed to provide land for these. Each septic tank will be with the capacity of serving 10 users.

A settlement map showing proposed interventions is appended here as **Annex 4**.

4.2 Relocation Requirements

No relocation of the HHs will be required for project intervention or construction for infrastructure improvement.

4.3 Shifting of Structures

No structure will need to be shifted during construction.

4.4 Loss of Trees

Survey counts all types of trees belong to households. Trees are divided into three sizes such as big (height 16'+ and width 3'+), medium height (11'-15' and width 2'-3'), and small (6'-10' and width 1'-1.5'). There are 533 trees are found. Out of those 233 are big, 186 are medium and 144 are small. Three of the big trees, namely Mehagani will need to be cut for construction of internal road with drain (IRD) 16. The project will plant 3-5 trees for one tree cut subject to availability of land following best national environmental project practices. These should be managed by the CDC. Community will own these after maturity.

4.5 Impacts on Livelihood and Income

As mentioned earlier that due to construction for infrastructure development, their livelihood would not be hampered. No homebased business is reported here. However, they will face little bit problem in transporting goods. Community people opined that they will manage those by mutual cooperation with neighbors.

4.6 Impact on Vulnerable Households and Female Headed Households

As mentioned earlier there 82 including 29 females headed HHs are identified as vulnerable. There is no possibility of negative impact of the project on them. Rather they can be involved in construction work as labor, if needed.

4.7 Impact on Cultural and Archeological Relics

There is no cultural and archeological relics in the area.

4.8 Impact on Community Health and Safety and Mitigation Measures

It is reported during survey that during construction the respondent households will have less impacts such as they will get face in communication problem with regard to movement, living, cooking and furniture cleaning problems due to dust pollution, sound pollution, traffic movement, etc.

Table 19: Distribution of Respondents by Types of Disruptions during Settlement development

Sl #	Details	No. of Responses	Percentage
1	Living problem	191	27.8
2	Cooking problem	102	14.8
3	Communication problem	150	21.8
4	The problem of the toilet	59	8.6
5	Children's education problem	96	14.0
6	Sports problem	3	0.4
7	Bathing problem	21	3.1
8	Problem of furniture cleaning	66	9.6
Total		688	100.00

Source: SES Household Survey, 2019

Mitigation measure have been proposed by the respondents in managing abovementioned problems. They will use alternative access roads through neighbors' houses. Lack of privacy in toilet use and taking bath will also be managed by themselves somehow.

Community Development Committee (CDC) will be responsible for supervising overall construction works. They will ensure that there will be no pollution and damage of environment by their activities.

4.9 Summary of Impacts

It is found from the above that improvement of settlement works will bring better communication, drainage system, safe water and sanitation, etc. During implementation the community people will face little bit problem in living, cooking, using toilet, taking bath, movement, etc. As it is a small-scale construction very few environmental hazards like dust and sound pollution, noise and traffic movement, etc. may occur.

CHAPTER 5: SOCIAL IMPACT MANAGEMENT

5.1 Scope and Context

As stated earlier, almost all of the inhabitants except tenants have land entitlements. All of the landowners have their constructed houses in own land. They need infrastructure development. National Housing Authority is working for giving better living for them in the form of housing solutions and necessary infrastructures development. Beneficiaries' requirement is to improve access roads, drainage development, safe water and sanitation assurance, etc. Scope of risk as part of social impact is very less here. Despite, management procedure is suggested here.

5.2 Mitigating to Communication/Movement Problem

As mentioned earlier, the community people will help each other in giving alternative access roads.

5.3 Mitigation to Social and Environmental Hazards

Social issues that mentioned above like lack of privacy which may happen due to strangers' intrusion in the community will be maintained by the CDC by discussing community people.

Construction works will be given to the competent contractor and CDC by following National Competitive Bidding (NCB) and community-based contracting respectively. They will use environment friendly equipment for controlling sound pollution. Water will be sprayed regularly to remove dust pollution. Traffic movement will be managed by the suggested ways that culminated from the community consultation at the period of construction going on.

5.3.1 Fire Safety

It was learned from the Fire safety and civil defense department that they have the capacity to cover 200 meters from the fire safety vehicle or natural water reservoirs through hose pipe. The area we are working on have that access to water reservoirs that cover the maximum range.

In addition, it is advised from the project to provide necessary training on taking precautionary measures and firefighting during fire incidents. The training will also include supporting fire fighters by carrying their equipment and pipes to the affected area.

5.4 Impact Management on Poor and Vulnerable Households

As we already know that project intervention will not hamper life of any of the vulnerable households. Despite, they will be taken care in giving better opportunity in terms of their livelihood by employing them in the construction works as per their competence.

5.5 Community Contracting

To provide project benefits to community members living in the area, an arrangement has been designed to offer few implementation physical works like construction of few IRD subject to engineers decision to the CDC. As mentioned earlier Following Annex 8 of WBOM, a Community Contract, based on the Community Action Plan (CAP) is being drafted, which will be shared with the CDC and will be approved by the NHA following appropriate institutional set up.

5.6 Eligibility for Housing Loans

According to PKSF/NDP's lending policy, households having minimum monthly income is BDT 10,000 are eligible for housing loan. The loan range-based households' income is listed in **Table** below. Loan range varies between BDT 80,000 and BDT 4,00,000 depending on monthly household income.

Table 20: Loan Affordability based on Income Range

Sl. No.	Monthly Income in BDT	Range of Loan in BDT
1	10,000-25,000	80,000-250,000
2	25,001-40,000	250001-400000

As per affordability criteria in terms of monthly income, about 79.7% households are eligible for getting housing loan. It is found that about 66.4% HHs earn per month BDT. 10,000 to 25,000 who are eligible for getting loan from PKSF is BDT. 80,000 to 25,0000. About 10.1% could afford BDT. 250,001 to 400,000. A very few (3.2%) earns more than BDT. 40,000.

Table 21: Loan Affordability of the HHs as per PKSF's Criteria

Sl. No.	Range of Monthly Income (in BDT)	Nos. of HHs	%
1	10,000-25,000	184	66.4
2	25,001-40,000	28	10.1
3	40,001+	9	3.2
Total		221	79.7

We have seen earlier section 2.2.1 that average monthly income per household is BDT. 15,495 and average monthly expenditure is BDT.13,343. About 73% households have savings. About 54% household take loan from different sources. Main source of loan is reported as NGO/CBO (85%). Other sources are not mentionable. Loan repayment track record is good. Although they have outstanding loan but 93% of

those are not expired for repayment. School enrollment of their children is also good. More than half of the HHs (61%) are willing to get loan for housing improvement.

5.7 Restoration of Income and Livelihoods

As mentioned above no disruptive impact on income and livelihood is apprehended here. Despite, vulnerable people will get benefit with job opportunity in construction works.

5.8 Social Safeguard Issues

During construction social safety of the community and of the employees should be taken care and ensured. Contractor will complete his/her construction works as per given schedule so that people do not suffer due to delayed construction. If construction delays for contractor's own reason, they will give alternate pavement for the inhabitants. If construction delays more than stipulated period of time due to natural calamities or by executing agency in any case, NHA will provide required support to them with the consultation of CDC.

Contractor will put safety signboard with warning signs and restrictive fencing for the community people. He/she will take mitigating measures for sound and dust pollution. Traffic management plan should be given by the contractors before work starts. Privacy of the community will be ensured.

No child labor will be deployed in construction. Contractor will ensure maintaining ILO provided core labor standards. Contractors will keep complaint books for community in an easily accessible place.

A checklist to ensure social safeguard issues have been prepared for the contractors to follow and attached as **Annex 5**.

CHAPTER 6: CITIZEN ENGAGEMENT PLAN

The stakeholder consultation is an integral part of the social assessment and aims to provide a two-way communication channel between the stakeholders and the scheme proponents.

6.1 Objectives

The objectives of the stakeholder consultations are to:

- i). Develop and maintain communication links between the scheme proponents and stakeholders,
- ii). Provide key project information to the stakeholders, and to solicit their views on the scheme and its potential or perceived impacts, and
- iii). Ensure that views and concerns of the stakeholders are incorporated into the scheme design and implementation with the objectives of reducing or offsetting negative impacts and enhancing benefits of the proposed scheme.
- iv). To provide feedback to the stakeholders on the issues raised and the solutions planned related to project scheme.

6.2 Identification of Stakeholders

Stakeholders are people, groups, or institutions, which are likely to be affected by the proposed project (either negatively or positively) or benefited by the project interventions or those who can influence the outcome of the project. Stakeholders have been identified through internal discussions, community meetings, key informant interviews and literature review. Generally, a distinction is made between groups of stakeholders, the primary and secondary stakeholders and key stakeholders. The primary stakeholders are the stakeholders who are directly affected or benefited by the project including the community members in the potential slums for upgrading and those will be affected due to the interventions and acquisition of land for slum upgrading. The secondary stakeholders are NGOs, community-based organizations, and community development projects in the project area. The key stakeholders are government agencies, development partners, media, community leaders, civil society, traders, construction laborers and consultants.

At the inception of the project a stakeholder mapping has been done. Since it is a new type of housing related project govt. departments, related activities implementing organization community-based organization (CBO) and likeminded others organization are associated to the project. Here, primary stakeholders are community members who are directly affected or benefited by the settlement upgrading interventions. Palli Karma Shahayak Foundation (PKSF), National Development Program (NDP) and other CBO's are secondary stakeholders. Key stakeholders are mainly NHA under MoHPW with main

contact point WB, CM&DS consultants, Community Leaders, Civil Society, Traders, Contractors, etc. NHA is being supported by Sirajganj DC Office, Paurashava and Cooperative Society etc.

6.3 Participation of Stakeholders

Stakeholders participation has been engaged by the project through workshop, mass meeting, screening of settlement, need assessment of the community, layout preparation, housing development design, etc.

In inception meeting, held on February 1, 2018 of the project NHA has tried to get all stakeholders together in view of introducing project and its objectives to them and seeking cooperation from them as well. Deputy Commissioner (DC), Sirajganj, Mayor of Sirajganj Municipality, Land Acquisition Officer (LAO), Sirajganj, Representative of Palli Karma Shahayak Foundation (PKSF), National Development Program (NDP), Community Development Committee (CDC), Federation, Community Housing Development Fund (CHDF), CDC Cluster Committee were present in the meeting.

Different types of stakeholders have been engaged in community mobilization, poor settlement and vacant land mapping (SLM), Enumeration Survey, CBO assessment, Social Mapping, CBO Formation, Conducting Drone Survey, Environmental Impact Assessment (EIA), Land Tenure Assessments, Land Transferring to the NHA by Sirajganj DC Office, etc.

6.4 Feedback from Consultation

It has been seen that all stakeholders are cordial in implementing project. They appreciated project approach and extended cooperation in activities the project performed so far. Workshop held on 28 October 2018 participants to enlist stakeholders' views and opinions regarding the preparation of infrastructure plan of Sirajganj Paurashova addressing infrastructure facilities needed for low income settlement. All the participants actively participated in the discussions highlighting the need for preparing town level infrastructure plan vis-à-vis improving the living condition of the low-income settlements of Sirajganj Paurashova. The Hon'ble Mayor has also endorsed the issue of extending necessary infrastructure and services of the Paurashova and the related GOs to the settlement areas. In this way, in each session and types of engagement they provide their necessary assistance and support.

List of participants of workshop and inception meeting are attached herewith as **Annex 6** and **Annex 7**.

6.5 Information Disclosure Measures

In view of ensuring stakeholders engagement and to give clear conception regarding project objectives and activities information disclosure measures have been taken by NHA. A brochure has been developed and circulated. Besides, power point presentation has been given during meetings/workshops where facilities available.

Stakeholders Engagement during operation phase

As mentioned earlier stakeholders has been engaged in community selection, planning & design, etc. They will be engaged in construction supervision and monitoring as part of settlement implementation committee. They will also contribute in voluntary relocation, cooperation with NHA and contractors, voluntary labor giving, support vulnerable HHs shifting and rebuilding their houses, etc. Here, community will be contracted for infrastructure construction works.

6.6.1 Implementation and stakeholder engagement process

At the beginning of the construction, settlement Implementation Committee (SIC) will be formed consisting five members- two from CDC members and three from primary group members. Key position holding by Female. Out of five members three will be from hard core poor and one youth. Unskilled labor will be hired from the same community for employment creation and skill development. In addition, the process improves leadership quality and construction management capacity will be enhanced. Females will get priority in this process. Gender sensitive issues will be considered during the design and construction phase.

6.6.2 Community Procurement

In case of CBC contract, CDC will be responsible for procuring the construction materials, maintaining standard procurement rules. The accounts will be maintained in a transparent way by the CDC. CDC will display all the procurement related information in front of the CDC Office.

6.6.3 Meeting minutes

All the related with the construction will be recorded and kept by the community themselves. And those will be opened for all, ensuring access to information.

6.6.4 Social Audit Committee

The quality of the construction material and works will be maintained by the social audit committee. The committee, along with CDC representation, will visit regularly in the construction site and will get feedback to the SIC and contractors. They will work in parallel for maintaining construction schedule and quality of works.

6.6.5 Transparency and Accountability

Information board will be established at the construction Site and CDC office. The implantation progress of physical works will be updated and displayed regularly on the board. The SIC, CDC and contractor representatives will seat together for maintaining the quality and quantity within the stipulated timeframe.

CHAPTER 7: GRIEVANCE REDRESS MECHANISM

7.1 Complaints and Grievance Mechanism

Beneficiary selection and displacement due to infrastructure development induce social and environmental concerns. Slum upgrading and urban infrastructure development and improvement have a more complicated situation due to the density of settlement and rapid growth in urbanization. It is very likely that communities will have questions and complaints and in some cases suggestions on alternative options for location and design for housing solutions. The beneficiaries and the likely affected persons for project purpose may have issues of inclusion and participation and recognition of losses and the compensation process applied for them. A project -specific grievance redress mechanism (GRM) is needed to establish to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances. Considering the context, the project has formed a Grievance Redress Committee (GRC) to answer to queries, receive suggestions and address complaints and grievances about any irregularities in application of this SMP for inclusive project design, and assessment and mitigation of social impacts. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal action. The procedure will, however, not preempt a person's right to go to the courts of law. affected persons/households will be informed about their rights and of the procedures for addressing complaints during consultation and survey.

7.2 Grievance Focal Points

Grievance response focal points will be available at the CDCs, at ULBs and at project level within NHA. The CDC at the ward level is the first focal point on project GRM and the Grievance Redress Committee (GRC) at the ULB level is authorized to deal with all suggestions and complaints at the community level. NHA ensures that communities are fully informed about the GRM and their rights to offer suggestions and make complaints, and the different mechanisms through which they can do so, including grievances related to the land taking process and physical displacement. The Secretariat for each GRC is at the Mayoral office and each of the CDC may sit on any grievance and suggestions from the communities at the ward level locally or in the office of the ward councilor.

The member of the GRCs ensures proper presentation of complaints and grievances as well as impartial hearings and investigations, and transparent resolutions. The GRC Chairman will call the concerned Ward Councilor from which the complaint was received for hearing. If the aggrieved person is a female, GRC will ask the concerned female Ward Councilor to participate in the hearings.

To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the GRC Chairman will apply the following guidelines:

- Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- Remove a recommendation by any person that may separately accompany the grievance redress application.
- Disqualify a GRC member who has made a recommendation on the application or separately before the formal hearing:
- Where a GRC member is removed, appoint another person in consultation with the Project Director.
- The GRC Chairmen will also ensure strict adherence to the guidelines of social management and impact mitigation policies adopted in this framework and the mitigation standards, such as compensation rates established through market price surveys.

7.3 Formation of Grievance Redress Committee (GRC)

To address grievances of affected persons, as a requirement of Operational Manual and Social Management Framework (SMF) LICHSP has formed two-tier Grievance Redress Committee (GRC) in project level and local level on 2nd January 2018 with memo no. jagrika/LICHSP/2016-17/05. These are as follows:

Table 22: Grievance Redress Committee

Project Management Unit Level

Sl. No.	Members	Position
1	Project Director, Low Income Community Housing Support Project	Convener
2	Superintending Engineer (SE), Dhaka Circle, National Housing Authority	Member
3	Deputy Director-1/2 (Land and Asset Management), National Housing Authority	Member
4	NGO representative (Sirajganj/Comilla/Narayanganj)	Member
5	Social Development Specialist, Low Income Community Housing Support Project	Member Secretary

District/Municipal Level Unit

Sl. No.	Members	Position
1	Superintending Engineer (SE), Relevant Circle, National Housing Authority	Convener
2	Representative, (Sirajganj Pourashava/Cumilla City Corporation/Narayanganj City Corporation)	Member
3	Representative, CDC (Sirajganj/Cumilla/Narayanganj) (A woman representative from CDC will join if the complainant is a woman)	Member
4	NGO representative (Sirajganj/Comilla/Narayanganj)	Member
5	Community Architect (CSS), Community Mobilization, Design and Supervision Consultant, LICHSP	Member Secretary

Office Order of these GRCs is attached herewith **Annex 8**.

The Member Secretary of GRCs will be regularly available and accessible for affected/benefited persons to address concerns and claims/grievances. Female member of CDC will participate in the grievance redress sessions when the aggrieved person will be a female. The NHA may appoint a Legal Advisor to provide legal support during grievance resolution. The legal advisor will not be a member of the GRC.

In addition to the mentioned above GRCs, one GRC has been formed in community level with the members of Community Development Committee (CDC) in view of sorting out grievances in CDC level first. This is as follows:

Community Level Unit

Sl. No.	Members	Position
1	Chairperson, CDC	Convener
2	Urban Community Mobilizer, CSS, LICHSP	Member Secretary
3	Cashier, CDC	Member
4	Primary Group (PG) member	Member
5	Primary Group (PG) member	Member

7.4 Complain resolution process by GRC at Community Level

The scope of work at Community Level Unit.

1. GRC will open a case register at the CDC.
2. The grievance/case will be registered in the case book with a serial number, stamp and receiving date.
3. They will convey a meeting with the GRC members and complainer.
4. The meeting minutes will be recorded thoroughly in the GRC resolution book with the consensus of all.
5. They will try to solve the issue at the community Level by themselves within 14 days.
6. If the issue remains unsolved, it will be taken to the district Level Committee by the CDC and complainer.
7. The issue will be registered in the closing book with a serial number, stamp and receiving date.

7.5 Complain resolution process by GRC at District Level

The scope of work at District Level Unit.

1. GRC will open a case register at the CSC office
2. The grievance/case will be registered in the case book with a serial number, stamp and receiving date.
3. They will convey a meeting with the GRC members of District Level, community Level representative and complainer.
4. The meeting minutes will be recorded thoroughly in the GRC resolution book with the consensus of all.
5. They will try to solve the issue within 15 days.
6. If the issue remains unsolved, it will be taken to the Project Management Unit Level Committee by the district committee and complainer.
7. The issue will be registered in the closing book with a serial number, stamp and receiving date.

7.6 Complain resolution process by GRC at Project Management Level Unit

The scope of work at Project Management Level Unit.

1. GRC will open a case register at the PMU office
2. The grievance/case will be registered in the case book with a serial number, stamp and receiving date.
3. They will convey a meeting with the GRC members of Project Management Unit Level, District Level Unit representative, community Level representative and complainer.

4. The meeting minutes will be recorded thoroughly in the GRC resolution book with the consensus of all.
5. They will try to solve the issue within 15 days.
6. If the issue remains unsolved, the decision will be taken by casting vote.
7. The issue will be registered in the closing book with a serial number, stamp and receiving date.

7.7 Scope and Jurisdiction of GRC at Project and District Level

The scope of work and jurisdiction of GRC are:

1. The GRC shall review, consider and resolve grievances, related to social/resettlement and environmental mitigations during implementation, received by the committee.
2. Any grievances presented to the GRC should ideally be resolved on the first day of hearing or within a period of one month, in cases of complicated cases requiring additional investigations.
3. Grievances of indirectly affected persons and/or persons affected during project implementation will also be reviewed by GRC.
4. The GRC will not engage in any review of the legal standing of an “awardee” other than in direct losses or distribution of shares of acquired property among the legal owners and associated compensation or entitlement issues.
5. GRC decisions should ideally be arrived at through consensus, failing which resolution will be based on majority vote. Any decision made by the GRC must be within the purview of social, resettlement and environmental policy framework.
6. The GRC will not deal with any matters pending in the court of law. But if the parties agree on through a written appeal, GRC can mediate. The parties will withdraw the litigation.
7. A minimum three (3) members shall form the quorum for the meeting of the GRC.
8. The Legal Adviser will not play role as member but will put his lawful advice/ suggestion during GRC sessions

7.8 Filing Grievance Cases

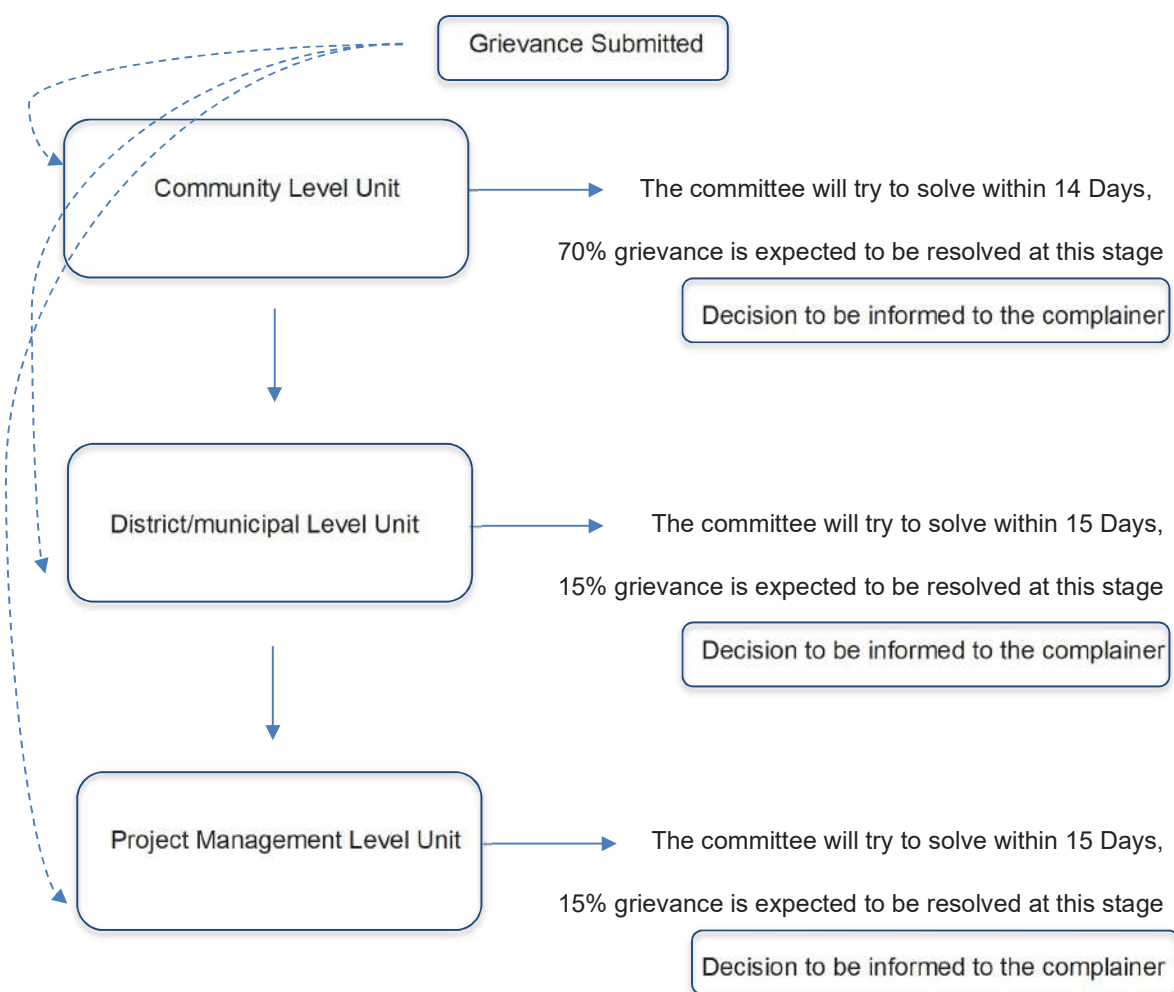
The person interested will be able to file their grievances without any fear and intimidation. Where required, the URC will assist the people in drafting the grievances. All grievances must be submitted in writing to the Chair, GRC at local level. The complainant may be represented by the people him/herself or appointed agent such as locally elected officials/legal advisors. The judgment made by GRC will be communicated to the concerned aggrieved person in writing. If dissatisfied with the agreement of the GRC, the concerned aggrieved person may request through the convener of local level GRC, a further review of the judgment of GRC by the Project-level GRC. In such cases, the case will be forwarded to the

Convener of the project-level GRC with all documentations by the local level GRC. If the disputant still remains unsatisfied, he/she can go to the formal court of law.

GRC procedures and operational rules will be publicized widely through community meetings, notices and pamphlets in the local language (Bangla) so that affected/benefited people are aware of their rights and obligations, and procedure of grievance redress.

GRC meetings will be held in the respective Field Office of NHA or CSC or other location(s) as agreed by the Committee. If needed, GRC members may undertake field visits to verify and review the issues on dispute, including titles/shares of the land parcel, land occupancy, or other relevant matters. The complaints and grievances from the aggrieved persons will be addressed through the process described below.

Table 23: Grievance solving communication tree



7.9 Grievance Management and Monitoring

To ensure impartiality and transparency, hearings on complaints at the GRC level will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. NHA will maintain the following three GRM Books:

Opening Book: (1) Case no., (2) Date and channel of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (loss of land/property or entitlements), (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.

Resolution Book: (1) Serial no., (2) Case no. (3) Name of complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

Closing Book: (1) Serial no. (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.

Grievance resolution will be a continuous process during settlement implementation. The CSSs and PMU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by IDA and any other interested persons/entities. The CSSs will also prepare periodic reports on the grievance resolution process and publish these on their websites. NHA will consolidate reports from the CSSs on GRM and post in their website.



CHAPTER 8: INSTITUTIONAL ARRANGEMENTS

8.1 Introduction

The National Housing Authority (NHA), under the Ministry of Housing and Public Works (MoHPW), will be the primary GoB counterpart agency, and the main contact point with the Bank for all matters relating to project implementation. Community Support Centre (CSS) and Interagency District Committees (IDC) will be established as facilitating institution at the city level. NHA is and will be responsible for undertaking all studies, design, and implementation of this project. It will also be responsible for operation and maintenance (O&M) of the project after its completion. The project encourages adopting and practicing participatory process in settlement planning and implementation. The project is promoting the community operating through Community Development Committee (CDC) for materialization of housing solutions. CSS at the city level will assist the CDCs in identification, planning and implementation of housing solution settlements and the IDCs will facilitate contract bidding and evaluation after the investments are approved for implementation by NHA.

The Government would have overall responsibility for project management and coordination through its MoHPW. A Project Steering Committee (PSC) would provide the forum for overall guidance, policy advice and coordination of the project activities and addressing the inter-agency issues. NHA is responsible for the implementation of the Project through a Project Management Unit (PMU).

8.2 Project Management

8.2.1 Project Steering Committee (PSC)

The PSC is chaired by the Secretary of the Ministry of Housing and Public Works and will include the Secretaries of Finance, Local Government, Land, Economic Relations Divisions (ERD), and representatives of the local/district administration as its members. The PSC oversee the project; provide policy-level guidance and inter-agency coordination for the project. The Project Director of the PMU is acting as the secretary of the PSC.

8.2.2 Project Management Unit (PMU)

The NHA has set up a Project Management Unit (PMU) for overall management of the project. The PMU is staffed with a Project Director, Deputy Project Director, as well as Procurement, Financial Management Specialist, Environment Specialist, Social Development Specialist and Monitoring & Evaluation Specialist. The PMU also hired one senior and one junior engineer to be placed in each town, under the supervision of the NHA, to assist with the supervision of works at the field level. The credit line in Bangladesh Bank is being managed as a separate window. Staff from Bangladesh Bank oversee the qualification process of financial intermediaries and manage the credit line on behalf of NHA. Goods in the form of office

equipment or additional staffing is being procured by NHA on behalf of Bangladesh Bank. The roles and responsibilities of the PMU officials and staff have been mentioned clearly in their Terms and Conditions of the contract.

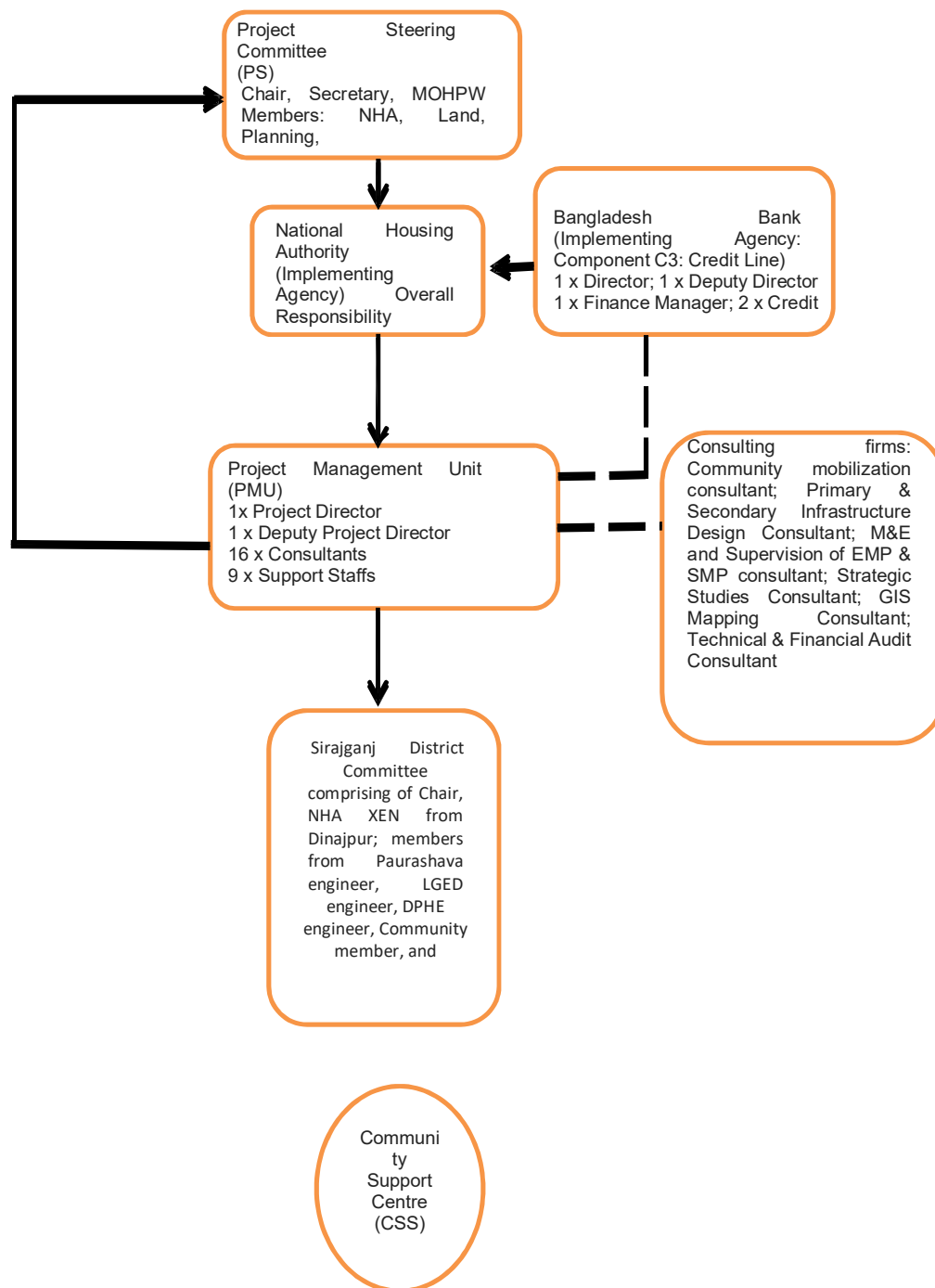
8.2.3 NHA-Field Offices (XEN and SDE)

NHA field offices attend meetings with local elites, Mayors, Deputy Commissioners (DC), affected people/beneficiaries as and when required and monitor activities of the project implementing agency and coordinate with office of Deputy Commissioner for land acquisition, possession of land, clearance of proposed site, etc. In case of re-blocking for construction of houses, the NHA local office will play vital role in mitigation of any claims/grievances of the beneficiaries. One SDE at the field office will be additionally assigned as Social Development Officer (SDO) who will be responsible to mobilize the community and act as interface between NHA and the community. He/she will coordinate with the Social Development Specialist at the PMU and the Social Development Specialists of the project consultant. Roles and responsibility of the NHA field officials would broadly include the following:

- i. Maintain liaison with DC office, City Corporation/Municipalities, etc;
- ii. Monitor various activities related to scrutinize and selection of the communities for upgrading of housing facilities, construction of houses, resettlement and rehabilitation, income and livelihood restoration, etc.
- iii. Ensure that households have been properly selected for upgrading of their houses;
- iv. Assist and advice NHA Social Development Specialist in matters related to social development and safeguards compliance;
- v. Review plan of actions and monthly/periodic reports submitted by consultants;
- vi. Participate in regular meetings;
- vii. Attend meetings and participate in Grievance Redress Committee meetings for redress of grievances;
- viii. Organize disbursement of compensation/benefits checks to affected persons
- ix. Monitor relocation of the households in new location within given timeline
- x. Liaison with concerned department for inclusion of affected persons in income generating schemes of programs;
- xi. Maintain record of physical and financial progress of the project implementation;
- xii. Any other work that may be assigned from time to time by the PD/CRO, etc.

The NHA field offices is being assisted by project consultants in performing their management actions.

Figure 7: Project Management Organogram, NHA



8.2.4 Project Community Mobilization, Management & Design Supervision Consultant

The project consultant engaged by NHA for identification, design and implementation supervision of settlements has staff resources on social management. The Consultant team includes one Senior Social Development Specialist (SDS) and one Junior SDS. The senior SDS will be working at the policy and management level while the junior one will be completely field based to carry out various social mobilization, social screening and impact assessment, consultation and other activities. The consultant and CSS assist the communities in preparation and design of settlements and help NHA in settlement appraisal and approval. The project consultant is playing vital role in overall activities of the project implementation. The required land/area for project implementation will be made encumbrance free prior to start civil works construction. The Community Architect is working on the project site from the preparatory stage of the project. Community has selected based on set criteria of the project. Roles and responsibility of the Project Consultants have been described in their Terms of Reference (ToR) provided with.

8.2.5 Community Resource Centers (CRCs)

Community Support Centre (CSS) has been established in Sirajganj under the project. The CSS provides technical assistance to selected communities through community mobilizers, community architects (willing to and capable of designing low-cost housing infrastructures in selected communities), engineers, social and environmental support, and financial specialists. The CSSs is being overseen by the PMU, with key consultant staff visiting frequently to monitor and supervise the quality of work. The first CSS has been established in Sirajganj Pourashava to provide the technical and detailed design support to the selected communities and liaise with key municipal officers. The staff for the CSSs has been provided through the Project Consultant but will also focus on training programs and capacity building of local officials and local community members to ensure sustainability after the project ends.

8.2.6 District/Municipal Committees (D/MC)

Civil works construction will be outsourced through competitive bidding to reputable and experienced contractors. The tendering bid evaluation and award will be undertaken through an interagency committee established at the city level. In line with this and IDC has been formed namely District Committee/Municipal Committee Tendering by an office order no. jagrika/LICHSP/2016-2017/64.

Table 24: District Committee/Municipal Committee

Sl.no.	Members	Position
1	Superintending Engineer, Coordination and Development, National Housing Authority	Convener
2	Representative, Deputy Commissioner, Sirajganj	Member
3	Executive Engineer/Representative, Sirajganj Municipality	Member
4	Executive Engineer/Representative, Local Government Engineering Department	Member
5	Executive Engineer/Representative, Department of Public Health Engineering	Member
6	Community Leader, Sirajganj (relevant community)	Member
7	Consultant Representative, National Housing Authority	Member
8	Sub-Divisional Engineer, Bogra Sub-Division, National Housing Authority	Member Secretary

Hard copy of the District Committee/Municipal Committee formation office order is attached as Annex 9

Tendering would be done through e-tendering, with a copy of the tenders received in the Deputy Commissioner's office in each of the towns. NHA recruited engineers (2 per city, one professional engineer and one diploma engineer) will assist NHA to supervise the construction quality, with verification to be undertaken by the IDC. Payments are to be made directly from NHA in Dhaka, upon verification and certification of the works. Technical assistance will be provided to community groups to supervise the quality of construction, so as to promote high levels of participation. Small works contracts that are technically simple could also be executed through community contracting, through existing channels that are established in the selected communities.

8.3 Management of Social Concerns and Impacts

The project is utilizing an all-inclusive participatory process in settlement planning and implementation. After settlement is identified at the community level, social assessment has been carried out including social screening, social impact assessment, and community consultation during settlement planning. NHA with assistance from the consultants will ensure social screening of each settlement at identification and planning stages to identify social development and safeguards compliance issues and social impacts associated with the development of housing facilities. Social management plan (SMP) has been prepared based on results of social screening and social impact assessment and approved by NHA for social development and safeguard compliance prior to civil works construction.

NHA is facilitating selection, design and implementation of settlements in accordance with the following guidelines:

- *Social Inclusion and Participation Framework:* Contains principles and guidelines to identify and deal with non-safeguard social issues like inclusion, beneficiary participation, benefit sharing, empowerment and vulnerability management (Chapter Eight).
- Social Management Plan contains principles, policies and guidelines for private land acquisition and use of public lands and adverse impact mitigation; mitigation measures; and implementation and monitoring arrangements for mitigation plans

8.4 Social Management in Settlement Cycle

NHA and CDCs ensured inclusion, participation, transparency, and social accountability in settlement selection, design and implementation through disclosure, consultation and participation. Settlements for housing solutions has been identified at the community level through civic engagement within CDCs and finalized after availability of lands and feasibility study. Initial social screening has been carried out at the feasibility stage and as per results of social screening, social impact assessment (SIA) has been carried out at the planning and design stage. Social Management Plan (SMP) for this project has been prepared for mainstreaming social development agenda based on the findings of SIA.

8.5 Implementation Schedule

Following table presents schedule for construction of housing development.

Table 25: Construction Implementation Schedule

		2019					2020										
Item No.	Name of Work	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
Works under NCB (RCC Road, Toilets, Street lighting, etc.)																	
1	Invitation of Tender																
2	Tender Evaluation																
3	Award of Contract																
4	Commencement of Work																
5	Construction works																
Works under CBC (Internal road, Pipe drain and RCC U-drain)																	
1	Agreement with CDC																
2	Commencement of Work																
3	Construction works																

N.B.: Work packages will be prepared based on the type of infrastructures and successively the contracts will be executed as soon as they are awarded.

CHAPTER 9: MONITORING AND REPORTING

9.1 Introduction

Monitoring and evaluation (M&E) is an integral part of any project. Monitoring is a periodic assessment of planned activities providing midway inputs facilitates changes and gives necessary feedback of activities and the directions on which they are going, whereas evaluation is a summing up activity at the end of the project assessing whether the activities have actually achieved their intended goals and purposes. The project M&E mechanism will measure settlement performance and fulfillment of the objectives of inclusion, participation, transparency, social accountability and social safeguard compliance. The settlements will be implemented by the CDCs with assistance from the CSSs and NHA will supervise through project-based supervision staff and project consultant, the project will be subject to oversight by a Project Steering Committee with the Ministry of Housing and Public Works. The Project Director in NHA will prepare quarterly progress reports for the IDA, apart from one for the IMED.

M&E of social development and safeguard activities in settlement cycle will consist of an array of steps relate to inclusive and participatory planning and design, land taking, preparation and implementation social development and safeguards plans. The PMU will adopt a participatory monitoring strategy and resort to both internal monitoring and external review and evaluation involving project consultants, CDC, IDC and Paurashavas.

9.2 Internal Monitoring

NHA is and will be carrying out internal monitoring with assistance from the project consultant and the Social Development (SD) Specialist. The Executive Engineers of the NHA at division level is responsible for internal monitoring of the social management actions and preparation and implementation of SMP. The SD Specialist will develop monitoring formats which will be filled in by the field level NHA staff. The assigned NHA staff will be thoroughly briefed about the SMF and any social development and safeguard planning documents and the Bank's Policy on social safeguards. The SD Specialist will visit the settlement areas routinely at both planning and implementation stages. The internal monitoring will broadly involve:

- Administrative monitoring: daily planning, implementation, trouble shooting, feedback and troubleshooting, progress and performance.
- Social management issues: inclusion, participation, transparency, accountability and social safeguard compliance.

9.3 External Review and Evaluation

External review and evaluation will be carried out to assess how effectively and efficiently social development and social safeguards issues have been identified and mitigation measures planned and implemented. An independent consultant (individual expert or an organization) will be employed by both NHA for carrying out independent review and evaluation. The external review and evaluation will specifically assess

- Whether the broader social development objectives of the settlement are met, what difficulties there are and suggest corrective measures.
- Whether the settlement impacts on key social, economic and environmental indicators show positive trend, what difficulties are there and suggest corrective measures.
- Whether the project strategy of inclusiveness, participation, transparency, social accountability and equity are followed specifically in rehabilitation and improvement of urban infrastructures.

The independent evaluation consultant will develop a baseline in the beginning of project implementation in the settlement areas under the project funding. A mid-term review will be carried out by the consultant halfway of the project implementation period. An end term evaluation will be carried out for settlements funded through the project.

9.4 Monitoring Strategy

Monitoring in the project will be done in a participatory manner and will be a bottom up process. The participants in monitoring and evaluation particularly in reporting the grassroots level activities on social management in settlement development planning and implementation will be the beneficiary communities including the members of the CDCs and other stakeholders. Self-monitoring by communities through CDC will be a main input to both internal and external monitoring.

A set of measurable social development and safeguard compliance indicators will be developed by NHA for collection of information on changes from the settlement area. These indicators will be identified in consultation with the communities and fine-tuned by the CSS

. The project consultant will facilitate the process of identification of indicators on process, output and impacts of the project interventions in selected communities.

9.5 Indicators for Social Management Plan

Social development processes have several intricacies. Social development activities as per agreed SMP adopted as per the SMF will be monitored using following indicators. Data regarding these indicators will be collected periodically and will be analyzed to find the outcomes of the processes. However, these indicators are as follows:

Table 26: Indicators for Social Management Plan

Inclusiveness	<p>Options and equity issues of vulnerable communities considered in settlement identification and design for housing solutions and basic infrastructure services</p> <p>Settlement screening done</p> <p>Stakeholders participation ensured</p> <p>Census of the HHs</p> <p>Existing water facilities</p> <p>Existing sanitation facilities</p> <p>2. Settlement budget and components, construction timetable and contractor's information are discussed in CDC meetings</p> <p>Contractors follow given schedule</p> <p>Community participated in housing development</p> <p>Employees get facilities as ILO Core Labor Standard.</p>
Participation	<p>3. CDCs is formed</p> <p>Representation of women and vulnerable groups in CDCs</p> <p>4. GRC is formed</p> <p>Representation of women and vulnerable groups in GRCs are ensured</p> <p>5. Community Consultation done</p>

	<p>Representation of women and vulnerable groups, occupational groups, men and women in consultation process</p> <p>Community mobilization done</p> <p>6. Beneficiary options reflected in settlement design and implementation</p> <p>Community people preferred plan and design for housing development</p>
Transparency	<p>7. Disclosure of project information, SMP and other social development and safeguard plans</p> <p>8. Community awareness about the settlement and the social management issues and policies</p>
Social Accountability	<p>9. Feedback from communities carried for design and implementation support by NHA</p> <p>10. GRC is functioning</p> <p>Grievance petitions received at CDCs and at GRCs</p> <p>Nos. of complaints</p> <p>Hearing done</p> <p>Grievance cases resolved</p> <p>Grievance cases unresolved</p> <p>11. Representation of community peoples in monitoring process</p>

9.6 Institutional Arrangement for M&E

In the execution of the project, the PMU/NHA will be responsible for the implementation of the Social Safeguard measures through their contractors who would be accountable to the NHA. Therefore, under the PMU/NHA Social Safeguard Management Unit (SMU) is established. The SMU will be working under the close supervision of the PMU/NHA and reporting to the Project Director of the PMU. The Project Director with the help of Deputy Project Director and Monitoring and Evaluation Expert of Project Management Unit (PMU) is responsible for overall supervision and implementation of the settlement development and social management plan. The Executive Engineer, NHA will carry out field level monitoring of the social management and site supervision for settlement development. As a bottom up process grassroots level monitoring will be done by the beneficiaries i.e., members of CDC and other stakeholders.

In addition, the contractor shall have a Social Safeguard Officer on the site who will be responsible for all social safeguard issues and SMP implementation.

Social Management Unit will make sure that all project staff and counterpart who are involve in project implementation receive both initial and ongoing social safeguard awareness and training enough to ensure they are familiar with their environmental and social safeguard responsibilities under the SMP.

9.7 Reporting

The implementation will be going on as required for each project component in line with the construction timetable and frameworks established for surveying and consultation, management and monitoring. SMU/PMU will have responsibility for social aspects of the projects. Supervision undertaken will also cover these aspects.

The NHA field offices is responsible for providing with monthly progress reports to the PMU at Dhaka on progress and achievements in social management and resettlement of project affected persons. The PMU will provide IDA with the following information for review of performance and compliance with the SMF and the Bank's OP 4.12 and other requirements.

- Quarterly Progress Report indicating progress on social development issues, and social safeguards including land acquisition and implementation of any impact mitigation plans (with and without land acquisition) adopted by the individual CDC;
- Updates for formal supervision missions, if the report produced for the current quarter is deemed not sufficiently informative.

The independent social review and evaluation consultant will produce a baseline, a mid-term review and an end-term evaluation report.





ANNEXES





ANNEX 1: CHECKLIST FOR SETTLEMENT IDENTIFICATION

Settlement Assessment Sheet

Name of City Corporation / Pourashava:

Date (d/m/y)

Settlement Identification No:

Ward No.	:	
Name of Settlement	:	
Age of Settlement	:	
No. of Housing Units	:	
No. of Households	:	

No.		Indicators and Determinants	Determinant Value	Qualified Value
1.0		Land Owner		
	1.1	Private owner's land (Land lords)	1	
	1.2	Government owned land	2	
	1.3	Local Government land (Pourashava/CC)	3	
	1.4	Land owned by Occupants	4	
2.0		Type of Occupancy (Tenure)		
	2.1	Squatter and squatter tenant – Illegal	1	
	2.2	Tenant without contract – user right	2	
	2.3	Legal tenant with contract – leasehold right	3	
	2.4	Individual owner – freehold right	4	
3.0		Nature of Housing		
	3.1	Temporary	1	
	3.2	75% semi-permanent	2	
	3.3	50% permanent and 50% semi-permanent	3	
	3.4	75% or more permanent	4	
4.0		Water supply (over 75% coverage)		
	4.1	No drinking water supply within community	1	
	4.2	1 Common water tap/ tube well more than 15 HH	2	
	4.3	1 Common water tap/tube well shared less than 15 HH	3	
	4.4	Individual pipe water /tube well	4	
5.0		Availability of Toilet		
	5.1	No toilet available within community	1	
	5.2	1 Toilet with limited access (1 per more than 15 people)	2	
	5.3	1 Toilet with ease access (1 per less than 15 people)	3	
	5.4	Individual toilet available	4	
6.0		Drains		
	6.1	No drains and stagnate water	1	
	6.2	No drains	2	
	6.3	Open drains with good flow of water	3	
	6.4	Masonry drains covered and well maintenance	4	
7.0		Types of Access Roads		
	7.1	No proper access roads /paths	1	
	7.2	Earth/Gravel with poor maintenance	2	
	7.3	Paved without proper side drains & poor maintenance	3	
	7.4	Paved with proper side drains & well maintenance	4	
8.0		Electricity for private use		

No.		Indicators and Determinants	Determinant Value	Qualified Value
	8.1	Not available, main line still not come to the area	1	
	8.2	Not available but main line is near to the settlement	2	
	8.3	Available with insufficient street lights	3	
	8.4	Available with street lights	4	
9.0		Municipal Solid Waste Collection Service		
	9.1	Not available, open dumping within settlement	1	
	9.2	Available, no regular collection	2	
	9.3	Regular collection and unload in communal bin	3	
	9.4	Regular house to house collection service available	4	
10.0		Enrollment of Children to Schools		
	10.1	Less than 25% Children go to schools	1	
	10.2	25% - 50% Children go to schools	2	
	10.3	75%-50% Children go to schools	3	
	10.4	More than 75% Children go to schools	4	
11.0		Occupation		
	11.1	Over 50% of family members are unemployment	1	
	11.2	25% - 50% of family members are self-employed	2	
	11.3	Over 50% of family members are self-employed	3	
	11.4	Over 50% families with regular employment & better income	4	
12.0		Access to Civic Facilities		
	12.1	Not available within the settlement but limited access	1	
	12.2	Not available within the settlement but easy access	2	
	12.3	Available with limited access	3	
	12.4	Available with easy access	4	
13.0		Household Income		
	13.1	Over 75% of households' monthly income very low	1	
	13.2	50% of households' average monthly income low	2	
	13.3	50% -75% of households' monthly income medium	3	
	13.4	Over 75% of households' monthly income high	4	
14.0		Coverage by Savings & Credit activities		
	14.1	Not available	1	
	14.2	Less than 50% families	2	
	14.3	75% - 50% families	3	
	14.4	Over 75% families	4	
15.0		Risk and Vulnerability – Annual Flood		
	15.1	Annual/remained over 6 months/more than 6 feet high	1	
	15.2	Annual/remained 4 to 6 months/more than 4 to 6 feet high	2	
	15.3	Annual/remained 2 to 4 months/more than 2 to 4 feet high	3	
	15.4	No Annual Flood	4	
16.0		Risk and Vulnerability – Eviction		
	16.1	Identified/unavoidable (privately owned/not owned land)	1	
	16.2	Identified /avoidable (privately owned/not owned land)	2	
	16.3	Not identified/avoidable (privately owned /not owned land)	3	
	16.4	No potential eviction /privately owned land	4	
		Total Score		

Services Available in the Community

No.	Services	Service provider

Settlements Prioritization Chart

Score per character	Type of settlements	Range of total score per settlement	Levels of Priority
1	Extreme Poor	16 to 24	1 st
2	Very Poor	25 to 40	2 nd
3	Poor	41 to 56	3 rd
4	Not poor	57 to 64	4 th

ANNEX 2: SOCIOECONOMIC SURVEY QUESTIONNAIRES

Low Income Community Housing Support Project

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প

Questionnaire for Household Socio-economic Survey

Form No.

--	--	--	--	--

01. Household ID Number :

--	--	--	--	--	--	--

02. Holding Number:

--	--	--

03. Settlement Number :

--	--	--

04. Name of Pourashava: _____

05. Name of Head of HH : _____

06. Religion:

--

1=Muslim, 2=Hindu, 3=Christian, 4=Buddhist

07. NID Number of the Head of HH:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

08. Mobile Number of the Head of HH:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

09. Household member information:

Sl. #	Name	Sex	Relation with Head of HHs	Age (Year)	Marital Status	Education	Occupation		Monthly Income (BDT)		Health Condition
							Primary	Secondary	Primary	Secondary	
1											
2											
3											
4											
5											
6											

Coding:

Sex : 1=Male; 2=Female, 3=Transgender

Relation with HHs : 1=Self; 2=Spouse; 3=Son; 4=Daughter; 5=Father; 6=Mother; 7=Brother; 8=Sister; 9=Father in law; 10=Mother in law; 11=Daughter-in-law; 12=Sun-in-Law; 13=Grand Son; 14=Grand Daughter; 15=Others (Specify)

Marital Status : 1=Married; 2=Unmarried; 3=Widow; 4=Divorced; 5=Separated.

Education : 0=Illiterate; 1=Can Read & Write; 2=Primary (Class 1-5); 3=Secondary (Class 6-10); 4=SSC/Dakhil; 5=HSC/Alim; 6=Graduate/Fazil; 7=Masters/Alim; 8=Vocational Education; 9=Others (Specify).

Occupation : 1=Rickshaw/Van Puller; 2=Skilled Day Labor; 3=Unskilled Day Labor, 4=Agri Day Labor; 5=Small Business; 6=Driver; 7=Service; 8=Security Guard; 9=Livestock; 10=Hawker; 11=Transport labor; 12=Home based Business; 13=House Wife, 14=Unemployed, 15=Others (Specify)_____

Health : 1=Healthy; 2=Mentally Disabled; 3=Physically Disabled; 4=Others (Specify)_____

10. Duration of living in the present settlement

--	--

 Number of years

11. Homestead Land extents of the HHs.

--	--	--

 Decimal

12. Extents of other Land of the HHs (if any).

--	--	--

 Decimal
(Having cultivable & non-cultivable land in any place of BD)

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13. Land holding condition of existing Homestead Land. ☐ 1=Own; 2=Govt.; 3=Municipality; 4=Others Land/Private

14. Information about other Assets of the HH:

(such as Domestic animals, trees, animals, trees, professional equipment, transport equipment, financial assets, Jewelry, recreational equipment, mobile phone, Furniture, TV etc.)

Sl. No.	Type of Assets	Quantity	Value

Sl. No.	Type of Assets	Quantity	Value

15. In case of homebased small business, please provide employees' information (other than household members engaged):

Sl.#	Type of Business	Number of Employees	Duration of Employment	Remuneration (Daily)

16. Will they (employees) be affected during development of settlement? ☐ 1 Yes ☐ 2 No

17. If yes, how they will be managed? _____

18. Status of ownership of the housing structure: ☐ ☐ ☐ ☐ ☐ 1=Rented; 2=Owner built; 3=Own Purchased; 4=Owner inherited

[If rented ask Q 19-24 only to renters]

19. If rented, monthly rent BDT:

20. How much proportion of his/her land has the owner rented out to you? _____%

21. Please tell me, do you feel that you are a member of this community? ☐ 1 Yes ☐ 2 No

22. Are you happy with your present housing condition? ☐ 1 Yes ☐ 2 No

22.1. If yes, to what extent? _____%

22.2. If no, do you want improvement of this housing? ☐ 1 Yes ☐ 2 No

22.2.1. If yes, are you willing to pay more in rent if housing condition is improved? ☐ 1 Yes ☐ 2 No

22.2.2. If yes, to what extent? _____%

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23. Do your landlord live in your same residing premises? ☐ 1 Yes ☐ 2 No

24. What is the relationship between you and landlord? ☐ 1=Bad, 2=Moderate, 3=Good, 4=Very Good, 5=Others (Specify) _____

25. Description of Structure (Use code for M, C & U given bellow the table):

Sl. No.	Housing Information	Use	Shared /Not Shared	No. of Structure	Size (Sft)	Roof			Plinth			Fencing			Door			Windows		
						M	C	U	M	C	U	M	C	U	M	C	U	M	C	U
01	Main Room / Living Room																			
02	Kitchen																			
03	Veranda																			
04	Bathroom																			
05	Latrine																			
06	Tube well																			
07	Store																			
08	Pillar																			
09	Boundary wall																			
10	Shop																			
11	Others (specify)																			

Codes for 'Use'

1=Residential; 2=Commercial; 3= Others (specify)

(M)=Codes for 'Materials Used'

1=Brick/Cement; 2=C.I.Sheet/Tin; 3=Hamp/Straw/Bamboo; 4=Wood; 5=Thai Aluminum; 6=Earthen; 7= Plastic wood; 8=Other Specify.

(C)=Codes for 'Condition'

1=Very Good; 2=Good; 3=Moderate; 4=Poor; 5=Very Poor

(U)=Codes for 'Wants to Upgrade/Renovate'

1=Yes; 2=No

Shared/Not Shared = If 'Shared' please mention number of HH using & if 'Not Shared' write NS in the relevant column.

26. Information on affected trees:

Name of Tree	Type	Quantity			Yearly Income (in BDT)
		Big	Medium	Small	

Type Code: 1=Fruit trees; 2=Wood trees; 3=Bamboo; 4=Banana; 5=Medicinal; 6=Others (Specify)

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27. Household Monthly Average Expenses:

Sl. #	Item	Monthly (BDT)	Remarks
1	Food		
2	Transport expense		
3	Utility Bills (Water, Electricity, Gas, Wood, Kerosene etc.)		
4	Rent (House, Land, Shop etc.)		
5	Medical Expenses		
6	Mobile & other Communication related expenses		
7	Cosmetics (Soap/Cream/Hair Cut/Shampoo etc.)		
8	Recreation		
9	Education (Tuition Fee, Book, Stationeries etc.)		
10	Clothing/footwear		
11	Utensils, Furniture, Fridge, Television, CD etc.		
12	Tax (income tax, holding tax, land return)		
13	Investment Expenditure		
14	Marriage, Funeral and other ceremony		
15	Others (Specify)		

28. Did you spend any large amount of money for any purpose during last six months? **Yes** ☐ **No** ☐

28.1. If 'Yes', fill-up the following table;

Sl. #	Purpose	Amount	Sources of Money (Use code)

Code:

Purpose: 1=House construction; 2=Marriage of children; 3=Higher education of children, 4= Purchase Jewelry; 5=Others (specify)_____

Source of Money: 1=Own; 2=Loan from neighbors/friends/relatives; 3= Loan from Financial Institutions; 4=Donation/gift; 5=Others (specify)_____

Information related with Utilities (Water, Electricity, Latrine etc.)

29. Source, Ownership and Quality of Water:

Use	Sources of water													
	Municipal Piped Water		Local Piped Water		Hand Tube well (own)		Hand Tube well (Common)		Shallow/Deep Tube well		Hand-dug well		Pond	
	S ¹	Q ²	S	Q	S	Q	S	Q	S	Q	S	Q	S	Q
Drinking														
Cooking														
Laundry														
Personal Hygiene														
Floor Washing														
Garden														
Animals														

Codes:

Ownership of Water: 1=Own; 2=Common; 3=Government Provided; 4=NGO Provided; 5=Others (specify)

Water Quality: 1=Clean/no problem; 2=Contained Iron; 3=Arsenic Contaminated; 4=Bad smell/Dirty Water; 5=Others (specify) _____

30. Condition of electricity connection of the HH. ☐ 1=Available; 2=Not Available;
31. Toilet facilities of the households ☐ 1=Temporary, 2=Pit; 3=Twin pit; 4=Sanitary; 5=Community Latrine.
32. Drainage system ☐ 1=Temporary; 2=Open Pucca Drain; 3=Closed Pucca Drain; 4=Plastic Pipe.
33. Does any mechanism exist for desludging? ☐ 1=Yes; 2=No
34. If 'Yes', how it is being done? ☐ 1=Municipality; 2=Individual HH; 3=Community Initiative; 4=Other (specify)
35. Yearly Desludging Cost (If any).
36. Where do you dispose your HH waste? ☐ 1=Household Pit, 2=Outside Ditch, 3=Communal Dustbin, 4=HH/Door to door collection system, 5=Here and there.
37. Does the municipality provide any services into their settlement? ☐ 1=Yes; 2=No
38. Is waste ever cleared from local dumps? ☐ 1=Yes; 2=No
39. Is there any municipal waste collection staff assigned to the settlement? ☐ 1=Yes; 2=No
40. Are there any employed informally to remove the waste? ☐ 1=Yes; 2=No
41. If 'Yes' who has employed? _____

¹ Ownership of water sources code

² Quality of water use code

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42. Is there any system exist to recover, reuse & recycle items from the waste stream? ☐ 1=Yes; 2=No

43. Main Source of Fuel: ☐ 1=Wood; 2=Charcoal; 3=Leaf, Straw, 4=Cowdung; 5=Gas; 6=Electricity; 7=Kerosene, 8=Others (specify) _____

44. Opinion with regard to air quality of the household:

Code for Air Quality: 01=Smoke from in-house cooking; 02=Smoke from cooking of other houses; 03=Soot from in-house sources (lamp etc.); 04=Soot from outside sources (brickfield chimney etc.); 05=Dust from in-house sources; 06=Dust from road; 07=Dust from surrounding construction; 08=Smell from ditch/drain (in-house/external); 09= Bad smell from open toilet (in-house / external); 10= Bad smell from compost; 11= Bad smell from dustbins; 12=Fresh air/no air pollution.

Health Facilities

45. Does any of your family member suffered any diseases within last one year³ ☐ 1 Yes ☐ 2 No

45.1. If "Yes", fill-up the following table otherwise go to next question.

SI #	Name of Family Member	Age	Relationship with Head of HH	Type of Diseases	Duration of sufferings	Spent money for treatment
1						
2						
3						

Flooding or Water Logging (WL) Issues:

46. Does your house get inundated during floods? ☐ 1=Yes; 2=No; 3=Irregular

46.1. If 'Yes' or 'irregular', please mention the frequency ☐ 1=Every Year; 2=2/3 years' interval;

47. Year of last flood/WL occurred? Year

47.1. Where did you take shelter then? _____

48. Reason for water logging. 1=Low lying area; 2=Drain in Filled-up; 3=No drain in the area; 4=No way to drain out the rainwater; 5=Others (specify)

49. Sufferings from water logging. 1=Cannot stay here; 2=Difficulty in Movement; 3=Difficulty in Living; 4=Water borne disease; 5=Increase of Disease; 6=Increase of Snake, Insects; 7=Sanitation Problem; 8=Difficulty in Cooking; 9=Others (specify)
(For multiple answer please put sum of all code in the box.)

50. How long (month) does the water logging last? days

51. Where do you stay/take shelter during the flood/water logging? ☐
Code: 1= Own house; 2= rented house elsewhere; 3= friends/relative's house; 4= Embankment/open public land, 5=Others (specify)

51.1 What do you take with you, if you take shelter in other place?

Code: 1=Only family members; 2=All members & other accessories; 3=All members, accessories & furniture; 4=Entire Houses; 5=Others (Specify) _____

51.2 How long do you have to take shelter in other place (on average)? days

³ Information of mentally or physical disable member of the HH will be also included in the Table 45.

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51.3 Cost (approximate) involve due to temporary relocation.

Sl. No.	Item	Cost
1	Shifting/transportation/relocation	
2	Houses dismantling/remove	
3	Rent of house/space	
4	Damage of goods	

52. If you do any business inside the house, is it hampered due to water logging? ☐ 1 Yes ☐ 2 No

52.1 If yes, how do you manage that situation? _____

Information about Group/CBOs, Savings and Credit

53. Do you have any savings (in hand/relatives/NGO's/Bank/other financial institution)? ☐ 1 Yes ☐ 2 No

53.1. If yes, please mention the source(s)'s name.
Code: 1=In home; 2=In Bank; 3=NGO/CBO; 4=To friends/relatives; 5=Others (specify) _____

53.2 How much? BDT:

54. If you have negative balance, how do you meet up your required household expenses?

Code: 1=Take loan from neighbors/friends/relatives; 2=Take loan from NGO/CBO/Financial Institutions; 3=Donation/gift from others; 4=Managed somehow; 5= Others (specify) _____

55. If it is loan, please provide information in the following table, otherwise go the question No '56'

Sl #	Name of Source	Duration (in month)	Amount of loan Taken	Purpose of loan taken	Loan Due

Code: 1=From Bank; 2=From NGO/CBO; 3=From friends/relatives/neighbors; 5=Others (specify) _____

56. Is there any group formed in your community under this project?

☐ 1 Yes, ☐ 2 No ☐ 3 3=Don't know (If 'No' or 'Don't Know then ask Question No.56.2)

56.1. If 'Yes', you or any of your family member is member of the group? ☐ 1=Yes=2=No

56.2. If 'No' why? _____

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56.3. If 'Yes' please mention provide following information of the group that you involved?

Sl. No.	Name of the Organization	Duration of Membership	Amount of Savings	Amount of Loan	Other Activities (if any)	Remarks

57. Do you face any problem in performing as a group member? ☐ 1 Yes ☐ 2 No

57.1. If yes, what type? _____

57.2. How they could be mitigated? _____

57.3. Was there any group formed before this project? ☐ 1 Yes ☐ 2 No

58. Is there any Community Development Centre (CDC) exist in your community?

1=Yes, 2=No; 3=Don't know

58.1. If 'Yes', Is it newly form CDC or old CDC? ☐ 1=New, 2=Old

58.2. Are you member of that CDC? ☐ 1=Yes (New); 2=Yes (Old); 3=No

59. Do you know the role of existing CDC (form under the project)? ☐ 1 Yes ☐ 2 No

60. If 'Yes' please mention 3 roles of the CDC?

Project Component

61. Do you know the name of the project implemented by NHA? Yes ☐ 1 No ☐ 2

61.1. If 'Yes', please mention the name of the project? Yes ☐ 1 No ☐ 2

62. How did you know about the project? _____

63. Would you please tell us how this project will help you to improve your livelihood? ☐ ☐ ☐ ☐

Code: 1=Constructing house; 2=Securing tenure; 3=Ensuring safe water facility; 4= Improving drainage facility; 5=Improving house connecting roads; 6=All aforesaid facilities; 6=Others (specify)_____

Low Income Community Housing Support Project

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প

64. How will you contribute to make the project successful? ☐ ☐ ☐ ☐

Code: 1=Giving free labor; 2=Donating land; 3=Mobilizing community; 4= Financing; 5= Clearing land voluntarily; 6=Others (specify)_____

65. Have you upgraded your housing in the last 12 months? ☐ 1=Yes, 2=No

65.1. What type of upgradation did have you done? _____

65.2. From where did you get money to do so? ☐
1=Self Savings, 2=Help from others, 3=Loan from others, 4=Loan form NGO/CBO, 5=Loan from financial institutions, 6=Others (Specify)_____

66. Are you interested to improve your existing housing? ☐ 1=Yes, 2=No

66.1. If yes, what is your plan to improve your housing? ☐ 1=Partial development of old house, 2=Full development of old house, 3=New house construction, 4=Infrastructure development, 5=Others (Specify)_____

67. Are you interested in community-level leasing of land? ☐ 1=Yes, 2=No (Applicable for govt. land)

68. Do you know from where you will get loan to improve your houses (if he/she did not take loan before)? ☐ 1=Yes, 2=No

69. Are you interested to take loan to improve your houses? ☐ 1=Yes, 2=No

70. Are you ready to move temporarily in other places with your own arrangement during settlement improvement? ☐ 1=Yes, 2=No

70.1. If 'Yes', Where do you move? _____

71. Would you give voluntary services in development work? ☐ 1=Yes; 2=No

71.1. If "Yes", how can you contribute as volunteer? _____

72. According to your opinion, how could community contribute in providing voluntary resettlement assistance? _____

73. Do you think your livelihood would be interrupted during project implementation? ☐ 1=Yes; 2=No

73.1. If yes, how? _____

73.2. If yes, please state what would you do to restore your livelihood that might be interrupted during project implementation?

Gender Issues

(If the respondent is Male & Head of HH then ask following question to the wife of Head of HH or senior Female member of the HH)

74. What type of household chores do women usually do alone & jointly with your HH male member/s?

Sl. No.	Type of work	Alone	Jointly		Sl. No.	Type of work	Alone	Jointly
01	Cooking				07	Child upbringing		
02	Cleaning				08	Drinking water fetching		
03	Washing				09	Fuel collecting		
04	Cattle rearing				10	Kitchen gardening		
05	Poultry rearing				11	In-house agricultural works		
06	Shopping				12	Others (Specify)		

75. Do any women member do any job outside the households? ☐ 1 Yes ☐ 2 No

75.1. If yes, what type?

- ☐ 1 Service ☐ 2 Business ☐ 3 Day Labour ☐ 4 House Keeping (Outside)
☐ 5 Agri labour ☐ 6 Income generating activity ☐ 7 Other (Specify) : _____

75.2. Do the women face any problem in doing above mentioned outside job? ☐ 1 Yes ☐ 2 No

75.2.1. If yes, what type?

- ☐ 1 Objection from family members ☐ 2 Overburdened with HH chores ☐ 3 Lack of Security
☐ 4 Wage discrimination ☐ 5 Cannot control income by self ☐ 6 Other (Specify) : _____

76. Do you think women play an important role in household decision making process? ☐ 1 Yes ☐ 2 No

76.1. How decision regarding following matters of the household are made?

Issues	Decision maker		
	Husband=1	Wife=2	Both=3
Controls on Family fund			
Household expenditure			
Education of Children			
Marriage of Children			
Purchasing Assets			
Others (specify)			

Low Income Community Housing Support Project

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প

77. Do you think women get equal medical care to men? ☐ 1 Yes ☐ 2 No
78. Have you got any property as inheritance from your parents or husband? ☐ 1 Yes ☐ 2 No
- 78.1 If yes, do you have control over it? ☐ 1 Yes ☐ 2 No
79. Are you a victim of dowry or any type of gender violence? ☐ 1 Yes ☐ 2 No
80. Do you think project intervention may disrupt in women's life of the community? ☐ 1 Yes ☐ 2 No
- 80.1 If yes, please state the way of mitigation.

Sl. #	Type of disruption	How to mitigate

81. Do you think the project will bring any benefit to women? Yes ☐ 1 No ☐ 2
- 81.1. If yes, how? _____
- _____

82. What further activity can be taken to improve the socio-economic condition of the settlement?
- _____
- _____

83. Data Collector's observation:
- _____
- _____

84. Name of Data Collector: _____

D	D	M	M	Y	Y

85. Name of Supervisor: _____

D	D	M	M	Y	Y

86. Name & Signature of the Respondent: _____

D	D	M	M	Y	Y

ANNEX 3: CHECKLIST FOR CONSULTATION

Checklist for Community Consultation for Resettlement Issue

Name of the Community: _____

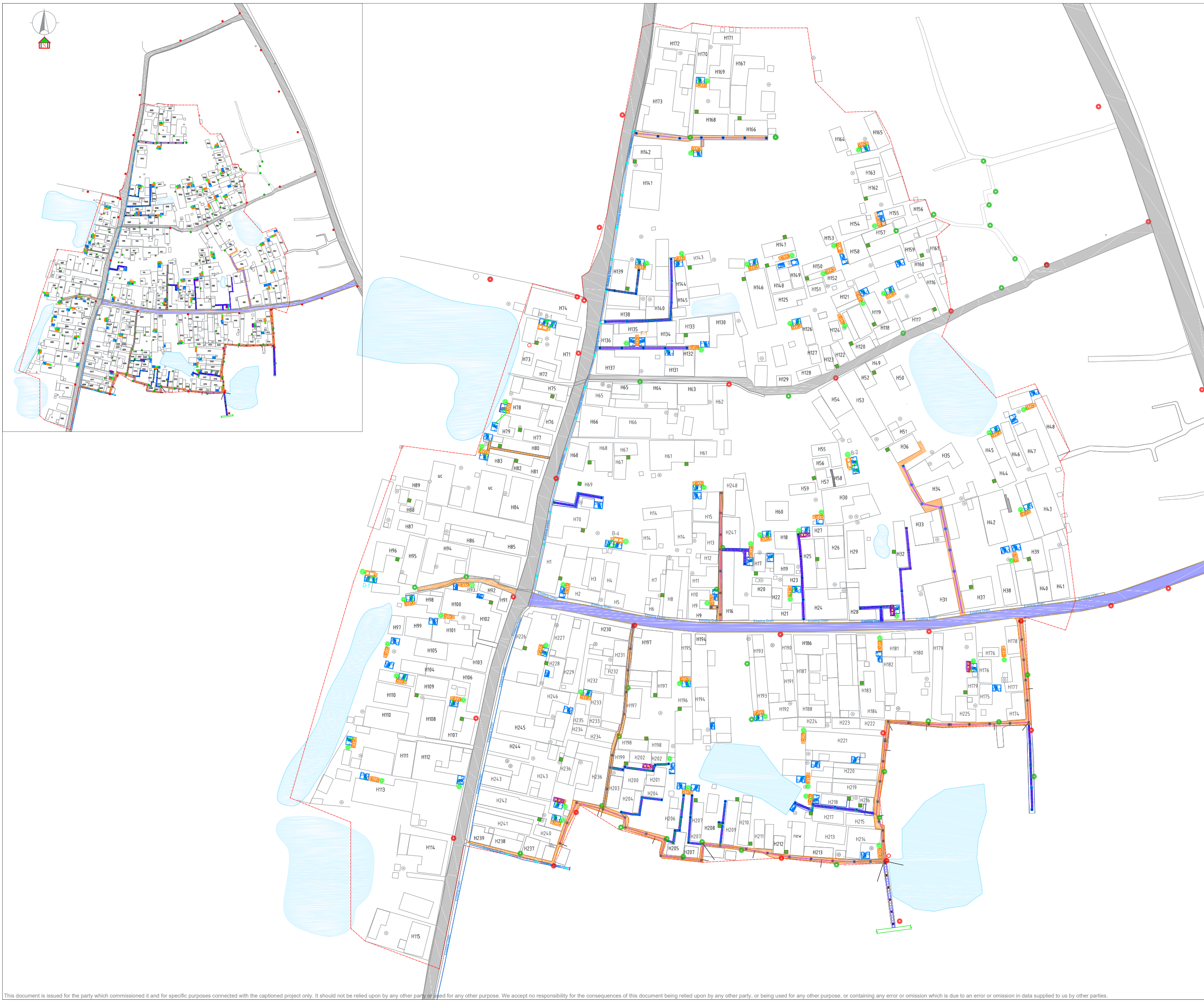
Location: _____

1. Main Occupation of the community people
2. Approximate average monthly income of the maximum household
3. Land tenure situation of the community
4. Housing condition of the community
5. Cultural/social cohesion amongst community people
6. Perception about the project
7. Willingness to get support from the project and expectation from the project
8. Way of their involvement in the successful implementation of the project
9. Possibility of interruption of livelihood due to project implementation and coping strategy with them
10. Possibility of interruption of living due to project implementation and coping strategy with them
11. Way of community support to each other with regard to restore livelihood and living opportunity during project implementation
12. Possible interruption in women's life and proposed mitigating measures to those
13. Expected project's impact on women's life in the community

ANNEX 4: MAPS SHOWING TYPES OF PROPOSED INTERVENTIONS







Notes

Settlement Brief:

- Total Area - 36873m²
- Total Population - 1131
- Total House Hold - 285

Community Proposed area of upgrade:

- 83 Toilets and 82 Washroom. 30% contribution from HH on super structure.
- 69 Septic Tank and Soak Well.
- 61 Tubewell Platform.
- 35 Street light with Post
- 38 Improved streetlight.
- 220 Metre Improved vehicular access road with drain.
- 332 metre Communal walkway and 363 metre internal drain

Key to symbols

	Proposed Toilet, Washroom with Septic Tank
	Proposed Toilet & Washroom. To be linked to common Septic Tank
	Tube well Platform
W	Washroom
T	Toilet
ST	Septic Tank
SW	Soak Well
	Waste Water Pipe
	Proposed Street Light with Lamp post
	Proposed Street Light with Lamp post
	Proposed U-Drain
	Vehicular Access Road With Drain
	Internal Walkway + U Drain
	Internal Walkway + Pipe Drain
	Int. Pipe Drain+Precast Slab

Rev	Date	Drawn	Description	Chk'd	App'd

Community Mobilization, Design & Supervision (CMD&S) Consultants

Project
Low Income Community Housing Support Project (LICHSP)

Client
 National Housing Authority (NHA)
Ministry of Housing and Public Works
Grihayan Bhaban 82, Segunbagicha, Dhaka.

Title
Community Led Layout Plan
Halim O Tara.

Prepared by: CMD&S Consultant

CAD Specialist/ CAD Operator	Community Architect	Team Leader/ Deputy Team Leader
Approved by: Project Management unit (PMU)		

Professional Engineer	Deputy Project Director	Project Director
Scale	Status	Revision
	Review	01
Drawing Number		Sheet no
LICHSP-P130710-SJ-LoT-CA-10562		



ANNEX 5: CHECKLIST FOR SOCIAL SAFEGUARD

Monitoring Checklist for Contractors to ensure Social Safeguard

1. Has contractor arranged lights, fencing, warning signs, fans in the laborers (including males and females) shed, etc. at working site?
2. Has contractor ensured normal working hours for laborers following ILO provided Core Labor Standards?
3. Has laborers been paid extra payment if they have worked for extra hours?
4. Has contractor paid due wages/salaries to the employees?
5. Has contractor deployed any child labor?
6. Has contractor ensured water supply conservancy including pure drinking water at the site?
7. Has first aid box with a trained person been ensured at the site?
8. Has communication with, and transport to, the nearest hospital with an accident/emergency department been ensured?
9. Has rescue equipment been available at working site?
10. Has communication with nearest fire brigade station been ensured?
11. Has minimum requirement of Personal Protective Equipment (PPE) been ensured Like: Safety Helmets, Eye and Face Protection, Hearing (ear) Protection, Respiratory Protection, Hand Protection (safety gloves), Clothing (dress) Protection, Foot (safety footwear) Protection both for male & female?
12. Has complaint book for employees and community people been available at the site?
 - 12.1 If any, have all valid complaints are properly addressed?
13. Has breastfeeding corner for lactating mother been ensured with privacy?
14. Has any female employee been dismissed on the basis of maternity or family responsibilities?
15. Has any woman face gender exploitation such as verbal abuse and/or physical abuse?
 - 15.1 If any, have necessary measures are taken?

ANNEX 6: LIST OF PARTICIPANTS OF WORKSHOP




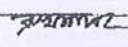
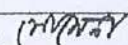
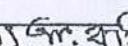
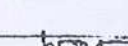
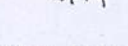
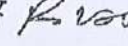
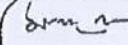

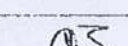
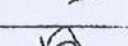
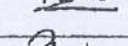


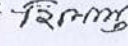

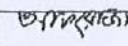
Discussion Meeting on Town Level Planning Report


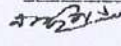


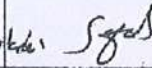
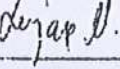



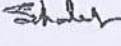
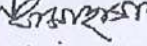

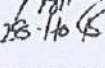
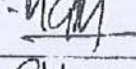
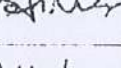

Attendance Sheet

Venue: Meeting Room, Sirajganj Municipality
 Time: 11:00 AM

Date: 28-10-2018

Sl. No.	Name of Participants	Designation	Organization	Contact No. & E-mail Address	Signature
১	শ্রীমান মোহাম্মদ হুসেইন	কমিউনিটি		০১৭১০৬০২ ২৮৮	
২	অ.ম. মোহাম্মদ হুসেইন	কমিউনিটি	সিরাজগঞ্জ সিটি কর্পোরেশন	০১৭৬২২২২৮৮	
৩	মোহাম্মদ আমানুল্লাহ	কমিউনিটি	সিরাজগঞ্জ পৌরসভা	০১৭২৪-৪১৪১১১	
৪	মোঃ আশরাফুল আলম	নিঃ স্বাক্ষর	"	০১৭১১-২৮৮৮৮৮	
৫	শ্রীমান মোহাম্মদ হুসেইন	কমিউনিটি	"	০১৭২৪-১২৪১২৪	
৬	এম এম. আবু মোহাম্মদ	অফিসার	শ্রীমান হুসেইন আবু মোহাম্মদ	০১৬৭৭১২৬১০৩ shishirshaleh2005@gmail.com	
৭	মোঃ দিবাঞ্ছন শাহ	সি-সিস্টেম	সি-সিস্টেম প্রকৌশল	০১৬৭৭৪৪৪৩৩০ engemuni@gmail.com	
৮	সামিউয়েল ইমাম	অফিসার	সামিউয়েল	০১৭৫১৫৫৬৩১ sami.muhammad@gmail.com	
৯	মোঃ আনিসুর রহমান	অফিসার	সিরাজগঞ্জ পৌরসভা	০১৭২১-৬৪৪০৪৪ anis.urr@gmail.com	
১০	মোঃ মুরশিদুল হক	কমিউনিটি		০১৭১১০৪৪৪৪ murshidulhossain693@gmail.com	
১১	মোঃ মুরশিদুল হক	কমিউনিটি		০১৭১১৫৫৫৫৫	
১২	শ্রীমান উদ্দিন	অফিসার	সিরাজগঞ্জ সিটি কর্পোরেশন	০১৭১১০৬০৬৬	
১৩	মোঃ মুরশিদুল হক	কমিউনিটি		০১৭২৪৪৪৪৪৪	

Sl. No.	Name of Participants	Designation	Organization	Contact No. & E-mail Address	Signature
১৪	মোহা: তহমিনা খাতুন মল্লিক	মহাপাতি	আইডিহাফ সিটিসি	০১৭৪০৪৩৪৭৩	
১৫	মিস: মাহবুবা খাতুন মহাপাতি	CHDF	CHDF	০১৭১৫০৭১৫৬	
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১৮	মোহা: মাহবুবা খাতুন	মহাপাতি	সিটিসি	০১৭১৪০৭১৫৬	
১৯	Riazul Haque	FC	BRAC	০১৭১৪০৭১৫৬	
২০	মোহা: মাহবুবা খাতুন	মহাপাতি	সিটিসি	০১৭১৪০৭১৫৬	
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২২	Dr. Farhad Hossain	M.O.	Simorgh Municipality	০১৭১৪০৭১৫৬	
২৩	A.G.M. Maksud Basher	MIS	LICHPS	০১৭১৪০৭১৫৬	
২৪	Fund. ul-Ilah	UCC	UCC	০১৭১৪০৭১৫৬	
২৫	S.M Masud	XEN. NESCO(PDB) Bangladesh	NESCO PDB	০১৭১৪০৭১৫৬	
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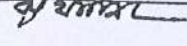
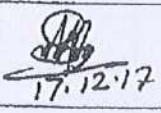
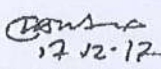
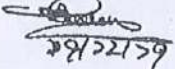

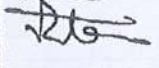
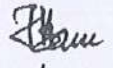
Sl. No.	Name of Participants	Designation	Organization	Contact No. & E-mail Address	Signature
৩০	মোহাম্মদ হাফিজ	কনসাল্ট্যান্ট	(মোহাম্মদ)	০১৭১৬-২০৭০০	
৩১	মোহাম্মদ নাসিমুল হক	"	"	০১৭২১-৩৫৪৭১৫	
৩২	মোহাম্মদ রফিকুল ইসলাম	কনসাল্ট্যান্ট - ৬	"	০১৭৬২৫২৯১৭	
৩৬	Md. Saife Admin	Site Engineer PMU, LICHS	NHA	০১৭৬৮৭০৩৩০	
৩৮	NAZMUS SASAAT (NHA)	Community Architect IMCW	IMCW	০১৬৭১১১৩৬ ca.nha@imcw-bd.com	
৩৯	MITHILO LUJITE	DR IMCW	-II-	dr-nha@imcw-bd.com	
৩৯	মোহাম্মদ সোহাগ	CA to monitor	(মোহাম্মদ)	০১৭১৭-৬৬৬৫৭ Saikh.momina@gmail.com	
৬৭	Br: Smpovno (ZMVAI)	TM LICHS	LICHS	০১৭১৬২৪৯৯৬	
৬৮	Shoravon Sonia	UCA	IMCW LICHS	০১৭৭৭২৩১৪৩	
৭০	Saketon Akhter UCM	LICHS	LICHS	০১৭১৬৬৪২০২৩	
৮০	MASUD HASSAN SHAN	COUNCILOR	POWROSHOVA	০১৭৪৭৭১৭৪৪৪	
৭১	md. obydullah	Assistant Commissioner	DC office	০১৭১২৭৬৬৭৭	
৭২	Lilib Luo Paddy	Land Use Special	LICHS	০১৭১১৮৬৫৩৪৬	
৭৩	Dr. Md. Ghulam Murtaza	Urban Planner	LICHS IMCW	০১৭১৭৪৮৩২৭৫	
৭৪	Md Shaktim	GIS specialist	IMCW	০১৮১৮১২৮৪	
৭৫	Mosstafa Kamal	em	LICHS	০১৭১২৭৫৭৫২	

ANNEX 7: LIST OF PARTICIPANTS OF PROJECT INCEPTION MEETING

**“স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পের
সিরাজগঞ্জ জেলার কার্যক্রমের শুভ উদ্বোধন সভায় আগত অতিথিবৃন্দের উপস্থিতি তালিকাঃ**

সভা স্থলঃ সার্কিট হাউজ সিরাজগঞ্জ
তারিখঃ ১৭ ডিসেম্বর ২০১৭

ক্র: নং	নাম ও পদবী	মন্ত্রণালয়/বিভাগ/সংস্থা	টেলিফোন/ই-মেইল	স্বাক্ষর
	মো: হাফিজুর রহমান Addl SP	Police	০১৭১৩৭৭৫০৭১	AS A. 12.19
✓	FAZLUL KABIR Project Director	National Housing Authority	০১৮১৩ ২১৬৭১৫	Tareq
	MD. Sayeed Reza SE Rajshahi Circle	NITA	০১৭১১১২৫৭৭৫	Shahin
	Hanna hana	Sirajgonj Parasova	০১৭১৭১৩৮৭৩৭	Shahin 17.12.17
	Jayarathna K.A.	IMCW	০১৭৩০০২৭৭৮২	gpr
	MBARRETT	IMC	০১৭৩০০২৭৭৮১	VB
	ARM NURVERMAN	PKSF	০১৭১৪০৭০৪৬১	Sh
	Mr. Alauddin Khan	ED. NDP	০১৭১৩৩৮৩১০০	Reza
	Sabah Moyeen	WORLD BANK	০১৭১১৫৪০৭৪৭	Shahin
	Mr. Badruddoza	LGED	০১৭১৬৫৮০১৭৬	Shahin
	Helaluddin	Press club	০১৭১১৩৭৮০৬৬	Shahin
	Sarkar Mohammed Rayhan	UNO Sadar, Siraj gonj	০১৭৩৩৩৩৫০৩০	Shahin 17.12.17
	MD. TABIBUR RAHMAN TALUKDER, EXECUTIVE ENGINEER	DPHE, Sirajgonj	০১৭১১-৩৬০৩৬৭	Shahin 17/12 17

ক্র: নং	নাম ও পদবী	মন্ত্রণালয়/বিভাগ/সংস্থা	টেলিফোন/ই-মেইল	স্বাক্ষর
	মাকসুদা আমান CHDF কার্যকর্তা	কমিউনিকেশন ডেপার্টমেন্ট	01716746563	
	মুহাম্মদ সাফাতুল মুহিত CHDF মডেলার	"	01719509756	
	কাজিমুর আমান CHDF মেকেনটরী	"	01723-219166	কাজিমুর
	বিনাকিউ আজার টাইল ডেভেলপার (গামাডক্স)	ডেভেলপার	01719507825	বিনাকিউ
	মুহাম্মদ পারভীন মোস্তা মেকেনটরী	টাইল ডেভেলপার	01714924000	মুহাম্মদ
	মে. রবিন ইসলাম নির্মাণ প্রকৌশলী	LGED	01715-653667	M. Islam 17.12.17
	মোঃ মাহবুবুল আলম নির্মাণ প্রকৌশলী	স্বাক্ষর	01711-968861	 17.12.17
	মুন্সিফ জাহাঙ্গীর	নগর পরিবহন (সিটি কর্পোরেশন)	01722-404951	 17.12.17
	এম.এম. মাহবুব আলম	বাংলাদেশ রেলওয়ে (সিটি কর্পোরেশন)	0172-952827	 17.12.17
	Anna O'Donnell	World Bank		
	মাজী মাহবুবুল ইসলাম মহান নগর উন্নয়ন	মহান নগর উন্নয়ন	01819867718	M. M. Islam
	আব্দুল হক (মহান)	মহান উন্নয়ন	01914373230	আব্দুল হক
	বিশ্ব মুহাম্মদ	মহান উন্নয়ন	0172-914264	বিশ্ব
	HARISH KHARE	CONSULTANT WORLD BANK	+91-9871011241	
	Engr. Md. Tariqul Islam	PKSF	01765076943 tareq90045@gmail.com	
	Md. Shahorur Rahman	PKSF	01712028007 kabires9@yahoo.com	Shm
	Md. Rafiqul Islam	WIS	mislam11@world bank.org	RF

ক্রঃ নং	নাম ও পদবী	স্বত্বাধিকার/বিভাগ/সংস্থা	টেলিফোন/ই-মেইল	স্বাক্ষর
	Md. Abul Bashtar Khan, Proc. Spl.	NHA	01715003703	(Signature) 18.12.17
	Engr. Muhammad Belwar Hossain XEN, NHA, Dhaka.	NHA	01913383946	(Signature) 17.12.17
	Engr. Anwarul Azim Executive Engr.	PWD	01882115312	(Signature) 12.12.17
	Iftexhar uddin ADM, Sirajganj	District Administration	01733335005	(Signature) 17.12.17
	Mr. (Name)	01718387797	(Signature)
	01721258915	(Signature)
	01711410685	(Signature)
	আব্দুল ওয়াহিদ আলী	NHA	01915930830	(Signature)
	01283742334	(Signature)
	01718558808	(Signature)
	01713374034	(Signature) 17.12.17
	01922449601	(Signature) 17.12.17
	M. Shakawat Hossain	DPM Consultant Ltd.	01715669904	(Signature) 17.12.17
	Md. Shah Jamal	FMS, LCHSP	01711068010	(Signature) 17-12-17

ANNEX 8: OFFICE ORDER OF FORMATION OF GRIEVANCE REDRESS COMMITTEE



জাতীয় গৃহায়ন কর্তৃপক্ষ
শল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প
গৃহায়ন ভবন, ৮২, সেগুনবাগিচা
ঢাকা - ১০০০
www.nha.gov.bd

স্মারক নং:- জাগৃক/এলআইসিএইচএসপি/২০১৬-১৭/০৫

তারিখ: ০৫/০১/১৮ ইং

অফিস আদেশ

বিষয়: জাতীয় গৃহায়ন কর্তৃপক্ষের আওতাধীন “শল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পের আওতায় অভিযোগ প্রতিকার কমিটি/Grievance Redress Committee (GRC) কমিটি গঠন প্রসঙ্গে।

বিশ্বব্যাংকের অর্থায়নে জাতীয় গৃহায়ন কর্তৃপক্ষ (জাগৃক) কর্তৃক বাস্তবায়নাধীন “শল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পে স্বত্বভোগী জনগণের অভিযোগ প্রতিকারের জন্য বিশ্বব্যাংক অনুমোদিত অপারেশনাল মানুয়াল ও সোশ্যাল ম্যানেজমেন্ট ফ্রেমওয়ার্ক (Social Management Framework) এর নির্দেশনা মোতাবেক নিম্নোক্তভাবে অভিযোগ প্রতিকার কমিটি/Grievance Redress Committee (GRC) গঠন করা হলো।

অভিযোগ প্রতিকার কমিটি/Grievance Redress Committee (GRC)

প্রকল্প ব্যবস্থাপনা ইউনিটঃ

১।	প্রকল্প পরিচালক, শল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প	আহবায়ক
২।	তত্ত্বাবধায়ক প্রকৌশলী, ঢাকা সার্কেল, জাতীয় গৃহায়ন কর্তৃপক্ষ	সদস্য
৩।	উপ-পরিচালক-১/২ (ভূমি ও সম্পদ ব্যবস্থাপনা), জাতীয় গৃহায়ন কর্তৃপক্ষ	সদস্য
৪।	এনজিও প্রতিনিধি (সিরাজগঞ্জ/কুমিল্লা/নারায়ণগঞ্জ)	সদস্য
৫।	সোশ্যাল ডেভেলপমেন্ট স্পেশালিস্ট, শল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প	সদস্য-সচিব

মাঠ পর্যায়ে (সিরাজগঞ্জ/কুমিল্লা/নারায়ণগঞ্জ)ঃ

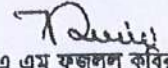
১।	তত্ত্বাবধায়ক প্রকৌশলী, সংশ্লিষ্ট সার্কেল, জাতীয় গৃহায়ন কর্তৃপক্ষ	আহবায়ক
২।	প্রতিনিধি, সিরাজগঞ্জ পৌরসভা/ কুমিল্লা সিটি কর্পোরেশন/নারায়ণগঞ্জ সিটি কর্পোরেশন	সদস্য
৩।	প্রতিনিধি, CHS (সিরাজগঞ্জ/কুমিল্লা/নারায়ণগঞ্জ)	সদস্য
৪।	এনজিও প্রতিনিধি (সিরাজগঞ্জ/কুমিল্লা/নারায়ণগঞ্জ)	সদস্য
৫।	কমিউনিটি আর্কিটেক্ট, কমিউনিটি মোবিলাইজেশন, ডিজাইন ও সুপারভিশন পরামর্শক	সদস্য-সচিব

কমিটির কার্যপরিধি (Scope of work) :

- (১) প্রকল্প বাস্তবায়ন কালে সামাজিক, পুনর্বাসন এবং পরিবেশগত ক্ষয়ক্ষতি প্রশমনে Grievance Redress Committee (GRC) সমস্যাসমূহ পর্যালোচনা, বিবেচনা ও সমাধান করবে।
- (২) GRC -তে উপস্থাপিত কোন অভিযোগ যথাযথভাবে শুনানির প্রথম দিন (উপযুক্ত ক্ষেত্রে) অথবা এক মাসের মধ্যে নিষ্পত্তি করা হবে। তবে জটিল মামলার ক্ষেত্রে তদন্ত সাপেক্ষে নিষ্পত্তি করা হবে।
- (৩) প্রকল্প বাস্তবায়নের সময় প্রত্যক্ষ বা পরোক্ষভাবে ক্ষতিগ্রস্ত ব্যক্তি/ব্যক্তিদের অভিযোগ GRC পর্যালোচনা করবে।
- (৪) মালিক বা সংশ্লিষ্ট ক্ষতিগ্রস্ত “এওয়ার্ডি” ব্যক্তির সম্পত্তি বা সম্পত্তির অংশের প্রত্যক্ষ ক্ষতি ব্যতিত GRC অন্য কোন বিষয়ে আইনি পর্যালোচনাতে অংশ নেবে না।
- (৫) GRC এর সিদ্ধান্ত সাধারণত ঐক্যমতের ভিত্তিতে গৃহীত হবে। ঐক্যমতে ব্যর্থ হলে সিদ্ধান্ত সংখ্যাগরিষ্ঠ ভোটের ভিত্তিতে নিতে হবে। সিদ্ধান্ত সামাজিক, পুনর্বাসন এবং পরিবেশগত নীতি কাঠামোর আদলে হওয়া আবশ্যিক।

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- (৬) আদালতে বিচারাধীন কোন বিষয়ে GRC ব্যবস্থা গ্রহণ করবে না। কিন্তু উভয়পক্ষের লিখিত আবেদনের প্রেক্ষিতে GRC মধ্যস্থতা করতে পারবে। উভয়পক্ষ যামলা প্রত্যাহার করবে।
- (৭) GRC সভার অন্য ন্যূনতম তিন (৩) সদস্যের কোরাম হতে হবে।
- (৮) আইন উপদেষ্টা, GRC সদস্য হিসাবে ভূমিকা পালন করতে পারবে না কিন্তু সভায় আইনগত উপদেশ/পরামর্শ দেবেন।


 (এস এ এম ফজলুল কবির) ২.১.১৮.
 প্রকল্প পরিচালক
 ও
 সদস্য (প্রকৌশল ও সমন্বয়), জাগৃক
 ফোনঃ ০২-৯৫৬৯৩৬৭
 ই-মেইলঃ pd.lichsp@gmail.com

অনুলিপিঃ

- ১। সচিব, গৃহায়ন ও গণপূর্ত মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা। (সদয় জ্ঞাতার্থে)
- ২। চেয়ারম্যান, জাতীয় গৃহায়ন কর্তৃপক্ষ, সেগুন বাগিচা, ঢাকা। (সদয় জ্ঞাতার্থে)
- ৩। Ms. Anna O'Donnell, Task Team Leader, LICHSP, 1818 H Street, NW, Washington, DC 20433, USA.
- ৪। মেয়র, কুমিল্লা/নারায়ণগঞ্জ সিটি কর্পোরেশন [এক জন উপযুক্ত প্রতিনিধির নাম প্রেরণের জন্য অনুরোধ জানানো হ'ল]।
- ৫। মেয়র, সিরাজগঞ্জ পৌরসভা [এক জন উপযুক্ত প্রতিনিধির নাম প্রেরণের জন্য অনুরোধ জানানো হ'ল]।
- ৬। তত্ত্বাবধায়ক প্রকৌশলী, ঢাকা সার্কেল, জাতীয় গৃহায়ন কর্তৃপক্ষ।
- ৭। তত্ত্বাবধায়ক প্রকৌশলী, সংশ্লিষ্ট সার্কেল, জাতীয় গৃহায়ন কর্তৃপক্ষ।
- ৮। উপ-পরিচালক-১/২ (ভূমি ও সম্পদ ব্যবস্থাপনা), জাতীয় গৃহায়ন কর্তৃপক্ষ।
- ৯। স্যোসাল ডেভেলপমেন্ট স্পেশালিস্ট, বক্স আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প।
- ১০। কমিউনিটি আর্কিটেক্ট, কমিউনিটি মোবিলাইজেশন, ডিজাইন ও সুপারভিশন পরামর্শক।
- ১১। Mr. Mark Barrett, Team Leader, CMD&S Consultant, IMC Worldwide Ltd. UK.
- ১২।

ANNEX 9: OFFICE ORDER OF FORMATION OF DISTRICT COMMITTEE/MUNICIPAL COMMITTEE



জাতীয় গৃহায়ন কর্তৃপক্ষ
স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প
গৃহায়ন ভবন, ৮২, সেগুনবাগিচা
ঢাকা - ১০০০
www.nha.gov.bd

স্মারক নং:- জাগৃক/এলআইসিএইচএসপি/২০১৬-১৭/৬৪

তারিখ: ১১/১২/২০১৭ ইং

অফিস আদেশ

বিষয়ঃ জাতীয় গৃহায়ন কর্তৃপক্ষের আওতাধীন “স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পে সিরাজগঞ্জ জেলা কমিটি/মিউনিসিপ্যাল কমিটি গঠন প্রসঙ্গে।

গৃহায়ন ও গণপূর্ত মন্ত্রণালয়ের আওতাধীন জাতীয় গৃহায়ন কর্তৃপক্ষ (জাগৃক) কর্তৃক বাস্তবায়নাধীন “স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পে সিরাজগঞ্জ নগর কমিউনিটির পূর্ত সেবা ক্রয় সংক্রান্ত দরপত্র গ্রহণ, মূল্যায়ন, কার্যক্রম তদারকি ও সংশ্লিষ্ট সেবা প্রদানকারী সংস্থার সাথে সময়ের জন্য সরকার অনুমোদিত ডিপিপি ও বিশ্বব্যাংক অনুমোদিত অপারেশনাল ম্যানুয়াল এর নির্দেশনা মোতাবেক নিম্নোক্তভাবে সিরাজগঞ্জ জেলা কমিটি/মিউনিসিপ্যাল কমিটি গঠন করা হলো।

জেলা কমিটি/মিউনিসিপ্যাল কমিটিঃ

১।	তত্ত্বাবধায়ক প্রকৌশলী, সময় ও উন্নয়ন, জাতীয় গৃহায়ন কর্তৃপক্ষ	আহ্বায়ক
২।	প্রতিনিধি, জেলা প্রশাসক, সিরাজগঞ্জ	সদস্য
৩।	নির্বাহী প্রকৌশলী/প্রতিনিধি, সিরাজগঞ্জ পৌরসভা	সদস্য
৪।	নির্বাহী প্রকৌশলী/প্রতিনিধি, স্থানীয় সরকার প্রকৌশল অধিদপ্তর, সিরাজগঞ্জ	সদস্য
৫।	নির্বাহী প্রকৌশলী/প্রতিনিধি, জনস্বাস্থ্য প্রকৌশল অধিদপ্তর, সিরাজগঞ্জ	সদস্য
৬।	কমিউনিটি লিডার, সিরাজগঞ্জ (সংশ্লিষ্ট কমিউনিটি)	সদস্য
৭।	প্রতিনিধি, পরামর্শক ফর্ম, জাতীয় গৃহায়ন কর্তৃপক্ষ	সদস্য
৮।	উপ-বিভাগীয় প্রকৌশলী, বগুড়া সাব-ডিভিশন, জাতীয় গৃহায়ন কর্তৃপক্ষ	সদস্য-সচিব

কমিটির কার্যপরিধি (Terms of Reference) :

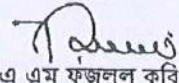
(১) ক্রয় সংক্রান্ত:

- ক) দরপত্র বিজ্ঞাপন প্রকাশ;
- খ) দরপত্র মূল্যায়ন; ও
- গ) অ্যাওয়ার্ড প্রদান;

(২) CBC পদ্ধতিতে টারসিয়ারী (কমিউনিটির আভ্যন্তরীণ) অবকাঠামো সমূহের কাজের অনুমোদন;

(৩) প্রকল্পের কার্যক্রম সংক্রান্ত:

- ক) প্রকল্পের কার্যক্রম পরিদর্শন ও তদারকি;
- খ) সংশ্লিষ্ট সেবা প্রদানকারী সহযোগী সংস্থার সাথে সময় সাধন;
- গ) অন্যান্য


(এস এ এম ফজলুল কবির)
প্রকল্প পরিচালক
ও

সদস্য (প্রকৌশল ও সময়), জাগৃক
ফোনঃ ০২-৯৫৬৯৩৬৭
ই-মেইলঃ pd.lichsp@gmail.com

অনুলিপিঃ

- ১। সচিব, গৃহায়ন ও গণপূর্ত মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা। (সদয় জ্ঞাতার্থে)
- ২। চেয়ারম্যান, জাতীয় গৃহায়ন কর্তৃপক্ষ, সেগুন বাগিচা, ঢাকা। (সদয় জ্ঞাতার্থে)
- ৩। জেলা প্রশাসক, সিরাজগঞ্জ [এক জন উপযুক্ত প্রতিনিধির নাম প্রেরণের জন্য অনুরোধ জানানো হ'ল]।
- ৪। Ms. Anna O'Donnell, Task Team Leader, LICHSP, 1818 H Street, NW, Washington, DC 20433, USA.
- ৫। মেয়র, সিরাজগঞ্জ পৌরসভা [এক জন উপযুক্ত প্রতিনিধির নাম প্রেরণের জন্য অনুরোধ জানানো হ'ল]।
- ৬। তত্ত্বাবধায়ক প্রকৌশলী, সমন্বয় ও উন্নয়ন, জাতীয় গৃহায়ন কর্তৃপক্ষ।
- ৭। তত্ত্বাবধায়ক প্রকৌশলী, (রাজশাহী) সার্কেল, জাতীয় গৃহায়ন কর্তৃপক্ষ।
- ৮। নির্বাহী প্রকৌশলী, স্থানীয় সরকার প্রকৌশল অধিদপ্তর, সিরাজগঞ্জ।
- ৯। নির্বাহী প্রকৌশলী, জনস্বাস্থ্য প্রকৌশল অধিদপ্তর, সিরাজগঞ্জ।
- ১০। নির্বাহী প্রকৌশলী, দিনাজপুর ডিভিশন, জাতীয় গৃহায়ন কর্তৃপক্ষ।
- ১১। Mr. Mark Barrett, Team Leader, CMD&S Consultant, IMC Worldwide Ltd. UK.

