



National Housing Authority (NHA)



Social Management Plan

Kazipara Settlement




Cumilla City Corporation

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Social Management Plan – Kazipara Settlement

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ABREVIATIONS

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 Centre
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

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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
SIC	Settlement Implementation Committee
SLCMU	Shelter Lending Credit Management Unit
SLM	Settlement and Land Mapping
SMF	Social Management Framework
SOE	Statement of Expenditures
TMSS	Thengamara Mohila Sabuj Sangha
ULB	Urban Local Bodies
UPPR	Urban Partnerships for Poverty Reduction
URC	Urban Resource Centre
WB	World Bank

EXECUTIVE SUMMARY

1. 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.
2. 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.
3. 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. TMSS, a partner organization of PKSF is responsible for developing shelter lending under shelter lending component.
4. This project proposes a community-driven and people centered 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, TMSS will test several tailored products to provide access to credit for housing to qualifying borrowers using different approaches (e.g., personal, joint liability, group guarantee etc.).
5. Following above, 19 settlements in three cities such as Cumilla, Sirajganj and Narayanganj will be developed in the first phase. Out of these, Kazipara under Cumilla City Corporation has been selected for this purpose. Kazipara belong to ward no. 20, located in the southern part of the City Corporation. Kazipara is more than 70 years old community with low income people. There are 275 houses in Kazipara settlement. Most of the households are owned by landowners with very small percentage of tenant households.
6. This report describes the Social Management Plan (SMP) for Kazipara 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 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 5 settlements namely, Kazipara, Unaishar Moddho Para, Unaishar Purbo Para, Moddho Ashrafpur (Munshibari) and Lokkhipur and Ram Manik under Cumilla City Corporation. NHA plans to start improvement of infrastructure in Cumilla. Socio-economic census survey has been conducted with purpose to assess their needs and project's impact.
7. There is a large land area around Kazipara owned by Army and out of boundary to the public. This may hinder the implementation of proposed development initiation for improvement of the settlement.
8. All 275 households (HHs) in Kazipara, has been surveyed with total population of 1142 inhabitants. Average HH size is 4.15 members, and Sex ratio is 1.07:1.0, average monthly income and expenditure per HH are BDT 18,826.00 and BDT. 13,014.00 respectively.
9. Surprisingly, though it is a low-income community, about 98.55% community members have savings and from them 30.63% are the ones who earned more than BDT. 50,000.00 and 14.02% are the ones that earned less than BDT. 5,000.00. Average value of asset holding is BDT. 47,106.00.
10. About 46.91% of the HHs are reported as vulnerable here, considering below poverty line income, female headed, and elderly headed.

11. This community people has identified multifarious problems during preparation of community action plan held on 28 May 2019 and during revisit on 22 January 2020 to re-address and re-formalize their grievances and needs development. They have a variety of needs but based on mutual consensus they have finalized a list of priority issues to be addressed, namely 1. roads, 2. drain, 3. septic tank, 4. toilets, 5. bathrooms, 6. tube wells with pump, 7. solar light, 8. community center, 9. loan for house building, 10. dust bin, 11. pucca ghat, embankment lining and cleaning of pond, 12. platforms for tube well, 13. passenger shed, 14. school renovation with playground, 15. training center, 16. youth club, 17. library renovation.

12. A very enthusiast children and adolescent - boys and girls, group were considered to voice their concerns / lacking about the community they live in. They desire to have better quality education as it lacks. They do not have a high school within their reach, and the one that they have is far away. They need a tube well in their school as the one they have contained iron. Boys would like to have bicycle to commute to school. They would like to have a library. The girls were interested to have computer for better advancement whereas the boys were mostly interested to have play ground with football, volleyball, bat, ball, etc. They need a dustbin in their area.

13. The community has good access to main roads and transportation facilities around them, but internal roads are very muddy, very narrow, no proper access to vehicle, not even vans, rickshaws, auto-rickshaws, etc. Above all, in case of any emergency like ambulance or fire brigade, have no access. So, the community people are deprived of the vital basic needs. Road widening and drains are the dire need.

14. After a thread bare discussion with community, they have consented to cooperate for the betterment of their settlement.

The community in Kazipara proposed the scope of physical works as follows:

- construction of 06 toilets and wash composite with 30% contribution from HH on super structure
- improvement of existing streetlight pole and 32 new streetlight installation,
- additional 02 toilets with 30% contribution from HH on super structure
- 23 septic tank and soak well
- 51 tube well platform upgrade
- 68 streetlights with lamp post
- 54 streetlight on existing lamp post
- 1100 meter pipe drain
- 500 meters secondary U- drain
- 392 meters U drain
- 776 meters improved road with 2 m width
- 334 meters improved road with 3 m width

15. The community has consented to donate land for drain along the pond, which has been a long standing health, public nuisance and environmental issues and road for easy mobility. This will not only address the environmental issues but improve the healthy living standards, beautification, and access for mobility for pedestrians including transportation and play ground, to a certain extent. During the implementation, the community will face some problems which they are willing to sacrifice for their own benefit. During settlement improvement few environmental hazards like sound pollution, noise and traffic movement is likely to occur.

16. The community has agreed that they will help each other by giving access roads and in transporting goods as well as maintaining privacy. Kazipara's CDC is newly formed, and CDC members are not experienced enough, so it took some time to get them on board. Some CDC members are quite vocal and concerned about their community development, which shows a positive attitude. 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 awarding few infrastructure construction works, which is under preparation.

17. Major community proposed scope of work are of 23 septic tanks and soak well, 776 and 334 meters improved roads with 2m and 3m width, 500 meters secondary U- drain, 392 meters U- drain, 1100 meters pipe drain, 68 street light with lamp post, 54 street light on existing lamp post, 6 toilets and wash unit, 30% contribution from HH on super structure and additional 2 toilet with 30% contribution from HH on super structure are identified.

18. Major works will be done by the contractor selected through National Competitive Bidding (NCB). CDC will do small construction work through Community-based Contract (CC). Selected contractor and CDC must follow their timetable strictly to finish work as stipulated so that the community will be relieved from all anticipated hazards.

19. TMSS is ready to give them housing loan considering their affordability.

20. Vulnerable people will be affected somewhat. Despite, they will get priority in getting job during construction.

21. A grievance redress mechanism has been developed by forming a 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. The community is quite aware about the GRC box and it is in the process of setting up.

22. A strong institutional setup has been arranged. NHA will deal with all projects related activities. NHA is responsible for all studies, design, and implementation. It is prompting participatory operating through Community Housing Society (CHS). Project management functions 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.

23. 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, Consultants, PKSF -TMSS and other related organizations, grassroots level monitoring will be done by the beneficiaries, i.e., members of CHS and other stakeholders.

24. 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.

25. 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.

1 CHAPTER 1: INTRODUCTION

1.1 Project Background and Objectives

1.1.1 Background of the Project

26. 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.

27. 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.

28. 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.

29. 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.

30. 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.

31. 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.

32. 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

33. 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.

34. 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:

35. **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.

36. **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 labour would form around US\$0.5 million to the project. Additional weighting would also be given to contractors who make use of local community labour 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 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.

37. **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).

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

39. **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.

1.1.3 Objectives of the SMP

40. 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.

41. 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 to ensure that the project impact mitigation measures are properly implemented and monitored
- Ensure that all stakeholders concerns are addressed

1.1.4 Approach of Community Selection and Upgrading

42. 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 TMSS, as an independent component of the Project.

43. 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 (**Table 1-1**) of three pilot cities has been finalized for implementation during the pilot phase.

Table 1-1: Selected Cities for Upgrading Settlements

No.	City Corporation/Paurashava	Division
1	Cumilla 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 1-2.

Table 1-2: Parameters and Indicators of Settlement Assessment Sheet

Parameter	Sl. No	Indicator	Relevance
Land Tenure	1	Landowner	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	
Environmental concern	9	Electricity Supply	To understand the disposal of household waste.
	10	Solid Waste Collection Service	
	11	Annual Flood	
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 labour.
	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

1.1.5 Community Upgrading in Cumilla City Corporation

44. Cumilla City Corporation after Sirajganj, is the second city that participate in LICHSP project. Cumilla is one of the oldest and fast-growing cities in Bangladesh. Cumilla Paurashava was upgraded to Cumilla City Corporation (CCC) on July 10th, 2011, by joining two Paurashavas: Adarsha Sadar Paurashava which had 18 Wards and Sadar Dokkin with 9 Wards. Today, the Cumilla City Corporation has an area of 45.15 square kilometers spreading over 27 Wards in 166 mouzas.

45. Cumilla is a city in eastern Bangladesh, located near Indian border, along the Dhaka - Chittagong Highway and it stands on the bank of Gumti river. It is the administrative center of the Cumilla District, part of the Chittagong Division. Cumilla is the second largest city of eastern Bangladesh after Chittagong and the largest city of Cumilla zila in respect of both population and area.

46. According to the census of 2011, the total population of Cumilla City Corporation is 326,386 of which 167,979 are males and 158,407 are females. Average density of population in Cumilla City Corporation is 29.26 persons per acre. The present population of Cumilla is estimated to be approximately 516,686 with the projection to be around one million in next 20 years.

47. A total number of 849 poor settlements have been identified in Cumilla and they are scattered throughout the area of Cumilla city. Almost one third of these settlements or 28.5% were found to be extremely poor, another 28.5% very poor, 22.26% moderately poor and the remaining 20.73% were marginally poor settlements. The distribution of households by poverty class, or the type of settlements, shows that the highest proportion of the poor households 35.53% were extremely poor, while 34.74% of households were very poor category. Moderately poor and marginally poor households were 17.4% and 12.33% respectively. Extremely poor settlements are highly dense and larger in size than other three category of settlements (35.53% of the households live in 28.5 % of the settlements).

48. 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 5 settlements namely, Kazipara, Unishar Moddho Para, Unishar Purbo Para, Moddho Ashrafpur (Munshibari) and Lokkhipur and Ram Manik under Cumilla City Corporation under this phase.

1.1.6 Social Impacts of Upgrading Cumilla Community

49. 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 Cumilla. Following issues were considered for upgrading Cumilla. The area has clear land entitlement, better scope for housing improvement, infrastructure development, no major environmental risk, solid waste problem, 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 Cumilla are presented in Table 1-3 below for easy understanding:

Social Management Plan – Kazipara Settlement

Table 1-3: Settlement Assessment Data of Kazipara 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	4	
	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	4	
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	1	
Social Cohesion	12	Civic Facilities	Not available within the settlement but limited access	4	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% and 50% families	4	
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	3	
	16	Household Income	50% of households' average monthly income low	2	
Total Score				48	

Source: Settlement Identification Report, Cumilla City Corporation - 2018

Social Management Plan – Kazipara Settlement

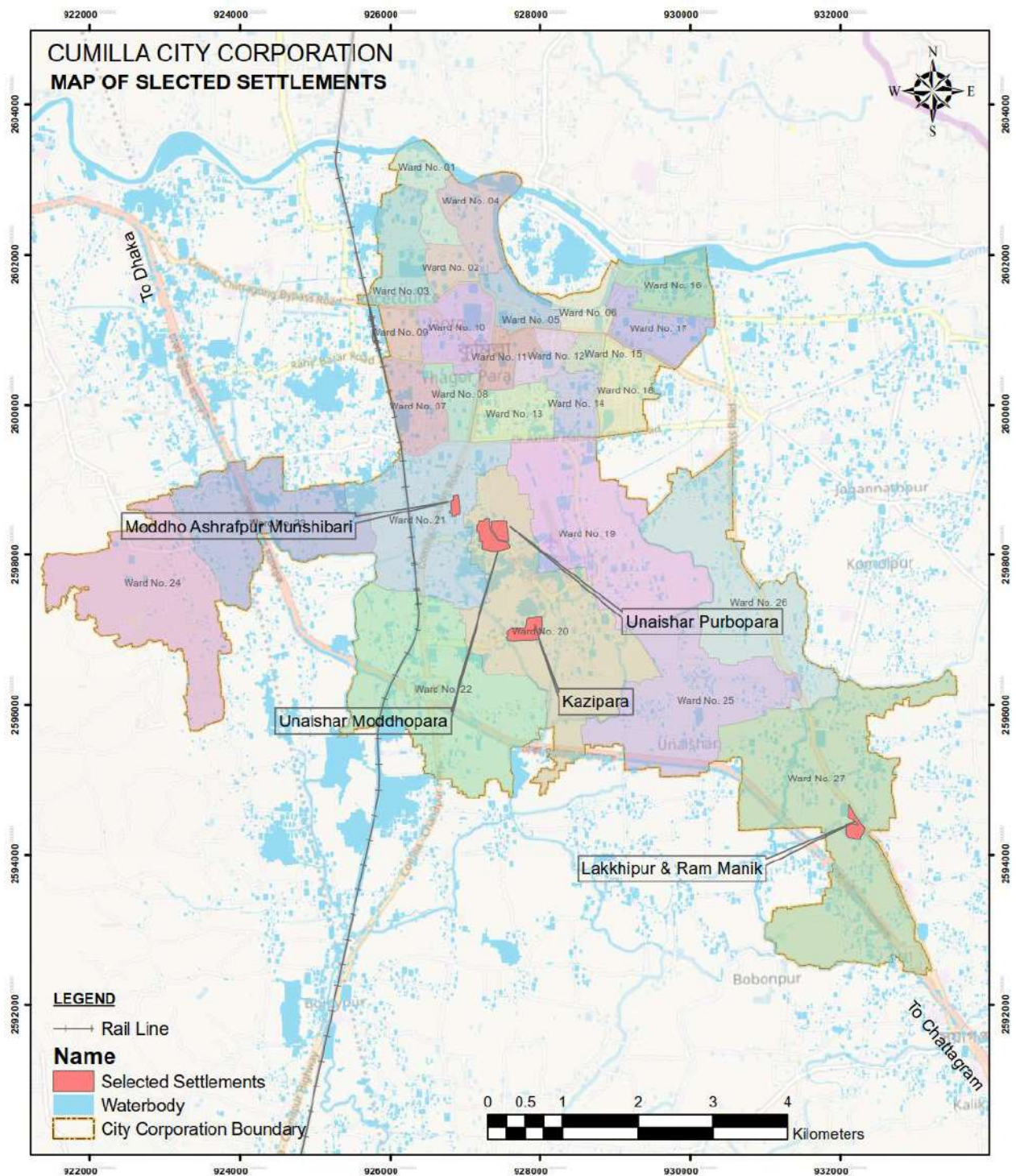


Figure 1: Location Map of Selected Settlements in Cumilla

50. It is assessed from the above Figure-1 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 center, housing improvement, street light, solar electric, ditch filling, health center, etc. However, it is come out from different surveys, community meetings, mass meetings, individual contacts, that people of this community want drainage, housing and roads improvement, latrine, septic tank and bathroom construction, women employment opportunity creation, community center, tube well installation, water supply from overhead tank, etc. However, they want to avoid land donation issue. A point to note is the requirement for close coordination with the Army in developing improvement to the settlement at locations adjacent to Army owned land. 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. Community consultation on re-blocking is in process with 15 Households.

1.1.7 Social Impact Management Plan

51. During construction of above-mentioned facilities, no major negative impacts are apprehended by the community. Livelihood would not be hampered that much except a little bit in transportation of goods and movements. The community mobility will be hampered somewhat and that will managed somehow. Community will help each other by giving alternative access roads and support.

2 SOCIO-ECONOMIC PROFILE OF KAZIPARA SETTLEMENT

52. A socio-economic census survey has been conducted in Cumilla to assess their baseline socio-economic condition and probable impact of the project on them. A structured socio-economic questionnaire has appended as Annex-2. For accurate data collection 4 Community Organizers worked as Enumerators who were 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. They have been imparted training by CMD&S and PMU consultants for two days; one-day in-house and 1 day in the field. They have collected data from each household (HHs) from 20 March to 21 April 2019. Community Mobilizer, LICHSP, Cumilla 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.

53. Socio-economic survey was done by four Surveyors for fifteen days from 01-15 September 2019. This survey was also supervised by Community Mobilizer and Town Manager.

54. Data Manager/Analyst, CMD&S Consultant checked data entry and analyzed. In total 275 households have been surveyed in this settlement as per availability. 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

55. 1142 population are found in 275 surveyed households. Almost cent percent HHs are Muslim. Average HH size is 4.15 which is almost like national average 4.40.

2.2 Characteristics of the Heads of Households

56. 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 2-1 shows age distribution of the household heads. It is seen most of the heads (15.64%) belong to age group 35-39 years. About 10.55% households are headed by old aged people (65 and above years). Out of 275 HH heads, 78.18% are male headed and the rest 21.82% are headed by the females. Most of the HH heads (95.64%) are married, about 2.18% are widow and the rest are found as unmarried and divorced.

Table 2-1: Distribution of HHs Head by Age

Sl. #	Details	Frequency	Percentage (%)
1	20-24	8	2.91
2	25-29	24	8.73
3	30-34	34	12.36
4	35-39	43	15.64
5	40-44	33	12.00
6	45-49	21	7.64
7	50-54	36	13.09
8	55-59	20	7.27
9	60-64	27	9.82
10	65+	29	10.55
Total		275	100.00

Source: SES Household Survey, 2019

57. Most of the HH heads 7.27% are illiterate, 22.18% can read and write only. Primary education is about 19.27%. Secondary education for HHs head is quite significant 27.64%. SSC/Dakhil and HSC/Alim is about 13.82% and 5.09% respectively. Graduate/Fazil and Masters/Alim HH heads are of insignificant percentage 4.00% and 0.73% respectively. Highest level of education by HH members is reported as Secondary level 25.66% , followed by Primary -Class1-5, 24.69%. See Table 2-2.

Table 2-2: Distribution of HHs by Education

Sl. #	Details	Frequency	Percentage (%)
1	Illiterate	20	7.27
2	Can Read & Write	61	22.18
3	Primary (Class 1-5)	53	19.27
4	Secondary (Class 6-10)	76	27.64
5	SSC/Dakhil	38	13.82
6	HSC/Alim	14	5.09
7	Graduate/Fazil	11	4.00
8	Masters/Alim	2	0.73
Total		275	100.00

Source: SES Household Survey, 2019

58. Table 2-3 presents occupational pattern of the community household heads, which depicts poverty prone area. In the community there are 2.91% having large business, 11.64% are small business holders, service holders 21.09%, 13.81% are day laborer's (skilled + unskilled), rickshaw/van pullers (4.73%), housemaid 5.82%, contractor 2.55%, driver 4%. Other occupations are of insignificant percentage, which includes security guard, transport labor, boatman. A good percentage 6.55 are employed abroad. A small percentage 3.64 are unemployed. Out of 60 female household heads, 38 are house wife, 16 house maid, 4 in service, 2 in day labour.

Table 2-3: Distribution of HHs Head by Occupation

SI #	Details	Frequency	Percentage (%)
1	Old Aged	1	0.36
2	Rickshaw/Van Puller	13	4.73
3	Skill Day Labour	34	12.36
4	Unskilled Day Labour	4	1.45
5	Agri Day Labour	4	1.45
6	Small Business	32	11.64
7	Driver	11	4.00
8	Service	58	21.09
9	Security Guard	2	0.73
10	Transport Labour	1	0.36
11	House Wife	33	12.00
12	Unemployed	10	3.64
13	Employment abroad	18	6.55
14	Large Business	8	2.91
15	Auto Driver	9	3.27
16	Boat Man	1	0.36
17	House Maid	16	5.82
18	Contractor	7	2.55
19	Others	13	4.73
Total		275	100.00

Source: SES Household Survey, 2019

2.2.1 Characteristics of other HH Members

59. As mention above total population of the settlement is 1142 out of which 593 (51.93%) are male and 549 (48.07%) are female. Population density is 3.82 per 100 sq. meters. The sex ratio is 1.07:1, which is more than national level statistics, 1:1.03. Percentage of married population is 55.43%, unmarried is 43.08%, widow is 1.40% and divorced is 0.09%. Literacy rate is about 72%. Highest proportion of the population 25.66% received Secondary education- Class 6-10, followed by primary- Class 1-5 education 24.69%. Graduation /Fazil is 3.50% and Masters/Alim is 1.58%. Almost all the population 99.21% is healthy. As for occupation of HH members, Table 2-4 below shows that most of the members 8.49% are service-holder, rickshaw/van puller 1.93%, skill day labor 4.47%, small business 4.47%, house maid 4.12% and auto driver 1.14%. Percentage of other occupation is not worth mentioning. It is seen that about 1.84% of the total population is unemployed.

Table 2-4: Distribution of HHs Members by Occupation

SI #	Details	Frequency	Percentage (%)
1	Old Aged	71	6.22
2	Rickshaw/Van Puller	22	1.93
3	Skill Day Labour	51	4.47
4	Unskilled Day Labour	5	0.44
5	Agri Day Labour	4	0.35
6	Small Business	51	4.47
7	Driver	11	0.96
8	Service	97	8.49
9	Security Guard	2	0.18
10	Livestock Rearing	1	0.09
11	Transport Labour	1	0.09
12	House Wife	254	22.24
13	Unemployed	21	1.84
14	Student	351	30.74
15	Employment abroad	65	5.69
16	Large Business	9	0.79
17	Tailor	2	0.18
18	Auto Driver	13	1.14
19	Boat Man	1	0.09
20	House Maid	47	4.12
21	Contractor	7	0.61
22	Others	56	4.90
Total		1142	100.00

Source: SES Household Survey, 2019

2.3 Economic Condition

2.3.1 Income-expenditure

60. Monthly income-expenditure pattern of the households depicts moderately poor economic condition of the community. Table 2-5 below show that monthly average income of the HHs is BDT. 18,826.00 and Table 2.6 shows monthly expenditure is BDT 13,014.00

61. Table 2-5 presents that most of the HHs 28.73% earn on an average of BDT. 10,001 to 15,000, per month which is followed by 21.82% HHs earning in range of BDT. 20,001-25,000. Amazingly, there is no HHs in the bracket of BDT 40,001-45,000. It is found that 4.73% HHs earn more than BDT 5000 per month. Figure-2 shows the graphical representation of HHs monthly expenditure.

Table 2-5: Distribution of HHs by Monthly Income

Sl. No.	Income Range (BDT)	Nos. of HHs	% of HHs	Total Monthly Income (BDT)	Average Monthly Income (BDT)
1	Less than 5000	0	0.00	-	-
2	5000-10000	33	12.00	228,500	6,924
3	10001-15000	79	28.73	872,900	11,049
4	15001-20000	44	16.00	693,000	15,750
5	20001-25000	60	21.82	1,216,801	20,280
6	25001-30000	11	4.00	285,000	25,909
7	30001-35000	22	8.00	666,000	30,273
8	35001-40000	12	4.36	447,000	37,250
9	40001-45000	0	0.00	-	-
10	45001-50000	1	0.36	48,000	48,000
11	50000+	13	4.73	720,000	55,385
Total		275	100.00	5,177,201	18,826

Source: SES Household Survey, 2019

Figure-2 shows the graphical representation of HHs monthly income.

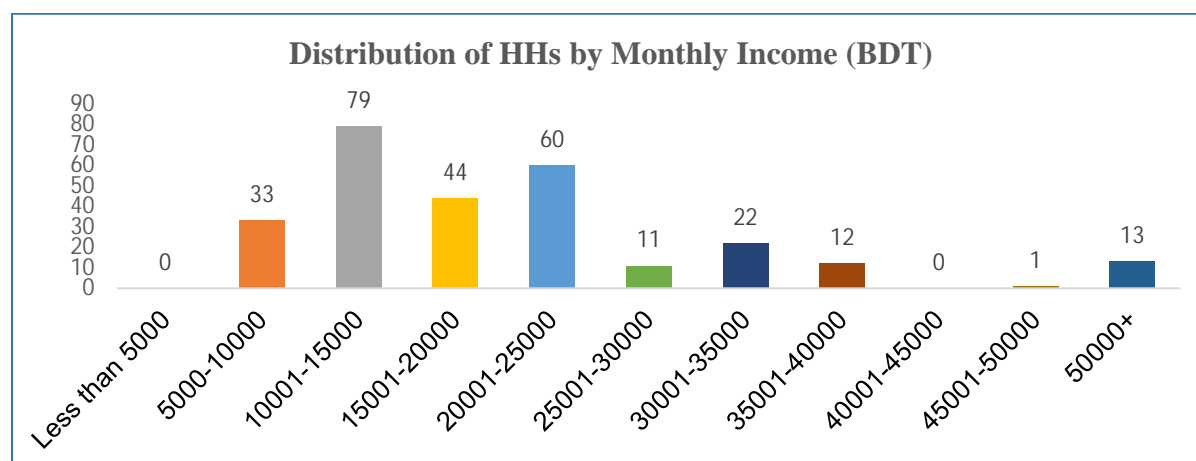


Figure 2: Distribution of HHs by Monthly Income

62. Table 2-6 shows that about 40.00% HHs expenditure is in the range of BDT.10,001 to 15,000 per month followed by 30.91% HHs expenditure between BDT 5000 - 10000. Only, an insignificant 0.73% HHs expenditure is between BDT 25001-30000 and 0.36% HHs expenditure is in the range of BDT 50000+.

Table 2-6: Distribution of Households by Monthly Expenditure

Sl. No.	Expenditure Range (BDT)	Nos. of HHs	% of HHs	Total Monthly Expenditure (BDT)	Average Monthly Expenditure (BDT)
1	Less than 5000	4	1.45	16,620	4,155
2	5000-10000	85	30.91	704,060	8,283
3	10001-15000	110	40.00	1,328,810	12,080
4	15001-20000	52	18.91	891,850	17,151
5	20001-25000	16	5.82	355,880	22,243
76	25001-30000	2	0.73	52,650	26,325
7	30001-35000	4	1.45	129,052	32,263
8	35001-40000	1	0.36	39,500	39,500
9	40001-45000	-	0.00	-	-
10	45001-50000	-	0.00	-	-
11	50000+	1	0.36	60,550	60,550
Total		275	100.00	3,578,972	13,014

Source: SES Household Survey, 2019

Figure-3 shows the graphical representation of HHs monthly expenditure

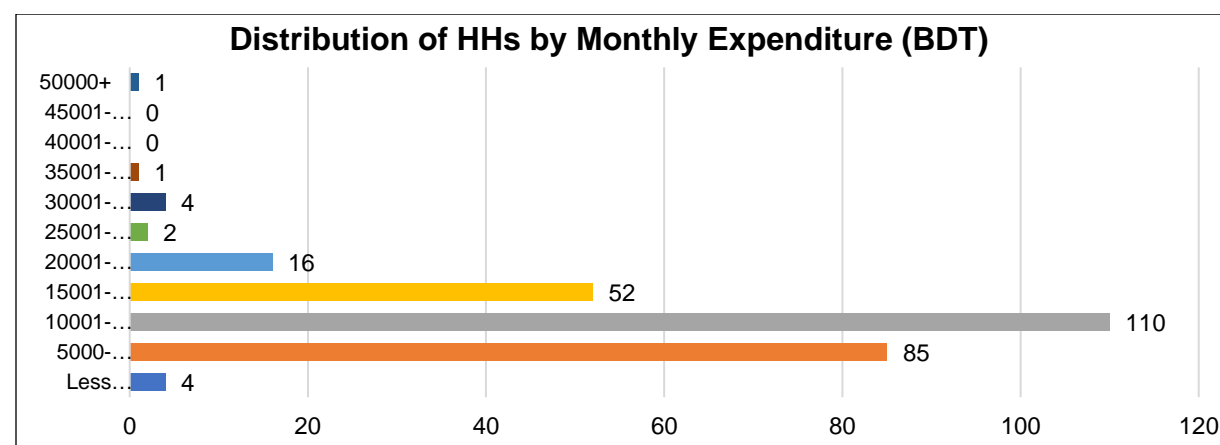


Figure 3: Distribution of HHs by Monthly Expenditure

2.3.2 Savings

63. Data shows that a large majority 98.55% of HHs saved money for their future. Table 2-7 explains that quite a large percentage 30.63 saved above BDT50000. Most of 17.34% HHs saved in the range of BDT30001-35000 followed by 14.02% HHs saved less than BDT5000. An insignificant 0.37% HHs saved between BDT 45001-50000. Largest percentage 64.10 of HHs saved their money at home. HHs did not save with NGO/CBO or with others.

64. Data shows that majority of them save some money for their future. All most all HHs 98.55% have savings. Refer to Figure-4.

Table 2-7: Distribution of HHs by Savings

Sl. #	Savings Amount	Nos. of HHs	% of HHs
1	Less than 5000	38	14.02
2	5000-10000	9	3.32
3	10001-15000	27	9.96
4	15001-20000	8	2.95
5	20001-25000	27	9.96
6	25001-30000	3	1.11
7	30001-35000	47	17.34
8	35001-40000	2	0.74
9	40001-45000	26	9.59
10	45001-50000	1	0.37
11	50000+	83	30.63
Total		271	100.00

Source: SES Household Survey, 2019

2.3.3 Credit

65. 4 persons have taken loan from friends / relative/ neighbor whose earning is above BDT 50000 only and used only for treatment and loan repayment. Table 2-8 states sources of money that is used for meeting additional expenditure from friends/relative/neighbors, NGO/CBO/ Financial Institution, and donation/gift.

Table 2-8: Distribution of HHs by Source of Money for meeting up additional expenditure

SI #	Name of Source	Frequency	Percentage
1	Take loan from neighbors/friends/relatives	91	40.81
2	Take loan from NGO/CBO/Financial Institutions	28	12.56
3	Donation/gift from others	2	0.90
4	Managed somehow	102	45.74
Total		223	100.00

Source: SES Household Survey, 2019

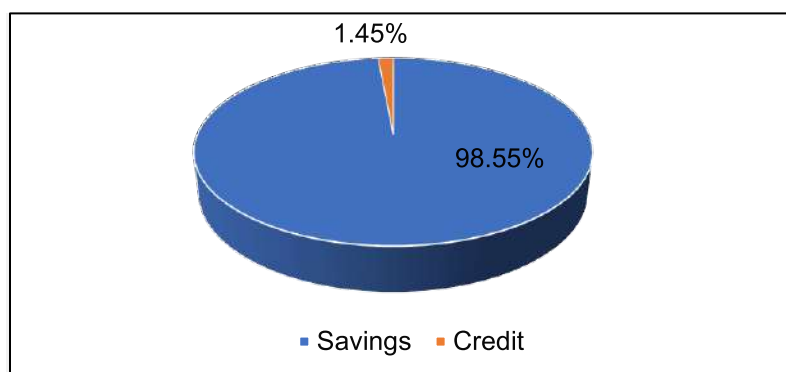


Figure 4: Comparative Presentation of Total HHs having Savings and Credit

2.3.4 Asset Holding

66. Average asset holding of the households is BDT 47,106 which includes savings, furniture, jewelry, livestock, professional equipment, transport equipment, recreational equipment, mobile phone and other household amenities. Furniture has the highest percentage 62.16% followed by utensils/household amenities 19.08% in terms of type of asset, see Figure-5.

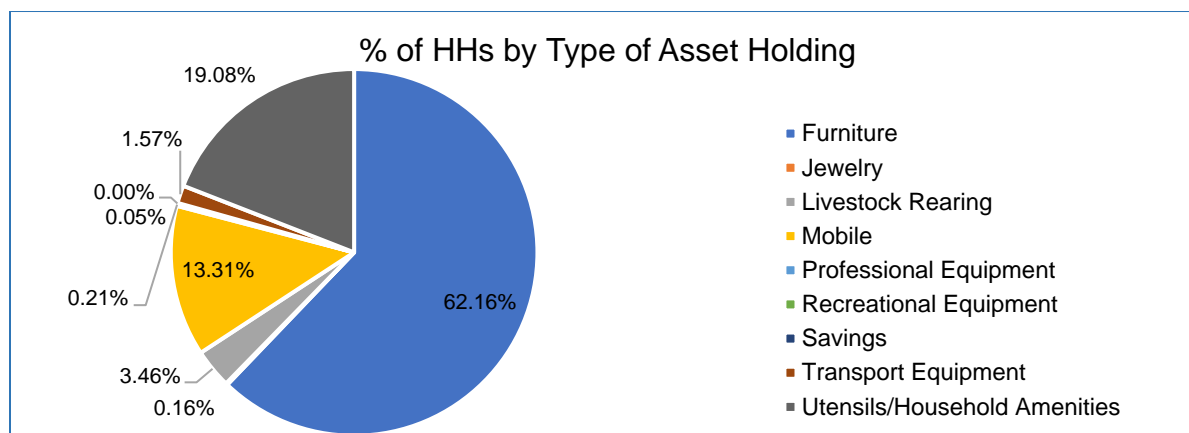


Figure 5: Per Cent of HHs by Type of Asset

2.3.5 Vulnerable Population

67. Vulnerable category has been considered those households, who belong to below poverty line (BPL), disable headed, elderly headed, female headed, child headed and indigenous households. Out of 275 households 129 (46.91%) are reported as vulnerable households, which include 32 households, who belong to below poverty line, 85 female-headed households and 2 elderly-headed households. It can be mentioned here that amongst them some HHs are common in two or three categories such as 41 poor HHs also include 8 female-headed households and 7 from elderly-headed HHs. Similarly, 27 female-headed households include 5 elderly headed households. That is why, 32 HHs below poverty line, 85 female-headed households and 29 elderly-headed households altogether comprise 129 vulnerable households. No child headed and indigenous HHs are found here. Refer to Table 2-9.

Table 2-9: Distribution of HHs by Vulnerability

Sl. #	Category	No. of HHs		Remarks
		Nos.	% of total HHs (275)	
1	Below Poverty Line	32	11.64	Few HHs are common in each category.
2	Female Headed	85	30.91	
3	Elderly Headed	29	10.55	
Total		129	46.91	

Source: SES Household Survey, 2019

2.4 Land Tenure Insecurity

68. 1.09% HHs have built their own homestead, 34.18% HHs have purchased and 45.09% HHs inherited property. All of them have good relationship with their landlord. Most of them pay per month rent between BDT1000-5000. More than 80% tenant HHs declined to response about their feeling as community members, whether they are happy with their present residential structure, extent of their happiness, expectation of improving their housing, regarding paying more rent or using same residential premise.

69. It is an old settlement. According to settlement identification survey it is more than 70 years. Majority of the total households 45.09% have been residing here for more than 60 years.

2.5 Housing Improvement Desired

70. About 65.99% respondents desire full development of old house, 6.06% respondents desire new house construction, 10.77% partial development of old house and 17.17% desires infrastructure development, Table 2-10.

Table 2-10: Distribution of Respondents by type of desired improvement to be done

Sl. #	Details	Frequency	Percentage
1	Partial Development of old house	32	10.77
2	Full Development of old house	196	65.99
3	New house construction	18	6.06
4	Infrastructure development	51	17.17
Total		297	100.00

Source: SES Household Survey, 2019

71. 53.45% respondents have knowledge about loan assistance source and 73.45% respondents are willing to take loan for housing improvement. 46.55% have no knowledge about loan assistance source and 26.55% are unwilling to take loan for housing improvement. Refer Tables 2-11 and 2-12.

Table 2-11: Distribution of Respondents by knowledge about loan assistance source

Sl. #	Details	Frequency	Percentage
1	Yes	147	53.45
2	No	128	46.55
Total		275	100.00

Source: SES Household Survey, 2019

Table 2-12: Distribution of Respondents by willingness for loan housing improvement

Sl. #	Details	Frequency	Percentage
1	Yes	202	73.45
2	No	73	26.55
Total		275	100.00

Source: SES Household Survey, 2019

2.6 Access to Utilities and related Issues

72. Most of the HHs use Hand Tube well water for drinking, cooking, washing clothes, personal hygiene, floor washing, garden, and utensils. There is no Paurashava provided piped water supply. Local pipe water owned by 97 HHs use for drinking, cooking, washing clothes, personal hygiene, floor washing, garden, and animals. There are no common/ shared local pipe water for the community. 76 HHs use hand tube well water for drinking, cooking, washing clothes, personal hygiene, floor washing, garden, and animals. Hand tube well is owned and shared by HHs. 102 HHs use tube well for drinking, cooking, washing clothes, personal hygiene, and floor washing. There are owned and shared/common shallow/deep tube well users. Almost all HHs of the local pipe water, hand tube well and shallow/ deep tube well users stated that water is clean and there is no problem. Hand tube well and shallow /deep tube well users claimed water contains iron and but no arsenic. There are no ponds.

73. Almost all the households have electricity connection in their houses.

74. Almost all 91.27% HHs use sanitary latrine, which helps to keep the environment safe and healthy.

75. Rest are of insignificant value but those HHs must also be brought under safe sanitation, Figure-6. 0.36% HHs use community latrine.

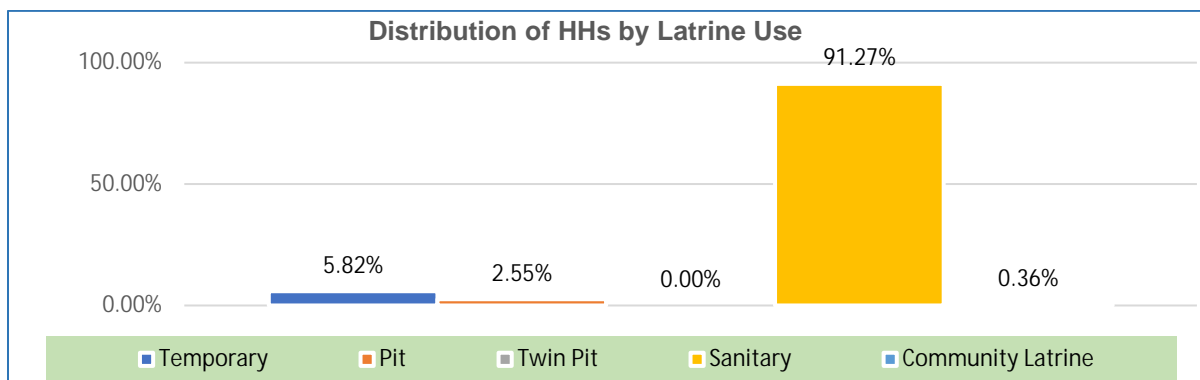


Figure 6: Distribution of HHs by Latrine Use

76. Municipality provided drainage service exists here. Households stated that different types of drainage system exists like plastic pipe 88.69%, followed by temporary type 10.58%. Only 0.73% HHs have closed pucca drain. The community has no open pucca drain, but 0.73% HHs stated that there is closed pucca drain, refer Figure 7.

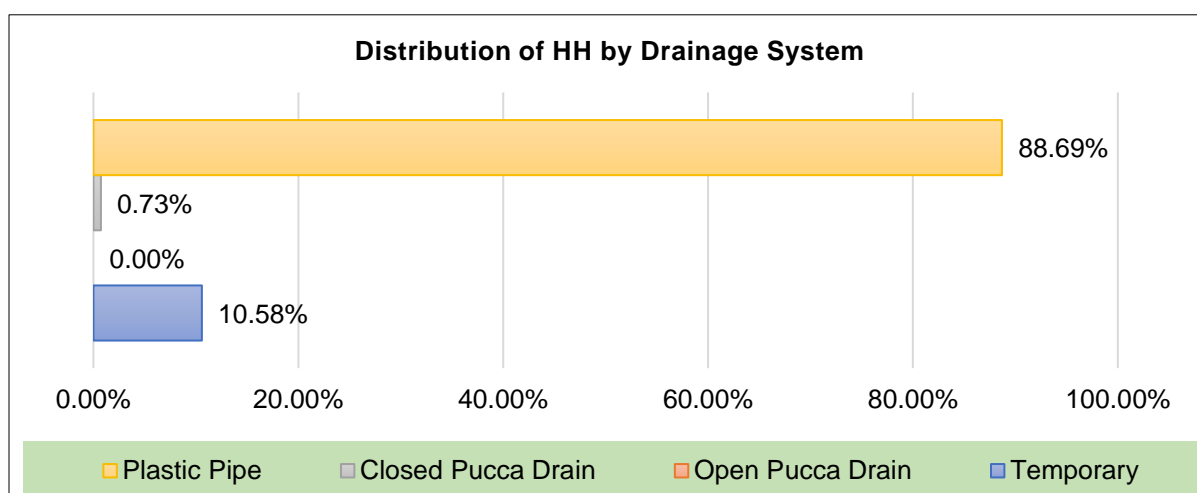


Figure 7: Distribution of HHs by Drainage System

77. There is no mechanism for desludging here. 97.45% HHs stated in the negative and 2.55% HHs stated they have mechanism for desludging.

78. For garbage disposal, maximum households 81.99 % use outside ditch followed by 17.65% household use household pit. There is no community dustbin and the HHs do not scatter their garbage disposal. Municipality does not provide any staff in the settlement, nor deploy any staff to clear local dump. No staff has been deployed informally even. There is no existing system in the area to recover, reuse and recycle items from the waste stream. See Figure 8.

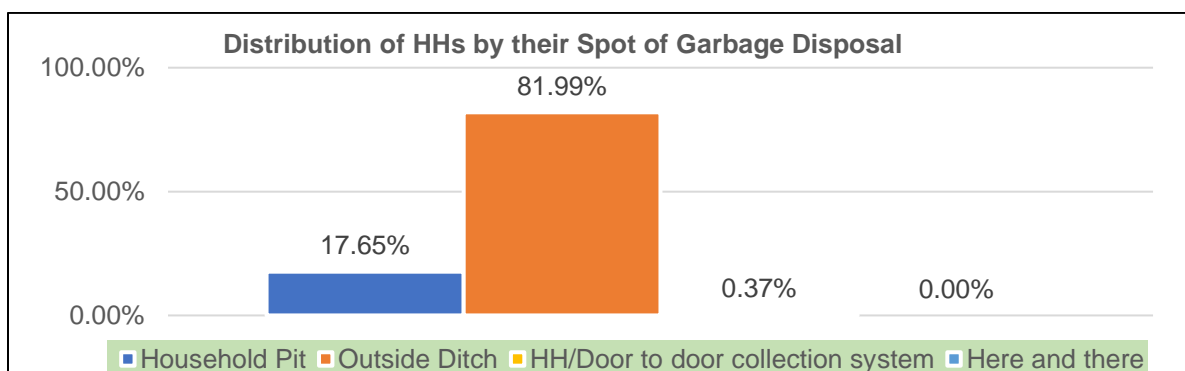


Figure 8: Distribution of HH by their Spot of Garbage Disposal

79. Main source of fuel for the households is gas 87.41% followed by wood 5.76% and leaf/straw 5.40%.

80. Insignificant users use other sources of fuel like charcoal and electricity.

81. Air quality affects the population and environment which is harmful in terms of health and environment. 45.91% HHs informed that dust from road is the cause of bad /impure air quality and is of major concern. Other determining factors are smoke from in-house cooking -18.75%, dust from in-house source -17.03% and dust from surrounding construction -12.28%. Smell from ditch/ drain (in-house/external) is nominal 0.43%. Table 2-13 below shows other areas of air pollution:

Table 2-13: Distribution of Respondents by Opinion regarding Air Quality

Sl. #	Details	Frequency	Percentage
1	Smoke from in-house cooking	87	18.75
2	Smoke from cooking of other houses	19	4.09
3	Soot from in-house sources (lamp etc.)	3	0.65
4	Soot from outside sources (brickfield chimney etc.)	3	0.65
5	Dust from in-house sources	79	17.03
6	Dust from road	213	45.91
7	Dust from surrounding construction	57	12.28
8	Smell from ditch/drain (in-house/external)	2	0.43
Total		464	100.00

Source: SES Household Survey, 2019

2.7 Health Condition

82. Majority of the households 95.64% reported that they have not suffered from different types of illness during the last year. Most of the HHs members suffered from body and foot ache, urine problem, brain stroke and heart attack. Some HH members met with accidents. On an average per house hold spends BDT 15600 per year for health treatment.

2.8 Access to Roads and Transportation

83. The settlement has good access to roads and transportation facilities around them. But they lack these facilities inside the settlements. They have good connections with secondary roads of municipality and accessible to cycle, rickshaw, small pickups, etc. But internal roads are very narrow, and no vehicle have access, 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.

2.9 Flood and Water logging in the area

84. Data shows that this settlement is not a flood, or water-logging prone area.

2.10 Group/CDC Information

85. All the respondents (100%) know about group formation in their settlement under this project. Members of all HHs participate in these groups and all are new members. There are thirteen (13) Primary Groups (PG) with 275 HHs. Details are given in following Table 2-14.

Table 2-14: Distribution of HHs by Membership of Primary Groups

Sl. #	Group Name	Nos. of HHs	Percentage
1	Golap	23	8
2	Bakul	18	7
3	Polash	14	5
4	Jui	17	6
5	Shapla	24	9
6	Joba	24	9
7	Kadom	27	10
8	Rajonigandha	12	4
9	Belly	23	8

Sl. #	Group Name	Nos. of HHs	Percentage
10	Hasnahena	30	11
11	Chamili	24	9
12	Shimul	23	8
13	Tagor	16	6
Total		275	100

Source: SES Household Survey, 2019

86. None of the group/CDC members faced any problem in performing as a group member. All the CDC members are new to the project i.e. 100% are new members of CDC. CDC have been formed and they know about their roles.

2.11 Gender Analysis

87. Data shows that male and female are nearly equal. Female headed HHs are only 21.82% and they are employed in different activities namely day labour, house maid and services. They do not face any kind of problem.

88. Most of the women's 98.55% perception is that they play an important role in HHs decision making process. Findings show that in most cases decisions are made by both, husband, and wife, in controls on family fund, household expenditure, education of children, marriage of children and purchasing of assets.

89. Almost all females opined that they get equal medical treatment vis-a-vis men. About 83.27% females did not receive any inherited property. Women who inherited property have control over them. Only 3.27% confessed about facing gender violence.

90. Almost all female respondents 98.98% opined that their lives will not be disrupted for project implementation. They suggested steps for further socio- economic development in their community, Table 2-15.

Table 2-15: Distribution of Respondents for further socio-economic development

Sl. #	Details	Frequency	Percentage
1	Loan support for business development	158	23.58
2	Building educational institutions	118	17.61
3	Work opportunities / unemployment will be done	147	21.94
4	Establishment of industry/cottage industries to create job opportunities for women	100	14.93
5	Give relief for the poor	103	15.37
6	Infrastructure development	44	6.57
Total		670	100.00

Source: SES Household Survey, 2019

3 CHAPTER: COMMUNITY ACTION PLAN PREPARATION PROCESS

3.1 Participatory Settlement Mapping

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

92. The settlement planning process involves community 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 captured in the planning process.

93. 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 as shown in Figure-9 below:

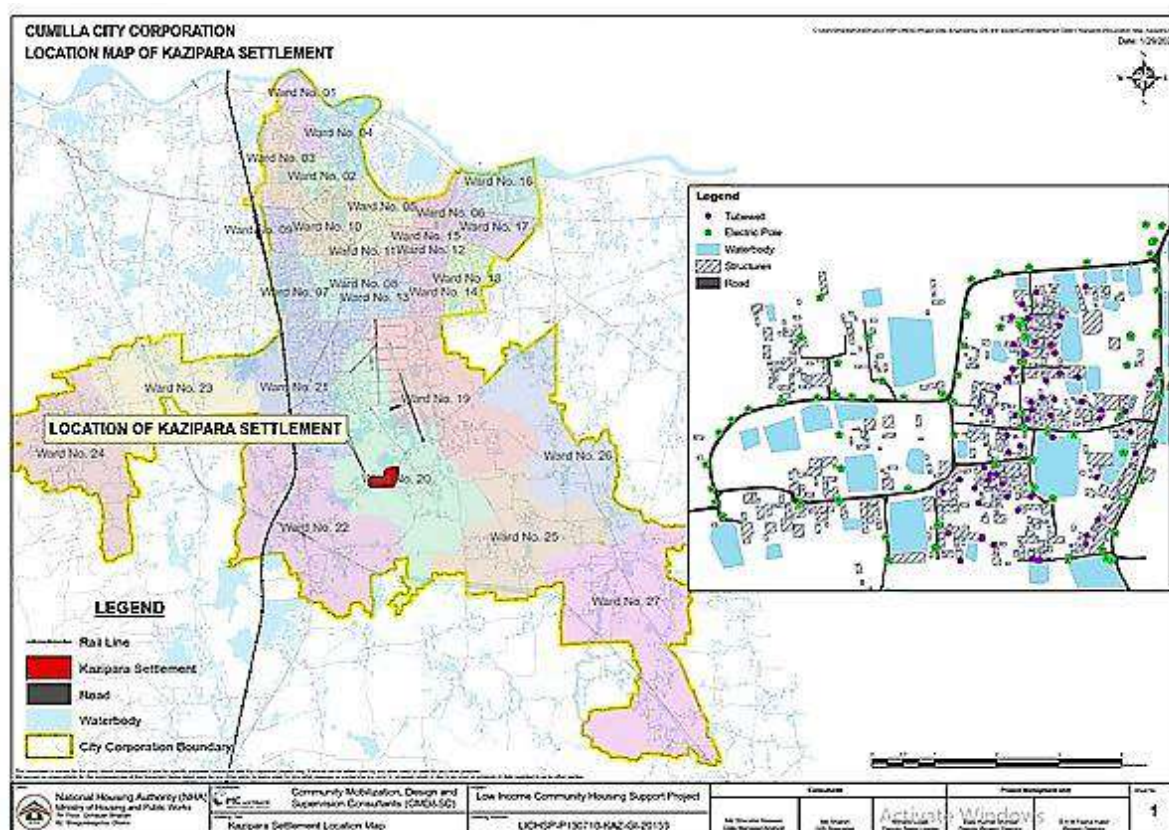


Figure 9: Kazipara Settlement Location Map

3.2 Engineering Surveys

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

3.3 Community Action Plan – CAP

95. 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,

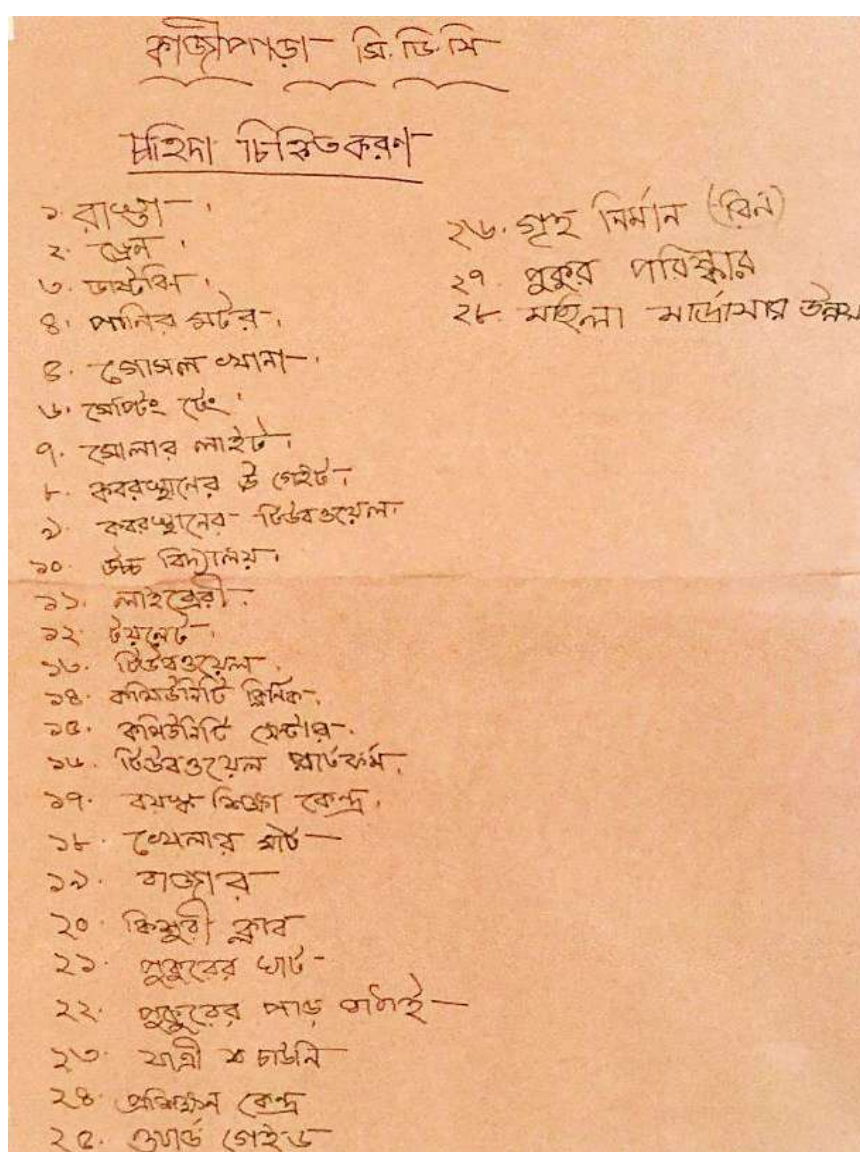
youth, differently able people, hard core poor, poor and local leaders and elites are included. Annex-4 is List of FGD mixed group Participants and Annex-5 is List of FGD children and adolescence Participants. Then, based on CDC discussion on the outcome of the above-mentioned groups, prepared the common needs and prioritized needs in their community action plan.

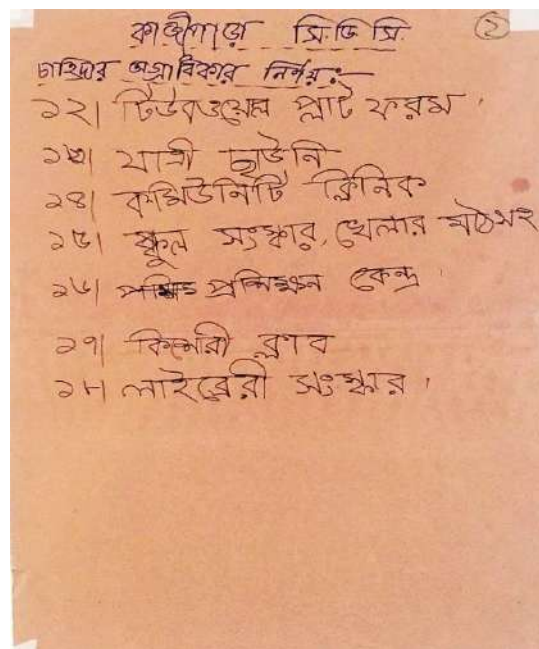
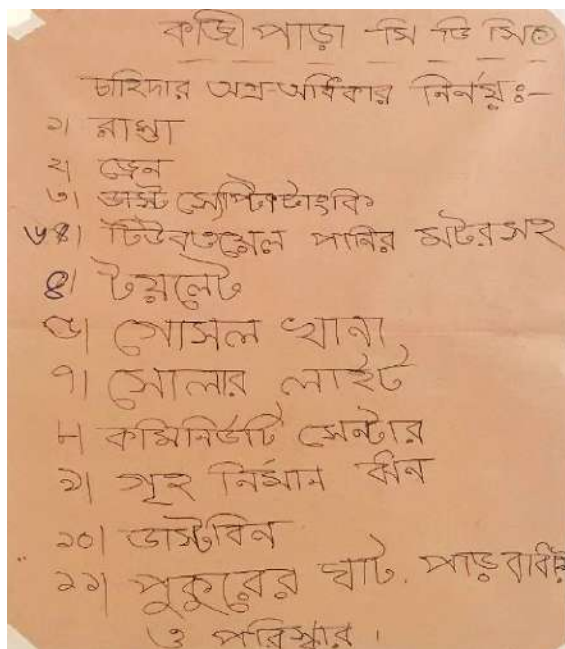
96. After assessing the information on the existing situation gathered, we have engaged the community to consider renovation, new housing, and infrastructure improvement options. Consultant architects and engineers have discussed a range of options with community members for their consideration. Whenever possible, the use of local skills and materials have been actively encouraged. The following section suggests processes and considerations for developing these improvement plan.

97. 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.

98. After a thread bare discussion amongst themselves the community prepared a long list of needs for themselves and their community development. Again, from their long list, the community was asked to prioritize the list.

99. The Kazipara community, during the CAP sessions, prepared a long demand and then prioritized lists which are placed below:





(Refer to translation on Page No.xiv. para clause No.11)

100. Based on community needs the CAP participants, Annex-6, then derived and planned their detailed action plan from their desired priority list. Annex-7.

101. As per project objectives the community have placed their demands which is translated in their community layout plan leading to infrastructure development of roads, drain, septic tanks, soak well, toilets, bathrooms, improvement of existing streetlight pole, new streetlight installation and tube well platform upgrade. These basic living conditions desired by community envisions their healthy improved living standards. Loan for new and or upgrading of houses are another symbolic upgrades of living standard.

102. Children and adolescents desired items are mentioned below:

A very enthusiast children and adolescent - boys and girls, group were considered to voice their concerns / lacking about the community they live in. They desire to have better quality education as it lacks. They do not have a high school within their reach, and the one that they have is far away. They need a tube well in their school as the one they have contained iron. Boys would like to have bicycle to commute to school. They would like to have a library. The girls were interested to have and learn computer as this will help in their education and later for job purpose, whereas the boys were mostly interested to have play ground with football, volleyball, bat, ball, etc. They need a dustbin in their area.

3.4 Community's Priority Selection Process

103. The priority list of needs has been selected from the Community's initially prepared long list of demands. The stated demands for infrastructural development, house building, and other initiatives were later refined into a prioritized list of key needs. During of the Community Action Plan sessions, with the Community members, details for settlement improvement were discussed in detail about the community demands, priorities, and action plan to achieve their desired outcome.

104. Through conducting FGDs, CDC & PG meetings and discussions with relevant stakeholders and community members; the community agreed their demands in the community led layout plan which are within the scope of work of the LICHSP development programme, are technically feasible, with no pending land ownership issues and operation and maintenance mechanism requirements are agreed by all. Under this process, some issues in the priority list are therefore not reflected in the proposed Layout Plan.

105. In certain cases, the demands, as prepared by the community, did not fully consider the finer details, including any outstanding land ownership issues. The community would also tend to ignore sustainability issues for related operation and maintenance requirements. These issues have been further discussed with the community members and relevant stakeholders, facilitated by the Community Mobilizer, Community Organizer, and technical team of the CMD&S Consultants. Several needs linked to land issues, that require further discussions and coordination with related stakeholders and land owners, would not necessarily be removed from the LICHSP programme but would be consider for possible future inclusion, along with a revision to the Community Layout Plan.

3.5 Outline

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

107. 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.

108. 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.

109. CDC members then expressed their desire in visual form their dream and to see their dream come true after the project completion. This has been shown below so that the community and the project can assess the interventions in terms of achievements and fulfilling community needs.

110. 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.

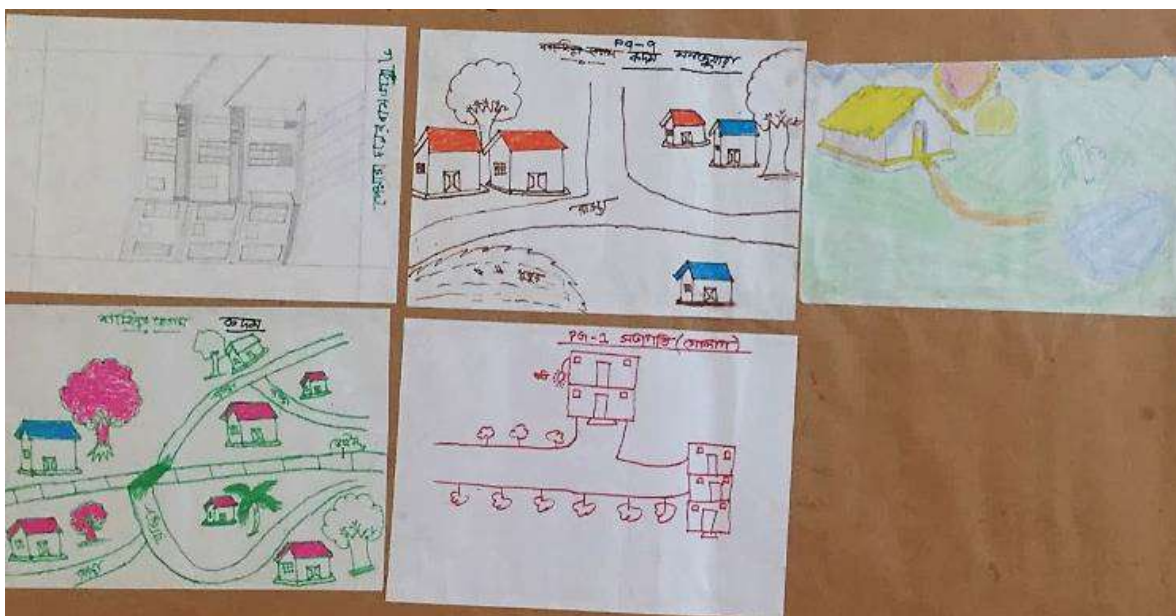
111. Step 4: Community architects present their proposals in a community meeting. Provide those attending the meeting with plans outlining the proposals, asked to discuss the proposals and their reaction to them. We have encouraged them to suggest alternatives to any aspects of the proposals that they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

112. 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 during the meeting.

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

Social Management Plan – Kazipara Settlement

CDC Members Dream of their Improved Settlement



4 CHAPTER: PROJECT IMPACT ON KAZIPARA SETTLEMENT UPGRADING

4.1 Scope of improvement

114. It is depicted from the study that project will bring positive impact on the community such as construction of house (22.22%), improvement of drainage facility (29.34%), in-house connecting or access roads (23.65%), ensuring safe water facility (6.27%), etc. About 17.09% 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 30 May 2019 and 22 January 2020.

115. From the detailed list, the participants had been asked to prioritize their needs. They prioritized their needs based on mutual consensus to be addressed, namely 1. road, 2. drain, 3. septic tank, 4. toilet, 5. bathroom, 6. tube well with pump, 7. solar light, 8. community center, 9. loan for house building, 10. dustbin, 11. pucca ghat, embankment lining and cleaning of pond, 12. platform for tube well, 13. passenger shed, 14. community center, 15. school renovation with playground, 16. training center, 17. youth club, 18. library renovation.

116. The community has 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.

117. The community members are deprived of getting emergency services like ambulance, firefighting trucks/fire brigade, etc. Road widening is the dire need here. Land donation is required for road widening, installation of tube well, community center, construction of overhead tank, etc. Despite much problems, they are not willing to donate land. Initially community declined to donate land for development of their community but after elaborate discussion on the benefits they will receive, they have consented. They now desire improvement of roads, enhancement of internal walkways with drainage system, construction of latrines and washrooms, streetlights on existing and new pole, etc.

118. Specific Kazipara community requirements to improve their settlements are as follows:

- construction of 06 toilets and wash composite with 30% contribution from HH on super structure
- Improvement of existing streetlight pole and 32 new streetlight installation,
- additional 02 toilets with 30% contribution from HH on super structure
- 23 septic tank and soak well
- 51 tube well platform upgrade
- 68 street lights with lamp post
- 54 streetlight on existing lamp post
- 1100 meter pipe drain
- 500 meters secondary U- drain
- 392 meters U drain
- 776 meters improved road with 2 m width
- 334 meters improved road with 3 m width

Table 4-1: Existing Roads to be Improved, New Internal Shared Walkways and Drainage

Sl. #	House Number	Demand
01	001, 002 to main road	Road
02	003, 004 to main road	Road
03	005 to main road	Road + Drain
04	007, 008, 009, 010, 012, 020, 014	Road + Drain
05	017, 018, 016, 011, 019, 020, 012	Road + Drain
06	023, 025, 026, 028, 029	Road + Drain
07	030, 037, 038, 039, 040	Road + Drain
08	031, 033, 034, 035, 036	Road + Drain
09	078, 079, 081, 084, 083	Road + Drain
10	117, 118, 119, 120, 121, 122, 123, 124	Road + Drain
11	127, 128, 130	Drain
12	129, 130, 131, 132, 133, 135	Road + Drain
13	055, 058 to main road	Road + Drain

Social Management Plan – Kazipara Settlement

Sl. #	House Number	Demand
14	054, 056, 059, 061, 062 to main road	Road + Drain
15	168, 170, 167, 171, 177, 176, 174, 175, 173, 172	Road + Drain
16	200, 201, 203, 197	Road + Drain
17	184, 183, 190, 189, 193, 192, 194, 187, 186	Road + Drain
18	157, 160, 227, 153, 152, 156, 154, 228	Drain
19	Drain through main road (i.e. Army road)	Drain
20	163, 161, 164, 160, 165	Drain
21	106, 105, 107, 103,	Drain
22	223, 224, 225	Drain
23	214, 218, 213, 219, 215, 217, 220, 222	Drain
24	House no. not listed (road from padua bazaar-hirapur road)	Road

Table 4-2: Location of Septic Tanks, Toilets and Bathrooms

Identity Nos. of Houses	Nos. of Septic Tanks + Soak-wells	Nos. of Shared Toilets	Nos. of Shared Bathrooms	User Household Numbers	Total Number of Users
003, 004	1	1	1	3	7
006, 007, 008	1	1	1	3	15
011, 012	1			2	8
016, 018	1	1	1	2	11
022, 028, 029	1	1		3	12
023, 024, 025	1			3	14
030, 040	1			2	11
046	1			1	7
054, 059	1			4	17
128, 129	1			3	17
121, 122, 123, 124	1			4	19
118, 119, 120	1			3	15
131, 132, 133, 134	1			4	17
146, 147	1			2	12
223, 224, 225	1	1	1	3	18
215	1			3	10
167	1			1	11
172, 173	2	1	1	2	9
180	1	1		1	5
186, 187	1			2	12
195, 196	1	1	1	2	9

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

4.2 Process of Action Plan for executing the voluntary donation of land by Community

120. In the Community Action Plan (CAP) sessions, the Community Mobilizers and Organizers have ensured the participation of all stakeholders in the community. In CAP sessions Councilors, Male and Female Ward members, elites and elderly participate. Primary Group discussions, on need assessment, priorities and action planning have taken place according to priorities, whereby the responsibilities of Primary Group members have been closely coordinated and discussed. The CDC's discussion on need assessment, priorities, action plan took place according to priorities, mentioning the responsibilities of Primary Group members, SIC, Social Audit committee and function of GRM. In parallel, numerous Group Discussions have been conducted with all community members, including vulnerable groups, female, male, youth, differently able people, hard core poor, poor, elites and local leaders.

121. After assessing the information on the existing situation gathered, the community has been engaged to consider various options for infrastructure improvement and or development. The 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 has been actively

encouraged. Infrastructure developing of roads, drains, septic tanks, soak well, toilets, bathrooms, improvement of existing streetlight pole, new streetlight installation and tube well platform upgrade in the settlement required a balance between community inputs and technical assistance.

122. Community Architects then prepared schemes, taking account of the community's expressed preferences and respecting constraints while trying to make the most effective use of available land. Both 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.

123. Community architects present their proposals in a community meeting with all stakeholders present. Provide those attending the meeting with plans outlining the proposals, asked to discuss the proposals and their reaction. 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 during the meeting.

124. After the proposals are finalized with the community, households are required to document their consent in writing for donation of land for Existing Roads to be Improved, New Internal Shared Walkways and Drainage, Location of Septic Tanks, Toilets and Bathrooms, refer Tables 4-1 and 4-2. Related HHs benefitting from the facilities give their consent via a letter with signatures. Sample of such consent letter is in Annex -8.

125. Community architects finalize the revised proposals, present them to the community and then move into detailed design and costing.

4.2 Steps for consenting to donate land

126. The steps for donating land are as follows:

- Discussed about infrastructure development during CAP preparation
- Community Architects design and plan a lay out plan for discussion with community
- Based on further discussion with community the lay out plan is revised
- Affected HHs under infrastructure development schemes, hands over their signed consent letter to the Project office, which is the basis of starting the infrastructure development schemes
- Engineers then start the process of drawing, design and prepare estimate for the schemes
- In case of donating land for main road or outside drainage, the affected HHs give their consent letter to the Project Office as a document for record.
- In case of internal roads, walkways, and drainage, shared septic tanks, toilets, and bathrooms the consent letter is similarly given to the Project Office as a document for record.

127. A settlement map showing proposed interventions is appended here as Annex-9.

4.3 Relocation / Re-blocking Requirements

128. No relocation of the HHs will be required for project intervention.

129. A small portion of land is under dispute with Army and 15 HHs which is hampering the progress of work for road and drain construction. These HHs own land and need re-blocking, but land dispute between Army and landowners is under negotiation.

4.4 Shifting of Structures

130. May be some structures need to be required for shifting during construction.

4.5 Loss of Trees

131. As part of implementing the infrastructural development initiatives, there will be the requirement for a limited number of trees to be felled, confined mainly during the construction period. The extent of the felling of trees has been quantified as part of the socio-economic survey of the affected persons. Community Architects and Engineers will further combine their expertise and skills to minimize felling of trees to the maximum possible during development process.

132. 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 a total of 1135 trees. Out of those 656 are big, 262 are medium and 217 are small. Possibility of some big (4) and medium trees(18) will need to be cut for construction of internal road with drain (IRD). 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 and community will own these after maturity.

133. Felling of trees is a loss to ecological balance and financial loss to household, but for upgrading the settlement, affected households have consented to cut down the trees. To keep the environment green the project will plant 3-5 trees for one tree cut subject to availability of land following best national environmental project practices. Trees preferably local fruits, flowers, medicinal and ornamental trees will be planted by the contractor under their contract based on available land for planting. The operation and maintenance the trees shall be managed by the CDC and the community will own these trees, as applicable to the location.

4.6 Impacts on Livelihood and Income

134. As mentioned earlier that due to settlement development - construction for infrastructure development, their livelihood will not be hampered. 3.23% have home-based business. The effected employees will resort to coping strategies, namely, 19.42% will expend money, 34.89% will use both money and labour; 44.96% will work hard.

4.7 Impact on Vulnerable Households and Female Headed Households

135. As mentioned earlier there 72 including 27 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.

4.8 Impact on Cultural and Archeological Relics

136. There is cultural and archeological relics in the area.

4.9 Impact on Community Health and Safety and Mitigation Measures

137. It is reported during survey that during construction the respondent households will face some problem like communication regarding movement, living, cooking and furniture cleaning problems due to dust pollution, sound pollution, traffic movement, etc.

138. Mitigation measure have been proposed by the respondents in managing above mentioned 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.

139. 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.

4.10 Community contribution for their settlement's improvement from project

140. Community is aware of the project and its positive impact. They are willing to adjust and cope for the betterment of their settlement by providing voluntary labour, advice and through collaboration, if required. Community is willing for voluntary resettlement as way of community contribution.

4.11 Summary of Impacts

141. 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 some 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.

5 CHAPTER: SOCIAL IMPACT MANAGEMENT

5.1 Scope and Context

142. As stated earlier, almost all the inhabitants except tenants have land entitlements. All 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, etc. Scope of risk as part of social impact is very less here. Despite it, management procedure is suggested here.

5.2 Mitigating to Communication/Movement Problem

143. Although some community members may be marginally affected on a temporary basis e.g. unavoidable felling of trees, no permanent adverse impact is identified. The community people need improving and widening of their internal routes of access and are ready to remove trees, including moving of fences etc. to clear required land margins along the proposed access roads under their own responsibility for improved communications and movement.

144. Road closures are not anticipated. Haulage of construction materials and operation of equipment on-site may cause traffic problems. The impacts considered short-term, site-specific within a relatively small area and reversible by mitigation measures.

145. Regarding impaired communication and movement of local transportation and pedestrians, specific mitigation measures, would include the following:

- Plan transportation routes so that heavy vehicles do not use narrow local roads, except in the immediate vicinity of delivery sites;
- Maintain safe passage for vehicles and pedestrians throughout the construction period;
- Schedule truck deliveries of construction materials during periods of low traffic volume;
- Erect and maintain barricades, including signs, markings, flags, and flagmen informing diversions and alternative routes when required;
- Provide sign boards informing nature and duration of construction activities and contact numbers for concerns/complaints;
- Provide walkways and metal sheets where required to maintain access for people and vehicles;
- As appropriate to conditions, coordinate with local authorities and prepare prior approved Traffic Management Plan.
- Community will plan their own movement as per convenience, as there is no major shifting .
- The community people will help each other in giving alternative access roads

5.3 Mitigation to Social and Environmental Hazards

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

147. 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.

5.4 Fire Safety

148. 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.

149. 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.

5.5 Impact Management on Poor and Vulnerable Households

150. 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.

5.6 Community Contracting

151. 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 engineer's decision to the CDC. As mentioned earlier, 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.

5.7 Eligibility for Housing Loans

152. TMSS may follow PKSF's lending policy; households having minimum monthly income of BDT 10,000 are eligible for housing loan. The loan range based on households income is listed in Table 5-1.

Table 5-1: 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

153. As per affordability criteria in terms of monthly income, most of the households are eligible for getting housing loan.

154. Loan affordability by HHs are tabled in Table 5-2.

Table 5-2: Loan Affordability of the HHs

Sl. #	Range of Monthly Income (in BDT)	Nos. of HHs	Percentage (%)
1	10,000-25,000	190	78.51
2	25,001-40,000	38	15.70
3	40,001+	14	5.79
Total		242	100.00

155. We have seen earlier in Section 2.3 that average monthly income per household is BDT. 18,826 and average monthly expenditure is BDT.13,014. About 98.55% households have savings.73.45% respondents are willing to take loan for housing improvement.

5.8 Restoration of Income and Livelihoods

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

5.9 Social Safeguard Issues

157. 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 due to natural calamities or by executing agency in any case, NHA will provide required support to them with the consultation of CDC.

158. 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.

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

160. A checklist to ensure social safeguard issues have been prepared for the contractors to follow and attached as Annex-10.

5.10 Gender Mainstreaming and Equality Strategy

161. The objective of the Gender Mainstreaming and Equality Strategy is to promote gender values, to incorporate female perspectives into all aspects of Project-related activities and empower female representative and inclusive participation into all Project related initiatives.

162. The strategy shall ensure that all initiatives are women-friendly; creates employment opportunities for females in different activities and increasingly establishes a process of decision making in all project related works, through proportional participation of both men and women.

163. Specific mitigation measures, regarding assured gender equality and empowerment, shall include the following:

- Females will get priority in the decision making and participatory roles, as gender sensitive issues will be considered during the design and construction phase;
- Employment opportunities for women shall be created under the development programmes, whereby the contractor shall follow equity in wage payment for both male and female labour, for equal level of work, as required by the Government of Bangladesh;
- The contractor shall engage women labour, project-affected women and destitute females on a priority basis in the works, suitable for them and shall follow prevailing protocols;
- All collected data/information, for all key indicators and project related activities, shall be gender disaggregated, which shall be used in monitoring and evaluation of all gender related matters;
- Active participation of women shall be ensured in all appropriate Project related activities, inclusive of their role in the decision making process,
- Provisions for essential facilities, exclusive for women, shall be incorporated in plans, design and drawings for all proposed infrastructure and proper implementation is to be ensured under the project;
- Appropriate needs-based gender sensitive training and allied support shall be given to women in enabling them to acquire requisite skills in their respective fields;
- Women's active participation, in consultation for location and design of community facilities and related development initiatives, in all Project related activities, is to be encouraged for a target level of 50% women participation;
- Under the GRM process, if the aggrieved person is a female, the GRC will ask the concerned female Ward Councilor to participate in the hearings. Female member of CDC will also participate in the grievance redress sessions when the aggrieved person is a female.
- The CDC will develop and conduct social mobilization, awareness creating and communications activities, focused on gender sensitivity in Project-related planning and design issues.

5.11 Women's income generating opportunities

164. Women are exploring and looking for avenues for income generating activities for the upliftment of their socio-economic living. These have been discussed with project personnel in different meetings and forums. The project is focussed on infrastructure upgrading and housing loan, hence, left with no other option. As the community is a low income group, and no capital to start off, they have requested and discussed about providing a source of income. Women have suggested to impart training on tailoring, parlour, etc, provide them grant or loan for business namely poultry raising, cow and goat rearing, provide sewing machine etc.

6 CHAPTER: CITIZEN ENGAGEMENT PLAN

165. 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

166. 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,
- 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

167. 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 government departments, related activities implementing organization, community-based organization (CBO) and likeminded other organizations are associated to the project. Here, primary stakeholders are community members who are directly affected or benefited by the settlement upgrading interventions. Thengamara Mohila Sabuj Songtha (TMSS), and other CBO's are secondary stakeholders. Key stakeholders are mainly NHA under MoHPW with main contact point WB, CMD&S consultants, Community Leaders, Civil Society, Traders, Contractors, etc. NHA is being supported by Cumilla DC Office, City Corporation, Cooperative Society, etc.

6.3 Participation of Stakeholders

168. Stakeholder's 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. A Mass Meeting for Kazipara settlement was held on 21 August 2019. NHA has tried to get all stakeholders together in view of introducing the project and its objectives and seeking cooperation from them as well. List of participants in Annex-11. 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 NHA, City Corporation, etc.

169. A Kick Off meeting was held on 04 December 2019, with all concerned and related to the policy and implementation of the project namely Chairman NHA, Mayor of Cumilla City Corporation, Deputy Commissioner (DC), Cumilla, ADC Land, Land Acquisition Officer (LAO), Cumilla, Town Planner, Slum Development Officer, NGOs, Ward Commissioners, Representative of Palli Karma Shahayak Foundation (PKSF), Community Development Committee (CDC), Federation, Community Housing Development Fund (CHDF), CDC Cluster Committee Members, Media, NHA officials, PMU officials, Consultants, etc. Refer to List of participants, Annex -12. In this kick off meeting the project's

rational and objectives were briefed. In this forum, the community were made aware that coordination and cooperation is a pre-requisite to upgrade and improve their settlement.

170. It is a community driven project, hence their engagement is vital.

6.4 Feedback from Consultation

171. It has been seen that all stakeholders are cordial in implementing the project. All stakeholders are committing to actively participate in project activities. They appreciated project approach and extended cooperation in activities the project performed so far. Opinions regarding the preparation of infrastructure plan of Cumilla City Corporation addressing infrastructure facilities needed for low income settlement are considered.

172. The Honorable Mayor has also endorsed the issue of extending necessary infrastructure and services of the City Corporation and the related GOs to the settlement areas.

6.5 Information Disclosure Measures

173. 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 are available.

6.6 Stakeholders Engagement during operation phase

174. As mentioned earlier stakeholders has been engaged in community selection, planning and design, etc. They will be engaged in construction, supervision and monitoring as part of settlement implementation committee. They will also contribute to voluntary relocation, cooperation with NHA and contractors, voluntary labour 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

175. At the beginning of the construction, Settlement Implementation Committee (SIC) will be formed comprising of five members- two from CDC and three from primary group members.

176. Key position holding by Female. Out of five members three will be from hard core poor. Unskilled labour 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

177. In case of CB 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

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

6.6.4 Social Audit Committee

179. The quality of the construction material and works will be maintained by the social audit committee. The committee, along with CDC representation, will regularly visit the construction site and will provide 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

180. 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.

6.7 CDC engagement under CBC

181. Under Community Based Contract (CBC) following measures are undertaken by CDC members:

- At the beginning of the construction works, Settlement Implementation Committee (SIC) will be formed comprising of five members- two from CDC and three from primary group. Based on size and nature of scheme the members may be increased to seven or nine.
- SIC is totally responsible for the implementation of CB Contract. Committee will ensure quality procurement and construction works, management, and schedule of the construction works. They will submit report on procurement related purchases and issues to CDC monthly.
- SIC in conjunction with CDC ensure the quality and schedule of work for timely completion
- CDC will approve the planning and procurement of construction materials. Committee will maintain standard and abide by procurement rules. They will observe and monitor the procurement. CDC will maintain accounts in a transparent way. They will display all the procurement related information in front of the CDC Office. All the documents related with the construction will be recorded and kept by the community.
- During the implementation period CDC and Engineer will visit regularly, every second day, the construction site and provide feedback to the SIC and contractors, the next following day. Site visit is subject to, as per need of works.
- CDC will submit bills and vouchers to the Engineer as per contract for payment against the works. Engineer will scrutinize the bills and vouchers as per contract and work progress for payment.
- Social audit committee (SAC) will comprise of three to five members, of whom three will be women and at least one youth. SAC members cannot be associated or engaged in any committee as this is a neutral body.
- SAC will monitor procurement procedure and examine finance and record books. The quality of the construction material and works will be monitored by SAC. SAC will provide feedback to SIC and CDC on a weekly or need basis.
- SAC will examine and verify completion of works report (works completed) and approve the application for installment payment.
- SAC, SIC, CDC members and PG leaders meet fortnightly to discuss and update the progress of works. In this meeting, Councilor and male and female Ward Councilors are also present. In addition, meeting is called as and when required for the necessity of the construction and other related works. They have frequent discussions and consultations amongst themselves regularly, on a day to day basis.
- A completion construction works report is prepared by CDC and submitted to the Project Office for onward transmission to NHA Office via Head Office in Dhaka.

182. The table below describes the CDC engagement plan with community on CBC construction works :

Activity	Members	Method	Frequency	Feedback /Deliverables
Formation of Settlement Implementation Committee (SIC)	5 Members- 2 from CDC 3 from PG Members may be increased based on size and nature	Selection process		SIC formed
Site visits	---	Joint visits by SIC and CDC	Every day	Monitor and provide feedback to SIC

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CDC approves planning and procurement of construction materials.	---	Meeting/ Discussion	During planning period	Feedback as required
CDC maintain accounts	----	Checking/verifying accounts	Every day	Display procurement information in front of CDC office
Site visits		Joint visit by CDC and Engineer	Every second day	Monitor progress
CDC submits bills and vouchers to Engineer		Scrutinize bills and progress	As per contract mode of payment	Submit bills
Formation of Social Audit Committee (SIC)	Three to five members--three will be women and at least one youth.	Selection process		SIC formed
Progress of work	SAC, SIC, CDC and PG members	Meetings/ Discussions	*Fortnightly *Day to day basis also	Provide feedback
Audit Committee *monitor procurement procedure *examine finance records		*Follow guideline *Examine & verify records	Weekly or need basis	Feedback to SIC and CDC
SAC approves installment payment		Verification	As per bidding terms	Payment approved
SAC verify completion works report		Review documents	End of construction works	Feedback, if any
CDC prepare report on construction completion works		Verify physical work		Prepared completion report
Report submitted to Project Office		Writing of report		Report submitted to Project Office
Report forwarded to NHA via Head Office		Hard copy		Report submitted to NHA.

7 CHAPTER: GRIEVANCE REDRESS MECHANISM

7.1 Complaints and Grievance Mechanism

183. 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.

184. 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.

185. 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

186. 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.

187. 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.

188. 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)

189. To address grievances of affected persons, as a requirement of Operational Manual and Social Management Framework (SMF) LICHSP has formed a two-tier Grievance Redress Committee (GRC) at National and District/Municipal Level Unit, refer Table 7-1, and on 2nd January 2018 vide memo no. jagrika/LICHSP/2016-17/05, Annex-13.

Table 7-1: Grievance Redress Committee

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/Cumilla/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 Paurashava/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/Cumilla/Narayanganj)	Member
5	Community Architect (CSS), Community Mobilization, Design and Supervision Consultant, LICHSP	Member Secretary

190. District/Municipal Level Unit office order formation of committee is under preparation for Cumilla City Corporation. 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.

191. 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

192. The scope of work at Community Level Unit.

- a) GRC will open a case register at the CDC.
- b) The grievance/case will be registered in the case book with a serial number, stamp and receiving date.
- c) They will convey a meeting with the GRC members and complainer.
- d) The meeting minutes will be recorded thoroughly in the GRC resolution book with the consensus of all.
- e) They will try to solve the issue at the community Level by themselves within 14 days.
- f) If the issue remains unsolved, it will be taken to the district Level Committee by the CDC and complainer.
- g) 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

193. The scope of work at District Level Unit.

- a) GRC will open a case register at the CSC office
- b) The grievance/case will be registered in the case book with a serial number, stamp and receiving date.
- c) They will convey a meeting with the GRC members of District Level, community Level representative and complainer.
- d) The meeting minutes will be recorded thoroughly in the GRC resolution book with the consensus of all.
- e) They will try to solve the issue within 15 days.
- f) If the issue remains unsolved, it will be taken to the Project Management Unit Level Committee by the district committee and complainer.
- g) 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

194. The scope of work at Project Management Level Unit.

- a) GRC will open a case register at the PMU office
- b) The grievance/case will be registered in the case book with a serial number, stamp and receiving date.
- c) They will convey a meeting with the GRC members of Project Management Unit Level, District Level Unit representative, community Level representative and complainer.
- d) The meeting minutes will be recorded thoroughly in the GRC resolution book with the consensus of all.
- e) They will try to solve the issue within 15 days.
- f) If the issue remains unsolved, the decision will be taken by casting vote.
- g) 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

195. The scope of work and jurisdiction of GRC are:

- a) The GRC shall review, consider, and resolve grievances, related to social/resettlement and environmental mitigations during implementation, received by the committee.
- b) 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.
- c) Grievances of indirectly affected persons and/or persons affected during project implementation will also be reviewed by GRC.
- d) 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.
- e) 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.
- f) 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.
- g) A minimum three (3) members shall form the quorum for the meeting of the GRC.
- h) The Legal Adviser will not play role as member but will put his lawful advice/suggestion during GRC sessions

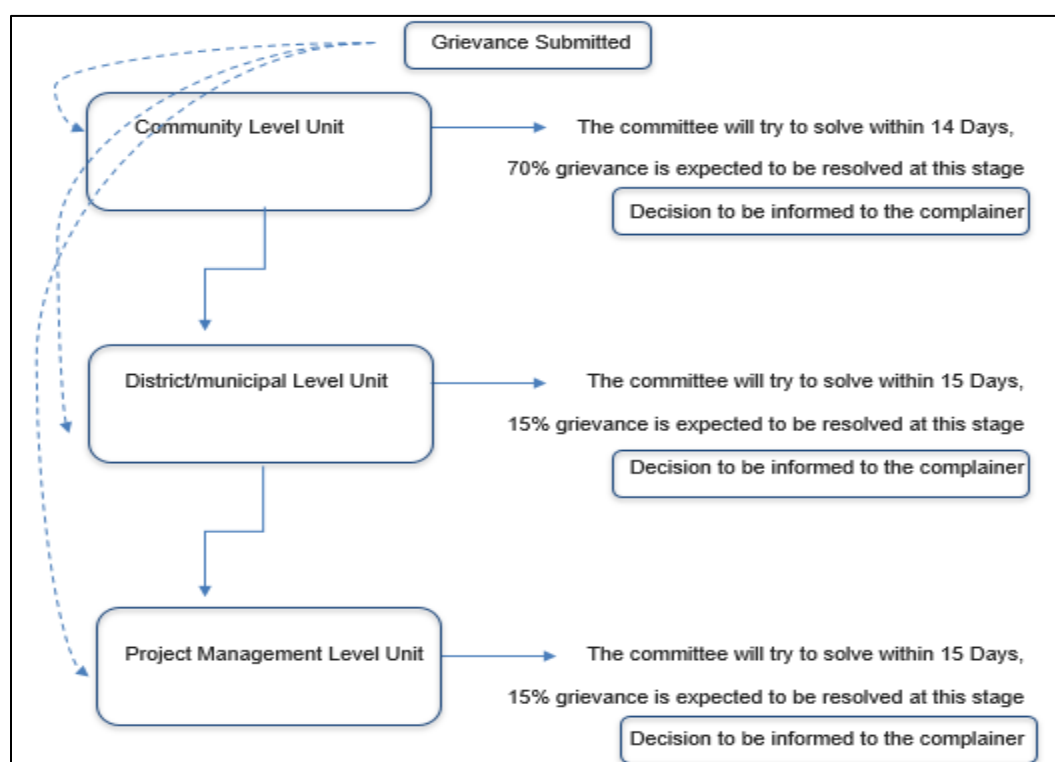
7.8 Filing Grievance Cases

196. 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 remains unsatisfied, he/she can go to the formal court of law.

197. 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.

198. 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. Refer Table 7-2.

Table 7-2: Grievance solving communication tree



7.9 Grievance Management and Monitoring

199. 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:

200. 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.

201. 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.

202. 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.

203. 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.

8 CHAPTER: INSTITUTIONAL ARRANGEMENTS

8.1 Introduction

204. 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 (CSC) 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. CSC 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.

205. 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)

206. 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)

207. 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)

208. 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 Specialist of the project consultant. Roles and responsibility of the NHA field officials would broadly include the following:

- a) Maintain liaison with DC office, City Corporation/Municipalities, etc.;
- b) 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.
- c) Ensure that households have been properly selected for upgrading of their houses;

- d) Assist and advice NHA Social Development Specialist in matters related to social development and safeguards compliance.
- e) Review plan of actions and monthly/periodic reports submitted by consultants.
- f) Participate in regular meetings.
- g) Attend meetings and participate in Grievance Redress Committee meetings for redress of grievances.
- h) Organize disbursement of compensation/benefits checks to affected persons
- i) Monitor relocation of the households in new location within given timeline
- j) Liaison with concerned department for inclusion of affected persons in income generating schemes of programs.
- k) Maintain record of physical and financial progress of the project implementation.

209. The NHA field offices is being assisted by project consultants in performing their management actions, Figure-10.

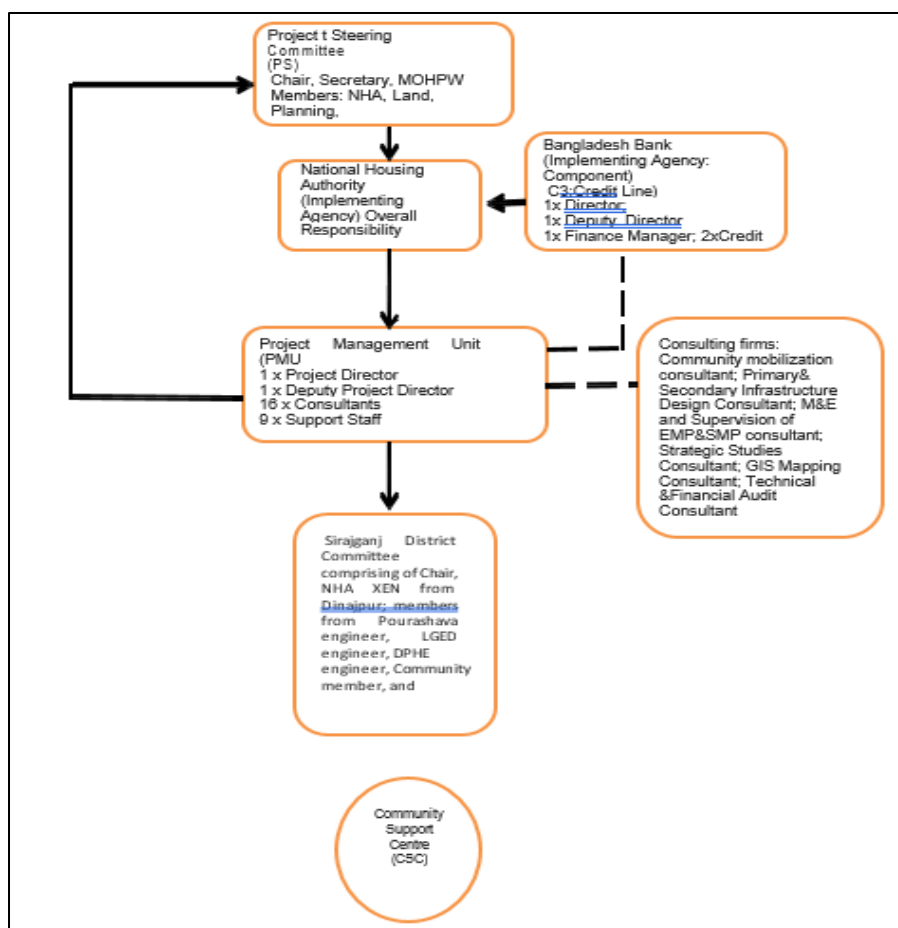


Figure 10: Project Management Organogram, NHA

8.2.4 Community Mobilization, Management & Design Supervision Consultant

210. 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.

8.3 Community Support Center (CSC)

211. During project implementation Community Support Centre (CSC) is the project office in the town.

212. CSC will serve as the local headquarters for LICHSP during implementation and will house the 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, environmental, and financial specialists. The CSC is being overseen by the PMU, with key consultant staff visiting frequently to monitor and supervise the quality of work. They will liaise with key municipal officers.

213. CSC will ensure their own community development. It will be the main knowledge sharing platform that will bring communities and different relevant stakeholders together in forums, workshops and sharing meetings. It will encourage them to full fill active roles in identifying and solving their problems. It will develop and assist communities with housing design and construction of their own communities and help to improve their living condition while providing technical assistance to secure tenure, acquire permit for design layout, budgeting, financing, and necessary training.

8.4 District/Municipal Committees (D/MC)

214. 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. District/Municipal Committee's office order formation is in process.

215. 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, 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.

8.5 Management of Social Concerns and Impacts

216. 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

8.6 Social Management in Settlement Cycle

217. 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.

8.7 Implementation Schedule

218. The following Table 8-1 presents schedule for infrastructure development:

Table 8-1: Implementation Schedule for Work Packages Cumilla

		2020											
Item No.	Name of Work	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Works under NCB (Road/Pipe Drain, Sanitation Sub-structure, Electrification, etc.)													
1	Invitation of Tender												
2	Tender Evaluation												
3	Award of Contract												
4	Contract Signing/Work Commencement												
5	Construction works												
Works under CBC (Internal road, Sanitation Super-structure)													
1	Agreement with CDC												
2	Commencement of Work												
3	Construction works												

9 CHAPTER: MONITORING AND REPORTING

9.1 Introduction

219. 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.

220. 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

221. 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

222. 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.

223. 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

224. 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

225. 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 listed in Table 9-1 below:

Table 9-1: Indicators for Social Management Plan

Inclusiveness	<p>1. 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 labour Standard.</p>
Participation	<p>3. CDC 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>
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9.6 Institutional Arrangement for M&E

226. 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.

227. 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.

228. 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

229. 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.

230. 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.

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

ANNEXURES

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		

No.	Section	Section III
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ANNEX 2: SOCIO-ECONOMIC SURVEY QUESTIONNAIRE

Social Management Plan – Kazipara Settlement

Low Income Community Housing Support Project

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প

Questionnaire for Household Socio-economic Survey

Form No.

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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 below 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)_____

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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

Social Management Plan – Kazipara Settlement

Low Income Community Housing Support Project

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প

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; No=2; 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)

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; 3=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) _____

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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?

Low Income Community Housing Support Project

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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: LIST OF FGD MIXED GROUP PARTICIPANTS

[illegible]

রেজুলিউশন বহি

নাম	রেজিঃ নং	অধিবাসন নং
স্থান	সময়	তারিখ
৩০। মাহুদ আলী	-	Mahud
৩১। মোঃ জামাল আলী	-	Mohd Ali
৩২। মফিজুল হক	-	Mohd Ali
৩৩। মোঃ জামাল আলী	-	Mohd Ali
৩৪। মফিজুল হক	-	Mohd Ali
৩৫। মফিজুল হক	-	Mohd Ali
৩৬। মফিজুল হক	-	Mohd Ali
৩৭। মফিজুল হক	-	Mohd Ali
৩৮। মফিজুল হক	-	Mohd Ali
৩৯। মফিজুল হক	-	Mohd Ali
৪০। মফিজুল হক	-	Mohd Ali
৪১। মফিজুল হক	-	Mohd Ali
৪২। মফিজুল হক	-	Mohd Ali

ANNEX 5: LIST OF FGD CHILDREN AND ADOLESCENTS GROUP PARTICIPANTS

কাজীপারা CDE রেজুলিউশন বহি

নাম: ফেড - সিডি রেজিঃ নং: অধিবেশন নং: ৩৮
 স্থান: আদারুয়াড়া বঙ্গ সময়: জানু ১৪, ১৪৫০ তারিখ: ২৮/০৮/২০২০

ক্রমিক	কোম্পিউট নাম	নাম নাম
১	জমিহীন বঙ্গ	জমিহীন
২	জমিহীন বঙ্গ	জমিহীন (২) জমি
৩	জমিহীন জমি	জমিহীন
৪	জমিহীন ইমজাম	জমিহীন ইমজাম
৫	জমিহীন	জমিহীন
৬	জমিহীন	জমিহীন
৭	জমিহীন	জমিহীন
৮	জমিহীন	জমিহীন
৯	জমিহীন ইমজাম	জমিহীন
১০	জমিহীন	জমিহীন
১১	জমিহীন	জমিহীন
১২	জমিহীন বঙ্গ	জমিহীন বঙ্গ
১৩	জমিহীন ইমজাম	জমিহীন ইমজাম
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১০০	জমিহীন	জমিহীন

ANNEX 6: LIST OF PARTICIPANTS FOR CAP

Social Management Plan – Kazipara Settlement



Low Income Community Housing Support Project
শহর আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প



















Community Action Plan

Attendance Sheet

Name of Settlement: Kazipara CDE City Corporation: Comilla Ward No: ২০
Venue: Mohabub Lin Bari Date: ১০/০৭/২০১৩ Time: ১০.০০ AM

Sl	Name of Participants	Occupation/ Designation	Contact Address	Signature
১.	হুমায়রা	হাসানাদার	০২-৩৫৭-৬৪৬৬ ১৮	(মোমিনা)
২.	বেগুনা	আমসা		বেগুনা
৩.	আব্দুলা	আমসা		আব্দুলা
৪.	ফারহানা পারভীন	গ্রাহকআপতি	০১৭২৭-২৮৭৩ ১৮	
৫.	মাহিনা	আমসা	০২৮১৩-২০৮৪ ৪৬	
৬.	আজিজ	আমসা		আজিজ
৭.	মাহিনা	আমসা		মাহিনা
৮.	আব্দুলা	আমসা		আব্দুলা
৯.	মাহিনা	আমসা		মাহিনা
১০.	আব্দুলা	আমসা		আব্দুলা
১১.	মাহিনা	আমসা		মাহিনা
১২.	মাহিনা	আমসা		মাহিনা
১৩.	মাহিনা	আমসা		মাহিনা
১৪.	মাহিনা	আমসা		মাহিনা
১৫.	মাহিনা	আমসা		মাহিনা

Sl.	Name of Participants	Occupation/ Designation	Contact Address	Signature
১৯.	লেনাপাড়া	আদম্য		লেনাপাড়া
২০.	লোহাখোলা	আদম্য		লোহাখোলা
২১.	লুপ্তি	কৃষিকার্য	০২৭৬৮-৬৬ ৬৬৬৮	লুপ্তি
২২.	লুপ্তি	আদম্য		লুপ্তি
২৩.	লুপ্তি	আদম্য		লুপ্তি
২৪.	লুপ্তি	আদম্য		লুপ্তি
২৫.	লুপ্তি	আদম্য		লুপ্তি
২৬.	লুপ্তি	আদম্য	০৮১৩৭৫০৬২৩৩	লুপ্তি
২৭.	লুপ্তি	আদম্য	০২৭৬৮-৬৬৬৮ ৬৬	লুপ্তি
২৮.	লুপ্তি	আদম্য		লুপ্তি
২৯.	লুপ্তি	আদম্য	০২৭৬৮-৬৬ ৬৬৬৮	লুপ্তি
৩০.	লুপ্তি	আদম্য		লুপ্তি
৩১.	লুপ্তি	আদম্য		লুপ্তি
৩২.	লুপ্তি	আদম্য	০২৭৬৮-৬৬ ৬৬৬৮	লুপ্তি
৩৩.	লুপ্তি	আদম্য		লুপ্তি
৩৪.	লুপ্তি	আদম্য		লুপ্তি
৩৫.	লুপ্তি	আদম্য	০২৭৬৮-৬৬ ৬৬৬৮	লুপ্তি
৩৬.	লুপ্তি	আদম্য		লুপ্তি
৩৭.	লুপ্তি	আদম্য		লুপ্তি
৩৮.	লুপ্তি	আদম্য	০২৭৬৮-৬৬ ৬৬৬৮	লুপ্তি
৩৯.	লুপ্তি	আদম্য		লুপ্তি
৪০.	লুপ্তি	আদম্য	০২৭৬৮-৬৬ ৬৬৬৮	লুপ্তি

Sl.	Name of Participants	Occupation/ Designation	Contact Address	Signature
২৩	মুহাম্মদ আলী (স্বাক্ষর)	উপ-প্রকল্প MHA প্রকল্প	০১৩১১১১১১	
২৪	আবদুল কাদের খান	CO	০১৩১১১১১১	
২৫	আবদুল করিম খান	CO	০১৩১১১১১১	
২৬	আবদুল হক খান	CO	০১৩১১১১১১	
২৭	আবদুল মান্নান খান	CO	০১৩১১১১১১	
২৮	আবদুল মালিক খান	CO	০১৩১১১১১১	
২৯	আবদুল মঈন খান	CO	০১৩১১১১১১	
৩০	আবদুল ওয়হাব খান	CO	০১৩১১১১১১	
৩১	আবদুল হামিদ খান	CO	০১৩১১১১১১	
৩২	আবদুল জব্বার খান	CO	০১৩১১১১১১	
৩৩	আবদুল কাদের খান	CO	০১৩১১১১১১	
৩৪	আবদুল মান্নান খান	CO	০১৩১১১১১১	
৩৫	আবদুল মালিক খান	CO	০১৩১১১১১১	
৩৬	আবদুল মঈন খান	CO	০১৩১১১১১১	
৩৭	আবদুল ওয়হাব খান	CO	০১৩১১১১১১	
৩৮	আবদুল হামিদ খান	CO	০১৩১১১১১১	
৩৯	আবদুল জব্বার খান	CO	০১৩১১১১১১	
৪০	আবদুল কাদের খান	CO	০১৩১১১১১১	

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Sl	Name of Participants	Occupation/ Designation	Contact Address	Signature
88	বাবুজান রাসাদ	স্বত্বাধীনা	০১৭৪১-৪৪ ০১৬৩	স্বত্বাধীনা
৪৯	সাবিত্রী	স্বত্বাধীনা	-	সাবিত্রী
৪৬	Subrata Saha	ATM, LICHSR	০১৭১৭৩৩৭৫১	সাবিত্রী
৪৭	সাবিত্রী রাসাদ	CDE রাসাদ	০১৭১৭-৬৬ ০১৬৩	সাবিত্রী
৪৮	সাবিত্রী রাসাদ	স্বত্বাধীনা	০১৭৬৬৭৫৫১২	সাবিত্রী
৪৯	সাবিত্রী রাসাদ	স্বত্বাধীনা	০১৭৩০৫১৫৫৫	সাবিত্রী
৫০	সাবিত্রী রাসাদ	স্বত্বাধীনা	০১৭৪১০০২২০	সাবিত্রী
৫১				

ANNEX 7: DETAIL COMMUNITY ACTION PLAN

কাজিপাড়া সি.জি.সি. কমিউনিটি কর্ম পরিকল্পনা					
ক্র.নং	চাহিদা	অঙ্গাঙ্গীন	কো করবে	কখন	প্রত্যাশিত ফলাফল
১.	রাঙা	রাঙা নির্মাণ করা	বিশ্বব্যাংকের অর্থায়নে জাতীয় গ্রহায়ন কর্মসূচীর তত্ত্বাবধানে সি.জি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে ফেব্রুয়ারি ২০২০	১. যোগাযোগ ব্যবস্থা উন্নতি হবে। ২. পরিমার্জিত উন্নতি হবে। ৩. জল বাতাস ৪. দূরত্ব কমানোর উন্নতি হবে। ৫. সন্মতিক্রম নিরাপদ হবে।
২.	চেন	চেন নির্মাণ করা	বিশ্বব্যাংকের অর্থায়নে জাতীয় গ্রহায়ন কর্মসূচীর তত্ত্বাবধানে সি.জি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে ফেব্রুয়ারি ২০২০	১. দুর্ভোগ চূড়াবে। ২. জলাবদ্ধতা কমেবে। ৩. জলা-মাটির উন্নতি করবে। ৪. জোগসারি কমেবে।

কাজিপাড়া সি.জি.সি. কমিউনিটি কর্ম পরিকল্পনা					
ক্র.নং	চাহিদা	অঙ্গাঙ্গীন	কো করবে	কখন	প্রত্যাশিত ফলাফল
৩.	চেনায়েক	চেনায়েক ট্যাংক নির্মাণ করা	বিশ্বব্যাংকের অর্থায়নে জাতীয় গ্রহায়ন কর্মসূচীর তত্ত্বাবধানে সি.জি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে ফেব্রুয়ারি ২০২০	১. চেনায়েক চূড়াবে। ২. জল-মাটির উন্নতি করবে। ৩. জোগসারি কমেবে। ৪. জলাবদ্ধতা কমেবে।
৪.	চেনায়েক	চেনায়েক নির্মাণ করা	বিশ্বব্যাংকের অর্থায়নে জাতীয় গ্রহায়ন কর্মসূচীর তত্ত্বাবধানে সি.জি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে ফেব্রুয়ারি ২০২০	১. চেনায়েক চূড়াবে।

কাজিপাড়া সি.জি.সি. কমিউনিটি কর্ম পরিকল্পনা					
ক্র.নং	চাহিদা	অঙ্গাঙ্গীন	কো করবে	কখন	প্রত্যাশিত ফলাফল
৫.	চেনায়েক	চেনায়েক নির্মাণ করা	বিশ্বব্যাংকের অর্থায়নে জাতীয় গ্রহায়ন কর্মসূচীর তত্ত্বাবধানে সি.জি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে ফেব্রুয়ারি ২০২০	১. চেনায়েক চূড়াবে। ২. জল-মাটির উন্নতি করবে। ৩. জোগসারি কমেবে। ৪. জলাবদ্ধতা কমেবে।
৬.	চেনায়েক	চেনায়েক নির্মাণ করা	বিশ্বব্যাংকের অর্থায়নে জাতীয় গ্রহায়ন কর্মসূচীর তত্ত্বাবধানে সি.জি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে ফেব্রুয়ারি ২০২০	১. চেনায়েক চূড়াবে। ২. জল-মাটির উন্নতি করবে। ৩. জোগসারি কমেবে। ৪. জলাবদ্ধতা কমেবে।

কাজীপাড়া সি.ভি.সি.
কমিউনিটি কর্ম পরিকল্পনা

ক্র.সং	চাহিদা	অঙ্গবিন	কে করবে	কখন	প্রত্যাশিত ফলাফল
৭	সোলার লাইট	সোলার লাইট স্থাপন করা	বিশ্বকাক্সের অর্থায়ন জাতীয় গ্রহায়ণ কর্তৃপক্ষের তত্ত্বাবধায় সি.ভি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে জুন ২০২০	১. রাতে আলোকিত হবে। ২. চলা চলার সুবিধা হবে। ৩. কমিউনিটির নিরাপত্তা বাড়ে। ৪. ছাত্রী কলে যাওয়া

কাজীপাড়া সি.ভি.সি.
কমিউনিটি কর্ম পরিকল্পনা

ক্র.সং	চাহিদা	অঙ্গবিন	কে করবে	কখন	প্রত্যাশিত ফলাফল
৮	কমিউনিটি সেন্টার	কমিউনিটি সেন্টার নির্মাণ করা	বিশ্বকাক্সের অর্থায়ন জাতীয় গ্রহায়ণ কর্তৃপক্ষের তত্ত্বাবধায় সি.ভি.সি. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে জুন ২০২০	১. মিটিং করা সহজ হবে। ২. বিভিন্ন সাবির অনুষ্ঠান করা যাবে। ৩. ভাড়া দিতে সি.ভি.সি. আসে বাড়ে। ৪. প্রাকৃতিক দুর্যোগের সময় ও অনুষ্ঠান করা যাবে।

কাজীপাড়া সি.ভি.সি.
কমিউনিটি কর্ম পরিকল্পনা

ক্র.সং	চাহিদা	অঙ্গবিন	কে করবে	কখন	প্রত্যাশিত ফলাফল
৯	গ্রহ নির্মাণ কর্ম	গ্রহ নির্মাণ রূপ প্রদান করা/গ্রহ করা	বিশ্বকাক্সের অর্থায়ন জাতীয় গ্রহায়ণের আর্থিক পি.এম.এস.এম. বাস্তবায়ন করবে।	নভেম্বর ২০১৯ থেকে চলমান থাকবে।	১. বাড়ী নির্মাণ করা সহজ হবে। ২. বাড়ীর স্বচ্ছতা স্বচ্ছতা পাবে। ৩. বসবাস নিরাপদ হবে। ৪. যে কোন দুর্যোগ প্রাকৃতিক করা সহজ হবে।

Social Management Plan – Kazipara Settlement

কাজীপাড়া মি.ডি.মি কমিউনিটি কৰ্ম সারিকল্পনা					
ক্রম	চাহিদা	সমস্যা	কি কৰাৰ	কখন	প্রত্যাশিত ফলাফল
২০	জাতিবিন	জাতিবিন নিৰ্মাণ কৰা	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ কাজীপাড়া পল্লীত ২০ ২ মায়া মো খোলা যাও ৩ দুৰ্গত দুৰ্গত (মায়া মো) ৪ বোম্বা বোম্বা কৰা হও ৫ পল্লীত ২০১৯
২১	পুকুৰৰ ঘাট পাৰ বাধা পল্লীত	পুকুৰৰ ঘাট পল্লীত পল্লীত পল্লীত	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ পুকুৰৰ পানি কৰা হও ২ পল্লীত পাৰ বাধা ৩ পাৰ বাধা ৪ পল্লীত পানি পল্লীত ৫ পল্লীত পাৰ বাধা ৬ পাৰ বাধা

কাজীপাড়া মি.ডি.মি কমিউনিটি কৰ্ম সারিকল্পনা					
ক্রম	চাহিদা	সমস্যা	কি কৰাৰ	কখন	প্রত্যাশিত ফলাফল
২২	টিউবওয়েল পাৰ বাধা	টিউবওয়েল পাৰ বাধা নিৰ্মাণ কৰা	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ জাতি পল্লীত পানি পল্লীত ২ কলেক্টৰ পল্লীত পানি জমা থাকিব ৩ মায়া মো খোলা হও না
২৩	খাদ্য চাহিদা	খাদ্য চাহিদা নিৰ্মাণ কৰা	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ খাদ্য পল্লীত পল্লীত ২ খাদ্য পল্লীত পল্লীত ৩ পল্লীত পল্লীত
২৪	কমিউনিটি ক্লিনিক	কমিউনিটি ক্লিনিক নিৰ্মাণ কৰা	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ পল্লীত পল্লীত ২ পল্লীত পল্লীত

কাজীপাড়া মি.ডি.মি কমিউনিটি কৰ্ম সারিকল্পনা					
ক্রম	চাহিদা	সমস্যা	কি কৰাৰ	কখন	প্রত্যাশিত ফলাফল
২৫	খাদ্য চাহিদা	খাদ্য চাহিদা নিৰ্মাণ কৰা	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ খাদ্য পল্লীত পল্লীত ২ খাদ্য পল্লীত পল্লীত ৩ খাদ্য পল্লীত পল্লীত ৪ খাদ্য পল্লীত পল্লীত ৫ খাদ্য পল্লীত পল্লীত ৬ খাদ্য পল্লীত পল্লীত
২৬	খাদ্য চাহিদা	খাদ্য চাহিদা নিৰ্মাণ কৰা	বিশ্বব্যাংক অর্থায়ন জাতীয় গৃহায়ন অধিগ মি.ডি.মি বাধ্যবাধন কৰা	নভেম্বৰ ২০১৯ থেকে জুন ২০২০	১ খাদ্য পল্লীত পল্লীত ২ খাদ্য পল্লীত পল্লীত ৩ খাদ্য পল্লীত পল্লীত ৪ খাদ্য পল্লীত পল্লীত ৫ খাদ্য পল্লীত পল্লীত ৬ খাদ্য পল্লীত পল্লীত

ANNEX 8: CONSENT LETTER FOR DONATING LAND

CONSENT LETTER OF COMMUNITY

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প
কাজীপাড়া গৃহায়ন প্রকল্প, কুমিল্লা সিটি কর্পোরেশন

প্রকল্পের কাজের জন্য সম্মতি প্রদান পত্র

আমরা নিম্ন স্বাক্ষরকারীগণ কুমিল্লা সিটি কর্পোরেশনের ২০ নং ওয়ার্ডে অবস্থিত কাজীপাড়া'র বাসিন্দা, এই মর্মে ঘোষণা করছি যে, জাতীয় গৃহায়ন কর্তৃপক্ষ কর্তৃক বাস্তবায়নাধীন “স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পের উদ্দেশ্য, বাস্তবায়ন কৌশল ও নিয়মাবলী বিষয়ে আমরা সম্পূর্ণরূপে অবগত আছি।

আমরা, কাজীপাড়া সিডিসি'র কমিউনিটি গ্র্যাকশন প্ল্যানের আওতায় সংযুক্ত নকশা অনুযায়ী নিজেদের ব্যবহারের জন্য নিম্নে বর্ণিত কাজগুলো নির্মাণ করতে সম্মত প্রদান করলাম।

আমরা, কাজীপাড়া সিডিসি কর্তৃক নিযুক্ত নির্মাণ ঠিকাদার ও শ্রমিকদের প্রয়োজনীয় কাজ করার জন্য অনুমতি দিলাম।

ক্রমিক নং	অঙ্গীকারকারীর নাম	জাতীয় পরিচয়পত্র নং	পেশা	খানার নং	কাজের বিবরণ ও সংখ্যা	স্বাক্ষর
১	আব্দুর রহিম	৪৬৭ ৭০৪৫	শ্রমিক	০৪৫০১	ড্রেইনসহ রাস্তা,	Abdur Rahman
২	আবদুল্লাহ	৪৬২১৭৭৭৭	শ্রমিক	১২৫০১	গোসল ঘানা..... টি	Abdullah
৩	মাহবুব	৭৩৪৭২৩০৬	শ্রমিক	০৭৭০১	ল্যান্ড্রিন..... টি	Mahbub
৪	আবু জাহেদ	১৭২৩৩০৫৩	শ্রমিক	১১৭০১	সেপটিক ট্যাঙ্ক..... টি	Abu Jahed
৫	হোসেন আলম	৪২২৩৭০১০১	শ্রমিক	০৭২০১	স্ট্রীট লাইট.....টি	Hossain Alam
৬	হুমায়ুন রশিদ	৭৭৭০৭৭৪০	শ্রমিক	১১৪০১	পুকুর ভরট.....টি	Humayun Rashid
৭	নাহিদা বেগম	৭৭৭৫৭৭৭৩	শ্রমিক	০৫৭০১	পুকুর সংস্কার.....টি	Nahida Begum
৮	আব্দুল মুনসুর	৫৭৬৭৭৭১৩	শ্রমিক	১০৭০১		Abdul Munir

উপস্থিত সাক্ষীগণের স্বাক্ষর ও তারিখ

১। নাম : আবদুল্লাহ বেগম স্বাক্ষর : [Signature]
জাতীয় পরিচয়পত্র নং : ২১০৭৬৪৬৬০২ মোবাইল নম্বর : ০২১৬৭৫০৬২৪০

২। নাম : আবু জাহেদ স্বাক্ষর : [Signature]
জাতীয় পরিচয়পত্র নং : ৭৭৫৫১২৫১০৬ মোবাইল নম্বর : ০১৪৫৫১৭২৭৭৩

স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প
কাজীপাড়া গৃহায়ন প্রকল্প, কুমিল্লা সিটি কর্পোরেশন

প্রকল্পের কাজের জন্য সম্মতি প্রদান পত্র


আমরা নিম্ন স্বাক্ষরকারীগণ কুমিল্লা সিটি কর্পোরেশনের ২০ নং ওয়ার্ডে অবস্থিত কাজীপাড়া'র বাসিন্দা, এই মর্মে ঘোষণা করছি যে, জাতীয় গৃহায়ন কর্তৃপক্ষ কর্তৃক বাস্তবায়নাধীন “স্বল্প আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পের উদ্দেশ্য, বাস্তবায়ন কৌশল ও নিয়মাবলী বিষয়ে আমরা সম্পূর্ণরূপে অবগত আছি।

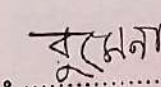
আমরা, কাজীপাড়া সিডিসি'র কমিউনিটি একশন প্ল্যানের আওতায় সংযুক্ত নকশা অনুযায়ী নিজেদের ব্যবহারের জন্য নিম্নে বর্ণিত কাজগুলো নির্মাণ করতে সম্মত প্রদান করলাম।

আমরা, কাজীপাড়া সিডিসি কর্তৃক নিযুক্ত নির্মাণ ঠিকাদার ও শ্রমিকদের প্রয়োজনীয় কাজ করার জন্য অনুমতি দিলাম।

ক্রমিক নং	অঙ্গীকারকারীর নাম	জাতীয় পরিচয়পত্র নং	পেশা	খানার নং	কাজের বিবরণ ও সংখ্যা	স্বাক্ষর
১	মুন্নি বেগম	7350648908	গৃহিণী	17001	ড্রেইনসহ রাস্তা,	মুন্নি
২	আবুল বাজিদ	551722876	কৃষি	16701	গোসল খানা..... টি	আবুল বাজিদ
৩	আবুল মান্নার	327265027	অকৃষি	17701	ল্যাট্রিন..... টি	আবুল মান্নার
৪	সালেহা বেগম	8249792816	গৃহিণী	17601	সেপটিক ট্যাঙ্ক..... টি	সালেহা
৫	শোভিতা বেগম	8251289545	গৃহিণী	17501	স্ট্রীট লাইট.....২.টি	শোভিতা
৬	সালমা বেগম	1976192330 5006727		17301	পুকুর ভরট.....টি	সালমা
৭					পুকুর সংস্কার.২.টি	
৮						

উপস্থিত সাক্ষীগণের স্বাক্ষর ও তারিখ

১। নাম : আমেনা বেগম স্বাক্ষর : 
জাতীয় পরিচয়পত্র নং : ২৬০৯৬৪৫০৩২ মোবাইল নম্বর : ০২৬৬৭৫০৬২৪০

২। নাম : বুন্না বেগম স্বাক্ষর : 
জাতীয় পরিচয়পত্র নং : 4600990271 মোবাইল নম্বর : ০১৮১৪৫৬৬০৭২

ANNEX 9: MAP SHOWING TYPES OF PROPOSED INTERVENTIONS

Low Income Community Housing Support Project

ANNEX 10: CHECK LIST OF 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 11: LIST OF PARTICIPANTS OF MASS MEETING



Low Income Community Housing Support Project
 যত্ন সহকারে মালিকানাধীন এবং উন্নত জীবন ব্যবস্থা প্রকল্প

LICHSP Mass Meeting

Attendance Sheet

Venue: In front of Ali Neong Shop, Kazipara, Ward No-20, LICHSP, Comilla

Date: 21 August 2019

Time: 11:00 AM

Sl. No	Name of Participants	Mobile No	Signature	Remarks
1.	হাসিনা হুসেন	01319476886	হাসিনা	
2.	আব্দুল. মোহাম্মদ		আব্দুল	
3.	আবুল হামিদ	01319476886	আবুল হামিদ	
4.	আবুল হামিদ		আবুল হামিদ	
5.	আবুল হামিদ		আবুল হামিদ	
6.	আবুল হামিদ	01781569073	আবুল হামিদ	
7.	আবুল হামিদ	01982-268280	আবুল হামিদ	
8.	আবুল হামিদ	01982-268280	আবুল হামিদ	
9.	আবুল হামিদ	01982-268280	আবুল হামিদ	
10.	আবুল হামিদ	01878763746	আবুল হামিদ	
11.	আবুল হামিদ		আবুল হামিদ	
12.	আবুল হামিদ		আবুল হামিদ	
13.	আবুল হামিদ		আবুল হামিদ	
14.	আবুল হামিদ		আবুল হামিদ	



Low Income Community Housing Support Project
 গরম মানুষের বাড়ির জন্য উন্নত জীবন মানের প্রকল্প

LICHSP Mass Meeting

Attendance Sheet

Venue: In front of All Newaj Shop, Kazipara, Ward No-20, LICHSP, Cumilla.

Date: 21 August 2019

Time: 11:00 AM

Sl. No	Name of Participants	Mobile No	Signature	Remarks
15.	Moslem Rahman	01870906963	Moslem	
16.	লাকি আকুদু		লাকি	
17.	খাদিজা আকুদু		খাদিজা	
18.	হোসেনা আকুদু		হোসেনা	
19.	শাহেদা হুগম		শাহেদা	
20.	মাহিনুর আকুদু		মাহিনুর	
21.	রুহিয়া হুগম		রুহিয়া	
22.	কামীয়া হুগম		কামীয়া	
23.	মল্লিকা হুগম		মল্লিকা	
24.	বিনা আকুদু		বিনা	
25.	আলমগীর হোসেন		ALAMGAR	
26.	মাহিদা হুগম		মাহিদা	
27.	মিনা হুগম		মিনা	
28.	মল্লিকা হুগম		মল্লিকা	



Low Income Community Housing Support Project
 বঙ্গ আয়ের মাকুলতর লক উল্লভ জীনম ব্যবস্থা প্রকল্প

LICHSP Mass Meeting

Attendance Sheet

Venue: In front of Ali Newaj Shop, Kazipara, Ward No-20, LICHSP, Cumilla

Date: 21 August 2019

Time: 11.00 AM

Sl. No	Name of Participants	Mobile No	Signature	Remarks
২৭.	হাছিয়া বেগম		হাছিয়া	
৩০.	বিশী আকতার		বিশী	
৩১.	হেনি আকতার		হেনি	
৩২.	কাউছার হোসেন		কাউছার	
৩৭.	অঞ্জলিমা আকতার		অঞ্জলিমা	
৩৫.	বাকিব হোসেন		বাকিব	
৩৬.	জিন্নাত হোসেন		জিন্নাত	
৩৭.	মুজিব মিয়া		মুজিব	
৩৮.	ক মাহবুব আলম		মাহবুব	
৩৯.	রুনুজ বেগম		রুনুজ	
৪০.	আব্দুল হাবিব		আব্দুল হাবিব	
৪১.	মুন্নি আকতার		মুন্নি	
৪২.	মুন্নি আকতার		মুন্নি	
৪৩.	আফিয়া বেগম		আফিয়া	



Low Income Community Housing Support Project
 বন্য জলের মানুষের জন্য উন্নত জীবন মানের প্রকল্প

LICHSP Mass Meeting

Attendance Sheet

Venue: In front of Ali Newaj Shop, Kazipara, Ward No-20, LICHSP, Cumilla

Date: 21 August/2019

Time: 11:00 AM

Sl No	Name of Participants	Mobile No	Signature	Remarks
44.	বিল্লা আকুয়র		বিল্লা	
45.	লাফি আকুয়র		লাফি	
46.	বিউটি রহমান		বিউটি	
47.	ফারুকানা রহমান		ফারুকানা	
48.	সমিয়া আকুয়র হুসাইন আকুয়র		সমিয়া	
49.	আদিয়া আকুয়র		আদিয়া	
50.	মুনজাছির রহমান		মুনজাছির	
51.	অিশা রহমান		অিশা	
52.	নাহিয়া রহমান		নাহিয়া	
53.	বাহিয়া রহমান		বাহিয়া	
54.	জাহান্না রহমান		জাহান্না	
55.	হারুন-উর-রশীদ		হারুন	
56.	জিয়া আকুয়র		জিয়া	
57.	মুন্নি রহমান		মুন্নি	



Low Income Community Housing Support Project
বাস আদায়ন মালুমের জন্য উন্নত জীবন গড়না প্রকল্প

LICHSP Mass Meeting

Attendance Sheet

Venue: In front of Ali Newaj Shop, Kazipara, Ward No-20, LICHSP, Cumilla

Date: 21 August/2019

Time: 11:00 AM

Sl. No	Name of Participants	Mobile No	Signature	Remarks
৪৪.	আনমো রশম		আনমো	
৪৭.	উম্মাহিদ		উম্মাহিদ	
৫০.	আব্দুল মাকসুম		আব্দুল	
৫১.	ইদ্রিস মিয়া		ইদ্রিস	
৫২.	ইব্রাহিম বসিরা		Rasaul Kantor.	

ANNEX 12: LIST OF PARTICIPANTS FOR KICK-OFF MEETING

Kick-Off Meeting, Cumilla City Corporation

Low Income Community Housing Support Project

উপস্থিতি অংশগ্রহনকারীর তালিকা

ক্রঃ নং	বিবরণ	উপস্থিতির সংখ্যা
১	জেলা প্রশাসক, কুমিল্লা	১
২	মেয়র, কুমিল্লা সিটি কর্পোরেশন	১
৩	অতিরিক্ত জেলা প্রশাসক, সার্বিক/রাজস্ব/শিক্ষা ও উন্নয়ন, কুমিল্লা	৩
৪	পুলিশ সুপার, কুমিল্লা	১
৫	উপ-পরিচালক, ফায়ার সার্ভিস ও সিভিল ডিফেন্স অধিদপ্তর, কুমিল্লা/প্রতিনিধি	১
৬	নির্বাহী প্রকৌশলী, কুমিল্লা সিটি কর্পোরেশন	২
৭	তত্ত্বাবধায়ক প্রকৌশলী, কুমিল্লা সিটি কর্পোরেশন	১
৮	নির্বাহী প্রকৌশলী, স্থানীয় সরকার প্রকৌশল অধিদপ্তর, কুমিল্লা	১
৯	নির্বাহী প্রকৌশলী, গণপূর্ত অধিদপ্তর, কুমিল্লা	১
১০	উপজেলা নির্বাহী কর্মকর্তা, সদর দক্ষিন, কুমিল্লা	১
১১	উপজেলা নির্বাহী কর্মকর্তা, মডেল আদর্শ সদর, কুমিল্লা	১
১২	নির্বাহী প্রকৌশলী, জনস্বাস্থ্য প্রকৌশল অধিদপ্তর, কুমিল্লা	১
১৩	নির্বাহী প্রকৌশলী, বিদ্যুৎ উন্নয়ন বোর্ড, কুমিল্লা	১
১৪	নির্বাহী প্রকৌশলী, সড়ক ও জনপদ, কুমিল্লা	১
১৫	নির্বাহী প্রকৌশলী, বাখরাবাদ গ্যাস, কুমিল্লা	১
১৬	উপ-বিভাগীয় প্রকৌশলী, কুমিল্লা সাব-ডিভিশন, জাতীয় গৃহায়ন কর্তৃপক্ষ/প্রতিনিধি	১
১৭	কাউন্সিলারগণ, কুমিল্লা সিটি কর্পোরেশন, কুমিল্লা	২৭
১৮	মহিলা কাউন্সিলারগণ, কুমিল্লা সিটি কর্পোরেশন, কুমিল্লা	৯
১৯	ব্যবস্থাপনা পরিচালক, পিকেএসএস, ঢাকা	১
২০	প্রতিনিধি, টিএমএসএস, কুমিল্লা	১
২১	কমিউনিটি লিডার, কুমিল্লা সিটি কর্পোরেশন (সংশ্লিষ্ট কমিউনিটিসমূহ)	৫
২২	পিএমইউ, ঢাকা	৫
২৩	জাতীয় গৃহায়ন কর্তৃপক্ষ, ঢাকা অফিস	৪
২৪	বিশ্বব্যাংক, ঢাকা	৩
২৫	প্রধান নির্বাহী কর্মকর্তা, কুমিল্লা সিটি কর্পোরেশন	১
২৬	প্রধান প্রকৌশলী, কুমিল্লা সিটি কর্পোরেশন	১
২৭	প্রকল্প পরামর্শক প্রতিষ্ঠান (ঢাকা ও কুমিল্লা)	১০
২৮	সভাপতি, প্রেস ক্লাব	১
২৯	মিডিয়া	৪
৩০	উপিপিআর	১
৩১	আর্মি	১
৩২	ড্রাইভার	১৫
	সর্বমোট	১০৮

ANNEX-13: OFFICE ORDER-FORMATION OF GRIEVANCE REDRESS COMMITTEE

জাতীয় গৃহায়ন কর্তৃপক্ষ

শুল্ল আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প

গৃহায়ন ভবন, ৮২, সেগুনবাগিচা

ঢাকা - ১০০০

www.nha.gov.bd

স্মারক নং:- জাগৃক/এলআইসিএইচএসপি/২০১৬-১৭/০৬

তারিখ: ০৫/০১/১৮ ইং

অফিস আদেশ

বিষয়: জাতীয় গৃহায়ন কর্তৃপক্ষের আওতাধীন “শুল্ল 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 বাস্তবায়নধীন “শুল্ল আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা” শীর্ষক প্রকল্পে স্বত্বাধীনা জনগণের অভিযোগ প্রতিকারের জন্য বিশ্বব্যাংক অনুমোদিত অপারেশনাল ম্যানুয়াল ও সোসাল 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, শুল্ল আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প	আইবায়ক
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।	সোসাল ডেভেলপমেন্ট স্পেশালিস্ট, শুল্ল আয়ের মানুষের জন্য উন্নত জীবন ব্যবস্থা প্রকল্প	সদস্য-সচিব

মাঠ পর্যায় (সিরাজগঞ্জ/কুমিল্লা/নারায়ণগঞ্জ)ঃ

১।	তত্ত্বাবধায়ক প্রকৌশলী, সংশ্লিষ্ট সার্কেল, জাতীয় গৃহায়ন কর্তৃপক্ষ	আইবায়ক
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 অর্কিটেক্ট, 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 ব্যতীত 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।

Ref	WB Comments	CMDs Response
4.0	Comments on SMP: Kazipara	
	With regards to the SMP for Kazipara, in Cumilla, we have the following comments and would like to request some revisions, before we can provide an NOL. Please send a revised and updated version when the comments below have been addressed.	Noted
4.1	This plan provides pretty much relevant information including the process, participation and selection of activities for upgrading the Settlement. This is obviously a better report documenting the participatory exercise for development of the community action plan (CAP).	Thank you.
4.2	<ul style="list-style-type: none"> • Please clarify if all the 18 demands out of 28 identified by the community were finally included in the settlement upgradation plan/design? I am sure, the design must have considered investments against these demands, if not all. 	<p>New Section 3.3.1 Community's Priority Selection Process inserted</p> <p>The following texts are inserted:</p> <p>103. The priority list of needs has been selected from the Community's initially prepared long list of demands. The stated demands for infrastructural development, house building, and other initiatives were later refined into a prioritized list of key needs. During the Community Action Plan sessions, with the Community members, details for settlement improvement were discussed in detail about the community demands, priorities and action plan to achieve their desired outcome.</p> <p>104. Through conducting FGDs, CDC & PG meetings and discussions with relevant stakeholders and community members; the community agreed their demands in the community led layout plan which are within the scope of work of the LICHSP development programme, are technically feasible, with no pending land ownership issues and operation and maintenance mechanism requirements are agreed by all. Under this process, some issues in the priority list are therefore not reflected in the proposed Layout Plan.</p> <p>105. In certain cases, the demands, as prepared by the community, did not fully consider the finer details, including any outstanding land ownership issues. The community would also tend to ignore sustainability issues for related operation and maintenance requirements. These issues have been further discussed with the community members and relevant stakeholders, facilitated by the Community Mobilizer, Community Organizer, and technical team of the CMD&S Consultants. Several needs linked to land issues, that require further discussions and coordination with related stakeholders and land owners, would not necessarily be removed from the LICHSP programme but would be consider for possible future inclusion, along with a revision to the Community Layout Plan.</p> <p>School renovation is under planning process.</p>
4.3	Quality management record - It	Corrected. Inadvertent mistake.

Ref	WB Comments	CMDS Response
	has been submitted as the final report. Was an earlier version shared with the Bank?	
	• Executive Summary.	
4.4	Para 6 identifies this SMP for the Cumilla Settlement Development. But the cover page identifies it as the SMP for the Kazipara Settlement in Cumilla. This discrepancy can be removed.	Minor editing done, highlighted in green in the main report.
4.5	Page XI. "Community proposed scope of work are:this statement can be restated as "The community in Kazipara proposed the scope of physical works as follows:"	Incorporated, restated as: "The community in Kazipara proposed the scope of physical works as follows:" in the report
4.6	The second last para starts with the community has consented to donate land for drain along the pond," — the SMP section should include the action plan for executing the voluntary donation of land.	<p>New Section 4.2 inserted under Chapter 4</p> <p>4.2 Process of Action Plan for executing the voluntary donation of land by Community</p> <p>120. In the Community Action Plan (CAP) sessions, the Community Mobilizers and Organizers have ensured the participation of all stakeholders in the community. In CAP sessions Councilors, Male and Female Ward members, elites and elderly participated .Primary Group discussions, on need assessment, priorities and action planning have taken place according to priorities, whereby the responsibilities of Primary Group members have been closely coordinated and discussed. The CDC's discussion on need assessment, priorities, action plan took place according to priorities, mentioning the responsibilities of Primary Group members, SIC, Social Audit committee and function of GRM. In parallel, numerous Group Discussions have been conducted with all community members, including vulnerable groups, female, male, youth, differently able people, hard core poor, poor, elites and local leaders.</p> <p>121. After assessing the information on the existing situation gathered, the community has been engaged to consider various options for infrastructure improvement and or development. The 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 has been actively encouraged. Infrastructure developing of roads, drains, septic tanks, soak well, toilets, bathrooms, improvement of existing streetlight pole, new streetlight installation and tube well platform upgrade in the settlement required a balance between community inputs and technical assistance.</p> <p>122. Community Architects then prepared schemes, taking account of the community's expressed preferences and respecting constraints while trying to make the most effective use of available land. Both 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.</p>

Ref	WB Comments	CMDs Response
		<p>123. Community architects present their proposals in a community meeting with all CDC, PG members and other stakeholders present. Provide those attending the meeting with plans outlining the proposals, asked to discuss the proposals and their reaction. 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 during the meeting.</p> <p>124. After the proposals are finalized with the community, households are required to document their consent in writing for donation of land for Existing Roads to be Improved, New Internal Shared Walkways and Drainage, refer Tables 4-1 and 4-2. HHs give their consent in a letter with signatures, Annex-8.</p> <p>125. Community architects finalize the revised proposals, present them to the community and then move into detailed design and costing.</p> <p>New insertion</p> <p>126. Steps for consenting to donate land :</p> <ul style="list-style-type: none"> • Discussed about infrastructure development during CAP preparation • Community Architects design and plan a lay out plan for discussion with community • Based on further discussion with community the lay out plan is revised • Affected HHs under infrastructure development schemes, hands over their signed consent letter to the Project office, which is the basis of starting the infrastructure development schemes • Engineers then start the process of drawing, design and prepare estimate for the schemes • In case of donating land for main road or outside drainage, the affected HHs give their consent letter to the Project Office as a document for record. In case of internal roads, walkways, and drainage, shared septic tanks, toilets, and bathrooms the consent letter is similarly given to the Project Office as a document for record.
4.7	Page xii indicates that TM SS will be providing housing loan to eligible households. Is TMSS a PO of PKSf? Please clarify.	TMSS is PO of PKSf
4.8	In the same page, it is written that "NHA-WB will deal with all project related activities." Why WB? It should be only NHA. NHA should delete WB from the report, wherever it is mentioned other than that NHA will report to WB on the process and progress.	Noted and changed accordingly . WB removed as appropriate.
4.9	In the same page, it is also written that "Contractor will deploy a Social Safeguard Officer to implement social safeguard/social management plan." It can better be Social Management Officer.	Social Safeguard Officer renamed as Social Management Safeguard Officer.

Ref	WB Comments	CMDS Response
	• Main Report	
4.10	Section 1.1.5 at page 5. It says, "A total number of 849 poor settlements have been identified in Cumilla".	Section 1.1.5 states the overall picture of Cumilla City Corporation .
4.11	— According to the title of the section, it should conclude with identification of the 5 settlements namely, Kazipara, Unaishar Moddho Para, Unaishar Purbo Para, Moddho Ashrafpur (Munshibari) and Lokkhipur and Ram Manik — as mentioned on page X under the executive summary.	<p>Figure 849 shows an overall picture of Cumilla City Corporation, inclusive of 5 settlements namely, Kazipara, Unaishar Moddho Para, Unaishar Purbo Para, Moddho Ashrafpur (Munshibari) and Lokkhipur and Ram Manik.</p> <p>Revised New para inserted under Section 1.1.5</p> <p>48. Considering prior determined 16 criteria with related to land tenure, infrastructure, environmental concern, social cohesion, affordability etc. of settlement selection, NHA has selected 5 settlements namely, Kazipara, Unaishar Moddho Para, Unaishar Purbo Para, Moddho Ashrafpur (Munshibari) and Lokkhipur and Ram Manik under Cumilla City Corporation under this phase.</p>
4.12	Section 2.8 at page 16. The report mentions "The settlement has good access to roads and transportation facilities around them. But they lack these facilities inside the settlements. They have good connections with secondary roads of municipality and accessible to cycle, rickshaw, small pickups, etc. But internal roads are very narrow, and no vehicle have access, not even vans, rickshaws, auto-rickshaws, etc. So, the community people are deprived of getting emergency services like ambulance, fire-fighting trucks, etc. on their doorsteps."	As per community led approach, the community had proposed the settlement development interventions, and these are being implemented under development schemes.
4.13	— The proposed scope includes improvement of 776 meters road with 2 m width and 334 meters road with 3 m width. Are they proposing road widening? If so, why not 3 m wide road for all? How additional land for road widening will be taken, voluntary donation, agreed with the landowners? Where is the plan and documentary evidence in support of the voluntary donation of land?	<p>Voluntary donation of land is supported by Kazipara community landowners donating their land through their Consent letter (Annex-8). Refer to Table 4-1: Existing Roads to be Improved, New Internal Shared Walkways and Drainage and Above mentioned Tables explains the house holds who will be benefitting from the facilities provided by the project. These HHs have given their consent for donation of land for infrastructure development, through their consent letter.</p> <p>Refer New Section 4.2 inserted under Chapter 4</p> <p>Road widening is subject to availability of land that can be donated by the HHs and the surrounding available land is owned by the Army. Internal road widening is subject to the maximum land that can be donated as the houses are very closely built along the area. 2 m wide road for 776 meters is maximum that can be donated by HHs. These are existing roads to be improved and maximum land already acquired.</p> <p>Community Architects and Engineers have combined their expertise</p>

Ref	WB Comments	CMDs Response
		<p>and skills to engineer land utilisation to maximum utilisation and benefit to the community. Refer to New Section 4.3 inserted</p> <p>129. A small portion of land is under dispute with Army and 15 HHs which is hampering the progress of work for road and drain construction. These HHs own land and need re-blocking, but land dispute between Army and landowners is under negotiation.</p>
4.14	<p>Section 2.11, page 17. More than 55% of the women are concerned about their income earning opportunity (Table 2.15). The project is going to provide improved infrastructure and then housing loan. Will these helps enhancing their income somehow? If so, how?</p>	<p>As per project norm there is no way to enhance their income, except under CBC and NBC construction works. These are small scale works. This also is targeted to vulnerable women on a priority basis.</p> <p>In Kazipara there is no CDC Center, hence no source of income is feasible.</p>
4.15	<p>Section 3.3, Community Action Plan, pages 19 & 20. The community action plan with desired and prioritized demands can be interpreted here with justifications and effectiveness. The actual pages from the community action plan prepared by the community can be annexed.</p>	<p>CAP of Kazipara prepared by the community is inserted, Annex -7 Desired and prioritized demands of the community are under Section 3.3 New inserted under Section 3.3 Community Action Plan 101. As per project objectives the community have placed their demands which is translated in their community lay out plan leading to infrastructure development of roads, drain, septic tanks, soak well, toilets, bathrooms, improvement of existing streetlight pole, new streetlight installation and tube well platform upgrade. These basic living conditions desired by community envisions their healthy improved living standards. Loan for new and or upgrading of houses are another symbolic upgrades of living standard.</p>
4.16	<p>Section 4.4 page 24, It reads that 4 large and 18 medium sized trees will have to be felled for construction of internal road with drain. Who owns these trees, how these will be compensated?</p>	<p>New inserted Section 4.5</p> <p>131. As part of implementing the infrastructural development initiatives, there will be the requirement for a limited number of trees to be felled, confined mainly during the construction period. The extent of the felling of trees has been quantified as part of the socio-economic survey of the affected persons. Community Architects and Engineers with their expertise are trying to retain the maximum trees. 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 CDC. Community will own these trees after maturity. Refer to New Section 4.5</p> <p>New inserted Section 4.5</p> <p>133. Felling of trees is a loss to ecological balance and financial loss to household, but for upgrading the settlement, affected households have consented to cut down their trees which belongs to them. To keep the environment green the project will plant 3-5 trees for one tree felled subject to availability of land following best national environmental project practices. Trees preferably local fruits, flowers, medicinal and ornamental trees will be planted by the contractor under their contract based on available land for planting The operation and maintenance the trees shall be managed by the CDC and the community will own these trees, as applicable to the location.</p>

Ref	WB Comments	CMDS Response
4.17	Section 4.6 page 25, Vulnerable households can be involved in construction work as labour, if needed. Section 5.5 confirmed it. Fine.	Vulnerable households involvement is part of project policy. This ensures women's engagement in their own community, improving skills and a means of earning.
4.18	Section 5. It should include action plan for (i) obtaining land through voluntary donation, (ii) compensation for affected trees, (iii) temporary movement problem and (iv) approach for settlement of issues of non-agreement of voluntary donation of land for widening internal roads to make them 3m wide all along.	<p>(i) New Section 4.2 inserted under Chapter 4 Refer SI No 4.6</p> <p>(ii) Mentioned in New Section 4.5 As part of implementing the infrastructural development initiatives, there will be the requirement for a limited number of trees to be felled, confined mainly during the construction period. The extent of the felling of trees has been quantified as part of the socio-economic survey of the affected persons. Community Architects and Engineers will further combine their expertise and skills to minimize felling of trees to the maximum possible during development process.</p> <p>(iii) Chapter 5, New Section 5.2 inserted Mitigating to Avoid Communication/Movement Problem</p> <p>143. Although some community members may be marginally affected on a temporary basis e.g. unavoidable felling of trees, no permanent adverse impact is identified. The community people need improving and widening of their internal routes of access and are ready to remove trees, including moving of fences etc. in order to clear required land margins along the proposed access roads under their own responsibility for improved communications and movement.</p> <p>144. Road closures are not anticipated. Haulage of construction materials and operation of equipment on-site may cause traffic problems. The impacts considered short-term, site-specific within a relatively small area and reversible by mitigation measures.</p> <p>145. Regarding impaired communication and movement of local transportation and pedestrians, specific mitigation measures, would include the following:</p> <ul style="list-style-type: none"> ○ Plan transportation routes so that heavy vehicles do not use narrow local roads, except in the immediate vicinity of delivery sites; ○ Maintain safe passage for vehicles and pedestrians throughout the construction period; ○ Schedule truck deliveries of construction materials during periods of low traffic volume; ○ Erect and maintain barricades, including signs, markings, flags, and flagmen informing diversions and alternative routes when required; ○ Provide sign boards informing nature and duration of construction activities and contact numbers for concerns/complaints; ○ Provide walkways and metal sheets where required to maintain access for people and vehicles; ○ As appropriate to conditions, coordinate with local authorities and prepare prior approved Traffic Management Plan. ○ Community will plan their own movement as per convenience, as there is no major shifting. <p>(iv) Widening of internal road in width is not possible any more as there is no available land, maximum land donated.</p>

Ref	WB Comments	CMDs Response
4.19	<p>Section 6. The citizen engagement plan should provide plan for engagement with the wider communities through consultation and feedback throughout the design and implementation process including frequency and method of consultation and feedback. Participation of the community representatives in Settlement Implementation Committee, procurement and social audit committees.</p>	<p>New Section 6.7 CDC engagement under CBC inserted</p> <p>181. Under Community Based Contract (CBC) following measures are undertaken by CDC members:</p> <ul style="list-style-type: none"> At the beginning of the construction works, Settlement Implementation Committee (SIC) will be formed comprising of five members- two from CDC and three from primary group. Based on size and nature of scheme the members may increase to seven or nine. SIC is totally responsible for the implementation of CB Contract. Committee will ensure quality procurement and construction works, management, and schedule of the construction works. They will submit report on procurement related purchases and issues to CDC monthly. SIC in conjunction with CDC ensure the quality and schedule of work for timely completion. CDC will approve the planning and procurement of construction materials. Committee will maintain standard and abide by procurement rules. They will observe and monitor the procurement. CDC will maintain accounts in a transparent way. They will display all the procurement related information in front of the CDC Office. All the documents related with the construction will be recorded and kept by the community. During the implementation period CDC and Engineer will visit regularly, every second day, the construction site and provide feedback to the SIC and contractors, the following day. Site visit is subject to as per need of works. CDC will submit bills and vouchers to the Engineer as per contract for payment against the works. Engineer will scrutinize the bills and vouchers as per contract and work progress for payment. Social audit committee (SAC) will comprise of three to five members, of whom three will be women and at least one youth. SAC members cannot be associated or engaged in any committee as this is a neutral body. SAC will monitor procurement procedure and examine finance and record books. The quality of the construction material and works will be monitored by SAC. SAC will provide feedback to SIC and CDC on a weekly or need basis. SAC will examine and verify completion of works report (works completed) and approve the application for installment payment. SAC, SIC, CDC members and PG leaders meet fortnightly to discuss and update the progress of works. In this meeting, Councilor and male and female Ward Councilors are also present. In addition, meeting is called as and when required for the necessity of the construction and other related works. They have frequent discussions and consultations amongst themselves regularly, on a day to day basis.

Ref	WB Comments	CMDS Response																																																	
		<ul style="list-style-type: none">A completion construction works report is prepared by CDC and submitted to the Project Office for onward transmission to NHA Office via Head Office in Dhaka. <p>182. The table below describes the CDC plan with community on CBC construction works :</p> <table><tr><th>Activity</th><th>Members</th><th>Method</th><th>Frequency</th><th>Feedback /Deliverables</th></tr><tr><td>Formation of Settlement Implementation Committee (SIC)</td><td>5 Members- 2 from CDC 3 from PG Members may be increased based on size and nature</td><td>Selection process</td><td></td><td>SIC formed</td></tr><tr><td>Sites visits</td><td>---</td><td>Joint visits by SIC and CDC</td><td>Every day</td><td>Monitor and provide feedback to SIC</td></tr><tr><td>CDC approves planning and procurement of construction materials.</td><td>---</td><td>Meeting/ Discussion</td><td>During planning period</td><td>Feedback as required</td></tr><tr><td>CDC maintain accounts</td><td>----</td><td>Checking/verifying accounts</td><td>Every day</td><td>Display procurement information in front of CDC office</td></tr><tr><td>Site visits</td><td></td><td>Joint visit by CDC and Engineer</td><td>Every second day</td><td>Monitor progress</td></tr><tr><td>CDC submits bills and vouchers to Engineer</td><td></td><td>Scrutinize bills and progress</td><td>As per contract mode of payment</td><td>Submit bills</td></tr><tr><td>Formation of Social Audit Committee (SIC)</td><td>Three to five members-- three will be women and at least one youth.</td><td>Selection process</td><td></td><td>SIC formed</td></tr><tr><td>Progress of work</td><td>SAC, SIC, CDC and PG</td><td>Meetings/ Discussions</td><td>*Fortnightly *Day to day</td><td>Provide feedback</td></tr></table>					Activity	Members	Method	Frequency	Feedback /Deliverables	Formation of Settlement Implementation Committee (SIC)	5 Members- 2 from CDC 3 from PG Members may be increased based on size and nature	Selection process		SIC formed	Sites visits	---	Joint visits by SIC and CDC	Every day	Monitor and provide feedback to SIC	CDC approves planning and procurement of construction materials.	---	Meeting/ Discussion	During planning period	Feedback as required	CDC maintain accounts	----	Checking/verifying accounts	Every day	Display procurement information in front of CDC office	Site visits		Joint visit by CDC and Engineer	Every second day	Monitor progress	CDC submits bills and vouchers to Engineer		Scrutinize bills and progress	As per contract mode of payment	Submit bills	Formation of Social Audit Committee (SIC)	Three to five members-- three will be women and at least one youth.	Selection process		SIC formed	Progress of work	SAC, SIC, CDC and PG	Meetings/ Discussions	*Fortnightly *Day to day	Provide feedback
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Ref	WB Comments	CMDS Response				
			members		basis also	
		Audit Committee *monitor procurement procedure *examine finance records		*Follow guideline *Examine & verify records	Weekly or need basis	Feedback to SIC and CDC
		SAC approves installment payment		Verification	As per bidding terms	Payment approved
		SAC verify completion works report		Review documents	End of construction works	Feedback, if any
		CDC prepare report on construction completion works		Verify physical work		Prepared completion report
		Report submitted to Project Office		Writing of report		Report submitted to Project Office
		Report forwarded to NHA via Head Office		Hard copy		Report submitted to NHA.
4.20	Section 7. GRM is fine. However, NHA should develop a GRM handout for adequate disclosure and sensitization of the community.	Handout on GRM is under consideration for development.				
4.21	Section 8.3 Community Resource Centre (CRC) and Community Support Centre (CSS) are same or different?	Community Resource Centre (CRC) and Community Support Centre (CSC) are different. CRC is in CDC 's office. CSC is Project Office - Sirajganj and Cumilla. Ref. Operations Manual.				
4.22	The gender analysis provided in the report is extremely weak. It is not clear whether women and men had any different priorities in terms of the upgrades requested for the community. Are there any interventions that could have further helped with women's income generating opportunities? Did the project team discuss this with women or consider different options with them?	New Section 5.11 Gender Mainstreaming and Equality Strategy 161. The objective of the Gender Mainstreaming and Equality Strategy is to promote gender values, to incorporate female perspectives into all aspects of Project-related activities and empower female representative and inclusive participation into all Project initiatives. 162. The strategy shall ensure that all initiatives are women-friendly; creates employment opportunities for females in different activities and increasingly establishes a process of decision making in all project related works, through proportional participation of both men and women. 163. Specific mitigation measures, regarding assured gender equality and empowerment, shall include the following: o Females will get priority in the decision making and participatory roles, as gender sensitive issues will be considered during the				

Ref	WB Comments	CMDs Response
		<p>design and construction phase;</p> <ul style="list-style-type: none"> ○ Employment opportunities for women shall be created under the development programmes, whereby the contractor shall follow equity in wage payment for both male and female labour, for equal level of work, as required by the Government of Bangladesh; ○ The contractor shall engage women labour, project-affected women and destitute females on a priority basis in the works, suitable for them and shall follow prevailing protocols; ○ All collected data/information, for all key indicators and project related activities, shall be gender disaggregated, which shall be used in monitoring and evaluation of all gender related matters; ○ Active participation of women shall be ensured in all appropriate Project related activities, inclusive of their role in the decision making process, ○ Provisions for essential facilities, exclusive for women, shall be incorporated in plans, design and drawings for all proposed infrastructure and proper implementation is to be ensured under the project; ○ Appropriate needs-based gender sensitive training and allied support shall be given to women in enabling them to acquire requisite skills in their respective fields; ○ Women's active participation, in consultation for location and design of community facilities and related development initiatives, in all Project related activities, is to be encouraged for a target level of 50% women participation; ○ Under the GRM process, if the aggrieved person is a female, the GRC will ask the concerned female Ward Councilor to participate in the hearings. Female member of CDC will also participate in the grievance redress sessions when the aggrieved person is a female. ○ The CDC will develop and conduct social mobilization, awareness creating and communications activities, focused on gender sensitivity in Project-related planning and design issues. <p>New Section 5.12 Women's income generating opportunities 164. Women are exploring and looking for avenues for income generating activities for the upliftment of their socio-economic living. These have been discussed with project personnel in different meetings and forums. The project is focussed on infrastructure upgrading and housing loan, hence, left with no other option. As the community is a low income group, and no capital to start off, they have requested and discussed about providing a source of income. Women have suggested to impart training on tailoring, parlour, etc, provide them grant or loan for business namely poultry raising, cow and goat rearing, provide sewing machine etc.</p>