



Design Planning & Management Consultant Ltd.



National Housing Authority (NHA)

Low Income Community Housing Support Project (LICHSP)

# Social Management Plan

Masumpur Pagaira Para Better Living Environment for Low Income Settlement

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**Subject: Submission of Social Management Plan for Masumpur Pagaira Para.**

Dear Mr. Kabir:

With reference to the above subject, we are herewith submitting the Social Management Plan of Masumpur Pagaira Para. This is for your review.

Thanks in advance for your kind cooperation.

Sincerely yours,



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## Quality Management Record

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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
O&M	Operation and Maintenance
PDO	Project Development Objective

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

## EXECUTIVE SUMMARY

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

The key results expected to measure the PDO are: increased number of beneficiaries in selected settlements with improved access to and quality of services; and Increased number of beneficiaries in selected municipalities with improved housing.

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

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

Following above, 19 settlements in three cities such as Cumilla, Sirajganj and Narayanganj will be developed in first phase. Out of these Masumpur Pagaira Para in Sirajganj Pourashava has been selected for this purpose. Sirajganj district locates in northern part of Bangladesh under Rajshahi Division. It is situated at west bank of Jamuna River. There are 15 wards in Sirajganj Pourashava. Masumpur Pagaira Para belong to ward no. 1, located in the southern part of the Pourashava. Approximately it is a 70 years above, old community with low income people. There are 213 houses in this area. Almost all of the households are occupied by landowners. There is a very small percentage of tenant household which is reported here.

This report describes social management plan (SMP) for Masumpur Pagaira Para settlement development under LICHSP. As per sustainable development goals (SDG) the Government of Bangladesh (GoB) committed for housing development for low income community. Detailed study has been conducted from 2014. Three cities have been selected for such type of development as pilot project. Sirajganj has got first priority as it is a river-erosion prone poor area. Considering prior determined 16 criteria (ref. section 1.3) with related to land tenure, infrastructure, environmental concern, social cohesion, affordability etc. of settlement selection NHA has selected 10 settlements namely, Kobdas Para, Pramanik Para, Chowdhury Para, Shahidganj Purbo Para, Halim O Tara Bashati, Masumpur Pagaira Para , Rahamatganj Mill Gate Goli, Rahmatgonj Mill Gate, Kalibari and Diardhanghora. NHA tend to start improvement of infrastructure in Masumpur Pagaira Para. Socio-economic census survey has been conducted in the area to assess their needs and project's impact on them.

In Masumpur Pagaira Para, out of 213 households (HHs), 213 has been surveyed as per their availability. In total 815 population has been reported. Therefore, HH size is 3.82. Sex ratio is 1.05:1. Per household average monthly income and expenditure are BDT 17,990.00 and BDT. 14,891.00 respectively.

Surprisingly, though it is a low-income community, about 65.73% have savings though most of them (27.14%) save less than BDT. 5,000. About 36.43% saved money more than BDT. 50,000 whereas more than of the HHs 11.43% saved money in between BDT. 5,000 to 10,000. About 71% of each saved BDT. 10,000 to 15,000. The loan recipient HHs are 46.94 %. Highest proportion of HHs 25 % have taken loan for house building/ construction and 24% for business. On the other hand, 15% had taken loan for loan repayment. About 97% of the loan taken is not due yet. Average value of asset holding is BDT. 96,038.00. (Table 12).

About 33.80% of the HHs are reported as vulnerable here, considering below poverty line income, female headed, and elderly headed.

This community people has identified multifarious problems during preparation of community action plan held on 28 May 2019 and also during revisited on 7 January 2020 to readdress and reformalize 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. road, 2. drain, 3. toilet, 4. septic tank, 5. bathroom, 6. overhead tank, 7. light post (solar), 8. community center, 9. loan for house building, 10. Dustbin, 11. employment, 12. concrete tubewell platform, 13. filling of pond and renovation and 14. health center.

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 emergency not even ambulance or fire brigade, or carrying coffin have access. So, the community people are deprived of vital basic needs. They need to wrap their severe patients and corpses into sacks or kantha (indigenous quilt) for taking them out of the households. Road widening is the dire need.

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

Community proposed scope of work are:

- construction of 61 toilets and wash composite with 30% contribution from HH on super structure
- improvement of existing streetlight pole and 32 new streetlight installation,
- additional 1 toilet and 3 washrooms with 30% contribution from HH on super structure
- 50 septic tank and soak well
- 51 tubewell platform upgrade
- 48 new streetlights with lamp post
- 37 improved streetlight on existing lamp post
- 743-meter pipe drain
- 1693 meters off site RCC drain
- 510 meter off site improved road
- 350 meters on site new communal walkway with two-meter-wide for three wheeler access
- 1000 meters on site improved communal walkway
- 1 CDC centre (location will be decided subject to community consultation)
- community proposed water supply network with overhead tank (subject to technical verification, availability of land and further coordination with Pourshava )

The community has consented to donate land to fill up a ditch with an area of 16845 sq meter and 115 meter long, which has been a long standing health, public nuisance and environmental issue. This will not only address the environmental issues but improve the healthy living standards, beautification and access for mobility including transportation and play ground, to a certain extent. During this implementation, the community will face some problems which they are willing to sacrifice for their own

benefit. During ditch filling, few environmental hazards like sound pollution, noise and traffic movement, etc. may occur.

A concern came up from the community about the ditch after being filled. After the lease period, which is 15 years or what is mentioned in the document, what happens. It was explained that it will be their own community belonging. No community finance is involved. The only financial contribution from the community is for latrine and bathroom, partial construction.

A very enthusiast youth- boys and girls, group were taken into account to voice their concerns about the community they live in. They desire to have better quality education as it lacks. The youth felt that they do not have access to computer facility, which results in lacking improving their technological skills. They felt that if they have educational grants it will not only support but enrich their quality education. There is one public library which is far away. They desire a library in their community. They voiced that they do not have any recreational activities or a club where they can spend their time meaningfully. There is no playground or club, as such, they do not have any social activity. In the club they can play indoor games. Youth community felt the dire need that they should be provided with training like computer, sewing etc. During the discussion the youth grieved that due to poverty – low income of family, either they have to work or manage the education in a hard way.

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

Major works such as construction of improving existing vehicular roads, improvement of existing streetlight pole and new streetlight installation, etc. will be done by the contractor selected through National Competitive Bidding (NCB). CDC will work for few internal roads with drainage and sanitation 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.

25% are willing to receive loan for house building. PKSf is ready to give them housing loan considering their affordability.

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

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 aware about the GRC box and know where it is placed. They do not want to mention their grievance or suggestion in the GRC box as they have to mention their name which might be an issue or create a problem. It was explained that it is not mandatory, which brought relief to them.

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

To ensure quality implementation of the project, a monitoring mechanism has been developed for internal and external monitoring. All types of stakeholders will take part in the operation phase of the project activities. In addition to NHA, WB, Consultants, PKSf and other related organizations,

grassroots level monitoring will be done by the beneficiaries, i.e., members of CHS and other stakeholders.

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

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

## 1 CHAPTER 1: INTRODUCTION

### 1.1 Project Background and Objectives

#### 1.1.1 Background of the Project

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

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

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

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

There are scarce incentives or infrastructure support from the government for large-scale shelter project for the poor. There are a few small-scale housing/land projects implemented by government agencies and by some NGOs, but these initiatives are only very negligible compared to the total needs. It is estimated that the housing needs of the urban poor is 1, 40,000 units nationally which is two-thirds of



the total housing requirements of Dhaka city. There are no financial institutions to support to up-grade or improve the existing housing condition for the urban poor.

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

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

### 1.1.2 Objectives of the Project

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

Specific objectives are to:

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

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

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

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

#### **Component 2: Urban Community Improvements and Upgrading**

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

sanitation services and solid waste management in a single package of upgrading works, depending on the expressed demands of the specific communities. Community contributions in the form of cash, in-kind and 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 in order to ensure that the works implemented, and goods supplied are in accordance with the designs, specifications and terms and conditions of the relevant contracts and standards, if needed. Operation and maintenance of the primary and secondary infrastructure would be turned over to relevant city level administration offices, with tertiary O&M to be taken over by the community. NHA will develop a memorandum of understanding (MOU) to this effect to be signed prior to the implementation of any works contracts.

### **Component 3: Shelter Lending Support**

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

### **Component 4: M&E, Horizontal Learning and Supervision**

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

### **Component 5: Project Management, TA & Strategic Studies**

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

### 1.1.3 Objectives of the SMP

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

The specific objectives of this are as follows:

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

### 1.1.4 Approach of Community Selection and Upgrading

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

A detailed study has been conducted in this regard. Based on geographic representation, field assessments and consultations, a final list of five pilot cities has been presented to the National Housing Authority. After review, the following list (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/Pourashava	Division
1	Cumilla City Corporation	Chittagong
2	Sirajganj Pourashava	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	
	9	Electricity Supply	
Environmental concern	10	Solid Waste Collection Service	To understand the disposal of household waste.
	11	Annual Flood	Understand settlement's vulnerability to annual floods.
Social Cohesion	12	Civic Facilities	Existence of civic facilities and social places indicate social cohesion among the settlement people.
	13	Savings & Credit Activities	These indicate the existence of social organizations (like CDC's community banking, MFIs, NGOs, etc.)
Affordability	14	Enrolment of Children in School	Children's school enrolment indicates economic status, i.e. financial capacity of the people of the settlement. People having very low affordability generally send their children for child 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 Sirajganj Municipality

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

The houses were mostly built of CI sheet or brick. The lower part was made of brick to protect the plinth from flood and the upper part was made of CI sheet and all the houses are tin-shed. The main livelihood of the slum dwellers is small business. Occupation varies from skill day labour to unskilled day labour 11.27% and 14.08% respectively, some have small business 17.84%, service holders 15.96%, large business 7.04% and others occupation are namely rickshaw puller, driver, livestock rearing, transport labour, tailor, etc.

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

Over the last seven years the number of settlements, vacant lands, sanitation, water supply system, drainage, electricity connection, and access roads has changed. In order to select suitable settlements for LICHSP implementation, the Consultant prepared an updated Low-Income Settlements and Vacant Lands Mapping (SLM) database, by mapping the citywide low-income settlements and vacant lands. Considering World Bank Operation Manual (WBOM) for LICHSP 16 indicators (Table 1-2), the consultants have identified 654 settlements with 1577.1 acre, 38,941 houses and 51,977 households. Out of these 654 settlements, 142 settlements are categorized as "Very Poor", 494 settlements as "Poor" and 18 settlements as "Not Poor" with respect to land entitlement, infrastructure, utility services, community facilities, employment, income and vulnerability (details are given in Settlement Identification Report, Sirajganj Pourashava-2018 of LICHSP). Considering settlements improvement of 10 settlements have been proposed by the consultants and selected by the NHA such as Kobdas Para, Pramanik Para, Masum Pagir Para, Shahidganj Purbo Para, Chowdhury Para, Rahamatganj Mill Gate, Rahamatganj Goli, Kalibari and Diardhanghora. This report has been prepared for Masumpur Pagaira Para.

### 1.1.6 Social Impacts of Upgrading Masumpur Pagaira Para Community

Total area of this settlement is 41038 sqm. 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 Masumpur Pagaira Para. Following issues were considered for upgrading Masumpur Pagaira Para. The area has clear land entitlement, better scope for housing improvement and infrastructure development, no major environmental risk (only solid waste problem exists), good social cohesion and settlers have moderate affordability with low income. All these indicators make this settlement suitable for work with respect to LICHSP's selection criteria. Data for Masumpur Pagaira Para are presented in Table 1-3 below for easy understanding:

Table 1-3: Settlement Assessment Data of Masumpur Pagaira Para

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	1	
	9	Electricity Supply	Available with insufficient street lights	3	
Environmental concern	10	Solid Waste Collection Service	Not available, open dumping within settlement	1	Solid waste mismanagement pollutes the environment. No risk of flood.
	11	Annual Flood	No Annual Flood	4	
Social Cohesion	12	Civic Facilities	Not available within the settlement but limited access	1	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	2	
Affordability	14	Enrolment of Children in School	More than 75% Children go to schools	4	a. More than 75% children go to school, i.e. these HHs may have better affordability. b. Majority of irregular (self-employed) employment nature and low income make them comparatively less affordable.
	15	Nature of Employment	Over 50% of family members are self-employed	3	
	16	Household Income	50% of households' average monthly income low	1	
<b>Total Score</b>				<b>42</b>	

1 Source: Settlement Identification Report, Sirajganj Pourashava- 2018

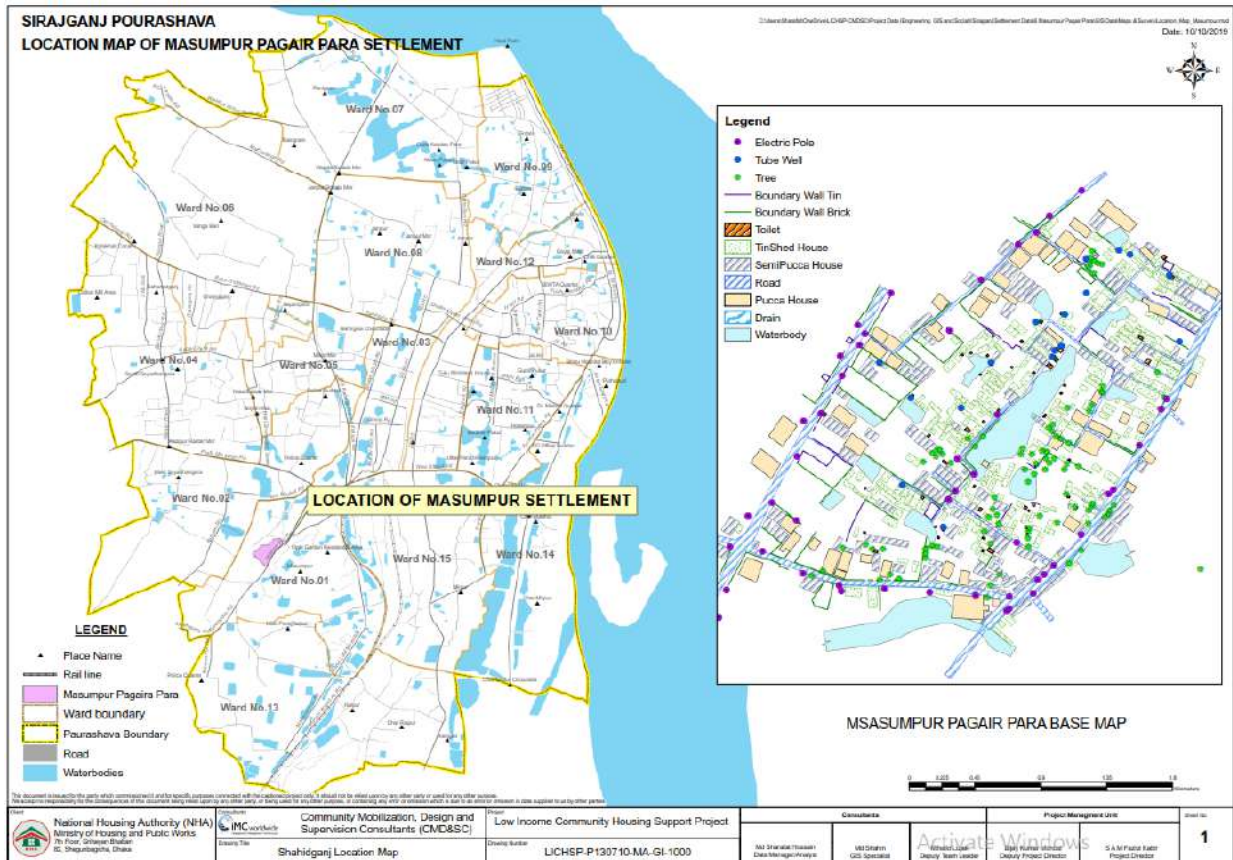


Figure 1: Settlement Location Map of Masumpur Pagaira Para

It is found 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 centre, 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 people of this community people want drainage improvement, roads improvement, latrine construction, septic tank construction, bathroom construction, women employment opportunity creation, housing improvement, construction of community centre, tube well installation, water supply from overhead tank, etc. However, they want to avoid land donation issues. During construction of these facilities, the community people will face a little problem in their movements to go outside the community, but neighbors will help each other in getting access. It is worth mentioning here that no household will need to be relocated.

### 1.1.7 Social Impact Management Plan

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

## 2 SOCIO-ECONOMIC PROFILE OF MASUMPUR PAGAIRA PARA COMMUNITY

A socio-economic census survey has been conducted in Masumpur Pagaira Para to assess their baseline socio- economic condition and probable impact of the project on them. A structured questionnaire has been prepared by the CMD&S Consultants which has been approved by the NHA and WB, which is appended as Annex 2. For accurate data collection 2 Enumerators, who also happened to be Community Organizers had been selected from the locality by the Town Manager based on their prior experience in data collection for Land Mapping (SLM) survey, enumeration survey and socio-economic survey in Kobdas Para, Pramanik Para, Shahidganj Purbo Para, Halim O Tara Boshati, Chowdhury Para and Masumpur Pagaira Para community. 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 and every household (HHs) from 20 March to 21 April 2019. Community Mobilizer, LICHSP, Masumpur Pagaira Para 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.

Socio-economic survey was done by seven surveyors for seven days from 18 -23 June 2019. This survey was also supervised by Community Mobilizer and Town Manager.

Data Manager/Analyst, CMD&S Consultant checked data entered and analyzed. In total 213 households have been surveyed in this settlement as per availability. It is worth mentioning that during enumeration survey (ES), 213 HHs had been reported. 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

815 population are found in 213 surveyed households. All of the HHs (100%) are Muslim. Average HH size is 3.82 which is almost similar to national average 4.4.

### 2.2 Characteristics of the Heads of Households

In addition to economic condition of the heads of households, some socio-demographic background of them also reflects their social status as such some socio-demographic characteristics of the heads of households, like age, sex, level of education and occupation were also collected. Table 2-1 shows age distribution of the household heads. It is seen most of the heads (22.54%) belong to age group 35-39 years. About 23% households are headed by old aged people (65 and above years). Out of 213 HH heads, 186 (87.32%) are male headed and the rest 27% are headed by the females. Most of the HH heads (85.92%) are married, about 12.68% are widow and the rest are found as unmarried and divorced . Most of the HH heads (24.41%) are illiterate. About 11.27% can read and write only. Primary education is about 24.41%. 19.72% have education up to 10th level. SSC/Dakhil and HSC/Alim is about 7.04% and 6.57% respectively. Graduate and post graduate heads are reported here as 1.41% and 5.16%. Majority of the female heads are illiterate (60%). Highest level of education is reported as below SSC, none of them passed SSC even.

Table 2-1: Distribution of HHs Head by Age

Sl #	Details	Frequency	Percentage (%)
1	20-24	3	1.41
2	25-29	10	4.69
3	30-34	33	15.49
4	35-39	48	22.54
5	40-44	24	11.27
6	45-49	22	10.33
7	50-54	26	12.21
8	55-59	16	7.51
9	60-64	8	3.76
10	65+	23	10.80
<b>Total</b>		<b>213</b>	<b>100.00</b>



Source: SES Household Survey, 2019

Table 2-2 presents occupational pattern of the community household heads, which depicts poverty prone area. In the community there are 7.04% having large business, 17.84% are small business holders which is followed by service holders 15.96%, 25.35% are day labourers (skilled + unskilled), and Rickshaw/van pullers (4.69%). Other occupations are of insignificant percentage, which includes driver, security guard, transport labour, housewife, tailor, housemaid, livestock rearing, mechanic, electrician, advocate and muezzin. 4.23% are unemployed. There are no agricultural day labour.

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

Table 2-2: Distribution of HHS Head by Occupation

Sl #	Details	Frequency	Percentage (%)
1	Old Aged	6	2.82
2	Rickshaw/Van Puller	10	4.69
3	Skill Day Labour	24	11.27
4	Unskilled Day Labour	30	14.08
5	Small Business	38	17.84
6	Driver	2	0.94
7	Service	34	15.96
8	Security Guard	1	0.47
9	Livestock Rearing	2	0.94
10	Transport Labour	5	2.35
11	House Wife	7	3.29
12	Unemployed	9	4.23
13	Employment abroad	2	0.94
14	Large Business	15	7.04
15	Tailor	3	1.41
16	Autor Driver	3	1.41
17	House Maid	7	3.29
18	Pension	9	4.23
19	Mechanic	1	0.47
20	Electrician	1	0.47
21	Old persons Stipend	1	0.47
22	Advocate	2	0.94
23	Muazzin	1	0.47
<b>Total</b>		<b>213</b>	<b>100.00</b>

Source: SES Household Survey, 2019

### 2.2.1 Characteristics of Other HH Members

As mentioned above total population of the settlement is 815, out of which 418 (51.29%) are male and 397 (48.71%) are female. Population density is 3.82 per 100 sq. meters. The sex ratio is 1.05:1, which is more than national level statistics, 1:1.03. Percentage of married population is 52.15%, unmarried is 42.45% and widow is about 5.03%. Rate of divorced, separated and widower is not mentionable at all. Literacy rate is about 72%. Highest proportion of the population (27.12%) received primary education up to class 5. Secondary education is next to it (24.54%). SSC and HSC passed are almost similar 6.13% and 3.13% respectively. Tertiary education rate is mentioned as 2.45% for graduation and 3.80% for masters. About 90.80% of the total HH members are reported as healthy. As for occupation, table 2-3 below shows that most of the members (10.31%) are involved in labour selling, which is followed by service-holder (7.36%), rickshaw/van puller (1.60%), small business (6.38%) and driver (0.37%). Others occupation are not mentionable yet. It should be mentioned here that percentages calculation of occupation excludes old aged, housewives, students and unemployed. It is seen that about 2.58% of the total population is unemployed.

Table 2-3: Distribution of HHs Members by Occupation

SI #	Details	Frequency	Percentage (%)
1	Old Aged	95	11.66
2	Rickshaw/Van Puller	13	1.60
3	Skill Day Labour	32	3.93
4	Unskilled Day Labour	52	6.38
5	Small Business	52	6.38
6	Driver	3	0.37
7	Service	60	7.36
8	Security Guard	1	0.12
9	Livestock Rearing	2	0.25
10	Transport Labour	6	0.74
11	House Wife	185	22.70
12	Unemployed	21	2.58
13	Student	229	28.10
14	Employment abroad	3	0.37
15	Large Business	16	1.96
16	Tailor	7	0.86
17	Autor Driver	8	0.98
18	House Maid	11	1.35
19	Pension	11	1.35
20	Mechanic	1	0.12
21	Electrician	1	0.12
22	Old persons Stipend	1	0.12
23	Allowance from Children's/relatives/neighbors	1	0.12
24	Advocate	2	0.25
25	Muazzin	1	0.12
26	Nurse	1	0.12
<b>Total</b>		<b>815</b>	<b>100.00</b>

Source: SES Household Survey, 2019

## 2.3 Economic Condition

### 2.3.1 Income-expenditure

Monthly income-expenditure pattern of the households depicts moderately poor economic condition of the community. Following tables below show that monthly average income of the HHs is BDT. 17,990.00 and monthly expenditure is BDT 14,891.00.

Table 2-4 presents that most of the HHs (27.23%), on an average earn per month BDT. 10,001 to 15,000, which is followed by BDT. 15,000 to 10,000 (16.90%) and BDT. 20001 -25,000 (16.90%) .It is found that 3.29% HHs earn less than BDT 5000 per month. An insignificant 3.76% earn more than BDT 50000.

Table 2-4: Distribution of HHs by Monthly Income

SI. No.	Income Range (BDT)	Nos. of HHs	% of HHs	Total Monthly Income (BDT)	Average Monthly Income (BDT)
1	Less than 5000	7	3.29	24,000	3,429
2	5000-10000	36	16.90	263,500	7,319
3	10001-15000	58	27.23	680,100	11,726
4	15001-20000	33	15.49	534,750	16,205
5	20001-25000	36	16.90	747,500	20,764
6	25001-30000	14	6.57	360,000	25,714
7	30001-35000	8	3.76	244,000	30,500
8	35001-40000	9	4.23	336,000	37,333

Sl. No.	Income Range (BDT)	Nos. of HHs	% of HHs	Total Monthly Income (BDT)	Average Monthly Income (BDT)
9	40001-45000	3	1.41	125,000	41,667
10	45001-50000	1	0.47	45,000	45,000
11	50000+	8	3.76	472,000	59,000
<b>Total</b>		<b>213</b>	<b>100.00</b>	<b>3,831,850</b>	<b>17,990</b>

Source: SES Household Survey, 2019

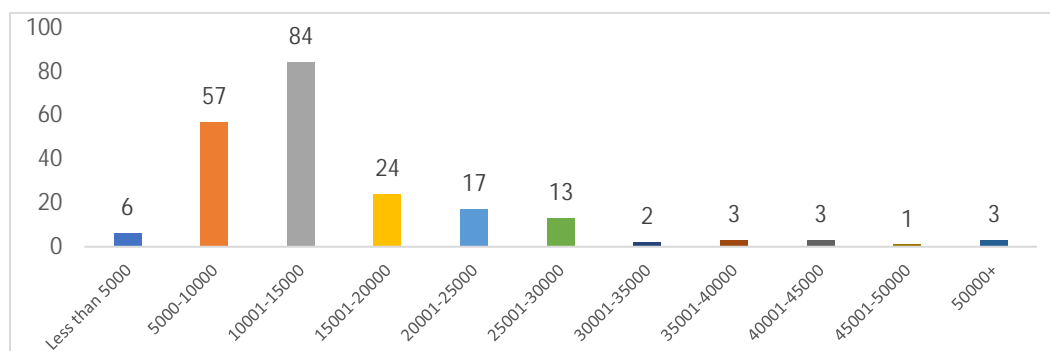


Figure 2: Distribution of HHs by Monthly Income

Table 2-5 shows that about 39.44% expenditure is BDT.10,001 to 15,000 per month. Quite a big number of HHs (26.76%) expenditure is BDT 5000 to10000 and 11.27% HHs expenditure is BDT15001 to 20000. Only, an insignificant ,1.41% HHs expenditure is above BDT 50000+. 7.98% has an expenditure of BDT 20001 to 25000. Remaining percentage earns between BDT 25001 to 45000.

Table 2-5: 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	6	2.82	22,460	3,743
2	5000-10000	57	26.76	453,700	7,960
3	10001-15000	84	39.44	1,029,195	12,252
4	15001-20000	24	11.27	408,265	17,011
5	20001-25000	17	7.98	373,865	21,992
6	25001-30000	13	6.10	357,410	27,493
7	30001-35000	2	0.94	62,600	31,300
8	35001-40000	3	1.41	113,746	37,915
9	40001-45000	3	1.41	124,040	41,347
10	45001-50000	1	0.47	49,580	49,580
11	50000+	3	1.41	176,960	58,987
<b>Total</b>		<b>213</b>	<b>100.00</b>	<b>3,171,821</b>	<b>14,891</b>

Source: SES Household Survey, 2019

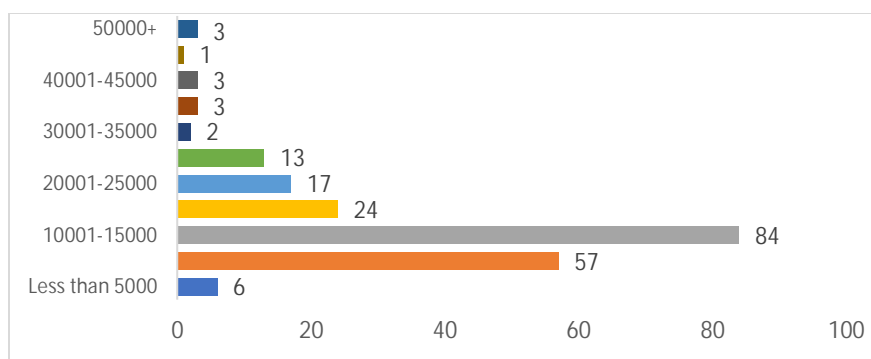


Figure 3: Distribution of HHs by Monthly Expenditure

### 2.3.2 Savings

Data shows that despite being a community, majority of them saved some money for their future. About two thirds of the total households (65.73%) have savings, only 34.27% have no savings. Most of the households (27.14%) saved less than BDT. 50000. More than 36.43% saved money more than BDT. 50,000. About 11.43% have a saving between BDT. 5,000 to 10,000 and 10.71% have a saving between BDT 10001 to 15000. No HHs have a saving between BDT 35001 to 40000 BDT 45004 TO 50000. Other HHs saving is insignificant. Largest percentage 43.24 of HHs save their money with NGOs/CBOs, which is followed by bank, 39.19%. The remaining percentage 16.22 keep at home and 1.35 with friends/relatives.

Table 2-6: Distribution of HHs by Savings

Sl. #	Savings Amount	Nos. of HHs	% of HHs
1	Less than 5000	38	27.14
2	5000-10000	16	11.43
3	10001-15000	15	10.71
4	15001-20000	2	1.43
5	20001-25000	9	6.43
6	25001-30000	3	2.14
7	30001-35000	5	3.57
8	35001-40000	0	0.00
9	40001-45000	1	0.71
10	45001-50000	0	0.00
11	50000+	51	36.43
<b>Total</b>		<b>140</b>	<b>100.00</b>

Source: SES Household Survey, 2019

### 2.3.3 Credit

It has been found above that about 65.73% HHs have savings. At the same time a reportable percent of the HHs took resort of loan for maintaining their income-expenditure balance. Data shows that about 46.95% households take loan from different sources such as neighbors/friends/relatives, NGOs/CBOs, banks, etc. Most of them (26.53%) took loan above BDT. 50000. About 25.51% took loan between 15001 to 20000. 15.31% took loan between BDT.25001 to 30000. An insignificant 9.18 % took loan between 45001 to 50000. No HHs have taken loan less than BDT1000 and BDT 3000 to 35000. Main source of loan is from NGO/CBO (82%). Other sources are bank, friends, relatives and others.

The community mentioned multiple purposes for taking loan. Out of those, loan is focused on house construction (25%), loan repayment (15%), business (24%), treatment 13%, buying rickshaw 12%, etc.

Others are not worth mentioning. All of the loan recipients have outstanding loan as it is yet to be expired. Only 3 % do not have the ability to repay loan because of not having enough income.

Table 2-7: Distribution of HHs by Amount of Loan Taken

Sl. #	Loan Amount Interval	Frequency	Percentage
2	1001-5000	1	1.02
3	5001-10000	6	6.12
4	10001-15000	6	6.12
5	15001-20000	25	25.51
6	20001-25000	5	5.10
7	25001-30000	15	15.31
9	35001-40000	6	6.12
10	40001-45000	1	1.02
11	45001-50000	9	9.18
12	Above 50000	26	26.53
<b>Total</b>		<b>100</b>	<b>100.04</b>

Source: SES Household Survey, 2019

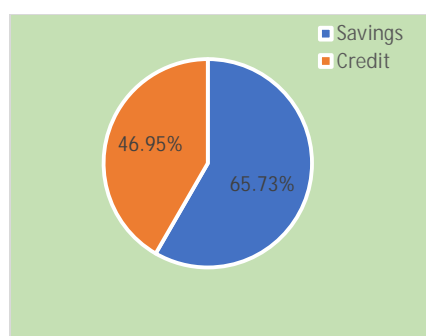


Figure 4: Comparative Presentation of Total HHs having Savings and Credit

### 2.3.4 Asset Holding

Average asset holding of the households is BDT 96,038 which includes savings, furniture, jewelry, livestock, professional equipment, transport equipment, recreational equipment, mobile phone and other household amenities. Furniture has the highest percentage 56.01 followed by utensils/ household amenities 19.95 in terms of type of asset,

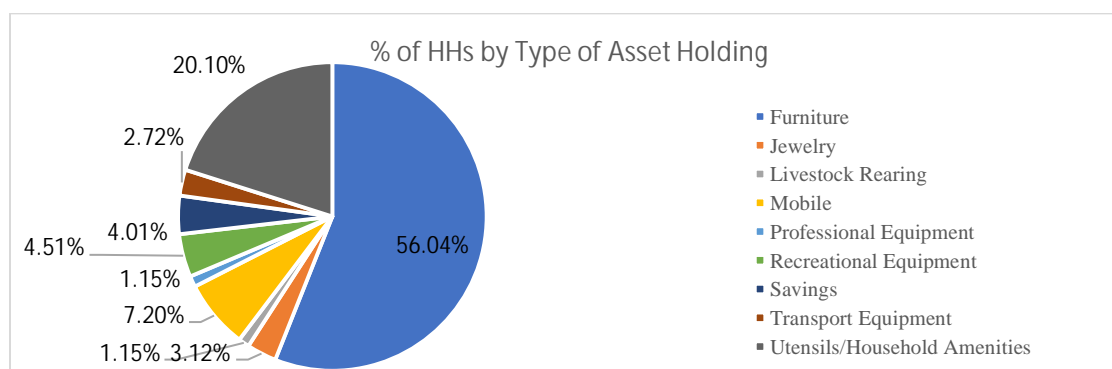


Figure 5: Per Cent of HHs by Type of Asset

### 2.3.5 Vulnerable Population

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 213 households 72 (33.80%) are reported as vulnerable households, which include 41 households, who

belong to below poverty line, 27 female-headed households and 23 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, 41 HHs below poverty line, 27 female-headed households and 23 elderly-headed households altogether comprise 72 vulnerable households. No child headed and indigenous HHs are found here.

*Table 2-8: Distribution of HHs by Vulnerability*

Sl. No.	Category	No. of HHs		Remarks
		Nos.	% of total HHs	
1	Below Poverty Line	41	19.25	Few HHs are common in each category.
2	Female Headed	27	12.68	
3	Elderly Headed	23	10.80	
<b>Total</b>		<b>72</b>	<b>33.80</b>	

Source: SES Household Survey, 2019

#### 2.4 Land Tenure Insecurity

Almost all 93.43% of the households have their own homestead lands. 7.51% lives on rent and use same premises with the landlords. All of them have good relationship. Most of them pay per month rent between BDT. 1000 and 5000. Hundred percent of them have same community feeling as the settlers of the community feel for themselves. All of them are happy with their present residential structure. Despite, they expect housing improvement. They are also willing to pay increased rent for improved houses.

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

#### 2.5 Housing Improvement Desired

About 20.20% of the HHs desire new house construction, 23.65% partial development of old house , 22.17% full development of old house. 33% desires infrastructure development.

Majority 85.45% know about source of loan assistance. An insignificant percentage 14.55 does not know about loan assistance. More than half of the HHs 66.20% are willing to get loan for housing improvement.

#### 2.6 Access to Utilities and related Issues

Most of the HHs use Tube well water for drinking, cooking, washing clothes, personal hygiene and utensils. Some of them (about 2%) used Pourashava provided piped water supply along with tubewell water. For personal hygiene most of them use (96%) use tubewell water and the rest use piped water. About 36% of the tubewell ownership is common. 31% of the HHs have their own tubewell. NGOs installed tubewell. Pourashava provided piped water supply. All of the piped water user stated that drinking water quality is clean. Tubewell user told in favor of good quality. Tubewell user claimed tubewell water contains iron and but no arsenic. Tubewell water is somewhat dirty/ smelly.

Almost all the households (99.53%) have electricity connection in their houses.

Most of the HHs use twin pit latrines 53.99%, followed by sanitary latrines 38.03%. Insignificant users 2.82% use pit latrines and 5.16% users use temporary latrines. There is no community latrine user.

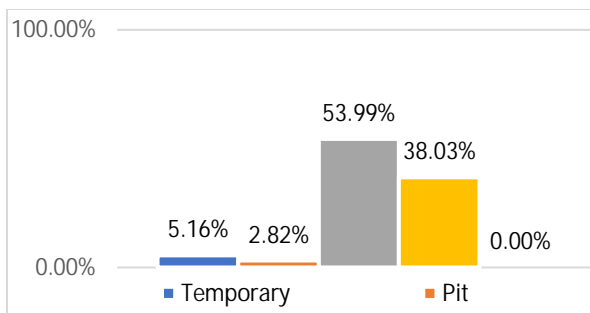


Figure 6: Distribution of HHs by Latrine Use

Municipality provided drainage service exists here. Households stated that different types of drainage system exists like plastic pipe (57.75%), followed by temporary type (34.74%), closed pucca drain (6.10%) and open pucca drain (1.41%).

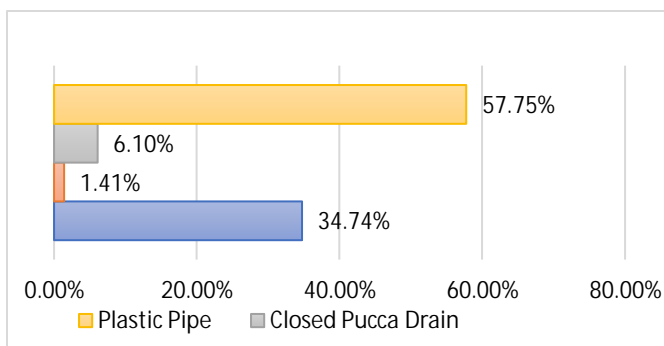


Figure 7: Distribution of HHs by Drainage System

There is no mechanism for desludging here. For garbage disposal, maximum households 80.47% use outside ditch followed by 19.53% household use household pit. There is no community dustbin and the HHs do not throw their garbage disposal here and there. 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.

Main source of fuel of the households is gas 57.48% followed by wood 40.65%.

Other sources like charcoal, leaf, straw and cow dung are of insignificant users. There are no electricity or kerosene user.

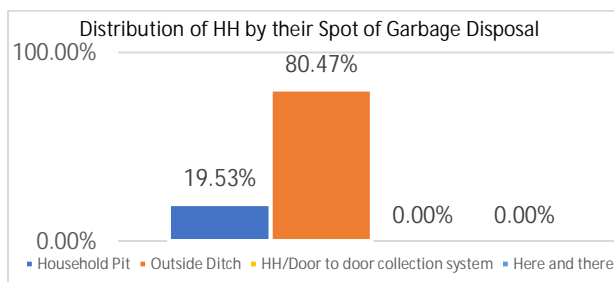


Figure 8: Distribution of HH by their Spot of Garbage Disposal

Air quality of the HHs in and around affects the population. Smoke from cooking of other houses is 17.72%, dust from in-house sources is 17.26%, and smell from ditch/ drain is 16.49%. Table 2-9 below shows other areas of air pollution:

Table 2-9: Distribution of Respondents by Opinion regarding Air Quality

Sl. #	Details	Frequency	Percentage (%)
1	Smoke from in-house cooking	100	15.41
2	Smoke from cooking of other houses	115	17.72
3	Soot from in-house sources (lamp etc.)	68	10.48
4	Soot from outside sources (brickfield chimney etc.)	4	0.62
5	Dust from in-house sources	112	17.26
6	Dust from road	85	13.10
7	Dust from surrounding construction	9	1.39
8	Smell from ditch/drain (in-house/external)	107	16.49
9	Bad smell from open toilet (in-house / external)	44	6.78
10	Bad smell from composter	1	0.15
11	Bad smell from dustbins	3	0.46
12	Fresh air/no air pollution.	1	0.15
<b>Total</b>		<b>649</b>	<b>100.00</b>

Source: SES Household Survey, 2019

## 2.7 Health Condition

Majority of the households (97.18%) reported that they suffered from different types of illness during the last year. Most of them suffered mostly from cold/fever (36.80%). Comparatively, in other health issues body pain 7.06%, asthma 5.20, back ache / headache 6.32%, toothache 5.95%, heart disease 4.46% and diabetes 8.18% . Percentage of other prevailing diseases are not insignificant. On an average a household spent BDT 20,450.00 per year for health treatment.

## 2.8 Access to Roads and Transportation

The settlement has good access to roads and transportation facilities around them. But they 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, coffin, etc. on their doorsteps. They need to wrap their severe patients and corpses into sacks or kantha (indigenous quilt) for taking them out of the households.

## 2.9 Flood and Water logging in the area

Data does not prove that this settlement is a flood, or water-logging prone area. Last flood occurred here in 2007. Rainwater runs off through nearby river. So, water cannot be logged in the area.

## 2.10 Group/CDC Information

All the respondents (100%) know about group formation in the settlement under this project. Members of all HHs participate in these groups. There are eleven (11) Primary Groups (PG) with 219 HHs (as per the enumeration survey). Now in the socio-economic survey there are 213 HHs as 6 HHs member are residing casually in the settlement. Details are given in following Table 2-10.

Table 2-10: Distribution of HHs by Membership of Primary Groups

Sl. #	Group Name	Nos. of HHs	Percentage (%)
1	Bakul	18	4.7
2	Bely	20	5.4
3	Golap	21	5.8



Sl. #	Group Name	Nos. of HHs	Percentage (%)
4	Joba	19	5.1
5	Jui	20	7.6
6	Kadom	20	6.9
7	Padmo	19	7.6
8	Palsh	17	5.8
9	Shapla	22	7.9
10	Shimul	20	5.4
11	Tagar	23	6.1
<b>Total</b>		<b>219</b>	<b>100</b>

Source: SES Household Survey, 2019

None of the group/CDC members face any problem in performing as a group member. All the respondents (100%) opined that there was group/CDC in this community before LICHSP started. Almost all of them know that CDC exists in the community now, which is an old CDC. Old CDC is going to be merged with new CDC under this project. 62.44% are new members of CDC and 32.39% are old members. All of them know about role of CDC. Responses are given in Table 2-11 below:

Table 2-11: Distribution of Respondents by Response about CDC Roles

Sl. #	Details	Frequency	Percentage (%)
1	Savings & Credit	186	29.81
2	Monthly Discussion/Meeting Development	140	22.44
3	Social Welfare Activities	113	18.11
4	Motivational Meeting	44	7.05
5	Infrastructure (Roads, Drains etc.) Development	141	22.60
<b>Total</b>		<b>624</b>	<b>100.00</b>

Source: SES Household Survey, 2019

### 2.11 Gender Analysis

We have seen before that about half of the population is female. Female headed HHs are only 12.68% and 22.07% are engaged in job outside home. Survey findings shows that usually female do all of the HHs chores like cooking, cleaning, washing, cattle rearing, poultry rearing, shopping, child upbringing, kitchen gardening, in-house agricultural works, etc. It is worth mentioning that they are profoundly assisted by their respective husbands in shopping (71%), fuel collecting (60%), child upbringing (55%) and drinking water fetching (18%). Among the employed women, day labour comprise of 38.30%, service 34.04%, housekeeping 25.53% and business 2.13%. About 42% of the employed women face problem as they are overburdened with HHs chores (83.33%) and lack of security (11.11%).

Most of the women's (89.67%) perception is that they play an important role in HHs decision making process. Findings show that in most cases decisions are made by both. Very few women (7%) can make decision of their own.

About 67.14% women opined that they get equal medical treatment vis-a-vis men. About 89.67% female did not receive any inherited property. Women, who inherited property, an overwhelming majority (95%) have control over them, and only 5% confessed about facing gender violence.

In response to their involvement in the project interventions, 23.50% women think that it will increase their work load, traffic problem 19.77% and may disrupt usual life. They apprehended that it may create lack of social security (16.05%). Besides, they will face cooking problem (9.31%). They stated that they will manage these by using access roads, maintaining privacy, cooperation by neighbors, etc. All the female respondents thought that the project will bring benefit to women in following ways Table 2-12:

Table 2-12: Distribution of Respondents by Response about Project Benefits to Women

Sl. #	Details	Frequency	Percentage (%)
1	Increase the amount of work	164	23.50
2	Traffic problem	138	19.77
3	Having problems	91	13.04
4	Cooking problem	65	9.31
5	Bath problems	71	10.17
6	Lack of social security	112	16.05
7	The problem of the toilet	57	8.17
<b>Total</b>		<b>698</b>	<b>100.00</b>

Source: SES Household Survey, 2019

Besides, project objectives, females proposed for taking further initiatives for improving their socio-economic life as described Table 2-13 below:

Table 2-13: Distribution of Respondents by Proposed Initiatives

Sl. #	Details	Frequency	Percentage (%)
1	Loan support for business development	88	17.15
2	Building educational institutions	12	2.34
3	Work opportunities / unemployment will be done	119	23.20
4	Establishment of industry / cottage industries to create job opportunities for women	102	19.88
5	Give relief for the poor	83	16.18
6	Infrastructure development	108	21.05
7	Establishment of industrial establishments	0	0.00
8	Development of Waste Management System	1	0.19
<b>Total</b>		<b>513</b>	<b>100.00</b>

Source: SES Household Survey, 2019

### 3 CHAPTER: COMMUNITY ACTION PLAN PREPARATION PROCESS

#### 3.1 Participatory Settlement Mapping

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.

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.

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 below:

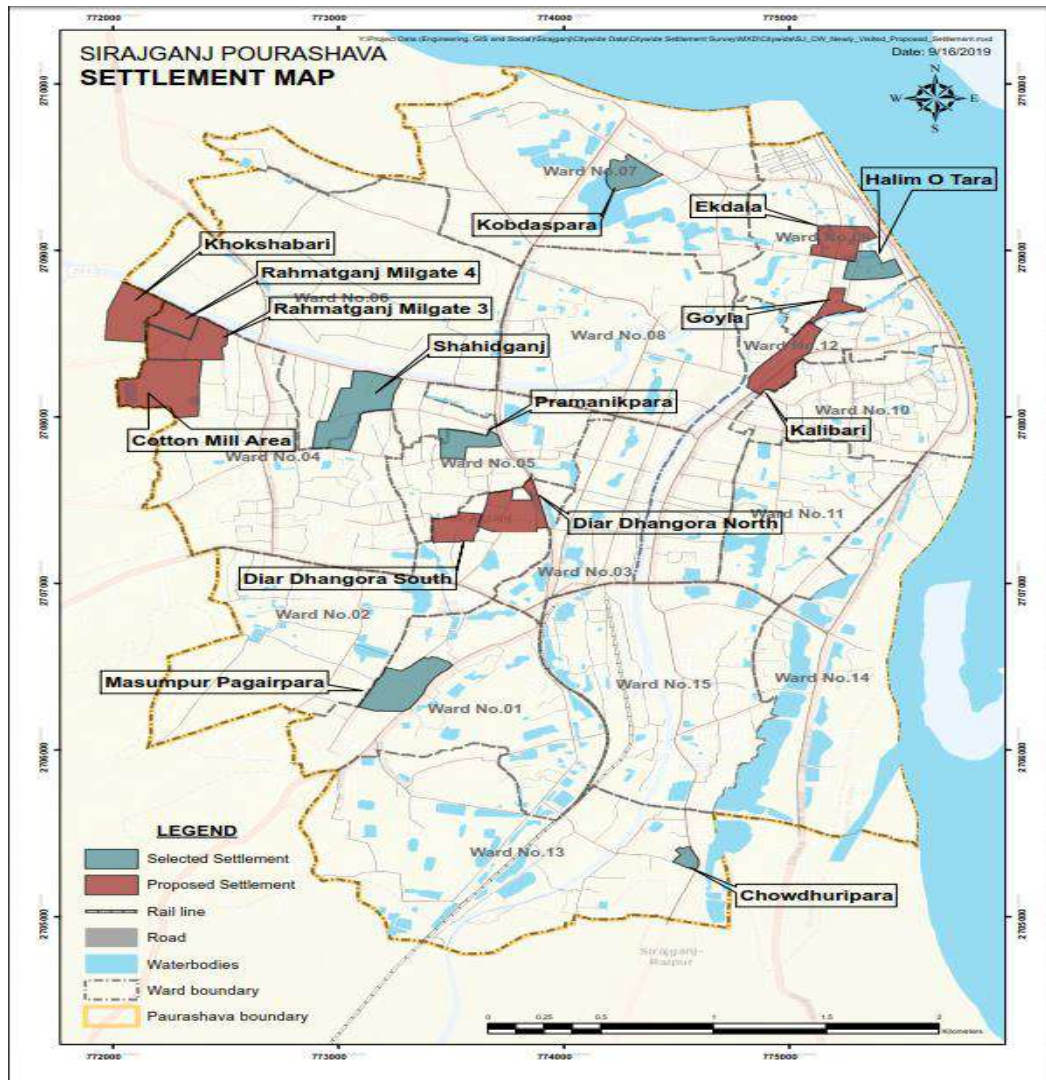


Figure 9: Sirajganj Pourashava Settlement Map

### 3.2 Engineering Surveys

In order 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

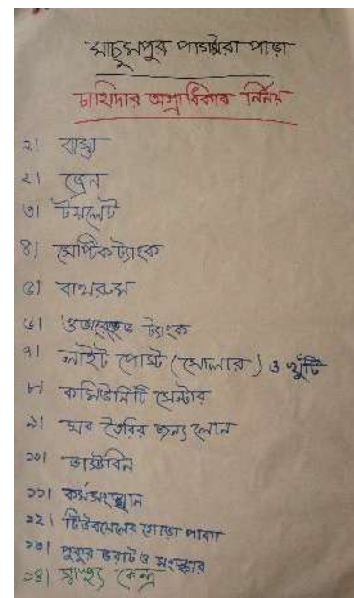
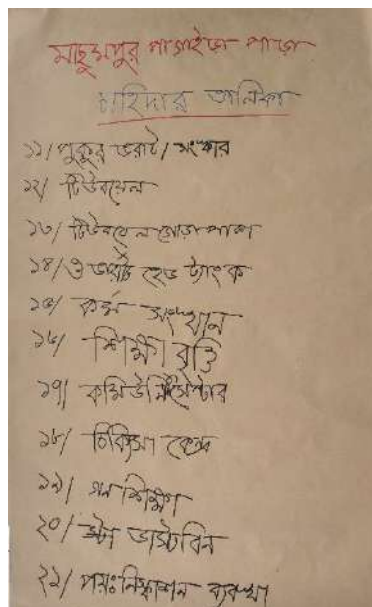
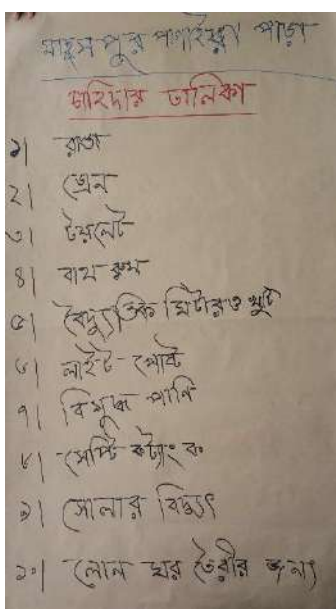
In the Community Action Plan (CAP) sessions, the Community Mobilisers ensure the participation of all stakeholders in the community. Primary Group Discussion on Need assessment, Priorities, action plan takes place according to priorities, mentioning the responsibilities of Primary Group members. Later, 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. List of participants list attached. Annex 4 is List of FGD mixed group Participants and Annex 5 is List of FGD Youth group 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.

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.

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.

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.

The community lists: long and prioritized list prepared by them are placed below:



(Please see translated priority list in page 40)

### 3.3.1 Outline

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

**Step 1: Participatory mapping.** Community members map their settlement, following the procedures already described above. Social mapping is done ensuring the participation of all aspects of community members, i.e. male, female, youths, elderly, community workers and various stakeholders.

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

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.

#### CDC Members Dream of their Improved Settlement



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

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

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

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

## 4 CHAPTER: PROJECT IMPACT ON MASUMPUR PAGAIRA PARA COMMUNITY UPGRADING

### 4.1 Scope of improvement

It is depicted from the study that project will bring positive impact on the community such as construction of house (22.22%), 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 28.05.2019 and 7 January 2020.

They want many things like road , drain ,toilet, bathroom, electric meter pole , light post, safe water, septic tank, solar light, loan for building house, pond filling and renovation, tubewell, concrete tubewell platform, overhead tank, employment, educational grant, community centre, health centre, mass education, dustbin, and sanitation facilities.

From the detailed list, the participants had been asked to prioritize their needs. They have a variety of needs but based on mutual consensus they have finalized a list of priority issues to be addressed, namely 1. road, 2. drain, 3. toilet, 4. septic tank, 5. bathroom, 6. overhead tank, 7. light post (solar), 8. community center, 9. loan for house building, 10. dustbin, 11. employment, 12. concrete tubewell platform, 13. pond filling and renovation and 14. health center.

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.

So, the community people are deprived of getting emergency services like ambulance, firefighting trucks/fire brigade, etc. Community people cannot bear a coffin even onto the shoulders. They need to wrap their severe patients and corpses into sacks or kantha (indigenous quilt) for taking them out of the households. Road widening is the dire need here. Land donation is required for road widening, installation of tubewell, community centre, construction of overhead tank, etc. Despite much problems, they are not willing to donate land. 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. Specific community requirements to improve their settlements are as follows:

- construction of 61 toilets and wash composite with 30% contribution from HH on super structure
- improvement of existing streetlight pole and 32 new streetlight installation,
- additional 1 toilet and 3 washrooms with 30% contribution from HH on super structure
- 50 septic tank and soak well
- 51 tubewell platform upgrade
- 48 new streetlights with lamp post
- 37 improved streetlights on existing lamp post
- 743-meter pipe drain
- 1693 meters off site RCC drain
- 510 meter off site improved road
- 350 meters on site new communal walkway with two-meter-wide for three wheeler access
- 1000 meters on site improved communal walkway
- 1 CDC centre (location will be decided subject to community consultation)
- community proposed water supply network with overhead tank (subject to technical verification, availability of land and further coordination with Pourshava)

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

ক্র:নং	কাজের বর্ণনা
1	1 নং বাড়ির ভিতরে
2	2 নং এর বাড়ি থেকে 189 ও 190 নং বাড়ি পর্যন্ত
3	6 নং বাড়ি থেকে 3 নং বাড়ি পর্যন্ত

ক্র:নং	কাজের বর্ণনা
4	কাজী মতিউর রহমান রোড থেকে 121, 112, 31 ও 32 নং বাড়ি হয়ে 59 নং বাড়ি পর্যন্ত
5	7 নং বাড়ি থেকে 8 নং বাড়ি পর্যন্ত
6	11 নং বাড়ি থেকে 9 নং বাড়ি পর্যন্ত
7	12 নং বাড়ি থেকে 13 নং বাড়ি পর্যন্ত
8	27 নং বাড়ি থেকে 12, 13, 25, 26, 16, 24 ও 20 নং বাড়ি হয়ে নিউ মার্কেট রোড পর্যন্ত
9	20 নং বাড়ি থেকে 19 নং বাড়ি পর্যন্ত
10	15 নং বাড়ি থেকে 18 নং বাড়ি পর্যন্ত
11	27 নং বাড়ি থেকে 25 ও 26 নং বাড়ি হয়ে 21 নং বাড়ি পর্যন্ত
12	27 নং বাড়ি থেকে 28 ও 29 নং বাড়ি পর্যন্ত
13	32 নং বাড়ি থেকে 36 নং বাড়ি পর্যন্ত
14	37 নং বাড়ি থেকে 39 নং বাড়ি পর্যন্ত
15	44 নং বাড়ি থেকে 46 নং বাড়ি পর্যন্ত
16	48 নং বাড়ি থেকে 49 নং বাড়ি পর্যন্ত
17	52 নং বাড়ি থেকে 57 নং বাড়ি পর্যন্ত
18	65 নং বাড়ি থেকে 62 নং বাড়ি পর্যন্ত
19	69 নং বাড়ি থেকে 70 নং বাড়ি পর্যন্ত
20	59 নং বাড়ি থেকে 69 নং বাড়ি পর্যন্ত
21	69 নং বাড়ি থেকে 82 নং বাড়ির পিছন দিয়ে 86 নং বাড়ি পর্যন্ত
22	86 নং বাড়ি থেকে 87, 92, 101 ও 111 নং বাড়ি হয়ে 31 নং বাড়ি পর্যন্ত
23	31 নং বাড়ি থেকে 112 নং বাড়ি পর্যন্ত
24	113 নং বাড়ির পাশ থেকে 111 নং বাড়ি পর্যন্ত
25	69 নং বাড়ি থেকে 70, 82, 86, 138, 136, 135, 134 ও 133 নং বাড়ি হয়ে কাজী মতিউর রহমান রোড পর্যন্ত
26	80 নং বাড়ি থেকে 72 নং বাড়ি হয়ে মধ্য পাড়া রোড পর্যন্ত
27	73 নং বাড়ি থেকে 78 নং বাড়ি হয়ে 43 নং বাড়ি পর্যন্ত
28	46 নং বাড়ির পিছন থেকে নতুন রাস্তা পর্যন্ত
29	77 নং বাড়ি থেকে 78 নং বাড়ি পর্যন্ত
30	75 নং বাড়ি থেকে 74 নং বাড়ি হয়ে 76 নং বাড়ি পর্যন্ত
31	71 নং বাড়ি থেকে নতুন রাস্তা পর্যন্ত
32	86 ও 87 নং বাড়ি থেকে 140 ও 144 নং বাড়ি হয়ে 157 নং বাড়ি পর্যন্ত
33	114 নং বাড়ি থেকে 146 নং বাড়ি পর্যন্ত
34	149 নং বাড়ির পাশ থেকে 148 নং বাড়ি পর্যন্ত
35	153 নং বাড়ি থেকে 151 নং বাড়ি পর্যন্ত
36	কাজী মতিউর রহমান রোড থেকে 167, 163 ও 160 নং বাড়ি হয়ে 159 নং বাড়ি পর্যন্ত
37	কাজী মতিউর রহমান রোড থেকে 164 নং বাড়ি হয়ে 168 নং বাড়ি পর্যন্ত
38	কাজী মতিউর রহমান রোড থেকে 170 ও 172 নং বাড়ি পর্যন্ত
39	কাজী মতিউর রহমান রোড থেকে মসজিদের পাশ হয়ে 149 নং বাড়ি পর্যন্ত
40	কাজী মতিউর রহমান রোড থেকে 188 নং বাড়ি হয়ে 176 নং বাড়ি পর্যন্ত
41	কাজী মতিউর রহমান রোড থেকে 184 নং বাড়ি হয়ে 186 নং বাড়ি পর্যন্ত
42	134 নং বাড়ির পাশ দিয়ে 135 নং বাড়ি পর্যন্ত
43	135 নং বাড়ি থেকে 102 নং বাড়ি পর্যন্ত
44	127 নং বাড়ির পাশ দিয়ে কাজী মতিউর রহমান রোড পর্যন্ত
45	102 নং বাড়ি থেকে 103 নং বাড়ি পর্যন্ত
46	100 নং বাড়ি থেকে 106 নং বাড়ি পর্যন্ত
47	কাজী মতিউর রহমান রোড থেকে 130 নং বাড়ি হয়ে 131 নং বাড়ি পর্যন্ত
48	কাজী মতিউর রহমান রোড থেকে 126 নং বাড়ি পর্যন্ত

ক্র:নং	কাজের বর্ণনা
49	121 নং বাড়ির পিছন থেকে 122 নং বাড়ি পর্যন্ত
50	121 নং বাড়ির ভিতর দিয়ে 124 নং বাড়ি পর্যন্ত
51	120 নং বাড়ির হতে 119 নং বাড়ি পর্যন্ত
52	116 ও 118 নং বাড়ি হয়ে 117 নং বাড়ি পর্যন্ত
53	12 নং বাড়ি হতে 114 নং বাড়ি পর্যন্ত
54	নিউমার্কেট রোড হতে কেজি স্কুলের পাশ দিয়ে রাস্তা
55	146 নং বাড়ি হতে নিউমার্কেট রোড পর্যন্ত
56	নিউমার্কেট রোড হতে খেলার মাঠ পর্যন্ত
57	ডোবার পাশে নতুন রাস্তা হতে 93 নং বাড়ি পর্যন্ত
58	94 নং বাড়ি হতে 96 নং বাড়ি পর্যন্ত

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

Sl. No.	Group No.	House No.	Total Family	Total Population	Septic Tank	Latrine	Bathroom
1	1	1, 193	5	17	1	1	1
2	1	2, 189, 190	3	14	1	1	1
3	1	3	1	3		1	1
4	1	12, 13	2	4	1	1	1
5	1	9, 10, 11	3	12	1	1	1
6	1	6, 7, 8	3	9	1	1	1
7	1	4	1	4	1	1	1
8	1	5	4	15		1	1
9	1	6	1	2		1	1
10	2	27, 28, 29	3	12	1	1	1
11	2	14, 15, 16, 17, 18	7	29	1	1	1
12	2	19, 20	2	8	1	0	0
13	2	121, 122, 145	4	16	1	1	1
14	3	44, 45, 46	3	13	1	1	1
15	3	47	1	5		1	1
16	3	37, 38, 39	3	18	1	1	1
17	3	32, 33, 34, 35, 36	5	19	1	1	1
18	3	42, 43	2	8	1	0	0
19	3	40, 41	2	9	1	0	0
20	3	48, 49	2	7	1	1	1
21	4	69, 70	2	6	1	0	1
22	4	67, 68	2	6		0	1
23	4	62, 63, 64	3	16	1	1	1
24	4	71	1	5		1	1
25	4	65, 66	2	8	1	1	1
26	4	59, 60, 61	3	13	1	1	1
27	4	50, 51	2	8	0	1	1
28	5	84, 85, 86	4	16	1	1	1
29	5	82, 83	3	10	1	1	1
30	5	72, 73	3	12	1	1	1
31	5	77	1	3	0	0	1
32	6	107, 108	2	6	1	1	1
33	6	105	1	2	1	1	1
34	6	106	1	4		1	1
35	6	102, 103, 104	3	13	0	1	1
36	6	97, 98	2	6	1	1	1
37	6	99	1	3		1	1



Sl. No.	Group No.	House No.	Total Family	Total Population	Septic Tank	Latrine	Bathroom
38	6	100	1	3		1	1
39	6	95	1	4	1	1	1
40	6	96	1	3		1	1
41	6	87	2	6	1	1	1
42	6	88, 89	2	6		1	1
43	7	121	1	5	1	1	1
44	7	122, 123, 124	4	11		1	1
45	7	110, 111	2	4	1	1	1
46	7	112, 113	2	10	1	1	1
47	7	114, 31	2	11	1	1	1
48	7	116, 117, 118	4	13	1	1	1
49	7	119, 120	3	11		1	1
50	8	128, 191	3	10	1	0	0
51	8	136, 192	3	10	1	1	1
52	9	137, 138, 139	3	12	1	1	1
53	9	146, 147	2	6	1	1	1
54	9	150	2	5	1	1	1
55	9	148, 149, 153	3	13	1	0	0
56	9	151, 152	2	9	1	1	1
57	9	140, 141	4	11	1	1	1
58	9	142, 143, 144, 145	4	16	1	1	1
59	10	156, 157, 158, 159	4	15	1	1	1
60	10	160, 161	2	8	1	1	1
61	10	162	1	5	1	1	1
62	10	163	2	6		1	1
63	10	164	1	5		1	1
64	10	165, 166, 167	3	11	1	0	0
65	10	170, 171	2	9	1	1	1
66	10	172	1	4		1	1
67	11	173	1	4	1	1	1
68	11	174	1	4		1	1
69	11	177, 178, 179	3	14	1	1	1
70	11	185, 186	2	9	1	0	0
71	11	175, 176	2	5	1	1	1
<b>Total</b>			<b>169</b>	<b>639</b>	<b>51</b>	<b>61</b>	<b>64</b>

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.

A settlement map showing proposed interventions is appended here as Annex 5.

#### 4.2 Relocation Requirements

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

#### 4.3 Shifting of Structures

May be some structures need to be required during construction.

#### 4.4 Loss of Trees

Survey counts all types of trees belong to households. Trees are divided into three sizes such as big (height 16'+ and width 3'+), medium height (11'-15' and width 2'-3'), and small (6'-10' and width 1'-1.5'). There are a total of 835 trees. Out of those 281 are big, 430 are medium and 124 are small. Possibility of some big trees 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. Community will own these after maturity.

#### 4.5 Impacts on Livelihood and Income

As mentioned earlier that due to settlement development - construction for infrastructure development, their livelihood may be hampered. 3.23% have home-based business. The effected employees will resort to coping strategies, namely, 7.51 will expend money, 47.89 will have loss of money, 12.68% both money and labour, and 31.92% will work hard.

#### 4.6 Impact on Vulnerable Households and Female Headed Households

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.

#### 4.7 Impact on Cultural and Archeological Relics

There is no cultural and archeological relics in the area.

#### 4.8 Impact on Community Health and Safety and Mitigation Measures

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

*Table 4-3: Distribution of Respondents by Types of Disruptions*

SI #	Details	Frequency	Percentage (%)
1	Living Problems	135	22.88
2	Cooking problem	88	14.92
3	Communication problems	146	24.75
4	Problems to get work	23	3.90
5	The problem of the toilet	47	7.97
6	Children's Education Problems	59	10.00
7	Buying Problems	26	4.41
8	Sports problems	13	2.20
9	Bath problems	23	3.90
10	The problem of furniture maintenance	30	5.08
<b>Total</b>		<b>590</b>	<b>100.00</b>

Source: SES Household Survey, 2019

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.

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

#### 4.9 Community contribution for their settlement's improvement from project

Community is aware of the project and its positive impact. They are willing to adjust and cope for the betterment of their settlement. 93.90% are willing to give voluntary service during settlement development. 23.34% and 23.65% would like to see improvement of drainage facility and house connecting road respectively as this will ease their mobility, which is their dire need. To make the settlement more habitable 50.47% are willing to give free labour and 47.66% to mobilize the community. This shows their compatibility and cohesion in improving their settlement. For improvement of their settlement the community 62.50% is willing to contribute from their self-savings and 30% will take loan from NHGO/CBO. 77.93% are willing to house improvement. 33% desire infrastructure development. 23.65% desire partial development of old house followed by 20.20% for new house construction. Loan facility will make life easier for the community. During the settlement improvement 63.38%, a large majority, are willing for self - relocation. Table 4-4 below shows types of anticipated self-relocation:

Table 4-4: Distribution of Respondents by Anticipated place of Self-relocation

SI #	Details	Frequency	Percentage (%)
1	Embankment	2	1.48%
2	Rental home	22	16.30%
3	By the side of the road	1	0.74%
4	Neighborhood/Relatives' home	56	41.48%
5	On one side of own house	51	37.78%
6	Father's House	1	0.74%
7	Own house at other location	2	1.48%
<b>Total</b>		<b>135</b>	<b>100.00%</b>

Community is interested to provide different types of services for settlement. Voluntary labour 41.76% features high which shows their willingness to improving their settlement. 29.79% are willing to lend their services through collaboration, and 25.80% through advice. Community cooperation features 25.69% and consultation with each other 21.74% shows positive features for the project. Another feature from the community regarding acceptance of types of disruptions during settlement are shown in the Table 4-4 and the coping strategies in Table 4-5. A large majority 41.96% will manage somehow followed by 21.68% cooperate with each other.

Table 4-5: Distribution of Respondents by Types of Suggested Coping Strategies

SI #	Details	Frequency	Percentage (%)
1	The work gains elsewhere	35	8.16
2	Back to home	45	10.49
3	Manage somehow	180	41.96
4	Renting house adjacent to teaching place	14	3.26
5	Maintain regular communication with teachers	44	10.26
6	Rented house	14	3.26
7	Cooperate each other	93	21.68
8	Renting house adjacent to market	4	0.93
<b>Total</b>		<b>429</b>	<b>100.00</b>

#### 4.10 Summary of Impacts

It is found from the above that improvement of settlement works will bring better communication, drainage system, safe water and sanitation, etc. During implementation the community people will face 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

As stated earlier, almost all of the inhabitants except tenants have land entitlements. All of the landowners have their constructed houses in own land. They need infrastructure development. National Housing Authority is working for giving better living for them in the form of housing solutions and necessary infrastructures development. Beneficiaries' requirement is to improve access roads, drainage development, safe water and sanitation, 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

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

### 5.3 Mitigation to Social and Environmental Hazards

Social issues 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.

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

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

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

### 5.5 Impact Management on Poor and Vulnerable Households

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

### 5.6 Community Contracting

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

### 5.7 Eligibility for Housing Loans

According to PKSF/NDP's lending policy, households having minimum monthly income is BDT 10,000 are eligible for housing loan. The loan range-based households' income is listed in Table 5-1 below. Loan range varies between BDT 80,000 and BDT 4,00,000 depending on monthly household income.

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

As per affordability criteria in terms of monthly income, about 79.81% households are eligible for getting housing loan. It is found that about 59.62% HHs earn a monthly income between BDT. 10,000 to 25,000 and who are eligible for getting loan from PKSF about BDT. 80,000 to 2,50,000. About 14.55% could afford BDT. 2,50,001 to 4,00,000. A very few (5.63%) earns more than BDT. 40,000.

*Table 5-2: Loan Affordability of the HHs as per PKSF's Criteria*

Sl. #	Range of Monthly Income (in BDT)	Nos. of HHs	Percentage (%)
1	10,000-25,000	127	59.62
2	25,001-40,000	31	14.55
3	40,001+	12	5.63
<b>Total</b>		<b>170</b>	<b>79.81</b>

We have seen earlier in section 2.2.1 that average monthly income per household is BDT. 17,990 and average monthly expenditure is BDT.14,891. About 65.73% households have savings. About 46.94% household take loan from different sources. Main source of loan is reported from NGO/CBO (82%). They have outstanding loan but those are not expired for repayment. More than half of the HHs (61%) are willing to get loan for housing improvement.

### 5.8 Restoration of Income and Livelihoods

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

### 5.9 Social Safeguard Issues

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

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

No child 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.

A checklist to ensure social safeguard issues have been prepared for the contractors to follow and attached as Annex 6.

## 6 CHAPTER: CITIZEN ENGAGEMENT PLAN

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

### 6.1 Objectives

The objectives of the stakeholder consultations are to:

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

### 6.2 Identification of Stakeholders

Stakeholders are people, groups, or institutions, which are likely to be affected by the proposed project (either negatively or positively) or benefited by the project interventions or those who can influence the outcome of the project. Stakeholders have been identified through internal discussions, community meetings, key informant interviews and literature review. Generally, a distinction is made between groups of stakeholders, the primary and secondary stakeholders and key stakeholders. The primary stakeholders are the stakeholders who are directly affected or benefited by the project including the community members in the potential slums for upgrading and those will be affected due to the interventions and acquisition of land for slum upgrading. The secondary stakeholders are NGOs, community-based organizations, and community development projects in the project area. The key stakeholders are government agencies, development partners, media, community leaders, civil society, traders, construction laborers and consultants. At the inception of the project a stakeholder mapping has been done. Since it is a new type of housing related project government departments, related activities implementing organization, community-based organization (CBO) and like minded other organizations are associated to the project. Here, primary stakeholders are community members who are directly affected or benefited by the settlement upgrading interventions. Palli Karma Shahayak Foundation (PKSF), National Development Program (NDP) and other CBO's are secondary stakeholders. Key stakeholders are mainly NHA under MoHPW with main contact point WB, CM&DS consultants, Community Leaders, Civil Society, Traders, Contractors, etc. NHA is being supported by Sirajganj DC Office, Pourashava and Cooperative Society etc.

### 6.3 Participation of Stakeholders

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. In inception meeting, held on February 1, 2018 of the project NHA has tried to get all stakeholders together in view of introducing project and its objectives to them and seeking cooperation from them as well. Deputy Commissioner (DC), Sirajganj, Mayor of Sirajganj Municipality, Land Acquisition Officer (LAO), Sirajganj, Representative of Palli Karma Shahayak Foundation (PKSF), National Development Program (NDP), Community Development Committee (CDC), Federation, Community Housing Development Fund (CHDF), CDC Cluster Committee were present in the meeting. Different types of stakeholders have been engaged in community mobilization, poor settlement and vacant land mapping (SLM), Enumeration Survey, CBO assessment, Social Mapping, CBO Formation, Conducting Drone Survey, Environmental Impact Assessment (EIA), Land Tenure Assessments, Land Transferring to the NHA by Sirajganj DC Office, etc.

### 6.4 Feedback from Consultation

It has been seen that all stakeholders are cordial in implementing the project. They appreciated project approach and extended cooperation in activities the project performed so far. Workshop held on 28

October 2018 participants to enlist stakeholders' views and opinions regarding the preparation of infrastructure plan of Sirajganj Pourashava addressing infrastructure facilities needed for low income settlement. All the participants actively participated in the discussions highlighting the need for preparing town level infrastructure plan vis-à-vis improving the living condition of the low-income settlements of Sirajganj Pourashava. The Honorable Mayor has also endorsed the issue of extending necessary infrastructure and services of the Pourashava and the related GOs to the settlement areas. In this way, in each session and types of engagement they provide their necessary assistance and support. List of participants of workshop and inception meeting are attached herewith as Annex 6 and Annex 7.

## 6.5 Information Disclosure Measures

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

## 6.6 Stakeholders Engagement during operation phase

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 in 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

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.

Key position holding by Female. Out of five members three will be from hard core poor and one youth. 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

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

### 6.6.3 Meeting minutes

All the 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

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

### 6.6.5 Transparency and Accountability

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

## 7 CHAPTER: GRIEVANCE REDRESS MECHANISM

### 7.1 Complaints and Grievance Mechanism

Beneficiary selection and displacement due to infrastructure development induce social and environmental concerns. Slum upgrading and urban infrastructure development and improvement have a more complicated situation due to the density of settlement and rapid growth in urbanization. It is very likely that communities will have questions and complaints and in some cases suggestions on alternative options for location and design for housing solutions. The beneficiaries and the likely affected persons for project purpose may have issues of inclusion and participation and recognition of losses and the compensation process applied for them.

A project -specific grievance redress mechanism (GRM) is needed to establish to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances. Considering the context, the project has formed a Grievance Redress Committee (GRC) to answer to queries, receive suggestions and address complaints and grievances about any irregularities in application of this SMP for inclusive project design, and assessment and mitigation of social impacts.

Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal action. The procedure will, however, not preempt a person's right to go to the courts of law. affected persons/households will be informed about their rights and of the procedures for addressing complaints during consultation and survey.

### 7.2 Grievance Focal Points

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

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

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

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

### 7.3 Formation of Grievance Redress Committee (GRC)

To address grievances of affected persons, as a requirement of Operational Manual and Social Management Framework (SMF) LICHSP has formed two-tier Grievance Redress Committee (GRC) in



project level and local level on 2nd January 2018 with memo no. jagrika/LICHSP/2016-17/05. These are as follows:

*Table 7-1: Grievance Redress Committee*

SI. 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

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

Office Order of these GRCs is attached herewith Annex 8.

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

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

### Community Level Unit

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

#### 7.4 Complain resolution process by GRC at Community Level

The scope of work at Community Level Unit.

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

#### 7.5 Complain resolution process by GRC at District Level

The scope of work at District Level Unit.

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

#### 7.6 Complain resolution process by GRC at Project Management Level Unit

The scope of work at Project Management Level Unit.

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

6. If the issue remains unsolved, the decision will be taken by casting vote.
7. The issue will be registered in the closing book with a serial number, stamp and receiving date.

### 7.7 Scope and Jurisdiction of GRC at Project and District Level

The scope of work and jurisdiction of GRC are:

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

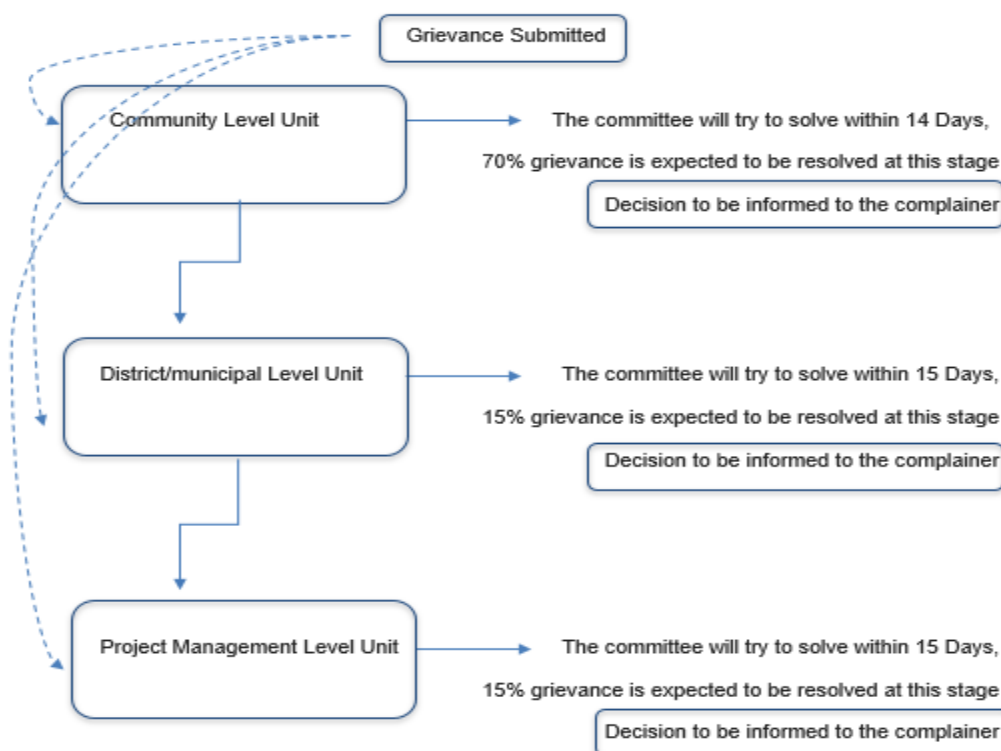
### 7.8 Filing Grievance Cases

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

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

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

Table 7-2: Grievance solving communication tree



### 7.9 Grievance Management and Monitoring

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

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

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

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

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

## 8 CHAPTER: INSTITUTIONAL ARRANGEMENTS

### 8.1 Introduction

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

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

### 8.2 Project Management

#### 8.2.1 Project Steering Committee (PSC)

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

#### 8.2.2 Project Management Unit (PMU)

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

#### 8.2.3 NHA-Field Offices (XEN and SDE)

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

1. Maintain liaison with DC office, City Corporation/Municipalities, etc;
2. 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.

3. Ensure that households have been properly selected for upgrading of their houses;
4. Assist and advice NHA Social Development Specialist in matters related to social development and safeguards compliance.
5. Review plan of actions and monthly/periodic reports submitted by consultants.
6. Participate in regular meetings.
7. Attend meetings and participate in Grievance Redress Committee meetings for redress of grievances.
8. Organize disbursement of compensation/benefits checks to affected persons
9. Monitor relocation of the households in new location within given timeline
10. Liaison with concerned department for inclusion of affected persons in income generating schemes of programs.
11. Maintain record of physical and financial progress of the project implementation.

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

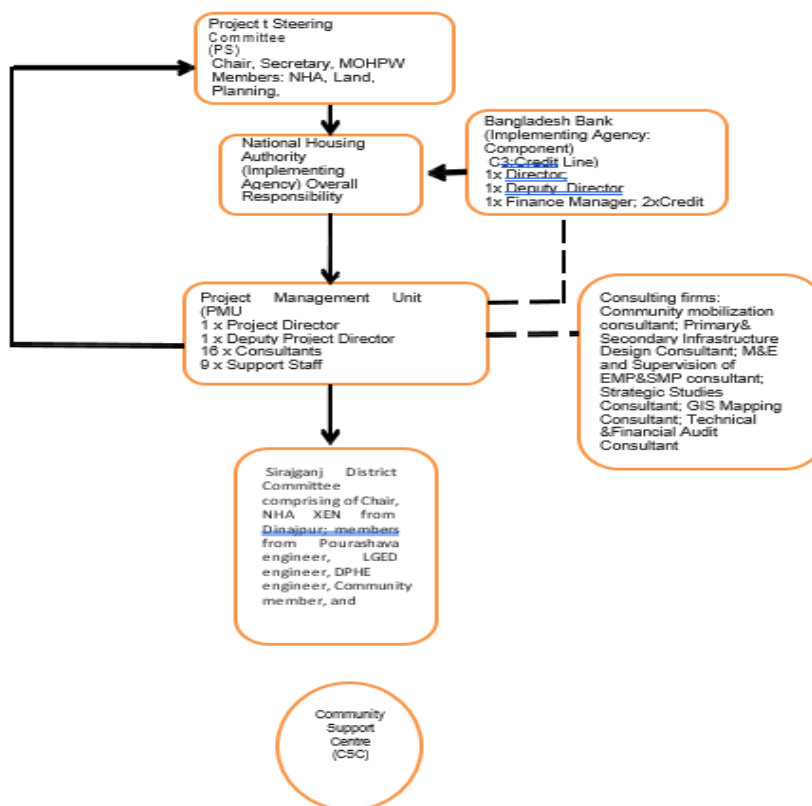


Figure 10: Project Management Organogram, NHA

#### 8.2.4 Project Community Mobilization, Management & Design Supervision Consultant

The project consultant engaged by NHA for identification, design and implementation supervision of settlements has staff resources on social management. The Consultant team includes one Senior Social Development Specialist (SDS) and one Junior SDS. The senior SDS will be working at the policy and management level while the junior one will be completely field-based to carry out various social mobilization, social screening and impact assessment, consultation and other activities. The consultant and CSS assist the communities in preparation and design of settlements and help NHA in settlement appraisal and approval. The project consultant is playing vital role in overall activities of the project implementation. The required land/area for project implementation will be made encumbrance free prior to start civil works construction.

#### 8.3 Community Resource Centers (CRCs)

Community Support Centre (CSS) has been established in Sirajganj under the project. The CSS provides technical assistance to selected communities through community mobilizers, community

architects (willing to and capable of designing low-cost housing infrastructures in selected communities), engineers, social and environmental support, and financial specialists. The CSSs is being overseen by the PMU, with key consultant staff visiting frequently to monitor and supervise the quality of work.

The first CSS has been established in Sirajganj Pourashava to provide the technical and detailed design support to the selected communities and liaise with key municipal officers. The staff for the CSSs has been provided through the Project Consultant but will also focus on training programs and capacity building of local officials and local community members to ensure sustainability after the project ends.

#### 8.4 District/Municipal Committees (D/MC)

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

*Table 8-1: District Committee/Municipal Committee*

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

Hard copy of the District Committee/Municipal Committee formation office order is attached as Annex 9. Tendering would be done through e-tendering, with a copy of the tenders received in the Deputy Commissioner's office in each of the towns. NHA recruited engineers (2 per city, one professional engineer and one diploma engineer) will assist NHA to supervise the construction quality, with verification to be undertaken by the IDC. Payments are to be made directly from NHA in Dhaka, upon verification and certification of the works. Technical assistance will be provided to community groups to supervise the quality of construction, so as to promote high levels of participation. Small works contracts that are technically simple could also be executed through community contracting, through existing channels that are established in the selected communities.

#### 8.5 Management of Social Concerns and Impacts

The project is utilizing an all-inclusive participatory process in settlement planning and implementation. After settlement is identified at the community level, social assessment has been carried out including

social screening, social impact assessment, and community consultation during settlement planning. NHA with assistance from the consultants will ensure social screening of each settlement at identification and planning stages to identify social development and safeguards compliance issues and social impacts associated with the development of housing facilities. Social management plan (SMP) has been prepared based on results of social screening and social impact assessment and approved by NHA for social development and safeguard compliance prior to civil works construction. NHA is facilitating selection, design and implementation of settlements in accordance with the following guidelines:

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

### 8.6 Social Management in Settlement Cycle

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

### 8.7 Implementation Schedule

The following table presents schedule for infrastructure development:

*Table 8-2: Implementation Schedule for Work Packages Masumpur Pagaira Para*

Item No.	Name of Work	2019					2020							
		Dec-19	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 (RCC Road, Toilets, Street lighting, 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 Sub-structure)														
1	Agreement with CDC													
2	Commencement of Work													
3	Construction works													



## 9 CHAPTER: MONITORING AND REPORTING

### 9.1 Introduction

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

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

### 9.2 Internal Monitoring

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

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

### 9.3 External Review and Evaluation

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

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

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

## 9.4 Monitoring Strategy

Monitoring in the project will be done in a participatory manner and will be a bottom up process. The participants in monitoring and evaluation particularly in reporting the grassroots level activities on social management in settlement development planning and implementation will be the beneficiary communities including the members of the CDCs and other stakeholders. Self-monitoring by communities through CDC will be a main input to both internal and external monitoring. A set of measurable social development and safeguard compliance indicators will be developed by NHA for collection of information on changes from the settlement area. These indicators will be identified in consultation with the communities and fine-tuned by the CSS. The project consultant will facilitate the process of identification of indicators on process, output and impacts of the project interventions in selected communities.

## 9.5 Indicators for Social Management Plan

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

*Table 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. CDCs is formed</p> <p>Representation of women and vulnerable groups in CDCs</p> <p>4. GRC is formed</p> <p>Representation of women and vulnerable groups in GRCs are ensured</p> <p>5. Community Consultation done</p> <p>Representation of women and vulnerable groups, occupational groups, men and women in consultation process</p> <p>Community mobilization done</p> <p>6. Beneficiary options reflected in settlement design and implementation</p> <p>Community people preferred plan and design for housing development</p>
Transparency	<p>7. Disclosure of project information, SMP and other social development and safeguard plans</p>

	8. Community awareness about the settlement and the social management issues and policies
Social Accountability	9. Feedback from communities carried for design and implementation support by NHA 10. GRC is functioning Grievance petitions received at CDCs and at GRCs Nos. of complaints Hearing done Grievance cases resolved Grievance cases unresolved 11. Representation of community peoples in monitoring process

### 9.6 Institutional Arrangement for M&E

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

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

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

### 9.7 Reporting

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

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

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

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

## ANNEXES

## ANNEX 1: CHECKLIST FOR SETTLEMENT IDENTIFICATION

## ANNEX 2: SOCIO-ECONOMIC SURVEY QUESTIONNAIRES

ANNEX 3: CHECKLIST FOR CONSULTATION

## ANNEX 4: MAP SHOWING TYPES OF PROPOSED INTERVENTIONS



## ANNEX 5: LIST OF FGD MIXED GROUP PARTICIPANTS

## ANNEX 6: LIST OF FGD YOUTH GROUP PARTICIPANTS

## ANNEX 7: CHECKLIST FOR SOCIAL SAFEGUARD

ANNEX 8: LIST OF PARTICIPANTS OF WORKSHOP

## ANNEX 9: LIST OF PARTICIPANTS OF PROJECT INCEPTION MEETING

ANNEX 10: OFFICE ORDER-FORMATION OF GRIEVANCE REDRESS COMMITTEE

## ANNEX 11: OFFICE ORDER-FORMATION OF DISTRICT/MUNICIPAL COMMITTEES