



**Government of the People's Republic of Bangladesh**

**Western Economic Corridor & Regional Enhancement Program  
(We CARE Program)**

**Resettlement Policy Framework (RPF)**

**Local Government Engineering Department (LGED)**

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## ABBREVIATIONS

AP	Affected Person
ARAP	Abbreviated Resettlement Action Plan
ARIPA	Acquisition and Requisition of Immovable Property Act
AIIB	Asian Infrastructure Investment Bank
CCL	Cash Compensation under Law
CPR	Common Property Resources
DDR	Due Diligence Report
ESS	Environmental and Social Standards
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
EP	Entitled Person
FGD	Focus Group Discussion
GoB	Government of Bangladesh
GRM	Grievance Redress Mechanism
GRC	Grievance Redress Committee
GBV	Gender based Violence
IDA	International Development Association
IoL	Inventory of Losses
IP	Indigenous Peoples
IPP	Indigenous People Plan
IPDP	Indigenous Peoples Development Plan
IPPF	Indigenous Peoples Planning Framework
IPF	Investment Project Financing
IVC	Inventory Verification Committee
LGED	Local Government Engineering Department
LMP	Labor Management Plan
MoLGRD&C	Ministry of Local Government, Rural Development and Co-operatives
M&E	Monitoring and Evaluation
MOE	Ministry of Environment
MoRTB	Ministry of Road Transport and Bridges
NGO	Non-Governmental Organizations
OFC	Optical Fiber Cable
PAH	Project Affected Households
PAP	Project Affected Persons

PAVC	Property Assessment and Valuation Committee
PIC	Project Implementation Committee
PIU	Project Implementation Unit
PMO	Project Management Office
PMU	Project Management Unit
PSC	Project Steering committee
PVAC	Property Valuation Advisory Committee
RAP	Resettlement Action Plan
RCS	Replacement Cost Study
RHD	Roads and Highways Department
RPF	Resettlement Policy Framework
ROW	Right of Way
RV	Replacement Value
SES	Socio-economic survey
SEP	Stakeholder Engagement Plan
TOR	Terms of Reference
VLD	Voluntary Land Donation
WB	World Bank
WBG	World Bank Group
WeCARE	Western Economic Corridor & Regional Enhancement Program

## Glossary

**“Associated Facilities”** means facilities or activities that are not funded as part of the project but are: (a) directly and significantly related to the project; and (b) carried out, or planned to be carried out, contemporaneously with the project; and (c) necessary for the project to be viable and would not have been constructed, expanded or conducted if the project did not exist.

**“Census”** is a complete count of the population affected by a project activity including collation of demographic and property information. This will identify and determine the number of Project Affected Persons (PAP) and the nature and levels of impact.

**“Cut-off date”** is the date by which PAPs and their affected assets, as relevant, have been identified and new entrants to the site cannot make claims to compensation or resettlement assistance. Persons whose ownership, use of occupancy prior to the cut-off date can be demonstrated remain eligible for assistance, regardless of their identification in the census.

**“Involuntary resettlement”** means the involuntary taking of land resulting in direct economic and social impacts caused by The involuntary taking of land resulting in relocation or loss of shelter; loss of assets or access to assets; or loss of income sources or means of livelihood, whether or not the PAP has moved to another location and causes adverse impacts on the livelihoods of the displaced persons due to Involuntary restriction of access to legally designated parks and protected areas.

**“Land acquisition”** refers to all methods of obtaining land for project purposes, which may include outright purchase, expropriation of property and acquisition of access rights, such as easements or rights of way. Land acquisition may also include: (a) acquisition of unoccupied or unutilized land whether or not the landholder relies upon such land for income or livelihood purposes; (b) repossession of public land that is used or occupied by individuals or households; and (c) project impacts that result in land being submerged or otherwise rendered unusable or inaccessible.

**“Livelihood”** refers to the full range of means that individuals, families and communities utilize to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource- based livelihoods, petty trade and bartering.

**“Negotiated settlements”** refers to situations where the Borrower needs to acquire specific land or restrict its use for project purposes, but rather than doing so through an expropriation proceeding, the Borrower first tries to arrive at a mutually agreeable negotiated settlement with the landowner/user.

**“Project affected persons” (PAPs)** means persons who are impacted by involuntary resettlement as defined below.

**“Resettlement Action Plan (RAP)”** is a resettlement instrument (document) to be prepared when subproject locations are identified. RAPs contain specific and legally binding requirements to be abided by to resettle and compensate the affected party before implementation of the project activities causing adverse impacts.

**“Resettlement Assistance”** means the measures to ensure that project affected persons who may require to be physically relocated are provided with assistance such as moving allowances, residential housing or rentals whichever is feasible and as required, for ease of resettlement during relocation.

**“Restrictions on land use”** refers to limitations or prohibitions on the use of agricultural, residential, commercial or other land that are directly introduced and put into effect as part of the project. These

may include restrictions on access to legally designated parks and protected areas, restrictions on access to other common property resources, restrictions on land use within utility easements or safety zones.

**“Security of tenure”** means that resettled individuals or communities are resettled to a site that they can legally occupy, where they are protected from the risk of eviction and where the tenure rights provided to them are socially and culturally appropriate. In no event will resettled persons be provided tenure rights that are in effect weaker than the rights they had to the land or assets from which they have been displaced.

**“Voluntary Land Donation”** - means communities or individuals may agree to voluntarily provide land for sub-projects for desired community benefits with “informed consent and power of choice”.

**Informed consent** means the people involved are fully knowledgeable about the project and its implications and consequences and freely agree to participate in the project Power of choice refers to the people involved have option to agree or disagree, without adverse consequences imposed formally or informally by others.

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# Executive Summary

## **Introduction and Project description**

The Government of Bangladesh (GoB) through the Ministry of Finance (MoF) has requested the World Bank (WB) to support the preparation and implementation of the Western Economic Corridor and Regional Enhancement Program (WeCARE Program) with the Roads and Highways Department (RHD) and the Local Government Engineering Department (LGED) as the main implementing agencies. The proposed WeCARE-LGED program is located in the Western Region of Bangladesh along the 260-km (Bhomra-Satkhira-Navaron-Jashore- Jhenaidah-Bonpara–Hatikumrul) respectively where World Bank will finance for 100 km of national High ways (Jashore- Jhenaidah and Navron-Satkhira-Bhomra) under RHD and other 160 km of national highway (Jhenaidah-Bonpara-Hatikumrul) under RHD will be financed by Asian Infrastructure Investment Bank (AIIB) .This program is planned to be implemented in three phases over 10 years. The anticipated time for Phase-1 is five years while the duration of phase 2 and 3 is expected to be four years each.

This RPF is prepared for phase 1 of LGED component/s and to guide land acquisition and resettlement and the consequent preparation and implementation of Resettlement Action Plans (RAPs) by LGED under the program. WeCARE sets out the principles and objectives governing preparation and implementation of this social risks and impacts, mitigation measures in accordance with the ESS5 requirements. The aim is to ensure that adverse socio-economic impacts of the programs on Project Affected Persons (PAPs) are adequately mitigated and the PAPs are not worst off as a result of project interventions.

## **Project components**

The WeCARE Program will have the following five (5) components:

**Component 1: Upgrading National Highway Corridor and enhancing digital connectivity:** This component will be implemented by RHD and will finance associated works, services, goods for the following sub-components:

- a) Upgrading of the Jashore-Jhenaidah national highway (48km);*
- b) Installation of OFC and deployment of Intelligent Transportation Systems (ITS); and*
- c) Implementation of a Safe Corridor Demonstration Program (SCDP) along the Jashore-Jhenaidah national highway*

**Component 2: Upgrading secondary and tertiary roads and complementary logistics infrastructure and services:** *This component will be implemented by LGED and will finance associated works, services and goods in the four (4) Program Districts of Jashore, Jhenaidah, Magura, and Chuadanga for the following sub-components:*

- a) Development and upgrading complementary logistics infrastructure and services including rural markets in selected growth centers; and*
- b) Upgrading of secondary and tertiary road network serving selected markets.*

**Component 3: Project Implementation Support and Sustainability:** This component will be implemented by both RHD and LGED and will finance associated services and goods for following sub-components:

- a) *Training and capacity building;*
- b) *Strategic Environmental and Social Assessment (SESA);*
- c) *Establishing a Fiduciary Advisory Panel;*
- d) *Establishing a Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act; and*
- e) *Preparatory Activities for Subsequent Program Phases.*

**Component 4: COVID-19 Relief and Recovery:** This component will be implemented by both RHD and LGED to help GoB to provide just-in-time livelihood support to poor people in rural areas and stimulate local economy to help fight against COVID-19 emergency. This component will finance associated services and goods for following sub-components:

- a) *Provision of jobs through labor intensive civil works;*
- b) *Development of an Emergency Response Plan for COVID-19; and*
- c) *Provision of necessary physical upgrades to transport agencies.*

**Component 5 - Contingent Emergency Response:** This component will improve the GoB's ability to respond effectively in the event of an emergency in line with WB procedures on disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.

### **Baseline information, potential impacts and risks**

The project impacts, socio-economic and baseline conditions will be assessed based on a Census, socio-economic survey and consultations with all directly and indirectly affected HHs. The impact and socio-economic conditions will be carried out both at household and community levels through various field surveys and stakeholder's consultation meetings. The questionnaires will contain an inventory of losses of each affected household, which will include details of potentially affected structures (i.e. houses), agricultural land, trees and other assets belonging to each household. The survey will also include inventory of businesses/commercial structures as well as public and community structure on the Project right-of-way.

During preparation of the RPF, LGED together with its consultants visited selected sample sites to identify the initial impacts and risks. During screening and the consultations with different stakeholders, community people opined that construction of LGED roads will dramatically improve the living standards and livelihood opportunities lifestyle of local people with local economy and socio-cultural environments, trade and commerce, transport development, infrastructure expansion, establishment of small and medium scale industries and urbanization.

LGED is yet to make selection of the different sub-project/s. Once LGED will finalize the sub-project selection based on the community needs and assessment, actual project impacts will be identified based on Census, Inventory of Loses (IOL) and Socio Economic Survey (SES). However, the social risks and impacts of the proposed LGED program may be fully ascertained largely during the construction phase. The potential risks and impacts may include: (i) land acquisition, requisition, and voluntary land donation along the expanded Right-of-Way (RoW); (ii) permanent and/or temporary physical displacement of residential and commercial HHs including the Common Property Resources (CPR); (iii) temporary economic displacement of some vendors and businesses along the RoW and in market areas where some rural roads will be constructed and/or rehabilitated; (iv) Loss of trees and crops

(iv) Increased risk of GBV and road accidents. However, during the operation & maintenance phase, impacts to the economy from improved roads and connectivity and road safety are expected to be positive. A summary of potential impacts and risk under LGED components is given in **Table 2 of main report**.

## **Policy, legal and principles governing resettlement**

The Acquisition and Requisition of Immovable Property Act 2017 (ARIPA) is the principal legislation governing eminent domain for land acquisition and requisition in Bangladesh. ARIPA 2017, detailed the land acquisition process from section 4 to section 19 and land requisition process from section 20 to section 28. According to ARIPA 2017, compensation to be paid for affected land, structures, trees, crops and any other damages caused by such acquisition. Under the ARIPA 2017, The Deputy Commissioner (DC) determines the value of the acquired assets as at the date of issuing the notice of acquisition under section 4(1). The DCs there after enhance the assessed value by 200% and another 100% premium for loss of standing crops, structures and income due to compulsory nature of the acquisition. The compensation such determined is called the Cash Compensation under Law (CCL). If the land acquired has standing crops cultivated by a tenant (Bargadar) under a legally constituted written agreement, the law requires that compensation money be paid in cash to the tenants as per the agreement. ARIPA 2017 under section 4 (13) permits the acquisition of the community properties if it is for a public purpose provided that project for which the land is acquired provides for similar types of assets in some other appropriate place or reconstruct the community properties.

Since October 2018, all World Bank funded Investment Project Financing (IPF) are required to follow the Environmental and Social Framework (ESF) consisting ten (10) Environment and Social Standards (ESS). These ESSs set out their requirement for the borrowers relating to the identification and assessment of environmental and social risks and impacts associated with any project. The ESSs support the borrowers in achieving good international practice relating to environmental and social sustainability, assist them in fulfilling their national and international environmental and social obligations, enhance transparency and accountability and ensure sustainable development outcome through ongoing stakeholder engagement. Among the 10 standards, ESS5 on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. LGED has prepared this RPF following the guidelines suggested under ESS5.

## **Resettlement planning procedures**

The components and subcomponents with physical works/interventions require screening. The social screening will occur during the project preparation stage as soon as fairly accurate site location(s) is (are) known for the sub-project. The social screening will provide a preliminary assessment of the potential impacts of the sub-project. The screening will help to identify issues which can be verified during field investigations and also provide a preliminary idea regarding the nature, extent, and timing of social issues that would need to be handled during the subsequent stages. It will also help to identify opportunities for avoidance or minimization early in the project cycle so that the design process can be informed appropriately. The screening will also help to identify the scope of further assessments and timeframe required for obtaining the regulatory clearances (if any). If further assessments and plans (such as RAP, ARAP, etc.) are deemed necessary, these plans will be prepared according to the guidelines provided in this RPF

## **Entitlement and eligibility criteria**

The RPF stipulates eligibility and provisions for compensating all types of losses (land, crops/trees, structures, business/employment, and workdays/wages). All PAPs including non-titled or informal dwellers will be compensated for lost assets (crops, structures, trees and/or business losses) and will receive (i) compensation (as required, to match replacement value), and/or (ii) replacement land, structures, seedlings, other resettlement assistance such as shifting allowance, assistance with rebuilding structures, compensation for loss of workdays/income.

The PAPs who are entitled to compensation under the Project include:

- Persons whose structures are in part, or in total, affected temporarily or permanently by the Project;
- Persons whose residential or commercial premises and/or agricultural land (or other productive land) is in part, or in total, affected (permanently or temporarily) by the Project;
- Persons whose businesses are affected in part, or in total, (temporarily or permanently) by the Project;
- Persons whose employment or hired labor or share-cropping agreement is affected, temporarily or permanently, by the Project;
- Persons whose crops (annual and perennial) and/or trees are affected in part, or in total, by the Project;
- Persons whose access to community resources or property is affected in part, or in total, by the Project.

Other than PAPs any entities affected by the project within the RoW are entitled for the compensation. If any Common Property Resources (CPR) are affected or unavoidable, according to section 4(13) and 20(1) of ARIPA 2017, CPRs can be acquired or requisitioned. However, before affecting any CPRs all compensation has to be paid and ensure that affected CPRs are reconstructed before dismantling or damaged. For example if any schools are affected by the project, a new school has to be constructed before demolishing the affected school. According to the GoB ARIPA 2017, some of these socially sensitive CPRs (churches, temples and graveyards) cannot be acquired by the Project. Only with community consultations and consent, these can be purchased and relocated. If these are not possible, the Project will have to by-pass these structures and choose an alternative RoW.

## **Consultation and participation**

Consultations with affected people and communities are the starting point for all resettlement related activities. Experience indicates that involuntary resettlement generally leads the affected population to facing severe problems in the socio-economic life making them apprehensive towards the Project. Project aims to provide a two-way communication channel between the stakeholders and the scheme proponents. In keeping with the same, the process of public consultation and participation in the project was initiated in the year 2019 and has been an integral part since all studies and assessments are undertaken. Stakeholder consultations have been extensively reported in SEP containing Project Context, Socioeconomic Baseline, Consultation and Communication Strategy etc. applying ESS 10. This SEP guidelines will be followed through the project cycles. This chapter mainly focuses on the people's opinion about relocation, resettlement, project messages, planning. During preparation of RPF, LGED has conducted 5 consultation meetings and workshops with different stakeholders. Stakeholders are people, groups, or institutions, which are likely to be impacted (either negatively or positively) by the proposed Project interventions or those who can influence the outcome of the Project.

## **Grievance Redress Mechanism**

The ARIPA 2017 allows objections by the landowners to acquisitions at the beginning of the legal process. Once the objections are heard and disposed of, there is virtually no provision to address grievances and complaints that individual landowners may bring up in the later stages of the process. Since the act does not recognize them, there is no mechanism to hear and redress grievances of people who do not have legal titles to the acquired lands. As experienced in past projects, complaints and grievances may range from disputes over ownership and inheritance of the acquired lands to affected persons and assets missed by censuses, the valuation of affected assets, compensation entitlements, complaints against noise, pollution, accident, GBV and other social and environmental issues. In view of this, LGED will establish a procedure to deal with and resolve any queries as well as address complaints and grievances about any irregularities in the application of the guidelines adopted in this RAP for assessment and mitigation of social and environmental impacts through grievance redress mechanism (GRM). The GRM will deal with complaints and grievances related to both social/resettlement and environmental issues in this Project. Grievance redress committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. 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 actions. The procedure will, however, not pre-empt a person's right to go to the courts of law. There will be four-tier grievance redress mechanism; 1<sup>st</sup> at local level (upazila), 2<sup>nd</sup> district level, 3<sup>rd</sup> PIU level and final one is for ministry level.

### **Institutional and implementation arrangements**

Local Government Engineering Department (LGED) under the Ministry of Local Government, Rural Development & Cooperatives (MoLGRD&C) is representing the Government of Bangladesh as the Executing Agency (EA) of the WeCARE–LGED Program. LGED is responsible for undertaking all studies, design, and construction of this Project. It will also be responsible for operation and maintenance (O&M) of the project after its completion. LGED is mandated to undertake steps, as per guidelines of the MoLGRD&C and advice of the Government, to secure required funds both from external and internal sources for the implementation of the Project. For efficient and smooth implementation of the project, suitable institutional arrangements are necessary to manage and implement the RAP and other relevant safeguard document. WeCARE-LGED Institutional arrangement consist of Program Steering Committee (PSC) at ministry level; Project Implementation Unit (PIU) at project level; and project Implementation Committee (PIC) at LGED field level. An external monitor will be also hired for the program to ensure proper monitoring of safeguard implementation.

### **Tentative Budget**

A tentative budget is proposed below, which may be changed/updated once the RAP is being prepared. This budget do not include the cost of land acquisition and resettlement.

Items	Man-month	Total (in USD)
Senior Social Specialist at PIU	24	84,000
Junior Social Specialist (field Level at PIU)	24	60,000
RAP Implementing Agency (INGO/consulting firm)	Lump-sum	4,00,000
External Monitor	24 months over the period of 5 years	1,00,000
Capacity Building for PSC, PIU, INGO/consulting firm and relevant government agencies	Lump-sum	1,00,000
<b>Total</b>		<b>7,44,000</b>

## **Monitoring**

LGED will conduct regular monitoring and evaluation of the updating and implementation of the resettlement plan. Monitoring and evaluation are intended to help ensure that the resettlement action plan is prepared and implemented according to the resettlement policy framework. Moreover, external monitor of the project will review all the social safeguard Due-Diligence Reports (DDR) prepared for this project. LGED will establish procedures to monitor and evaluate the implementation of the plan and will take corrective action as necessary during implementation to achieve the objectives of this ESS. The extent of monitoring activities will be proportionate to the project's risks and impacts. For all projects with significant involuntary resettlement impacts, the Borrower will retain competent resettlement professionals to monitor the implementation of resettlement plans, design corrective actions as necessary, provide advice on compliance with this ESS and produce periodic monitoring reports. Affected persons will be consulted during the monitoring process. Periodic monitoring reports will be prepared and affected persons will be informed about monitoring results in a timely manner.

## Chapter 1: Introduction and Project Description

### 1.1 Introduction

This Resettlement Policy Framework (RPF) is prepared by Local Government Engineering Department (LGED) in accordance with Government of Bangladesh's (GoB) legal policy and World Bank's (WB) Environmental and Social Framework, specifically ESS-5 which is the standard 5 "Land Acquisition, Restrictions on Land and Involuntary Resettlement". This RPF is for Western Economic Corridor Regional Enhancement Program -LGED (WeCARE-LGED) financed by the World Bank. There are four components in this program and among them components 1 will be implemented by RHD; components 2 and 3 will be implemented by LGED; and component 4 will be jointly implemented by LGED and RHD.

The proposed WeCARE-LGED program is located in the Western Region of Bangladesh along the 260-km Jashore – Jhenaidah – Jashore – Bonpara - Hatikumrul and Bhomra – Navaron – Satkhira corridors, respectively where World Bank will finance for 100 km of national High ways (Jashore- Jhenaidah and Navaron-Satkhira-Bhomra) under RHD. This program is planned to be implemented in three phases over ten years. The anticipated time for Phase-1 is five years while the duration of phase 2 and 3 is expected to be four years each. Each phase will include investments in primary, secondary, and tertiary road infrastructure, complementary logistics infrastructure and services, and technical assistance for institutional capacity building and transport sector modernization. Preparation of phases 2 and 3 will commence subject to satisfactory performance and achievement of key milestones under Phase 1. This RPF is prepared for phase 1 of LGED component/s. During phase 2 and 3 this RPF will be updated and/or new RPF will be prepared.

However, during the first phase, priority upazila and union roads will be upgraded and rehabilitated by LGED under component 2 to connect with the 48-km Jashore – Jhenaidah Road financed by the World Bank. LGED will also improve complementary logistics infrastructures (e.g., storage, processing, and selling and distribution facilities) under component 3 and address in the policy gaps, capacity development of different government agencies, LGED and local industries under component 4.

The program will be jointly financed by Asian Infrastructure Investment Bank (AIIB) for 160km of national highway (Jhenaidah-Bonpara-Hatikamrul) under RHD considered as associate facilities and thus, a common approach has been taken in this RPF to meet the requirements of ESF and World Bank's due-diligence under ESS5 for all involuntary resettlement related activities.

This RPF is prepared to guide land acquisition and resettlement and the consequent preparation and implementation of Resettlement Action Plans (RAPs) by LGED under the program. It sets out the principles and objectives governing preparation and implementation of this social risks and impacts, mitigation measures in accordance with the ESS5 requirements. The aim is to ensure that adverse socio-economic impacts of the programs on Project Affected Persons (PAPs) are adequately mitigated and the PAPs are not worst off as a result of project interventions.

### 1.2 Program components

The first phase of program has the following components:

**Component 1: Upgrading National Highway Corridor and enhancing digital connectivity:** This component will be implemented by RHD and will finance associated works, services, goods for the following sub-components:

*Sub-component 1(a): Upgrading of the Jashore-Jhenaidah national highway (48km).* This sub-component will finance civil works for widening the existing two-lane single carriageway to four lane dual carriageway with separate service lanes on both sides of the carriageway for slow-moving vehicles and vulnerable road users. It will also comprise associated services, including but not limited to surveys, investigations, data collection, feasibility, design, individual experts, NGOs, supervision and Monitoring and Evaluation (M&E). The civil works contracts will include performance-based maintenance period of 5 years to be financed by the GoB under their revenue budget to ensure the sustainability of investments and better asset management. The sub-component will support the adoption of engineering measures to improve the climate resilience of the road. As the terrain is mostly flat and, much of the corridor runs through flood plains, specific attention will be given to the provision of sufficient cross drainage structures, equalizer pipes and road and bridge height. All contracts will include piloting new technologies and alternative (local and recycled) materials for green and resilient road construction. These pilots will be designed, supervised and monitored by experts involving the Bangladesh Road Research Laboratory (BRRL). In addition, a comprehensive Value Engineering Assessment will be carried out as part of the preparation of contracts to optimize costs and achieve value for money.

*Sub-component 1(b): Installation of OFC and deployment of Intelligent Transportation System (ITS) along the Jashore-Jhenaidah national highway.* This sub-component will finance the design, supply, installation, and operations & maintenance (O&M) of two 48-core cables in two separate ducts and ITS infrastructure including weigh-in-motion, variable message signs, video and speed surveillance systems, automatic traffic counters and control rooms. The component will also finance associated services, including but not limited to, surveys, investigations, data collection, feasibility, design, individual experts, supervision, M&E and development of revenue generation model for leasing the duct to the private telecom operators.

*Sub-Component 1(c) Implementation of a Safe Corridor Demonstration Program (SCDP) along the Jashore-Jhenaidah national highway.* This sub-component will aim to implement evidence-based, multi-sectoral road safety interventions using a “safe system approach” and demonstrate its impact on reducing road crash deaths and injuries. This will involve financing countermeasures identified through an iRAP assessment to ensure a minimum 3-star rating for vulnerable road users. The component will finance the segregation of slow-moving vehicles, dividing bi-directional traffic, gateway treatments for schools, hospitals, and market areas; traffic calming at the interfaces of highways with urban and rural access roads; adequate bus bays, truck lay bays; road safety furniture, crash barriers, road marking and signage; and pedestrian crossing facilities and footpaths at market areas/urban locations. The component will also finance enhanced on-field and ICT-based proactive enforcement of traffic rules, post-crash response, public awareness campaigns and associated works, goods and services, including but not limited to survey, investigations, data collection, feasibility, design, individual experts, supervision, and M&E. This may include procurement of advanced equipment (radar guns, breathalyzers, etc.) and speed enforcement through CCTV cameras linked to control centers, and support for post-crash recovery and rescue including supply, operation and maintenance of advanced life-saving ambulances, tow trucks, cranes and metal-cutting equipment.

**Component 2: Upgrading secondary and tertiary roads and complementary logistics infrastructure and services:** This component will be implemented by LGED and will finance associated works, services and goods in the four (4) Program Districts of Jashore, Jhenaidah, Magura, and Chuadanga for the following sub-components:



*Sub-Component 2(a): Development and upgrading complementary logistics infrastructure and services.* This sub-component will finance the development of about 29 selected markets and logistics infrastructure involving storage, grading, sorting, packaging, collecting and selling facilities for selected agriculture value chains and livestock/fishing; and associated amenities like parking, sheds, piped-water supply, toilets, sanitation, waste management, banking, real time display of commodity prices using ICT, etc. The component will also finance associated services, including but not limited to, surveys, investigations, data collection, feasibility, design, individual experts, supervision, market allocation and management, training and capacity building of stakeholders & M&E. An ex-ante prioritization approach, utilizing geospatial modelling, will be used to select growth centers and economic hubs that can be improved to stimulate inclusive local economic growth. An ongoing gender needs assessment has ensured that the logistics infrastructure and services provided significantly surpass principles of universal design or good practice when catering to the specific needs of women (as described in paragraph 55). Specific resilient norms for cyclones/flooding risks will also be incorporated in design and construction.

*Sub-Component 2(b): Upgrading of secondary and tertiary road network serving selected markets.* This sub-component will finance upgrading and development of about 500km of priority Upazila, Union, and village roads serving selected markets; and associated services, including but not limited to, surveys, investigations, data collection, feasibility, design, individual experts, NGOs, supervision and M&E. Specific attention will be given to ensure safety and resilience in design and construction through the use of cost-efficient alternatives, green and local pavement material able to withstand high temperatures; provision of sufficient numbers of culverts/ditches/cross drainage to address the risk of flooding based on site-specific hydrological studies results; safe provisions for the Vulnerable Road Users (VRUs) and non-motorized transport (NMT) will be addressed by including traffic calming measures like lateral shift, chicane, realigned intersection, traffic circle, speed hump, speed table, raised crosswalk, raised intersection, corner extension, and chokers. The roads will be selected to enhance the logistics efficiency for select value chains in the selected markets based on a multi criteria assessment and rigorous fieldwork that takes into account the location and area of influence of rural markets, difference in the levels of poverty and economic development, levels of existing road connectivity, and the potential to enhance economic activity of women within the districts (see Annex II, Section D for details). Employment opportunities will be created for women in the upgrading and development of roads (as described in paragraph 55).

**Component 3: Project Implementation Support and Sustainability:** This component will be implemented by both RHD and LGED and will finance associated services and goods for following sub-components:

*Sub-Component 3(a): Training and Capacity building.* This sub-component will finance training and capacity building activities of the implementing agencies as well as industry on selected priority areas including resilience, gender, Labor and Working Conditions, Occupational and Community Health and Safety, Gender Based Violence (GBV), cultural heritage assessment and impacts management; vulnerable groups and addressing their special needs, biodiversity and wildlife impact management, road safety, contract management, quality assurance, asset management, RoW/access management, travel demand modelling, project management, procurement, financial management, Environment and Social Framework (ESF). A detailed training plan will be submitted by implementing agencies at the beginning of the financial year for the approval of the World Bank.

*Component 3(b): Strategic Environmental and Social Assessment (SESA).* This sub-component will be implemented by RHD and finance consulting services for detailed Cumulative Impact Assessment of the Program's influence area when combined with past, ongoing and foreseeable future

developments. The SESA will (i) assess the long-term risks and impacts of the MPA; (ii) inform the ESIA of roads in the subsequent phases; and (iii) assist in developing and implementing a management plan that takes into account all risks and impacts.

*Sub-component 3(c): Establishing Fiduciary Advisory Panel.* This sub-component will be implemented by RHD and finance the engagement of fiduciary experts, satisfactory to the World Bank, including procurement and financial management experts. The terms of reference of the panel will be agreed by the World Bank and shall include but not be limited to overseeing the implementation of the component, particularly risks associated with delays in procurement evaluations and awards; variations and time and cost overruns; and delays in payments.

*Sub-component 3(d): Establishing the Transport Sector Integration and Coordination Platform (TSICP) and operationalizing the Road Maintenance Fund Board Act.* This sub-component will be implemented by RHD and finance the establishment of a Transport Sector Integration and Coordination Platform (TSICP) to facilitate focus group discussions, knowledge exchange workshops and meetings on various sector development issues. As the transport sector nodal ministry, the Ministry of Road Transport and Bridges (and RHD as its lead agency) will be responsible for managing TSICP. Participants will include donors, government ministries, agencies, universities and civil societies. The TSICP will be responsible for finalizing the scope of Phase 2. One of the key objectives of the TSICP in this MPA phase is to support the operationalization of the Road Maintenance Fund Board Act. The sub-component will finance services and individual experts required to maximize the effectiveness of the TSICP.

*Sub-component 3(e): Preparatory Activities for Subsequent Program Phases.* This sub-component will finance RHD and LGED preparatory activities and associated services, including but not limited to, identification, feasibility, safeguards assessments, design, surveys, investigations, data collection, individual experts, NGOs, impact evaluations and M&E.

**Component 4: COVID-19 Relief and Recovery:** This component will be implemented by both RHD and LGED to help GoB provide just-in-time livelihood support to poor people in rural areas and stimulate local economy to help fight against COVID-19 emergency. This component will finance associated services and goods for following sub-components:

*Component 4 (a): Provision of jobs through labor intensive civil work.* This sub-component will be implemented by LGED and finance the immediate provision of labor-intensive small works contracts (e.g. routine maintenance of roads, advance clearing and grubbing of roadway width which we are going to be improved under the Project, flood control and protection works around culverts/bridges, village and market drainage and protection works, market cleaning and maintaining hygiene) that will provide just-in-time livelihood support to poor people in rural areas and stimulus to the local economy. A Labor Contracting Society (LCS) model, that has previously been used in Bangladesh, will be utilized to organize vulnerable local population into groups that are contracted to carry out the afore-mentioned works. These works are estimated to generate approximately 1.3 million days of rural employment in 6 months. The financing of such works will also include provision of protocols and personal protective equipment to ensure the safety the workers who are employed.

*Component 4 (b): Development of an Emergency Response Plan for COVID-19.* This sub-component will be implemented by RHD and LGED and will finance the development and dissemination of an action plan that will enhance emergency preparedness, management, and response capacity of the two leading transport agencies to mitigate and respond to the risks posed by COVID-19. This plan will include measures to minimize the chances and contain the spread of the COVID-19 due to movement of staff and workers, and sensitization them and local communities regarding what to do if an outbreak

occurs and how treatment will be provided. The plan will define procedures for isolation, testing and treatment including getting adequate supplies of water, food, medicines and medical equipment and cleaning equipment in the event of an outbreak at LGED and RHD offices and project offices/sites, especially should access to the site become restricted or movements of supplies limited. The plan will be communicated widely (through workshops and group trainings) to RHD and LGED staff, consultants, workers, contractors, sub-contractors, suppliers, adjacent communities, nearby projects/workforces, and local healthcare authorities to make them aware of the preparations that have been made. The plan will also include reporting mechanism for incidents/outbreak at any Program offices/sites.

*Component 4 (c). Provision of necessary physical upgrades to transport agencies.* This sub-component will be implemented by RHD and LGED and will provide the necessary physical upgrades to ensure business continuity in response to COVID-19 and future crises. To this end, it will finance improving digital connectivity between various offices of RHD and LGED and improving the work environment at both agencies. Notably, high-speed internet connections and IT services will be provided at RHD and LGED Head Quarters, PIUs and field divisions. And additional hygiene measures at RHD and LGED Head Quarters, PIUs and field divisions will be implemented to improve the work environment safety of the staff at both agencies.

**Component 5 - Contingent Emergency Response:** This component will improve the GoB's ability to respond effectively in the event of an emergency in line with WB procedures on disaster prevention and preparedness. Following an eligible crisis or emergency, the Recipient may request the Bank to re-allocate project funds to support emergency response and reconstruction. This component would draw from other project components to cover emergency response.

Among the four components, LGED will implement component 2, 3 and 4 which will comprise upgrading and rehabilitating feeder roads; complementary logistics infrastructure improvements; and road sector modernization and capacity building. Priority feeder roads will be selected by LGED through screening and stakeholder's engagement.

### 1.3 LGED program principles

The following principles will be followed for the LGED components during resettlement planning, implementation and monitoring of RAPs prepared for components and sub-components.

- Affected households will be eligible for compensation and rehabilitation assistance, irrespective of tenure status, social or economic standing and any such factors that discriminate against achievement of the resettlement objectives. Lack of legal rights to lost assets or tenure status and social or economic status will not bar the affected households from entitlements to compensation and assistance.
- Acquisition of land and other assets, and resettlement of people will be avoided or minimized as much as possible by identifying possible alternative project designs and appropriate social, economic, operation and engineering solutions that have the least impact on populations in the project area.
- No site clearing will be done in anticipation or before being considered for inclusion in the project site.
- Affected households residing, working, doing business and/or cultivating land within the impact area during the conduct of the census and in the detailed measurement survey (DMS), are entitled to be compensated for their lost assets, incomes and businesses at replacement cost, and will be provided with assistance to improve or at least maintain their pre-project living standards, income-earning capacity and production levels.

- Affected households will be fully consulted and given the opportunity to participate in matters that will affect their lives during the design, implementation and operation. Moreover, plans for the acquisition and use of assets will be carried out in consultation with the affected households who will receive prior information of the compensation and other assistance available to them.
- Any acquisition of, or restriction on access to, resources owned or managed by the affected households as a common property such as pasture area will be mitigated by arrangements that will ensure they have access to equivalent resources.
- There will be no deductions in compensation payments for structures or other affected assets for salvage value, depreciation, taxes, stamp duties, fees or other payments.
- There will be effective mechanisms for hearing and resolving grievances during the planning and implementation of the component subprojects.
- If ownership over any affected asset is under dispute, the case will be handled in accordance with the grievance redress mechanism agreed with the EA.
- Temporarily affected land and structures will be restored to pre-project conditions following the requisition procedures.
- Existing social, cultural and religious practices will be respected.
- Special measures will be incorporated in the RAP to complement mitigation and enhancement activities to protect socially and economically vulnerable groups at high risk of impoverishment. Appropriate assistance will be provided to help them improve their socioeconomic status.
- Particular attention will be paid to the needs of vulnerable and disadvantaged groups [as those individuals or groups who, by virtue of, their age, gender, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or indigenous status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits] and ensure their participation in consultations.
- Adequate resources will be identified and committed during the preparation of the RAP. This includes adequate budgetary support fully committed and made available to cover the costs of compensation, resettlement and rehabilitation within the agreed implementation period for the project; and, adequate human resources for supervision, liaison and monitoring of land acquisition, resettlement and rehabilitation activities.
- Appropriate reporting, monitoring and evaluation mechanisms will be identified and set in place as part of the resettlement management system.
- The RAP or its summary will be translated into local language (Bangla) and placed in district and sub-district offices for the reference of affected households and other interested groups.
- Civil works contractors will not be issued a notice of possession for any given geographic location in accordance with the approved RAP until (a) compensation payment at replacement cost have been satisfactorily completed for that area; (b) agreed rehabilitation program by LGED and affected person is in place; and (c) the area is free from all encumbrances. The RAP implementation consultant will submit the report with written consent of the affected individual/HH. This will be verified by the PMC and certified by the PIU.
- Cash compensation for affected households losing commercial structures will be made available well ahead of civil works to allow the affected households sufficient lead time for reconstruction and to re-establish the business. No demolition of assets

and/or entry to properties will be done until the affected household is fully compensated and relocated.

#### 1.4 Objective of the RPF

The RPF provides policies and procedures to determine requirements of the World Bank's ESS 5 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement, to assess potential risks and impacts, to identify detailed steps to develop appropriate mitigation measures, including mitigation and compensation for the impact caused under the project. Specifically, the RPF covers the following:

- Reviews the existing national legal and regulatory framework of Bangladesh and compares it with World Bank's ESS 5 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement for identifying gaps and providing gap filling measures.
- Describes and defines the process for preparing RAP/s, cut-off dates for title and non-title holders, valuation process of impacted assets/ properties etc.
- Provides the principles and methods to be used in valuation of losses, and a description of eligibility and entitlements.
- Identifies the consultation mechanism and approaches to be adopted while preparing and implementing RAPs including public disclosure.
- Describes and defines monitoring and evaluation arrangement and roles and responsibilities of different stakeholders.
- Outlines the legal framework, eligibility criteria of displaced population, valuation methodology, compensation provision, entitlement matrix and implementation process.
- Outlines implementation arrangement including schedule and grievance redress mechanism
- Outlines principles and objectives governing resettlement preparation and implementation
- Explains the due diligence procedures in case of project interventions linked to activities financed by AIIB.
- Capacity development of the LGED, other related government agencies and local industries to identify the impacts and manage the related risks in accordance with ESS 5.

## Chapter 2: Baseline information, potential impacts and risks

### 2.1 Baseline Information and impact assessment procedure

The project impacts, socio-economic and baseline conditions will be assessed based on a Census, socio-economic survey and consultations with all directly and indirectly affected HHs. The impact and socio-economic conditions will be carried out both at household and community levels through various field surveys and stakeholder's consultation meetings. The questionnaires will contain an inventory of losses of each affected household, which will include details of potentially affected structures (i.e. houses), agricultural land, trees and other assets belonging to each household. The survey will also include inventory of businesses/commercial structures as well as public and community structure on the Project right-of-way. **Table 01** below presents the methodology will be adopted in the surveys/census for data collection for impact assessment and preparation of the Resettlement Action Plan.

*Table 01: Project Impact and Baseline Assessment Methodology*

Unit Level	Data Collection Tools and Techniques
<b>Household Level</b>	<ul style="list-style-type: none"><li>• Households census/interviews</li><li>• Inventory of losses survey (structures, trees and other assets)</li><li>• Inventory of businesses/commercial units</li><li>• Affected agricultural plots survey</li><li>• Livelihood assessment survey</li><li>• Gender assessment survey</li><li>• Communication needs assessment survey</li><li>• Impacts of road intersections survey</li></ul>
<b>Community Level</b>	<ul style="list-style-type: none"><li>• Inventory of community structures</li><li>• Village profiles for livelihood impact assessment survey</li><li>• Stakeholders and community consultation meetings</li><li>• Focus group discussion</li><li>• Stakeholders meetings with Upazila administration</li></ul>

During preparation of the RPF, LGED together with its consultants visited selected sample sites to identify the initial impacts and risks. During screening and the consultations with different stakeholders, community people opined that construction of LGED roads will dramatically improve the living standards and livelihood opportunities lifestyle of local people with local economy and socio-cultural environs, trade and commerce, transport development, infrastructure expansion, establishment of small and medium scale industries and urbanization.

LGED has conducted 5 consultation meetings with local people and covered approximately 300 people. Few baseline information are given below, based on local people's opinions from consultation meetings

**Agriculture:** Majority of the stakeholders, mainly farmers and local businessmen, informed during consultation that due to the poor rural communication system, they have to pay more transportation cost carrying non-durable goods like milk, vegetables, and different types of fruits to the upazila and district market places. They have to use non-motorized vehicles like rickshaw, van, bi-cycle etc. for transportation.

According to local businessmen, mostly agricultural with some industrial products have circulating the local market. Wholesalers are buying different types of agricultural crops like banana, eggplant, onion, mango and various kinds of sweets. There are also market places for livestock such as hen, duck, cows,

goat, buffalo etc. Businessmen are collecting livestock from local market to send to capital city. Due to poor communication system, people have to sell the products to businessmen with a very low price. Currently there are crisis of agricultural inputs like seeds, pesticides, fertilizers, harvesting machines, power tillers, tractors and irrigation equipment's. Local farmers and businessmen believe that development of LGED roads will improve their marketing network for produced agricultural goods and products; whole sellers can directly purchase agro products from local villages and ensure fair price of the locally produced products; crops intensity and crop productivity will be increased.

**Infrastructure:** Majority of the infrastructures in the project areas are tin-made (around 70%) which is used for commercial and residential purposes. Mainly middle and lower middle-class family are residing in the tin-shade structures. Remaining structures are straw made (20%) and brick-built (10%). Brick-built buildings are mainly used for market centers, office and residential purposes. Some tin-shade structures are used for trade and commerce as a store house. Some of the roadside residential and commercial structures are owned by squatters.

**Health:** Currently local villages have very limited opportunity to access better health care services due to poor transportation and communication system. During consultation with the female group, it is identified that many married couple are unable to avail family planning; and unable to use ambulance in case of emergency situation. If rural road communications are developed, local people will have better access to health care services, family planning and pregnancy related complications.

**Education:** Many rural students in the LGED program area are not interested to enroll themselves to the standard educational institutes due to poor road communications. During rainy season students could not attain to the school. Parents also do not feel secured to send their child to school due to poor communication system, as a result, students drop out rate increasing day by day. During consultation meeting, local people opined that better road communication system decrease students drop out rate and parents will feel secured to send their children to school.

**Employment Opportunity:** There are lack of opportunities for small scale investment in petty business like trading fruits, vegetables, retailing of fish and agriculture products. Small and marginal farmers are not motivated to produce agricultural products as they don't get fair price. However, If LGED roads are constructed, it is expected that farmers will be able to employ labors from vulnerable families, transport owners will be increased and they will engage more local people from the vulnerable group. According to the local people, if the LGED roads are constructed, transport system will be developed, new industries will be established, and women participation at different sectors will be increased. Lots of people will be engaged with the commercial activities like transportation business, transporting agricultural products through-out the country. New hotels, restaurant, pharmacy, poultry, hatchery, rice mill, saw mill, oil mill etc. will be established and create jobs.

## 2.2 Potential Impacts and Risks

LGED is yet to make selection of the different sub-project/s. Once LGED will finalize the sub-project selection based on the community needs and assessment, actual project impacts will be identified based on Census, Inventory of Loses (IOL) and Socio Economic Survey (SES). However, the social risks and impacts of the proposed LGED program may be fully ascertained largely during the construction phase. The potential risks and impacts may include: (i) land acquisition, requisition, and voluntary land donation along the expanded right-of-Way (ROW); (ii) permanent and/or temporary physical displacement of residential and commercial HHs including the Common Property Resources (CPR); (iii) temporary economic displacement of some vendors and businesses along the ROW and in market areas where some rural roads will be constructed and/or rehabilitated; (iv) Loss of trees and crops

(iv) Increased risk of GBV and road accidents. However, during the operation & maintenance phase, impacts to the economy from improved roads and connectivity and road safety are expected to be positive.

Due to the nature and scale of the program and for LGED, the number of sub-projects, the project is classified as 'high' for environmental and social risks and as defined under bank ESF. The risk categorization also takes into account the limited capacity of LGED on E&S risk management, in particular with regard to the provisions of Bank's ESF and specifically, the ESS5. A summary of potential impacts and risk under LGED components is given **Table 02:**

*Table 02: Potential impacts and risk*

Components	Potential interventions	Possible impacts and Risks
<b>Component 2: Upgrading rural roads and enhancing digital connectivity</b>  <b>This component will be implemented by LGED.</b>	<ul style="list-style-type: none"> <li>Upgrading priority Upazila, Union and village roads and connected with program corridor</li> <li>laying of Optical Fiber Cable (OFC)/utility duct alongside the Upazila , union and village roads</li> </ul>	<ul style="list-style-type: none"> <li>Impact on land acquisition, requisition and voluntary land donation</li> <li>Private-private disputes due to non- presence of tittle</li> <li>Risk of GBV and road accident</li> <li>Increase of vulnerability</li> <li>Risk of forced eviction</li> <li>Eviction of squatters and street vendors</li> <li>Health and safety of the workers and communities</li> <li>Impact on land, structures, trees and livelihood</li> <li>Impacts on squatters and encroachers</li> <li>Temporary economic displacement</li> </ul>
<b>Component 3: Developing complementary logistics infrastructure and service</b>  <b>This component will be implemented by LGED</b>	<ul style="list-style-type: none"> <li>Development of Growth centers/rural markets/storage facilities, and complementary logistics infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Impact on land acquisition, requisition and voluntary land donation</li> <li>Temporary impact on the rural business</li> <li>Loss of income and livelihood</li> <li>Impact on the squatters</li> <li>Increase of female entrepreneurship and mobility</li> <li>Increase job opportunities</li> <li>Human trafficking</li> <li>Risk of forced eviction</li> <li>Increased risk of GBV</li> </ul>
<b>Component 4: Improving road sector management and institutional capacity</b>	<ul style="list-style-type: none"> <li>Addressing policy gaps</li> <li>Addressing asset management and resilience</li> <li>Organizational transformation and capacity building for the</li> </ul>	<ul style="list-style-type: none"> <li>Lack of qualified agency to support LGED implementing safeguard documents</li> <li>Private sector may not be interested to follow new ESSs.</li> </ul>



Components	Potential interventions	Possible impacts and Risks
	government agencies and private sectors	<ul style="list-style-type: none"> <li>• Hardly any social and environmental agencies experienced at ESSs</li> <li>• Lack of road safety lead agencies</li> </ul>

LGED in Jashore and Jhenaidah manages upazila, union and village roads which may traverse through settlement, CPRs, and business establishments which may involve substantial social negative impacts and risks at various level during construction and operations. However, in overall terms, the proposed planned work under Components 2 and 3, it is expected that the impact on involuntary resettlement will be limited or small as the construction will be mostly carried out within the footprint of existing LGED or rural roads and infrastructure or on available lands that are publicly owned. Most of the rural roads are narrow which will be widened during construction. The widening and /or reconstruction of existing rural LGED roads may require small-scale land acquisition including physical relocation of structures, CPRs and businesses comprising both titled and non-titled HHs. During construction, temporary labor sheds will be constructed in different places which will require land requisition and, which may temporarily displace and economically affect squatters and encroachers. For implementation of component 3, land may also be required for construction of logistics infrastructures such as storage, processing, selling/ distribution facilities, improving drainage, waste management of existing facilities as well as construction of rural markets, access roads to health points, schools, hospitals, etc. While public land is expected to be made available in case of expansion of roads or new infrastructure in order to avoid or minimize the requirement of land acquisition, in some cases, the project would require land acquisition and where, possible, voluntary land donations by the community or individuals. However, the program will, in general, discourage land acquisition and will do so only when no alternative are available and adequate mitigation and compensation measures have been put into place for the PAPs. LGED will also try to avoid voluntary land donation , but in cases when this happens, it will be subject to strict scrutiny and prior approval by the World Bank will be required. In all cases, land acquisition, requisition and donation cannot result in a person or household being worse off than pre-project levels and adequate measures will be put into place to compensate the PAPs.

## Chapter 3: Policy, Legal and Principles Governing Resettlement

### 3.1 Land Acquisition policy of Bangladesh Government

The Acquisition and Requisition of Immovable Property Act 2017 (ARIPA) is the principal legislation governing eminent domain for land acquisition and requisition in Bangladesh. ARIPA 2017, detailed the land acquisition process from section 4 to section 19 and land requisition process from section 20 to section 28. According to ARIPA 2017, compensation to be paid for affected land, structures, trees, crops and any other damages caused by such acquisition. Under the ARIPA 2017, The Deputy Commissioner (DC) determines the value of the acquired assets as at the date of issuing the notice of acquisition under section 4(1). The DCs there after enhance the assessed value by 200% and another 100% premium for loss of standing crops, structures and income due to compulsory nature of the acquisition. The compensation such determined is called the Cash Compensation under Law (CCL). If the land acquired has standing crops cultivated by a tenant (Bargadar) under a legally constituted written agreement, the law requires that compensation money be paid in cash to the tenants as per the agreement. ARIPA 2017 under section 4 (13) permits the acquisition of the community properties if it is for a public purpose provided that project for which the land is acquired provides for similar types of assets in some other appropriate place or reconstruct the community properties.

Households and assets moved from land already acquired in the past for project purposes and/or government khas land are not included in the acquisition proposal and therefore excluded for considerations for compensation under the law. Lands acquired for a particular public purpose cannot be used for any other purpose. Furthermore, the Act under its section 15 provides for the acquisition of entire houses/buildings if their owners request to acquire the entire house or building against partial acquisition. The government is obliged to pay compensation for the assets acquired.

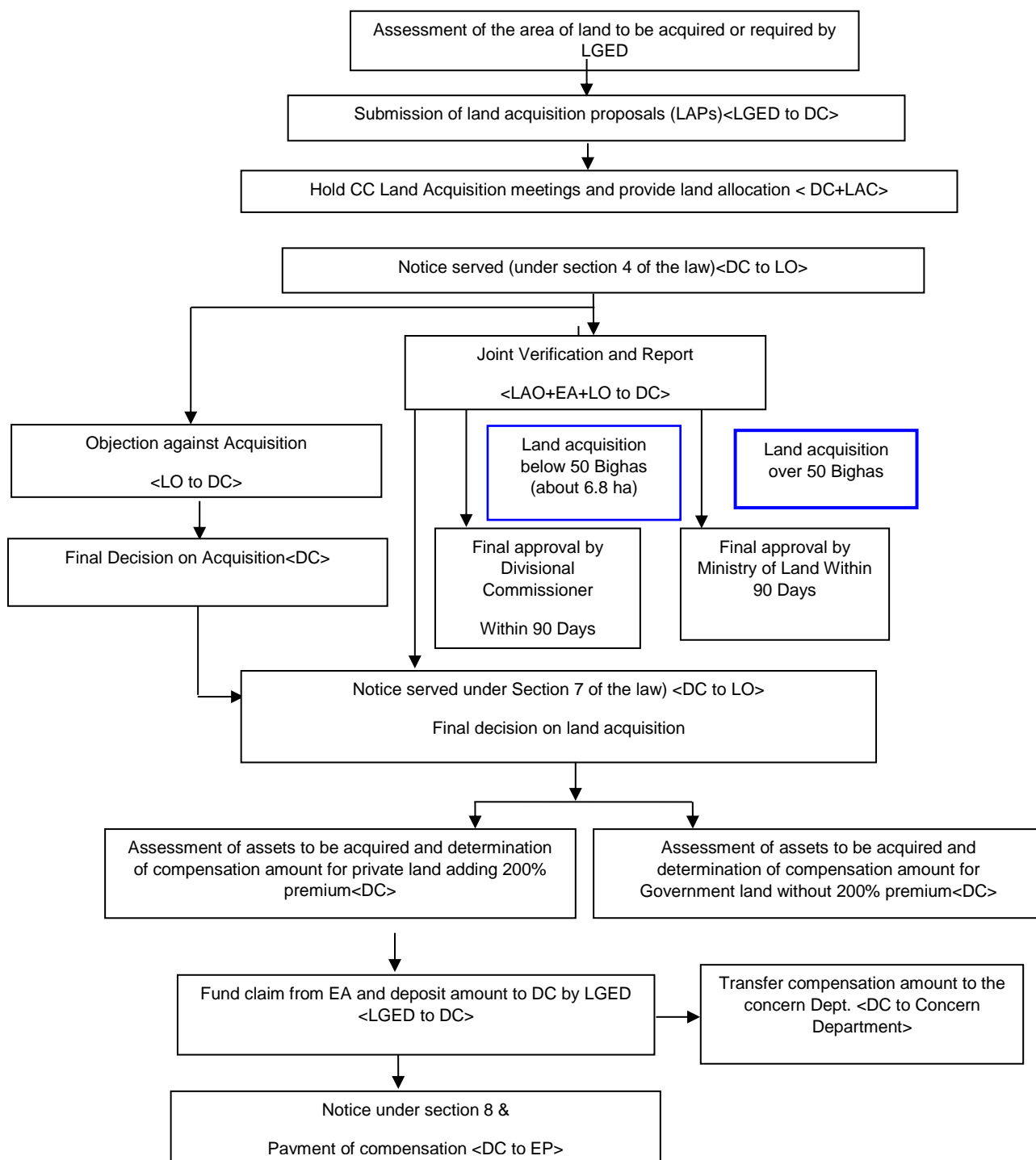
*Table 03: Land Acquisition Process under ARIPA, 2017*

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 4(1)</b>	Publication of preliminary notice of acquisition of property for a public purpose	Deputy Commissioner
<b>Section 4 (3) (1) (i)</b>	Prior to the publication of section 4(1) notice; Identify the present status of the land, structures and trees through videography, still pictures or appropriate technology.	Deputy Commissioner
<b>Section 4 (3) (1) (ii)</b>	After the publication of the section 4(1) notice a joint verification should be conducted with potentially affected households and relevant organizations.	Deputy Commissioner
<b>Section 4 (7)</b>	After publication of preliminary notice under the section 4(1), if any household has changed the status of the land for beneficial purposes, changed status will not be added to the joint verification notice.	Deputy Commissioner
<b>Section 4 (8)</b>	If the affected person is not happy with the joint verification assessment, he/she can complain to Deputy Commissioner within 7 days of issuing sec 4(1) notice.	Affected Person
<b>Section 4 (9)</b>	Hearing by Deputy Commissioner within 15 working days after receiving the complaints. In case of government priority projects, hearing will be within 10 working days.	Deputy Commissioner
<b>Section 5 (1)</b>	Objections to acquisition by interested parties, within 15 days of the issue of section 4 (1) Notice	Affected Person

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 5 (2)</b>	Deputy Commissioner submits hearing report within 30 working days after the date of the sec 5(1) notice. In the case of government priority projects, it will be within 15 working days.	Deputy Commissioner
<b>Section 5 (3)</b>	DC submits his report to the (i) Government (for properties that exceed 16.50 acres; (ii) Divisional Commissioner for properties that do not exceed 50 standard bighas. Deputy Commissioner makes the final decision If no objections were raised within 30 days of inquiry. In case of government priority project, it will be 15 days	Deputy Commissioner
<b>Section 6 (1) (1)</b>	Government makes the final decision on acquisition within 60 working days after receiving report from the Deputy Commissioner under sec 5(3) notice.	Government
<b>Section 6 (1) (2)</b>	Divisional Commissioner makes the decision within 15 days or with reasons within 30 days since the submission of the report by Deputy Commissioner under sec 5(3) notice.	Divisional Commissioner
<b>Section 7 (1)</b>	Publication of the Notice of final decision to acquire the property and notifying the interested parties to submit their claims for compensation	Deputy Commissioner
<b>Section 7 (2)</b>	Interested parties submit their interests in the property and claims for compensation within 15 working days (in case of priority project 7 days).	Affected Person
<b>Section 7 (3)</b>	Individual notices have to be served to all interested persons including the shareholders within 15 days of issuing Section 7(1) notice	Deputy Commissioner
<b>Section 8 (1)</b>	Deputy Commissioner makes a valuation of the property to be acquired as at the date of issuing Section 4 Notice; determine the compensation; and apportionment of compensation among parties interested.	Deputy Commissioner
<b>Section 8 (3)</b>	DC informs the award of compensation to the interested parties and sends the estimate of compensation to the requiring agency/person within 7 days of making the compensation decision	Deputy Commissioner
<b>Section 8 (4)</b>	The requiring agency/person deposits the estimated award of compensation with the Deputy Commissioner within 120 days of receiving the estimate.	Deputy Commissioner
<b>Section 9 (1)</b>	During valuation of assets, Deputy Commissioner will consider the following: (i) Average market price of land of the same category in the last 12 months; (ii) Impact on existing crops and trees; (iii) Impact on other remaining adjacent properties; (iv) Impact on properties and income; and (v) Relocation cost for businesses, residential dwellings etc.	Deputy Commissioner
<b>Section 9 (2)</b>	Additional 200% compensation on current mouza rate is added to the estimated value. If private organizations acquire, added compensation will be 300%.	Deputy Commissioner
<b>Section 9 (3)</b>	Additional 100% compensation on top of the current market price for impacts mentioned under sec 9(1) and (2)	Deputy Commissioner
<b>Section 9 (4)</b>	Appropriate action should be taken for relocation on top of the above mentioned sub-sections.	
<b>Section 10 (2)</b>	If an entitled person does not consent to receive compensation, or if there is no competent person to receive compensation, or in the case of any dispute with the title to receive compensation, Deputy Commissioner deposits the compensation amount in a deposit account in the Public Account of the Republic and Deputy Commissioner acquires the land. But if any person complains	Deputy Commissioner

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
	about the ownership of the land, with appeal, he/she will be able to collect the amount from Deputy Commissioner. There is no fixed time for this.	
<b>Section 11 (1)</b>	Deputy Commissioner awards the compensation to entitled parties within 60 days of receiving the deposit from the requiring agency/person.	Deputy Commissioner
<b>Section 12</b>	When the property acquired contains standing crops cultivated by bargadar (shareholders), such portion of the compensation will be determined by the Deputy Commissioner and will be paid to the bargadar in cash.	Deputy Commissioner

According to the initial field screening, no tribal people are expected to be affected by the project. However, if tribal people are identified during project implementation, a separate IPP plan will be prepared following the guidelines of ESS7 and thus detailed legal framework will be described.



(EA=Executing Agency DC=Deputy Commission)

Figure 01: Land Acquisition and Compensation Payment Process under ARIPA

### 3.2 Land Requisition Policy of Bangladesh:

For requisition of land for temporary purposes, the Acquisition and Requisition of Immovable Property Act 2017 (ARIPA) is the principal legislation governing eminent domain land acquisition and requisition in Bangladesh. The Act requires compensation to be paid for: (i) vacating the requisitioned property (ii) reoccupying the property upon released from the requisition (iii) damaged the cost to the property during period of requisition including the expenses that may have to be incurred for restoring to the original condition

Under the ARIPA 2017, The Deputy Commissioner (DC) determines the value of the requisitioned assets under section 22(1) and 22(2) with due consultation with the land owners. According to section 22(6), requisition is allowed only for 2 years. If land is required more than 2 years, a new contract is required with the land owners with an agreed compensation rate. Under section 23, Dc will pay the compensation to the land owners. If the land requisitioned has standing crops cultivated by a tenant (Bargadar) under a legally constituted written agreement, the law requires that compensation money be paid in cash to the tenants as per the agreement. Under no circumstances, land requisition is not allowed due affecting residential and community properties. However, under section 20, requisition is only allowed for emergency road repairing. Any losses for structures, trees, and business will follow the provisions of ARIPA 2017.

### 3.3 Voluntary Land Donation (VLD)

There are no specific guidelines on voluntary land donation in ARIPA 2017. The project will discourage land donation. However, during stakeholder consultations, the local people expressed that they normally donate the land for construction of rural roads. If local people are interested to donate land voluntarily, voluntary land donation procedures and steps described in ESS5 has to be followed. A detailed voluntary land donation procedures and steps are attached with **Appendix 4**. If donated land is used in this program, LGED must demonstrate that:

- the potential donor or donors have been appropriately informed and consulted about the project and the choices available to them;
- potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation;
- the amount of land being donated is less than 10% of the potential donor's land holding and that it would not have significant impact on their livelihood
- no household relocation is involved;
- the donor is expected to benefit directly from the project; and
- for community or collective land, donation can only occur with the consent of individuals using or occupying the land. LGED will maintain a transparent record of all consultations and agreements reached.
- all consultations and documentation procedures regarding the donation has to be well documented and preserved.

### 3.4 The World Bank environment and social standards

Since October 2018, all World Bank funded Investment Project Financing (IPF) are required to follow the Environmental and Social Framework (ESF) consisting ten (10) Environment and Social Standards (ESS). These ESSs set out their requirement for the borrowers relating to the identification and assessment of environmental and social risks and impacts associated with any project. The ESSs support the borrowers in achieving good international practice relating to environmental and social

sustainability, assist them in fulfilling their national and international environmental and social obligations, enhance transparency and accountability and ensure sustainable development outcome through ongoing stakeholder engagement. Among the 10 standards, ESS5 on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement recognizes that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. LGED has prepared this RPF following the guidelines suggested under ESS5.

#### 3.4.1 Objectives of ESS 5

- To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives;
- To avoid forced eviction;
- To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost and (b) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure.
- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant.
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

#### 3.4.2 Applicability of ESS 5

ESS5 will apply as the direct social and economic impacts of a project that are permanent or temporary and are caused by the involuntary taking of land resulting in (i) relocation or loss of shelter; (ii) loss of assets or access to assets; (iii) loss of income sources or means of livelihood, whether or not the affected persons must move to another location; or (iv) the involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of the displaced persons. The ESS5 also applies in case any subproject activities found as 'linked' or 'associated facility'. This ESS requirements and provisions apply to all components of LGED that result in involuntary resettlement, regardless of the source of financing. Non-applicability of ESS5 is attached with Annex 5. This ESS applies to permanent or temporary physical and economic displacement resulting from the following types of land acquisition or restrictions on land use undertaken or imposed in connection with project implementation:

- (a) Land rights or land use rights acquired or restricted through expropriation or other compulsory procedures in accordance with national law;
- (b) Land rights or land use rights acquired or restricted through negotiated settlements with property owners or those with legal rights to the land, if failure to reach settlement would have resulted in expropriation or other compulsory procedures;
- (c) Restrictions on land use and access to natural resources that cause a community or groups within a community to lose access to resource usage where they have traditional or customary tenure, or recognizable usage rights. This may include situations where legally designated protected areas, forests, biodiversity areas or buffer zones are established in connection with the project;
- (d) Relocation of people without formal, traditional, or recognizable usage rights, who are occupying or utilizing land prior to a project specific cut-off date;

- (e) Displacement of people as a result of project impacts that render their land unusable or inaccessible;
- (f) Restriction on access to land or use of other resources including communal property and natural resources such as marine and aquatic resources, timber and non-timber forest products, fresh water, medicinal plants, hunting and gathering grounds and grazing and cropping areas;
- (g) Land rights or claims to land or resources relinquished by individuals or communities without full payment of compensation; and
- (h) Land acquisition or land use restrictions occurring prior to the project, but which were undertaken or initiated in anticipation of, or in preparation for, the project.

**Forced eviction** : The LGED will not resort to forced evictions of affected persons. The exercise of eminent domain, compulsory acquisition or similar powers by DC will not be considered to be forced eviction providing it complies with the requirements of ARIPA 2017 and the provisions of this ESS, and is conducted in a manner consistent with basic principles of due process. Due process is including the following types of procedural protections:

- consultation with all affected household;
- adequate and reasonable notice for all affected persons prior to the scheduled date of eviction;
- information on the proposed evictions;
- where groups of people are involved impartial observers will be presented during eviction;
- all persons carrying out the eviction will be properly identified;
- evictions are not to take place in inclement weather or at night, or during festivals or holidays unless the affected persons consent otherwise;
- provision of legal remedies; and
- provision, where possible, of legal aid to persons who are in need of it to seek redress from the courts.

### 3.5 Gaps between ESS5 and ARIPA 2017 and Gap filling measures

The following are the key gaps of the ARIPA, 2017 vis-a-vis the World Bank ESS5 are presented in **Table 04**

*Table 04: Gaps between GOB policies/act and ESS5*

Sl. No	Gaps between WB ESS 5 and GOB ARIPA 2017	Gap-filling measures/actions taken in this Project
1	Gaps with regard to avoidance and minimized project impacts	The project designs adopted aimed to minimize impacts and adjusted tracks and station design further to reduce impacts and risk.
2	ARIPA 2017 does not require the preparation of resettlement plan or resettlement action plan (RAP);	RAP/s will be prepared for all sub-projects interventions and without the approval of RAP/s by the bank , construction works will not be started.
3	ARIPA 2017 recognize title owners only; informal settlers are not covered. DC declare cut-off date only for title-holders	All affected persons including titled, non-titled, encroachers will be identified for the compensation and assistance at full replacement cost Cutt-off date for non-title holder will be consider the date of census survey.
4	Existing acts and methods of assessments do not ensure full replacement costs and transitional support	If the compensation according to the ARIPA 2017 do not meet the replacement cost, additional top-up



Sl. No	Gaps between WB ESS 5 and GOB ARIPA 2017	Gap-filling measures/actions taken in this Project
		payments will ensure replacement cost at current market price together with transitional support
5	Consultation with affected communities not legally required under ARIPA 2017	Extensive consultations will be carried out during all phases of the project. A separate SEP will be prepared.
6	The affected land owners can object to the acquisition in the beginning, but once hearing is done and settled, there is no scope of further complaint during the acquisition process.	There is a provision of four-tier grievance redress mechanism in the project. 1 <sup>st</sup> level GRC is local GRC (LGRC), 2 <sup>nd</sup> level is district GRC, 3 <sup>rd</sup> level is PIU level and final is PSC level. People will first approach to LGRC and will request to forward case to district GRC if not settled at LGRC. If required, GRC will be forwarded to 3 <sup>rd</sup> and 4 <sup>th</sup> Aggrieved person may go to court at any level of grievance mechanism for verdict.
7	Relocation assistance or support allowed for title holders only under ARIPA 2017.No support is allowed for the squatters/illegal occupants	Affected households and businesses will receive relocation assistance and support from the project irrespective of titled, non-titled, encroachers etc.
8	Income and livelihood restoration assistance is restricted only to additional 100% compensation	The project benefits include income and livelihood restoration, including training for alternative incomes, and seed grants for small businesses. Vulnerable people will be also included livelihood restoration program
9	There is no policy against land restriction and force eviction	Forced eviction and land restriction are not allowed in this project. However, The exercise of eminent domain, compulsory acquisition or similar powers by DC will not be considered to be forced eviction providing it complies with the requirements of ARIPA 2017 and the provisions of this ESS, and is conducted in a manner consistent with basic principles of due process( <b>process are described with 3.4.2</b> )
10	ARIPA 2017 do not consider / recognize impacts imposed by the associate facilities. The act even does not explicitly cover restriction of access as an impact that would require compensation or resettlement	A common approach will be taken and impact and risk assessment will be conducted for the associated facilities as well. Impact and risk assessment will be also conducted for any kind of "restriction of access" by the project.
11	ARIPA 2017 does not have any provision to give special attention to the vulnerable groups like women, disables, ultra-poor or disadvantaged group	Special attention will be taken by the project for the vulnerable groups for i.e. additional grant, livelihood training , job opportunities during construction etc.
12	There is no provision for voluntary land donation	ESS5 clearly describes voluntary land donation procedures.

LGED will ensure implementation of the followings for different interventions:

**Project design:** LGED will try to avoid involuntary land acquisition, voluntary land donation or restrictions on land use. For this purpose, LGED will consider feasible alternative project designs to avoid or minimize land acquisition or restrictions on land use, especially where this would result in physical or economic displacement. The overall principle will be to balance the environmental, social, and financial costs and benefits, while paying particular attention to impacts on the women, poor and vulnerable.

**Compensation and benefits for affected persons:** All lands proposed to be acquired, requisitioned, affected structures, trees, business, community property and crops under the LGED program will be compensated as per replacement cost consistent with both government and ESS 5. When land acquisition or restrictions on land use (whether permanent or temporary) cannot be avoided, LGED will offer affected persons compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods to the pre-project level. Compensation standards for categories of land and fixed assets will be disclosed and applied consistently. Compensation rates may be subject to upward adjustment where negotiation strategies are employed. In all cases, a clear basis for calculation of compensation will be documented, and compensation distributed in accordance with transparent procedures.

**Public services and facilities:** Public services and facilities interrupted and/ or relocated due to relocation will be fully restored and re-established at their original location or a relocation site. All compensation, relocation, restoration and rehabilitation provisions of this RPF are applicable to public services and facilities. These include but are not limited to schools, health centers, parks, community centers, local government administration, water supply, shrine and graveyards. However, for graveyard, the consent of the religious persons, local persons as well and local administration will be sought to mitigate the impact. Impacts on religious sites will be avoided as much as possible.

**Vulnerable PAPs:** All vulnerable PAPs including disabled-headed, elderly-headed and poor household etc are entitled to livelihood restoration/ improvement support in the form of cash, job-placement, and additional financial support in the form of grants for investments in business or re-employment related equipment and buildings, as well as organizational and logistical support to establish the PAP in an alternative income generation activity.

**Small ethnic communities:** During initial screening and consultation, no small ethnic communities are identified in the potential project areas. However, LGED will conduct social surveys including census and if any household belonging to small ethnic communities are found affected, ESS7 will apply. ESS7 will be implemented through development of a detailed IPP with the provision of free, prior and informed consent as appropriate. Even, if tribal people are affected with the associate facilities detailed IPP will be also prepared.

**Affected Women and Female headed households :** To ensure a clear understanding and due consideration of specific relocation and/ or resettlement impacts on displaced women and to safeguard their livelihoods, specific provisions for women will be adopted for the resettlement process, including (i) enumeration of all women and, if applicable, of their status as heads of household or otherwise vulnerable persons; (ii) collection of gender disaggregated socio-economic data; (iii) consultation of women in joint or separate meetings; (iv) due consideration of grievances lodged by women; and (iv) provision of compensation and/ or new titles to women if they are titled or recognized owners of lost assets, and provisions of restoration and rehabilitation measures to women, if households are female headed or women's livelihood is directly concerned. The RAP for relevant activities will detail the scope of impacts on women and where required gender action plans will be prepared, implemented and monitored within or outside RAPs.

**Community engagement:** LGED will engage with affected communities through the process of stakeholder engagement described in ESS10 on Stakeholder Engagement and Information Disclosure. Decision-making processes related to resettlement and livelihood restoration will include options and alternatives from which affected persons may choose. Disclosure of relevant information and meaningful participation of affected communities and persons will take place during the consideration of alternative project designs, and thereafter throughout the planning, implementation, monitoring, and evaluation of the compensation process, livelihood restoration activities, and relocation process.

**Grievance mechanism:** The LGED will ensure that a grievance mechanism for the project is in place, in accordance with ESS10 as early as possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. A separate GRM for the management of Gender Based Violence (GBV) and labor will be formed with the guidelines of ESS 2 and ESS 10. Where possible, such grievance mechanisms will utilize existing formal or informal grievance mechanisms suitable for project purposes, supplemented as needed with project-specific arrangements designed to resolve disputes in an impartial manner.

**Planning and implementation :** Where land acquisition or restrictions on land use are unavoidable, LGED will, as part of the environmental and social assessment, conduct census, inventory of losses(IOL) and socio-economic survey (SES) to identify the persons who will be affected by the project, to establish an inventory of land and assets to be affected, to determine who will be eligible for compensation and assistance, and to discourage ineligible persons, such as opportunistic settlers, from claiming benefits. The social assessment will also address the claims of communities or groups who, for valid reasons, may not be present in the project area during the time of the census, such as seasonal resource users. In conjunction with the census, the LGED will establish a cutoff date for eligibility. Information regarding the cut-off date will be well documented and will be disseminated throughout the project area at regular intervals in written and (as appropriate) non-written forms and in relevant local languages. This will include posted warnings that persons settling in the project area after the cutoff date may be subject to removal.

## Chapter 4: Resettlement planning procedures

### 4.1 Resettlement and Relocation Process

The components and subcomponents with physical works/interventions require screening. The social screening will occur during the project preparation stage as a soon as fairly accurate site location(s) is (are) known for the sub-project.

The social screening will provide a preliminary assessment of the potential impacts of the sub-project. The screening will help to identify issues which can be verified during field investigations and also provide a preliminary idea regarding the nature, extent, and timing of social issues that would need to be handled during the subsequent stages. It will also help to identify opportunities for avoidance or minimization early in the project cycle so that the design process can be informed appropriately. The screening will also help to identify the scope of further assessments and timeframe required for obtaining the regulatory clearances (if any). If further assessments and plans (such as RAP, ARAP, etc.) are deemed necessary, these plans will be prepared according to the guidelines provided in this RPF.

So, at the identification stage, LGED will conducted screening and following steps will be followed:

*Table 05: Screening procedures, responsibility and timing*

Screening and Preparation Step	Responsibility	Timing
<b>Identification of Sub-Project (form provided in Appendix 2 of RPF)</b>	Project Implementation Committee (PIC) and Project Implementation Unit (PIU) together with Social Specialist; Gender Specialist; and Senior Social Specialist.	After identification of potential location(s) in consultations with the local people.
<b>Social screening of sub-projects (form provided in Appendix 2 of RPF )</b>	PIU and PIC (and consultants: Social Specialist; Gender Specialist; and Senior Social Specialist) to conduct social screening based on site visits and initial consultations with potential project affected people and local government as well as other agencies working in/near the proposed location(s). PIU to prepare screening report. World Bank safeguard team will review the screening summary reports and suggest, especially for the sub-projects which requires further assessment/plans.	Within 2 weeks of identifying potential locations(s).
<b>Preparation of specific plans and instruments (RAP, ARAP) for the sub-project where further detailed social studies is required</b>	Best on the outcomes of the screening, PIU with the support of PIC and INGO/consulting firm will prepare RAP, LAP and relevant social safeguard documents. A detailed census, IoL, market survey and livelihood assessment will be conducted to prepare RAP and cleared by World Bank.	Within 3 months of INGO/consulting firm engagement
<b>Implementation of mitigation measures and plans</b>	PIU with the support of INGO/Consulting firm and DC office will implement the RAP. World Bank E&S team will review the status of implementation through supervision.	Approximately in two years or as recommended in RAP.

## 4.2 Detailed Assessment and Survey

LGED will conduct census and socioeconomic survey(s), with appropriate socioeconomic baseline data to identify all persons who will be affected by the project and to assess the project's socioeconomic impacts on them. Once the detailed design is finalized, the required social surveys will be conducted by LGED, if necessary, with the support of a consultancy firm or NGO. Based on this survey outcomes, a social impact assessment will be done which will include potential social impacts, income and livelihood of displaced persons and gender-disaggregated information pertaining to the economic and socio-cultural conditions of displaced persons. The project's potential social impacts and risks will be assessed against the requirements presented in this RPF and applicable laws and regulations of the jurisdictions in which the project operates that pertain to involuntary resettlement matters.

As part of the social impact assessment, the LGED will identify individuals and groups who may be differentially or disproportionately affected by the program because of their disadvantaged or vulnerable status. Where such individuals and groups are identified, LGED will propose and implement targeted measures, so that adverse impacts do not fall disproportionately on them and they are not disadvantaged in relation to sharing the benefits and opportunities resulting from development.

**Census Survey:** The census will cover 100% of affected persons. The purpose of the census is to: (i) register who the potentially affected persons are; (ii) assess their income and livelihoods; and (iii) inventory of their assets affected due to the project; (iv) gender-disaggregated and where relevant ethnicity-disaggregated in case of presence of small ethnic communities, information pertaining to the economic and socio-cultural conditions of displaced persons. Before census survey, consultation must be conducted with all affected households

**Baseline Socio-economic Survey:** The purpose of the baseline socioeconomic sample survey of affected persons is to establish monitoring and evaluation parameters. It will be used as a benchmark for monitoring the socioeconomic status of affected persons. The survey will cover at least 30% of affected persons and 20% of significantly affected persons and rest 50% may cover samples from the project impact zone. The survey will also collect gender-disaggregated data to address gender issues in resettlement. The survey will carry out the following: (i) preparation of accurate maps of the subproject area; and (ii) analysis of social structures and income resources of the population.

**Preparation of RAP/ARAP:** The RAP will be based on the social impact assessment and meaningful consultation with the affected persons. It will include the results and findings of the census of affected persons, and their entitlements to restore losses, institutional mechanisms and schedules, budgets, assessment of feasible income restoration mechanisms, grievance redress mechanisms, and results monitoring mechanisms. RAPs will comply with the principles outlined in this agreed RPF. These will receive clearance from WB prior to awarding of the contract. Disbursement of compensation payments and entitlements will be made prior to displacement.

RAP will include measures to ensure that the displaced persons are (i) informed about their options and entitlements pertaining to compensation, relocation, and rehabilitation; (ii) consulted on resettlement options and choices; and (iii) provided with resettlement alternatives. During the identification of the impacts of resettlement and resettlement planning, and implementation, the EA will pay adequate attention to gender concerns, including specific measures addressing the need of female headed

households, gender-inclusive consultation, information disclosure, and grievance mechanisms, to ensure that both men and women receive adequate and appropriate compensation for their lost property and resettlement assistance, if required, as well as assistance to restore and improve their incomes and living standards. The resettlement plan will specify the income and livelihoods restoration strategy, the institutional arrangements, the monitoring and reporting framework, the budget, and the time-bound implementation schedule. Elements of preparing a RAP is in **Appendix 2**.

An ARAP will be developed when a sub project affects less than 200 people in terms of loss of assets, incomes, employment or business and no HHs will be physically relocated. The ARAP includes the following information: (i) brief description of the sub-projects, location and their impacts; (ii) consultation with PAP and AH; (iii) baseline information of PAP and AH; (iv) category of PAP and AH by degree and type of impacts; (v) entitlement for compensation, allowances and rehabilitation or restoration assistance by category of impacts in a compensation matrix; (vi) information on relocation site, where applicable; (vii) institutional responsibilities for implementation and monitoring; (viii) grievance redress procedures; (ix) estimated cost of resettlement and yearly budget; and (x) time-bound plan for implementation.

### 4.3 Gender Impacts and Mitigation Measures

Female-headed households are considered a vulnerable group. Any negative impact of a sub-project on female-headed households will be treated on a priority basis. The resettlement plan will formulate measures to ensure that socio-economic conditions, needs and priorities of women are identified and the process of land acquisition and resettlement does not disadvantage women. It will ensure that gender impacts are adequately addressed and mitigated. Women's focus groups discussions will be conducted to address specific women's issues. During disbursement of compensation and provision of assistance, priority will be given to female-headed households.

### 4.4 Valuation method

#### 4.4.1 Valuation method for land

In the event of permanent land acquisition of titled land, the first premise is provision of replacement land. In the case where no alternative land is available within a reasonable distance such as to minimize disruption to other aspects of socio-economic life, cash compensation at full replacement value should be provided. This should be valued based on the prevailing market value in the locality to purchase an equally productive plot of land in the same locality. In addition, any associated costs of purchasing the land i.e., taxes, registration fees will need to be included in the compensation.

In addition, the PAP will be compensated for any permanent improvements made to the land (for instance irrigation structures). This will be calculated based on the price of making the permanent improvement at current prevailing market rates for labor, equipment and materials.

Where land lost is only a small proportion of total land owned by the PAP, but renders the remaining land as unusable, the compensation provided should be calculated based on the total land affected (i.e., the actual land lost plus the remaining unusable land). If land is required temporarily, standing crop will be compensated at fully matured market rate or government rate, whichever is higher. The compensation will be paid to the sharecroppers rather than the owner, where the tiller is not the owner (e.g. tenant or share cropper). There will hence be no adjustment in the terms of the rent of share cropping agreement.

Aside from the payment for standing crop, the project will ensure that the land is returned to its original form so it is suitable to resume its former use.

#### 4.4.2 Valuation method for structure

Structures replacement values will be based on:

- Measurements of structures and detail of materials used.
- Average replacement costs of different types of household buildings.
- Structures based on collection of information on the numbers and types of materials used to construct different types of structures (e.g. poles, bricks, rafters, bundles of straw, corrugated iron sheets, doors etc.). Prices of these items collected in different local markets.
- Costs for transportation and delivery of these items to the acquired/ replacement land or building site.
- Estimates of construction of new buildings including labor required.
- Compensation will be made for structures that are (i) abandoned because of relocation or resettlement of an individual or household, or (ii) directly damaged by subproject activities.

#### 4.4.3 Valuation method for trees and crops

The current prices for the crops will be determined taking into account the forest and agricultural department recommended rate and the highest market price, whichever is higher. Where land is rented, 2 seasons or annual crop estimate, depending on the crop will be compensated. Where land is owned, aside from the replacement land or cash compensation for land, the owner will also get compensation for 2 seasons or annual crop estimates depending on the crop. The crops used will be the ones that are currently or have most recently been cultivated on that land. In addition, PAPs will be encouraged to harvest their produce before loss of land. In order to ensure that this is possible, and that appropriate market prices are received for yields, there needs to be consultation beforehand so that harvesting can be properly planned. The value of the labor invested in preparing agricultural land will be compensated at the average wage in the community for the same period of time. The rate used for land compensation should be updated to reflect values at the time compensation is paid.

All the affected trees within the RoW will be identified through census and IoL. For perennial trees, cash compensation at replacement cost is equivalent to current market value given the type, age, and productive value (future production) at the time of compensation. The cost of timber trees will be based on diameter at four feet height at current market value.

Fruit trees will be compensated to the owner based on the price of a replacement sapling along with the annual value of the fruit produced by that tree for the number of years it will take the sapling to reach full maturity, using Government or highest market price, whichever is higher.

## Chapter 5: Entitlement and Eligibility Criteria

### 5.1 Principle

The involuntary taking of land results in relocation or loss of shelter; and loss of assets or access to assets or loss of income sources or means of livelihood, whether or not the PAPs must move to another location. Meaningful consultations with the affected persons, local authorities and community leaders will therefore allow for establishment of criteria by which displaced persons will be deemed eligible for compensation and other resettlement assistance. Affected persons will be classified as:

- (i) persons who have formal legal rights to land or assets
- (ii) persons who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized or recognizable under national law; or
- (iii) persons who have no recognizable legal right or claim to the land or assets they occupy or use.

Those covered under (a) and (b) above are to be provided compensation for the land they lose, and other assistance in accordance with this RPF. Persons covered under (c) above are to be provided with resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary, to achieve the objectives set out in this RPF, if they occupy the project area prior to a cut-off date established by the project authorities in close consultation with the potential PAPs, local community leaders and the respective local authorities and acceptable to the World Bank.

Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. All persons included in (a), (b) or (c) above are to be provided with compensation for loss of assets other than land. It is therefore clear that all project affected persons irrespective of their status or whether they have formal titles, legal rights or not, squatters or otherwise encroaching illegally on land, are eligible for some kind of assistance if they occupied the land or had use of it, before the entitlement cut-off date.

### 5.2 Methods to Determine Cut-Off Date

Cut-off date is the date after which eligibility for compensation or resettlement assistance will not be considered. It will be established to identify the non-land assets that will qualify for compensation and discourage abuse of the mitigation policies by defrauding the project. Date of service of notice under Section 4 of Land Acquisition and Requisition of Property Act (ARIPA 2017) is considered as legal cut-off dates for the land owners. The 1<sup>st</sup> day of the census survey to be the cut-off date for the squatters and encroachers and recognized as social cut off dates.

### 5.3 Eligibility Criteria

The RPF stipulates eligibility and provisions for compensating all types of losses (land, crops/trees, structures, business/employment, and workdays/wages). All PAPs including non-titled or informal dwellers will be compensated for lost assets (crops, structures, trees and/or business losses) and will receive (i) compensation (as required, to match replacement value), and/or (ii) replacement land, structures, seedlings, other resettlement assistance such as shifting allowance, assistance with rebuilding structures, compensation for loss of workdays/income.



The PAPs who are entitled to compensation under the Project include:

- Persons whose structures are in part, or in total, affected temporarily or permanently by the Project;
- Persons whose residential or commercial premises and/or agricultural land (or other productive land) is in part, or in total, affected (permanently or temporarily) by the Project;
- Persons whose businesses are affected in part, or in total, (temporarily or permanently) by the Project;
- Persons whose employment or hired labor or share-cropping agreement is affected, temporarily or permanently, by the Project;
- Persons whose crops (annual and perennial) and/or trees are affected in part, or in total, by the Project;
- Persons whose access to community resources or property is affected in part, or in total, by the Project.

Other than PAPs, any entities affected by the project within the RoW are entitled for the compensation. If any Common Property Resources (CPR) are affected or unavoidable, according to section 4(13) and 20(1) of ARIPA 2017, CPRs can be acquired or requisitioned. However, before affecting any CPRs all compensation has to be paid and ensure that affected CPRs are reconstructed before dismantling or damaged. For example if any schools are affected by the project, a new school has to be constructed before demolishing the affected school.

Where land is to be acquired, titled or legal owner will receive compensation for land acquired by the Project at replacement cost. This will be in cash at replacement value or land-for-land with a combination of productive potential, location advantages, and other factors of which is at least equivalent to the advantages of the land taken to the satisfaction of the PAP (of equal size and/or productive value and be satisfactory to the PAP). Non-titled PAPs are not eligible for compensation for land but will receive compensation for assets attached to land and other assistance as required, in lieu of land compensation.

During consultation local people express that less than 5% of the women in the proposed project affected area will lose land properties due to the construction of 4-lane road. However, a part of male headed household, women are more worried about possible displacement than men as it often affects them more emotionally, physically and psychologically than men. Due to low access to resources and opportunities, women in the Project area may undergo disproportionate impact in the process of land acquisition, resettlement and project construction.

DC will pay compensation to all title holders. If spouses (female) are land owners will receive the compensation directly from DC. LGED will pay additional payment, resettlement benefits and livelihood to female spouse directly. The payment of compensation and resettlement assistance to both spouses and intra HHs analysis to access different impacts will be analyzed during RAP preparation and compensation will be paid accordingly.

Households headed by single women with dependents and other vulnerable households will be eligible for further assistance to fully mitigate project impacts. **Table 06** below presents the Project's entitlement matrix, based on potential losses.

Compensation eligibility will be limited by a cut-off date to be set for each subproject and PAPs who settle in the affected areas after the cut-off date will not be eligible for compensation. They, however will be

given sufficient advance notice, requested to vacate premises and dismantle affected structures prior to project implementation. Their dismantled structures will not be confiscated and they will not pay any fine or sanction. Forced eviction will only be considered after all other efforts are exhausted.

## 5.4 Entitlements matrix: Eligible PAPs, Assets and Compensation Guidelines

Table 06: Eligibility and Entitlement Matrix

Unit of Entitlement		Entitlements
<b>Impact category 1: Acquisition of agricultural, homestead, commercial, water bodies (ponds) land</b>		
Legal owner(s) as identified by Deputy Commissioner (DC) in the process of CCL payment.		<ul style="list-style-type: none"> <li>• Cash compensation under law(CCL) which includes 200% premium</li> <li>• Replacement Value (RV) and dislocation Allowance as recommended by PAVC.</li> <li>• If RV is higher than CCL, the difference will be paid by LGED.</li> <li>• If the remaining land is unusable, the compensation provided will be calculated based on the total land affected (i.e., the actual land lost plus the remaining unusable land).</li> </ul>
<b>Impact category 2: Requisition of agricultural, homestead, commercial, water bodies (ponds) land</b>		
Legal owner(s) as identified by Deputy Commissioner (DC) in the process of CCL payment.		<ul style="list-style-type: none"> <li>• Rental price of land as determined by DC with consultation with the land owners and RHD following the guideline of ARIPA 2017</li> <li>• Replacement Value (RV) and dislocation Allowance as recommended by PVAC, if any assets other than the land is affected and required relocation.</li> <li>• If the land or assets are leased to third party, compensation to the third party and income loss to the owners will be paid as recommended by DC</li> <li>• if the remaining land is unusable, the compensation provided will be calculated based on the total land requisitioned (i.e., the actual land required plus the remaining unusable land).</li> <li>• Requisition can be maximum of 2 years</li> </ul> <p>Land has to be returned to the owner as original condition, otherwise compensation has to be paid as decided by DC and land owner.</p>
<b>Impact category 3: Loss of residential, commercial structures with title to land</b>		
Legal owner(s) as identified by DC in the process of CCL payment.		<ul style="list-style-type: none"> <li>• Cash compensation under law(CCL) which includes 100% premium or RV whichever is higher</li> <li>• If RV is higher than CCL, the difference will be paid by LGED as top-up.</li> <li>• Transfer Grant at actual cost which will include labor cost and transportation cost</li> <li>• Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost</li> <li>• LGED in collaboration with PIU, local government and RAC will make best efforts to identify alternative residential or commercial sites for the affected HHs.</li> <li>• Owner will be allowed to take away all salvageable materials free of cost.</li> <li>• Dismantling cost for non-shiftable structure will be determined by the PVAC and PIU based on the actual price and consultation with affected HHs.</li> </ul>
<b>Impact category 4: Loss of residential, commercial structures without title to land (squatters/vendors/encroachers)</b>		
<ul style="list-style-type: none"> <li>• Non-titled persons owners, vendors and</li> </ul>		<ul style="list-style-type: none"> <li>• Replacement value of the structure as determined by PVAC and PIU in consultation with affected HHs.</li> <li>• Transfer Grant at actual cost which will include labor cost and transportation cost</li> </ul>

Unit of Entitlement		Entitlements	
encroachers those own residential and commercial structures (shiftable and non-shiftable built on GoB land as found during census		<ul style="list-style-type: none"><li>Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost</li><li>RHD in collaboration with PIU, local government and RAC will make best efforts to identify alternative residential or commercial sites for the affected HHs.</li><li>Owner will be allowed to take away all salvageable materials free of cost.</li><li>Dismantling cost for non-shiftable structure will be determined by the PVAC and PIU based on the actual price and consultation with affected HHs.</li></ul>	
Impact category 5: Loss of common property resources (CPR) with or without title to land			
<ul style="list-style-type: none"><li>Legal owners (land, structures, trees or any other assets) identified by DC in the process of CCL payment.</li><li>Socially recognized owners/ non-titled (structures, trees or any other assets) affected on the ROW as identified by Census and verified by IVC.</li></ul>		<ul style="list-style-type: none"><li>Cash compensation under law(CCL) which includes 200% premium for land(title holder)</li><li>If RV of land is higher than CCL, the difference will be paid by LGED as top-up.</li><li>Cash compensation under law(CCL) which includes 100% premium for assets other than land (tittle holder)</li><li>If RV of assets other than land is higher than CCL, the difference will be paid by LGED as top-up (title holder)</li><li>Replacement Value (RV) of structure, trees or any other assets other than land for non-titled holder</li><li>Transfer Grant at actual cost which will include labor cost and transportation cost</li><li>Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost</li><li>Owner will be allowed to take away all salvageable materials free of cost.</li><li>Dismantling cost for non-shiftable structure will be determined by the PVAC and PIU based on the actual price and consultation with affected HHs.</li></ul> <p>Or</p> <ul style="list-style-type: none"><li>Project will construct a new community property in consultation with community and / or managing committee</li><li>No community property cannot be demolished until new one is constructed.</li></ul>	
Impact category 5: Loss of timber and fruit bearing trees, bamboo and banana groves			
<ul style="list-style-type: none"><li>Legal owner(s) as identified by the DC in the process of CCL payment.</li><li>Socially recognized owners of trees grown on public or other land, as identified by Census and verified by PVAC .</li></ul>		<ul style="list-style-type: none"><li>Timber trees and bamboo: RV of trees and bamboo.</li><li>Fruit-bearing trees without timber: if the tree is at or near fruit-bearing stage, the estimated current market value of the fruit.</li><li>Fruit-bearing trees with timber: RV for the timber, and estimated current market value of fruit.</li><li>Banana groves: RV of all trees and estimated current value of one-time crop of each full-grown tree.</li><li>Owners will be allowed to fell trees and take the timber, free of cost after payment of CCL or RV as applicable.</li></ul>	
Impact category 6: Loss of standing crops/fish stock			
<ul style="list-style-type: none"><li>Owner cultivators as identified in joint verification by DC and LGED.</li></ul>		<ul style="list-style-type: none"><li>Cash compensation under law(CCL) which includes 100% premium for title holder and sharecroppers</li><li>100% top-up payment on DC’s CCL for legal owners and sharecroppers</li></ul>	

Unit of Entitlement		Entitlements	
<ul style="list-style-type: none"> <li>Socially recognized owners of crops/fish stock as identified by Census and verified by PVAC.</li> <li>Sharecroppers</li> </ul>		<ul style="list-style-type: none"> <li>Replacement value of crops if planted on GoB land by squatters and /or sharecroppers</li> <li>1 month advance notice to be issued in time to harvest standing crops. If not possible, the value of standing crops at full harvest value will be paid.</li> <li>RV of existing standing crops/fish stock</li> <li>Owners will be allowed to harvest crops and fish stock.</li> </ul>	
<b>Impact category 7: Loss of leased /mortgaged in land/ponds</b>			
Leaseholder with legal papers. Socially recognized lessee or sharecropper, in case of customary informal tenancy arrangements, including socially recognized agreements.		<ul style="list-style-type: none"> <li>RV of crops/fish stock.</li> <li>Outstanding lease money back to the lessee by the owner as per agreement.</li> <li>Dislocation Allowance will be calculated according to the recommendation of PVAC and based on the current market rate.</li> </ul>	
<b>Impact category 8: Loss of income from displaced commercial/ industrial premises (owner operated)</b>			
Any proprietor or businessman operating in premises, at the time of issuance of Notice u/s 4 and/or during Census.		One time Assistance for alternate rental based on the average rental rate/month within the project influence area determined by PVAC and transitional allowance @ three months rental cost.	
<b>Impact category 9: Temporary loss of income (wage earners in agriculture, commerce &amp; small business and industry) for title and non-title</b>			
<ul style="list-style-type: none"> <li>Regular wage earners affected by the acquisition.</li> <li>Also applicable for non-titled</li> </ul>		<ul style="list-style-type: none"> <li>Grant to cover temporary loss of regular wage income @ average wage/day in the locality for 30 days for wage labour or as determined by PVAC</li> <li>Income and livelihood restoration assistance, to be created by the Project.</li> </ul>	
<b>Impact category 10: Loss of income from rented -out and access to rented-in residential/ commercial premises</b>			
Owner of the rented-out premises as identified by Census and verified by PVAC. Household/person rented-in any such structure as identified by Census and verified by PVAC		One time Assistance for alternate rental based on the average rental rate/month within the project influence area determined by PVAC and transitional allowance @ three months rental cost. Actual shifting assistance	
<b>Impact category 11: ADVERSE IMPACT ON HOST POPULATION DUE TO RELOCATION OF PAPs</b>			

Unit of Entitlement		Entitlements	
Households relocated to the host villages	Enhancement of carrying capacity of common civic amenities/utilities of the host communities as per assessment by LGED.		
Impact category 12: Severally affected and Vulnerable HHs and livelihood assistance			
<ul style="list-style-type: none"><li>Persons losing more than 10% of their income from all sources as identified by Census and verified by PVAC</li><li>Squatters</li></ul>	<ul style="list-style-type: none"><li>Income restoration grants for three months based on the average monthly income loss Skill training and credit support under income generation program.</li><li>Special Assistance of a one-time payment for vulnerable household as each female-headed, disabled-headed, elderly-headed and poor household as decided by RAC and/or PIU</li><li>All the vendors and squatters will be eligible for Skill training and credit support under income generation program.</li></ul>		
Impact category 13: Unforeseen adverse impacts			
Households/persons affected by any unforeseen impact identified during RAP implementation	Entitlements will be determined as per the resettlement policy framework		
Impact Category 14: Construction induced impact			
Title and non-title land structure, tree and /or any type of assets owners	<ul style="list-style-type: none"><li>RV of damaged <b>land structure, tree , crops/fish stock and /or any type of assets owners</b> as determined by PVAC and affected land / asset owners</li><li>Owner will be allowed to take away all salvageable materials free of cost.</li></ul>		

## Chapter 6: Consultation and Participation

### 6.1 Purpose of stakeholder's engagement:

Consultations with affected people and communities are the starting point for all resettlement related activities. Experience indicates that involuntary resettlement generally lead the affected population to facing severe problems in the socio-economic life making them apprehensive towards the Project. Project aims to provide a two-way communication channel between the stakeholders and the scheme proponents. In keeping with the same, the process of public consultation and participation in the project was initiated in the year 2019 and has been an integral part since all studies and assessments are undertaken. Stakeholder consultations have been extensively reported in SEP containing Project Context, Socioeconomic Baseline, Consultation and Communication Strategy etc. applying ESS 10. This SEP guidelines will be followed through the project cycles. This chapter mainly focuses on the people's opinion about relocation, resettlement, project messages, planning about resettlement relocation of the displaced households. Project will ensure the following engagement procedures:

- LGED will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- LGED will engage in meaningful consultations with all stakeholders and will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- LGED will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

### 6.2 Project Stakeholders

Stakeholders are people, groups, or institutions, which are likely to be impacted (either negatively or positively) by the proposed Project interventions or those who can influence the outcome of the Project. A stakeholders mapping was conducted prior to conducting consultation meetings. The primary stakeholders include all directly affected persons such as title owners losing land, physically displaced people living on their own land, squatters residing on the roadsides and market places and indirectly affected persons and communities/ host villages. The secondary stakeholders are NGOs, community-

based organizations, community development projects, governance agencies, development partners, media, community leaders, civil society, traders, construction laborers and consultants in the project area.

During preparation of RPF, LGED has conducted 5 consultation meetings and workshops with different stakeholders. The discussion and the concerns and responses are extensively documented in SEP. A summary of consultation meetings are given below:

*Table 07: Summary of Consultation Meetings and FGDs*

No.	Date	Venue	Main Participant Groups	No. of Participants	
				Male	Female
1	24 November 2019	LGED office, Jashore	LGED officials, ward member, UP chairman, ADC, AC land, business owners, teachers, local people, Local political leaders, local press etc	35	2
2	24 November 2019	Godkhali Bazar, Jikorgacha Upazila, Jashore	Local people, male and female member, students, housewives, UP chairman	53	17
3	24 November 2019	Konakola Bazar, Monirampur Upazila	Local people, male and female member, students, housewives, UP chairman	33	3
4	25 November 2019	LGED office, Jhenaidah	LGED officials, ward member, UP chairman, ADC, AC land, business owners, teachers, Local political leaders, local press club secretary	53	5
5	25 November 2019	Chaprail Bazar, kaligonj Upazila, Jhenaidah	Local people, male and female member, businessmen, students, housewives, UP chairman	74	16

### 6.3 Outcomes of consultation meetings

During preparation of RPF, LGED has taken stakeholders opinion and those are incorporated with the entitlement matrix preparation. A summary of consultation outcomes is given below:

*Table 08: summary of consultation outcomes*

Issues	Opinion and questions	Reply from LGED
Compensation	-Business Tenants and squatters should receive compensation the project	All the project affected people will receive compensation irrespective of titled and non-titles
Project location	stakeholders asked for the specific project locations	They are informed that as project is at preliminary stage, locations are not identified. However, locations will be selected through the stakeholder's engagement. Selected locations will be disclosed.
Vulnerable HHHs/severely affected HHs	Severely affected HHs requested special assistance from the project	Project will consider special assistance mechanism for the severely affected HHs. All unskilled labors will be engaged from the community and affected HHs will be given priority.
Female HHHs	Is there any assistance available in the project	Vulnerable FHH will be provided assistance.

Issues	Opinion and questions	Reply from LGED
Improvements of local business facilities	Request for the provision of cold storage by the project for local agricultural and seasonal products (vegetables and flowers)	Project will consider the suggestions.
Grievance redress committee	GRC is available at every local market. Will there be any GRM for the project?	Project will establish a four tier GRM and the 1 <sup>st</sup> level will be local.
structure	-If one third of the structure is affected what will be the project policy -If replacement cost is more than the CCL what will be the project procedure	If the remaining structure is not safe for use, full compensation will be paid. LGED will pay top-up value to close the gap between CCL and replacement cost
land	-What will be the compensation matrix for the land	Compensation will be paid at replacement cost.
livelihood	Livelihood restoration provision for the project	Project will create job opportunity for the unskilled labors. Also, livelihood programs will be incorporate with the project design.
CPR	What is the resettlement assistance for the CPR? If CPRs are affected what will be the project policy Is it avoid or not?	Project will construct CPR with the cost of the project. However, same mechanism for the affected land and structures can be followed.
Trees	-Historical trees are requested not to cut -What will be the provision for tree compensation on the private land and on the govt. land -Tree compensation for the social forestry	Historical trees will be avoided. Trees compensation will be at replacement rate. Government compensation rules will be followed for the social forestry shares. However, market rate will be provided for all affected trees.
Business loss	What will be the compensation mechanism for large, medium and small business loss	Compensation for land, structures and business loss will be provided.
Wage loss	What will be the compensation mechanism for wage earners?	Wage earners will be eligible for the wage lost and will be compensated as per the resettlement policy
Road safety	-Requested foot overbridged at market place and Overpass/rail crossing	Project team will consider the suggestions

During consultation with different stakeholders including land and different structure owners, squatters, CPR management and wage earners etc., LGED has registered all the concerns raised by the potential affected people. Majority of the concerns are on compensation related and timely disbursement. Squatters, landless and vulnerable people are worried whether compensation will be paid to them or not. However, all the concerns are in line with ESS5 mitigation measures policy and LGED has incorporated those concerns with the entitlement matrix of this RPF.



## 6.4 Future stakeholder engagement activities

Stakeholder engagement activities will need to provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

*Table 09: Future stakeholder engagement activities*

Target stakeholders	Topic(s) of engagement	Method(s) used	Responsibilities
<b>PREPATORY</b>			
<ul style="list-style-type: none"> <li>Project Affected community</li> <li>People potentially affected by land acquisition</li> <li>People residing in project area</li> <li>Road side residential and business squatters</li> <li>Vulnerable households</li> <li>Local government</li> <li>Media</li> <li>Transport workers</li> <li>Local businessmen</li> </ul>	<ul style="list-style-type: none"> <li>All the safeguard documents will be disclosed</li> <li>Land acquisition process</li> <li>Assistance in gathering official documents for authorized land uses</li> <li>Compensation rates, methodology</li> <li>Project scope and rationale</li> <li>Resettlement principles</li> <li>Resettlement and livelihood restoration options</li> <li>Grievance mechanism process</li> <li>Future consultation</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings, separate FGD for women and vulnerable</li> <li>Face-to-face meetings</li> <li>Disclosure of written information: brochures, posters, flyers, website</li> <li>Information boards or desks in local language</li> <li>Grievance procedures through consultation, information brochures</li> </ul> <p>The following modes to be adopted specifically for the vulnerable groups:</p> <ul style="list-style-type: none"> <li>Robust engagement with local community-based organizations.</li> <li>The project would arrange separate consultation sessions for different target groups</li> <li>Resources allocation towards local administration representatives and councilors.</li> <li>Engagement of local NGO's and CBO's who work with vulnerable people at the community level to help disseminate information and organize consultations</li> <li>Manageable and gendered FGD to be arranged so that women can speak freely</li> <li>The project must have adequate means to reach the disabled ones in the community. If need be, teams must visit the disabled ones in their habitat</li> <li>Notice board for employment recruitment</li> <li>Training/workshop</li> </ul>	<ul style="list-style-type: none"> <li>PIU, LGED,</li> <li>Specialists responsible for land acquisition</li> <li>Safeguard consultants</li> </ul>
<b>Construction Phase</b>			
<ul style="list-style-type: none"> <li>Project Affected People</li> <li>People potentially affected by</li> </ul>	<ul style="list-style-type: none"> <li>Grievance mechanism</li> <li>Health and safety impacts (RAP, community</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings, open houses, trainings/workshops</li> <li>Separate meetings as needed for women and vulnerable</li> <li>Individual outreach to PAPs as needed</li> </ul>	<ul style="list-style-type: none"> <li>PIU, LGED,</li> <li>Specialists responsible for land acquisition</li> </ul>

Target stakeholders	Topic(s) of engagement	Method(s) used	Responsibilities
<ul style="list-style-type: none"> <li>land acquisition</li> <li>• People residing in project area</li> <li>• Vulnerable households</li> <li>• Contractors</li> <li>• Local Government</li> <li>• Local NGOs and CBOs</li> <li>• DC office</li> <li>• Local Press</li> <li>• Local businessmen</li> <li>• Transport workers</li> </ul>	<ul style="list-style-type: none"> <li>H&amp;S, community concerns)</li> <li>• Employment opportunities</li> <li>• Project status</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosure of written information: brochures, posters, flyers, website</li> <li>Information boards in LGED local offices</li> <li>• Notice board(s) at construction sites</li> <li>• Grievance mechanism</li> </ul> <p>The following modes to be adopted specifically for the vulnerable groups:</p> <ul style="list-style-type: none"> <li>• Robust engagement with local community-based organizations.</li> <li>• The project would arrange separate consultation sessions for different target groups</li> <li>• Resources allocation towards local administration representatives and councilors.</li> <li>• Engagement of local CBO's who work with vulnerable people at the community level to help disseminate information and organize consultations</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguard consultants</li> <li>• Contractor</li> <li>• INGO</li> <li>• External Monitor</li> </ul>

## 6.5 Description of Information Disclosure Methods

As a standard practice, the Project safeguard documents including RPF and RAP/s released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the PIU/PSC in a formal manner. PIU will continue applying the similar approach to disclosure for any additional safeguard appraisal materials that will be prepared as part of the project development.

The PD will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development. The RPF and RAP in Bangla, and English will be made available for public review in accordance with the international requirements. The SEP will be released in the public domain simultaneously with the E&S documents and will be available for stakeholder review during the same period of time.

The environmental and social documents in Bangla, and English will be made available for public review for the period of 60 days in accordance with the World Bank and standard international requirements. The RPF will be released in the public domain simultaneously with the other safeguard documents and will be available for stakeholder review during the same period of time, i.e. 60 days.

Distribution of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the safeguard documents in Bangla and English will be made accessible for the general public at the following locations:

- LGED Headquarters, Agargaon and affected District and Upazila LGED Offices
- The District Administration office of Jashore and Jhenaidah
- The Project offices;
- Affected Upazila Headquarters
- Affected Union Parishad Offices
- Other designated public locations to ensure wide dissemination of the materials.
- Newspapers, posters, radio, television;
- Information centers and exhibitions or other visual displays;
- Brochures, leaflets, posters, nontechnical summary documents and reports;
- Official correspondence, meetings

Electronic copies of the safeguard documents will be placed on the project website (<http://www.lged.gov.bd>). This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties.

## Chapter 7: Grievance Redress Mechanism

### 7.1 Introduction

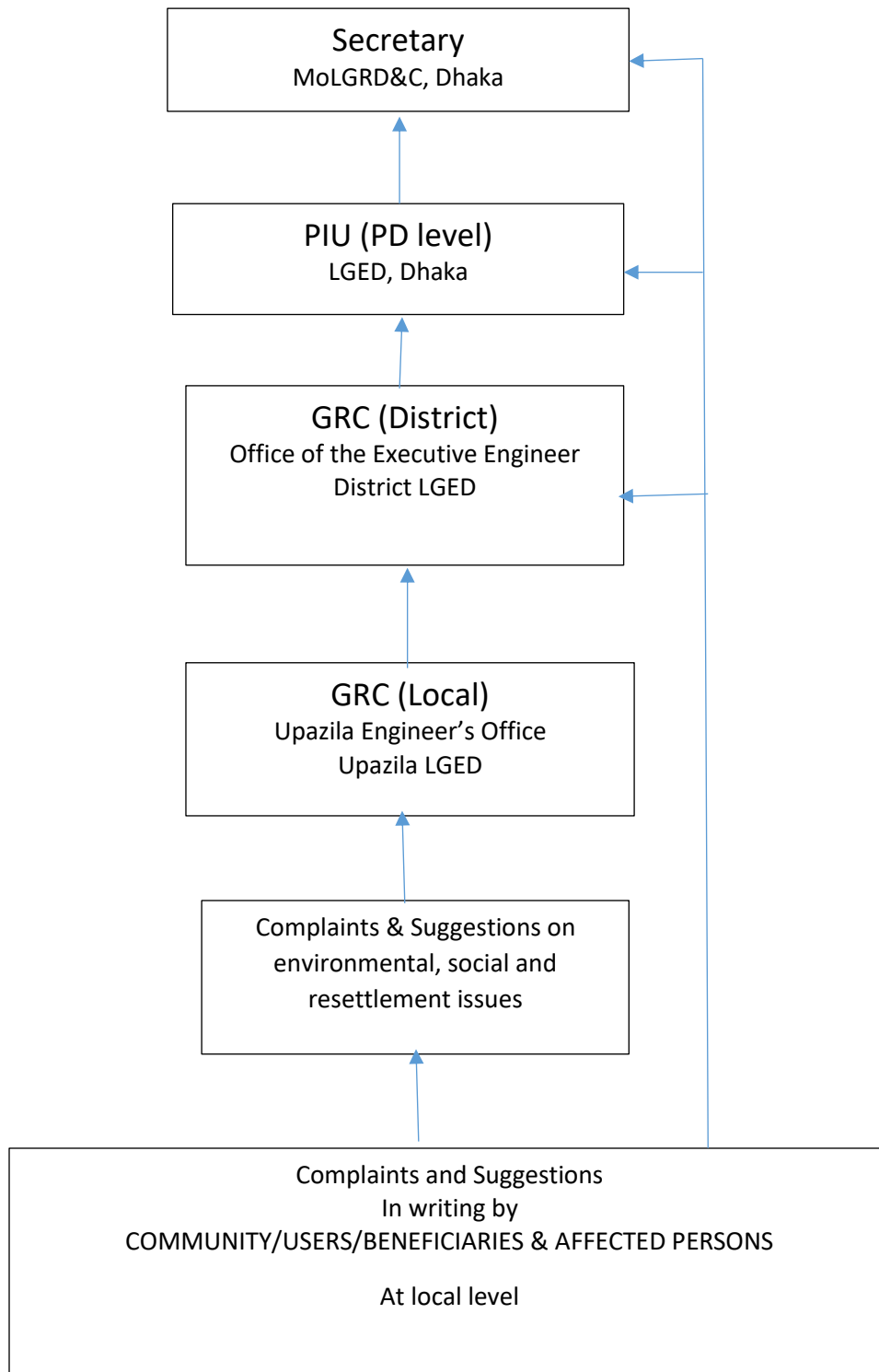
The ARIPA 2017 allows objections by the landowners to acquisitions at the beginning of the legal process. Once the objections are heard and disposed of, there is virtually no provision to address grievances and complaints that individual landowners may bring up in the later stages of the process. Since the act does not recognize them, there is no mechanism to hear and redress grievances of people who do not have legal titles to the acquired lands. As experienced in past projects, complaints and grievances may range from disputes over ownership and inheritance of the acquired lands to affected persons and assets missed by censuses, the valuation of affected assets, compensation entitlements, complains against noise, pollution, accident, GBV and other social and environmental issues. In view of this, LGED will establish a procedure to deal with and resolve any queries as well as address complaints and grievances about any irregularities in the application of the guidelines adopted in this RAP for assessment and mitigation of social and environmental impacts through grievance redress mechanism (GRM). The GRM will deal with complaints and grievances related to both social/resettlement and environmental issues in this Project. Grievance redress committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. 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 actions. The procedure will, however, not pre-empt a person's right to go to the courts of law.

### 7.2 Objectives of GRM

The fundamental objectives of the GRM, implemented through the GRC serving as a para-legal body, are to resolve any resettlement-related grievances locally in consultation with the aggrieved party to facilitate smooth implementation of the social and environmental action plans. Another important objective is to democratize the development process at the local level and to establish accountability to the affected people. The procedures will however not a person's right to go to the courts of law pre-empt. There will be four-tier grievance redress mechanism; 1<sup>st</sup> at local level (upazila), 2<sup>nd</sup> district level, 3<sup>rd</sup> PIU level and final one is for ministry level.

All the local level complaints will be received at the Office of Upazila Engineer through the INGO/Consulting firm. All cases at the local level will be heard within four weeks of their receipt. PIC with the support of INGO/Consulting firm will inform all affected stakeholders and interested group about the program GRM and different committees at local, project, ministry level. However, anybody can complain to World Bank at any stages of the project.

### 7.3 Composition of GRC



### 7.3.1 Composition of Local GRC

First level GRC will be formed in the local level where community people will be able to complaint / raise grievances directly to the field level project office. INGO /Consulting firm together with Project Implementation Committee (PIC) will inform all affected people and local community about the project grievance Redress Mechanism in local language. This local GRC will ensure easy accessibility by the PAPs, local communities and interested stakeholders, so that any grievances can be solved directly or within a very short period of time. The members of the local GRC will be Upazila Engineer as convener; Safeguard Specialist from INGO / consulting firm as members secretary; and as members representative from local chairman, teacher from Local Educational Institution, representative from Local Women's Group ; and representative from the PAP Group .

The membership of the GRCs will ensure proper presentation of complaints and grievances as well as impartial hearings and investigations, and transparent resolutions. Where grievances are among the affected persons, the membership composition of the GRCs will take into account any traditional conflict resolution arrangements that communities may practice. If the aggrieved person is a female, LGED will ask the concerned female UP Member or Municipal Ward Councilor to participate in the hearings. Members of the GRCs will be nominated by the Upazila Engineer.

*Table 10: GRC membership at local level*

1. Upazila Engineer (Upazila LGED Office)	Convener
2. Safeguard Specialist from INGO / consulting firm	Member-Secretary
3. Local UP Member/Ward Councilor	Member
4. Teacher from Local Educational Institution	Member
5. Representative from Local Women's Group	Member
6. Representative from the PAP Group	Member
7. Local Bonik Somity President	Member

All complaints will be received at the Office of the Upazila Engineer through the INGO/ Consulting firm. All cases at the local level will be heard within four weeks of their receipt. Grievances received through any channel will be registered and a notification of receipt with assurance of necessary review and resolution given in writing to the aggrieved persons.

### 7.3.2 Composition of District GRC

If the resolution attempt at the local level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to district level for further review. With active assistance from the district Sociologist of LGED, the committee will make a decision and communicate it to the concerned GRC. The District Sociologists and the INGO/Consulting firm will make periodic visit to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books. The decisions on unresolved cases will be communicated to the GRC within one week of the complaint receipt. Relevant district Executive Engineer will be the convener, and LGED district sociologist will be the member secretary of the district GRC.

Table 11: GRC membership at district level

1. Executive Engineer (XEN)	Convener
2. LGED district sociologist	Member-Secretary
3. Upazila Chairman	Member
4. Teacher from Local Educational Institution	Member
5. Representative from INGO/Consulting firm	Member
6. Representative from Local Women's Group	Member

### 7.3.3 Composition at PIU and PSC level

If a decision at district level is again found unacceptable by the aggrieved person(s), LGED can refer the case to the PIU with the minutes of the hearings at local and district levels. PD will be the convener and senior social safeguard specialist will be the member secretary at PIU level. All the unsolved cases At the PIU level, decisions on unresolved cases, if any, will be made in no more than four weeks by an official designated by the Secretary, MoLGRD&C. A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon LGED. There will be budgetary allocation for local and district committee members for participating meetings and refreshments during meeting.

To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the Convener 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 Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RPF and the mitigation standards, such as compensation rates established through market price surveys.

The affected persons and their communities will be informed of the project's grievance redress mechanism in open meetings at important locations and in PAP group meetings. Bangla translations of the RPF in the form of information brochures will be distributed among the affected persons. The PAPs will also be briefed on the scope of the GRC, the procedure for lodging grievances cases and the procedure of grievance resolution at the project level.

To ensure impartiality and transparency, hearings on complaints 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. LGED will maintain the following three Grievance Registers:

**Intake Register:** (1) Case number, (2) Date 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 Register:** (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 Register:** (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 in subproject level activities and implementation of those. The PIC and PIU 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 Bank and any other interested persons/entities. The PIU also prepare periodic reports on the grievance resolution process and publish these on the LGED website. The format in **Appendix 04** will be used for periodic grievance reporting.

The LGED program intends to strengthen the GRM through information and communication technology to ensure that all complaints including those of sexual exploitation and abuse are immediately reported to the Government. LGED will integrate the GRM on a web-based dashboard, to adequately and promptly address any potential grievance related to Gender Based Violence and SEA. The complaints registered in this system will be managed by a dedicated administrator that will liaise immediately any GBV and SEA complaints with the contractors, consultant and LGED/PIU for immediate measures. If the GRM receives a case on sexual exploitation and abuse related to the project, it will be recorded, and the complainant will be referred to the relevant assistance, if needed, for referral to any other service providers. The supervision consultant will keep the information confidential to protect privacy of GBV and SEA complainants. In cases, where the perpetrator(s) is linked to project activities then the contractor will take appropriate actions as per the Code of Conduct signed by the particular person and under the effective law in Bangladesh. LGED will report activities and outcomes of GBV and SEA surveillance and management to the World Bank on a regular basis.

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

- i. A standard application format will be used for receiving grievances which will be available at the office of INGO /Consulting firm. This application format would be concurred by the PD.
- ii. Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- iii. Remove a recommendation by any person that may separately accompany the grievance redress application.
- iv. Disqualify a GRC member who has made a recommendation on the application separately before the formal hearing.
- v. Where a GRC member is removed, appoint another person in consultation with the Project Director.
- vi. The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RAP and the mitigation standards, such as compensation rates established through market price surveys.



#### **7.3.4 World Bank Grievance Redress Service (GRS)**

Communities and individuals who believe that they are adversely affected by Sub-project interventions may submit complaints to existing project-level GRM or the WB Grievance Redress Service (GRS). Project affected communities and individuals may also submit their complaint to the World Bank's independent Inspection Panel, which determines whether harm occurred, or could occur, because of non-compliance with WB safeguards policies and procedures. Details of the procedures to submit complaints to the WB's corporate GRS, is available in the GRS website: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the WB Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org). Any disclosure instrument on GRM will provide addresses of the GRS and the Inspection Panel.

## Chapter 8: Institutional and Implementation Arrangements

### 8.1 Institutional arrangement

Local Government Engineering Department (LGED) under the Ministry of Local Government, Rural Development & Cooperatives (MoLGRD&C) is representing the Government of Bangladesh as the Executing Agency (EA) of the WeCARE –LGED Program. LGED is responsible for undertaking all studies, design, and construction of this Project. It will also be responsible for operation and maintenance (O&M) of the project after its completion. LGED is mandated to undertake steps, as per guidelines of the MoLGRD&C and advice of the Government, to secure required funds both from external and internal sources for the implementation of the Project.

For efficient and smooth implementation of the project, suitable institutional arrangements are necessary to manage and implement the RAP and other relevant safeguard document. WeCARE-LGED Institutional arrangement consist of Program Steering Committee (PSC) at ministry level; Project Implementation Unit (PIU) at project level; and project Implementation Committee (PIC) at LGED field level. An external monitor will be also hired for the program to ensure proper monitoring of safeguard implementation.

**Formation and Responsibility of PSC:** There will be a PSC chaired by the Sr. Secretary/Secretary, MoLGRD&C. The PIU-LGED will report to their Ministerial Project Steering Committee (PSC). PSC will include representatives from ministries, LAR Advisor, division, departments/agencies that are part of overall implementation, coordination, and strategy. PSC will be responsible for: (i) providing implementation advice and operational guidance; (ii) reviewing financial, safeguard implementation and physical progress; (iii) resolving any implementation problems (iv) providing any other necessary direction for effective implementation.

MoLGRD&C approves the LAP and RAP of the project prepared by the LGED with the support of the consulting firm / INGO. MoLGRD&C is also responsible for formation and approve different committees like Grievance Redress Committee (GRC), Property Valuation Advisory Committee (PVAC) and Resettlement Advisory Committee (RAC) proposed in the RAP through gazette notification.

**Formation and Responsibility of PIU:** There will be a Project Implementation Unit for LGED headed by Project Director (PD). PIU will be consist of PD, DPD, Social Safeguard Specialist, Environment Specialist, gender specialist, labor expert and communication and consultation specialist. PD will be the main responsible person to implement the LGED program. The Deputy Project Director at PIU will function as the Chief Resettlement Officer (CRO). The PIU will ensure that implementation follows both Government and Bank rules and regulations. The PIU will be also responsible for: (i) supervising and reviewing preparation, implementation and providing necessary advice for timely delivery; (ii) monitoring and evaluating implementation progress and suggesting necessary course corrections; (iii) resolving issues and conflicts that may emerge during implementation; (iv) facilitation coordination and convergence with other line ministries, division, and departments/agencies; and (v) keeping the PSC apprised on overall performance and key issues relating to the project.

**Formation and responsibility of PIC at field level:** There will be a project implementation committee (PIC) at field level. The PIU will be actively assisted by PIC. PIC will consist of LGED Local Executive Engineer (XEN), relevant Upazila Engineers (UE) and District Sociologist. PIC will be actively assisted by INGO /Consulting Firm. PIC will keep a very close coordination with PIU. As first Phase of the program will be implemented into Jashore and Jhenaidah, PIC will be formed based on the implementation area. The XENs will call on the services of an LGED District Sociologist posted in each district. The XENs will be directly assisted by the Upazila Engineers (UE – one in each upazila) who will, in turn, be assisted by INGO or consulting firms. The Consultant will also assist and support PIU, when required.

In respect of non-compliance of legal documents, LGED district and upazila staff from PIC will assess where, and to what extent, this is causing delays in payment of CCL and the INGO/consulting firm will support all affected households including title and non-title to receive compensation and resettlement assistance according to ESS5 WB. Where land acquisition will be involved, the LGED XENs and District Sociologists with the support of INGO/Consulting firm will coordinate with the respective DC offices. In respect of the valuation of structures and trees, the LGED, through its District Sociologists and INGO, will give priority to facilitating and expediting the surveys, and increase its participation in the valuation process by PWD and forest offices by providing equivalent officers in the valuation team. Where there is serious concern about the valuation levels proposed, LGED will take follow up action to achieve a satisfactory outcome.

**Formation and responsibility of PVAC:** The MoLGRD&C will form a Property Valuation Advisory Committee for the project through a gazette notification to verify, compare and review the physical verification data conducted by Implementing Agency with the DCs' assessment of loss of physical assets and their owners. The PAVC will also be responsible for determining replacement value of the affected properties. The scope and responsibility of the PAVC will be clearly defined in the gazette. The implementing Agency will process the entitlements of the project-affected persons using the joint verification survey (JVS) data as one of the determinants.

<b>Deputy Director, LGED</b>	<b>Convener</b>
<b>LAO or his/her designated representative of concerned district</b>	Member- Secretary
<b>Executive Engineer – Resettlement (field)</b>	Member
<b>Field coordinator, RAP implementing agency</b>	Member

**Formation and responsibility of RAC:** At the implementation stage, LGED will form a Resettlement Advisory Committee (RAC) in each union with the approval of the head of LGED-RU in order to involve the local communities and PAPs in the implementation process. The committee will ensure local participation, provide local inputs and assist in all matters related to implementation of the RAP.

<b>Executive Engineer – Resettlement (field) :</b>	<b>Convener</b>
<b>The Areas Manager of INGO/Consulting firm :</b>	Member- Secretary
<b>Local government representative :</b>	Member
<b>Representative of Women PAPs :</b>	Member

**Roles and responsibility of INGO/Consulting Firm:** INGO/Consulting Firm will support the PIU and PIC when and where required. INGO/Consulting Firm will work closely with PIC. The role of INGO/Consulting Firm will be to facilitate sound implementation of the project. The INGO/Consulting Firm will work as a link between the Project Authority and the affected persons. Implementation of RAP for affected persons will be carried out in eight (8) steps. PIU will ensure implementation of the RAP with the support of the INGO/consulting firm.

**Step-1: Formation and Preparation**

- Organize inception meeting with relevant stakeholders
- Provide safeguard orientation to the team according to ESS 2, ESS 5, ESS 7 and ESS 7
- Capacity building through organizing training and workshop
- Institutional Arrangements & Logistics
- Submit inception report and require approval from RAP verification survey

**Step-2: Develop Implementation Tools/Mechanism**

- Develop tools and materials for information campaign (i.e. Booklet, Leaflet, etc.)
- Develop monitoring tools for implementation progress
- Develop reporting format such as monthly/quarterly/semi-annual/annual
- Develop/update GRC application form
- Develop/update focus group meeting checklist
- Develop format of Entitled Persons file and Entitlement Card
- Develop format of payment debit voucher
- Develop ID card format for the EPs
- Develop computerized Management Information System (MIS)
- Develop internal server for data management, sharing and monitoring

**Step-3: Land Acquisition and VLD**

- Liaise with DC office in case of land acquisition and compensation payment
- Assist DC offices in land acquisition process
- Assist in serving notice under section 4 and Joint Verification
- Assist in serving notice under section 7
- Assist in preparation of LA estimate and award book
- Assist in serving notice under section 8 by DCs
- Assist PAPs in updating record of rights and receiving compensation
- Assist DC office during transfer of land
- Assist PIU with the VLD procedures suggested with RPF and ESS 5

**Step-4: Social Preparation and Information Dissemination**

- Formation of focused groups with various occupation groups at the field
- Information campaign
- Disclosure of RAP policy
- Regular meetings with affected people for updating record of rights and other documents for receiving compensation from DC office and LGED

- Consult the displaced people to get ready for relocation after getting compensation
- Develop ideas, script, and mechanism for organizing and executing awareness campaign outside the RP implementation
- Organize, follow-up and recap various awareness campaign

#### **Step-5: Payment of Compensation**

- Collection of award book from the DC office
- Collection of CCL from PAPs after getting compensation
- Prepare CCL statement as per DC payment
- Devise ID number for each of the entitled persons
- Preparation of EP file and EC
- Preparation indent (EP payment list)
- Opening Bank Account by the APs
- Prepare ID cards for the EPs using photograph
- Calculate Individual entitlement based on category of losses and policy of the RAP
- Prepare Debit voucher and other necessary documents for making payment of additional compensation and other benefits
- Payment of additional grants and resettlement benefits
- Assist EPs in producing Grievances, if any

#### **Step-6: Relocation/Resettlement**

- Payment of resettlement benefits to EPs
- Assess relocation options of the PAPs and provide facilities in relocation choices
- Assist APs in moving private graves (if requested by the affected households)
- Assist displaced households/EPs in relocation and resettlement
- Support APs in retitling and updating of their record of rights
- Implement Income and Livelihood Restoration Program (ILRP)
- Develop training need assessment report & training materials for ILRP
- Assist to relocate common public property
- Give moral support to affected person in terms of resettlement

#### **Step-7: Establishment of Grievance Mechanism**

- Development/finalization of format for grievance cases including
- Assist PAPs in producing grievances
- Conduct meetings on GRM
- Disclose GRM process among the people
- Resolve grievances and report on monthly basis

#### **Step-8: Submission of Progress Report**

- Generate progress reports for real-time monitoring of RAP implementation progress using user-friendly menu driven software
- Share the draft report with project authority and relevant stakeholders

- Incorporate feedback and response
- Submission of final reports.

## 8.2 Project Management and Supervision Consultant

The overall responsibility of environmental and social performance including RAP and IPP (if required) implementation of the WeCARE will rest with the PIU. Aside from the PIU safeguard specialist and RAP implementing NGO/consulting firm, the PIU will engage Project Management and supervision Consultant (PMSC) to supervise the contractors including social safeguard management requirements and measures on their execution of construction-related, infrastructural development and other activities that have significant negative social impacts identified in the RAP. The PMSC will ensure adherence to the monitoring parameters including quality requirements, as well as all social safeguard measures.

## 8.3 Specialist Responsibility at Construction phase

**Senior Social Specialist and Junior Social Specialist in PIU:** The PIU will have a dedicated Social Specialists to ensure implementation of RPF, RAP and other social management responsibilities. Senior Social Safeguard Specialist will be Dhaka based and Junior Social Specialist will be field based. Both of them will maintain liaison with WB safeguards team, and other stakeholders during the Project implementation. The Specialists will also monitor construction activities to ensure that social mitigation measures are properly implemented.

**Contractor's social safeguard Officer:** The contractor shall have a Social Safeguard Officer on the site who will be responsible to implement all social safeguard, gender and labor issues with the guidelines of PIU/INGO team. PIU with support of social safeguard specialist and INGO will make sure that all contractors workers and counterpart who are involve in project implementation receive both initial and ongoing social safeguard and gender awareness and training sufficient to ensure they are familiar with their social safeguard responsibilities under the ESMP and RPF.

## RPF related activities, responsibility and approval authority

Table 12: RPF related activities, responsibility and approval authority

Actions	Responsibility	Approval authority
<b>RAP preparation stage</b>		
Census, SES, IoL and Property Valuation Survey(PVS) for RAP preparation	PIC with the support of NGO/firm	PIU
Consultation with affected HHs and relevant Stakeholders	PIU with the support of PIC and NGO/firm	LGED and PIU
Preparation of RAP	PIU with the support of PIC and NGO/firm	MoLGRD&C and World Bank
<b>RAP Implementation stage</b>		
Land acquisition and compensation for title holder	PIU with the support of PIC and implementing NGO/firm	DC
Compensation for non-titleholder	PIU with the support of PIC and implementing NGO/firm	MoLGRD&C and World Bank
Top-up payment for tittle and non-title	PIU with the support of PIC and implementing NGO/firm	MoLGRD&C and World Bank

<b>Actions</b>	<b>Responsibility</b>	<b>Approval authority</b>
PVAC formation	PIU	MoLGRD&C
GRC formation	PIU	MoLGRD&C
RAC formation	PIU	MoLGRD&C
Implementation of RAP and quarterly implementation report	PIC with the support of implementing NGO/firm	PIU and World Bank
<b>Monitoring</b>		
Internal monitoring report	PIU with the support of PIC	PSC and World Bank
External monitoring report	External monitor	PSC and World Bank

## 8.4 Capacity Building

This LGED is a long-time Bank client and is quite familiar with Bank safeguard policies and Bank processes. It currently implements the Second Rural Transport Improvement Project, an IPF, and the Rural Roads and Bridges Program, a Program for Results (PforR) project. LGED has a reasonable track record of implementing safeguard policies in Bank-financed projects. Its PIUs have Environmental Specialist and Social Development Specialist and under the Rural Roads and Bridges PforR Program Action Plan, LGED has agreed to establish an Environmental and Social Unit. The ESF is new to LGED, as it is to all other implementing agencies. A detailed E & S capacity and systems assessment of LGED has been undertaken. During implementation of the program, LGED, NGO/consulting firms, contractors and relevant officials will be trained on ESF as part of the capacity development under component 4 of this program.

Environmental and social safeguards training will help ensure that the requirements of the ESS and subsequent social safeguard are clearly understood and followed by all project personnel throughout the project period. The PIU will ensure, in collaboration with the PSC, that these training are provided to all Project personnel. The social training program will be finalized before the commencement of the project. The training will be provided to the LGED staff, construction contractors, and other staff engaged in the Project. Training will cover all staff levels, ranging from the management and supervisory to the skilled and unskilled categories. The scope of the training will cover general environmental and social awareness and the requirements of the ESS5 and other ESSs, with special emphasis on sensitizing the project staff to the social and genders aspects of the area. A training program is proposed below which can be realigned based on the needs.

*Table 13: Training*

<b>Contents</b>	<b>Participants</b>	<b>Responsibility</b>	<b>Schedule</b>
<b>Introduction to World Bank ESF</b>	PMU, PIU, PIC, implementing agency and contractors	World Bank and LGED	<b>Prior to the start of the Project activities.</b>
<b>ESF guidelines and RPF</b>	PMU, PIU, implementing agency and contractors	LGED with the support of WB safeguard team	<b>Prior to the start of the Project activities.</b>
<b>Screening method, social survey</b>	Selected LGED staff;	PMU/PIU/safeguard specialist	<b>Prior to the start of the Project activities.</b>

Contents	Participants	Responsibility	Schedule
<b>procedures, RAP and LAP preparation</b>	PIU, PIC, Consulting firm/NGO		
<b>Training on ESS 2, ESS10 and ESS5</b>	PMU, PIU; Selected contractors' crew	PIU	<b>Prior to the start of the field activities.</b>
<b>Preparation and review of RPF, RAP, and IPP</b>	PMU, PIU; Design, Monitoring and supervision consultant	PIU	<b>Prior to the start of the field activities.</b>
<b>Grievance Mechanism and handling procedures</b>	Contractors, PIU, consulting firms/NGO, Construction crew	PIU	<b>Prior to the start of the construction activities.</b>
<b>Internal and External Monitoring procedures and reporting</b>	<b>PMU, PIU and INGO/consulting firms, contractors</b>	<b>PIU</b>	<b>Before and during the construction activities.</b>

## 8.5 Guidelines for Bid Documents

Bid documents for preparation of RAP will be prepared by interested firms need to incorporate relevant items from the RPF. All the RPF related documents will be inserted with the bid documents for RAP implementation firm, construction and supervision firm and external monitor. Therefore, during preparation of tender documents, the PIU need to ensure that:

- All relevant RPF items relevant for contractors and firms are included in tender documents (specifications and BOQs)
- Provide clear information to potential bidders regarding social considerations for the work package/s
- Submission of supporting documentation/materials of previous experience and track record on RAP preparation and implementation should be mentioned in the instructions to bidders
- Evaluation of submitted bids should include criteria for adequacy of RAP preparation and implementation responses and costing.

## 8.6 Budget

A tentative budget is proposed below, which may be changed/updated once the RAP is being prepared. This budget do not include the cost of land acquisition and resettlement.

*Table 14: A tentative budget*

Items	Man-month	Total (in USD)
<b>Senior Social Safeguard Specialist at PIU</b>	24	84,000
<b>Junior Social Safeguard Specialist (field Level at PIU</b>	24	60,000
<b>RAP Implementing Agency (INGO/consulting firm)</b>	Lump-sum	4,00,000
<b>External Monitor</b>	24 months over the period of 5 years	1,00,000
<b>Capacity Building for PSC, PIU, INGO/consulting firm and relevant government agencies</b>	Lump-sum	1,00,000



## Chapter 9: MONITORING

LGED will conduct regular monitoring and evaluation of the updating and implementation of the resettlement plan. Monitoring and evaluation are intended to help ensure that the resettlement action plan is prepared and implemented according to the resettlement policy framework. Moreover, external monitor of the project will review all the RAP/s prepared for this project. External monitor will establish dialogue with the affected communities and ensure that their concerns and suggestions are incorporated and implemented in the project. External monitor will work closely with the PIU and internal monitoring team to implement the Resettlement Action Plan (RAP) and specifically responsible for implementation of proposed compensation, rehabilitation, and income restoration measures, consultations with affected persons (APs) during rehabilitation activities and assisting in grievance redress. He or she will prepare resettlement training programs and workshops for the staff of the PIU and contractors; The following key indicators will be monitored periodically by PIUs.

### Internal and External monitoring

During project preparation, and as part of the RAP, the LGED will develop a monitoring and reporting framework for resettlement activities. Central to this framework are the census of PAPs and the inventory of assets that constituted the basis for the agreed RAP. The PMSC responsible for oversee the progress in resettlement preparation and implementation through regular progress reports, submitted through normal channels, monitoring key indicators of finance, inputs and activities. PMSC will report to PIU and external monitor on a regular basis.

In addition to internal monitoring, external (or independent) monitor will be engaged to provide an independent periodic assessment of resettlement implementation and impacts, to verify internal reporting and monitoring, and to suggest adjustment of delivery mechanisms and procedures as required. A social and economic assessment of the results of delivered entitlements and a measurement of the income and standards of living of the PAPs before and after resettlement are integral components of this monitoring activity. To function effectively, the organization responsible for external monitoring should be independent of the governmental agencies involved in resettlement implementation. Regular external monitoring should begin along with implementation activities and continue until the end of the project.

The following activities are the standard functions of the external monitors:

- Verification of internal reports, by field check
  - Interview a random sample of PAPs in open-ended discussions to assess their knowledge and concerns regarding the resettlement process, their entitlements and rehabilitation measures.
  - Participate as an observer in public consultations for PAPs at the village, union or upazila level. (Organizing these meetings is the responsibility of the implementing agency)
  - Observe the functioning of the resettlement operation at all levels to assess its effectiveness and compliance with the RAP.
  - Check the type of grievance issues and the functioning of grievance redress mechanisms by reviewing processing of appeals at all levels and interviewing aggrieved PAPs.

- Survey the standards of living of the PAPs (and that of an unaffected control group where feasible) before and after implementation of resettlement to assess the whether the standards of living of the PAPs have improved or been maintained.
- Advise project management unit regarding possible improvements in the implementation of the RAP.

LGED will establish procedures to monitor and evaluate the implementation of the plan and will take corrective action as necessary during implementation to achieve the objectives of this ESS. The extent of monitoring activities will be proportionate to the project's risks and impacts. For all projects with significant involuntary resettlement impacts, the Borrower will retain competent resettlement professionals to monitor the implementation of resettlement plans, design corrective actions as necessary, provide advice on compliance with this ESS and produce periodic monitoring reports. Affected persons will be consulted during the monitoring process. Periodic monitoring reports will be prepared and affected persons will be informed about monitoring results in a timely manner.

*Table 15: Monitoring process of key indicators*

Monitoring Aspects	Potential Indicators
<b>Delivery of Entitlements</b>	<ul style="list-style-type: none"> <li>• Entitlements disbursed, compared with number and category of losses set out in the entitlement matrix.</li> <li>• Disbursements against timelines.</li> <li>• Identification of the displaced persons losing land temporarily, e.g. through soil disposal, borrow pits, contractors' camps, been included.</li> <li>• Timely disbursements of the agreed transport costs, relocation costs, income substitution support, and any resettlement allowances, according to schedule.</li> <li>• Documented evidence of land donation</li> <li>• Documented evidence of land acquisition completed with transfer of title</li> <li>• Documented evidence of land requisition/rented</li> <li>• Percentage of compensation paid for land acquisition/requisition or rented</li> <li>• Percentages of compensation paid for the affected structures/assets/crops/trees</li> <li>• Restoration of social infrastructure and services.</li> <li>• Affected businesses receiving entitlements, including transfer and payments for net losses resulting from lost business.</li> </ul>
<b>"Private-Private" disputes</b>	<ul style="list-style-type: none"> <li>• <i>clear and adequate rules for the recognition of relevant land tenure rights is provided</i></li> <li>• <i>fair criteria and functioning, transparent and participatory processes for resolving competing tenure claims are established</i></li> <li>• <i>efforts are taken to inform affected people about their rights and access to impartial advice are provided</i></li> <li>• </li> </ul>
<b>Consultation</b>	<ul style="list-style-type: none"> <li>• Strategy for consultation and information disclosure is prepared</li> <li>• Consultations organized as scheduled</li> <li>• Project information's are disclosed</li> </ul>

Monitoring Aspects	Potential Indicators
	<ul style="list-style-type: none"> <li>• Affected, interested, disadvantage and vulnerable groups are identified</li> <li>• views of disadvantage and vulnerable groups are considered during designing the entitlement and special measures are taken</li> <li>• Schedules are planned for the various stakeholder engagement activities</li> <li>• Knowledge of entitlements by the relevant stakeholders including project affected people</li> <li>• If tribal people are affected, separate consultation has to be conducted with them</li> </ul>
<b>Grievances</b>	<ul style="list-style-type: none"> <li>• Operationalization of the grievance redress mechanism proposed with RPF.</li> <li>• Operationalization of the GRM for labor and GBV</li> <li>• Information on the resolution of the grievances</li> <li>• Process by which people affected by the project can voice their grievances and concerns</li> <li>• Process to document complaints and concerns</li> <li>• Grievance recording (e.g. MIS, grievance log book)</li> <li>• Stipulated timeframes for acknowledgement and resolution of complaints</li> <li>• Awareness raising, or communications efforts to inform stakeholders about the GM</li> <li>• Appeals process</li> <li>• Provisions to analyze complains and share feedback with management</li> <li>• GM reports published and frequency</li> </ul>
<b>Communications and Participation</b>	<ul style="list-style-type: none"> <li>• Number of general meetings (for both men and women).</li> <li>• Percentage of women out of total participants.</li> <li>• Number of meetings exclusively with women.</li> <li>• Number of meetings exclusively with vulnerable groups.</li> <li>• Number of meetings at new sites.</li> <li>• Number of meetings between hosts and the displaced persons.</li> <li>• Level of participation in meetings (of women, men, and vulnerable groups).</li> <li>• Level of information communicated—adequate or inadequate.</li> <li>• Information disclosure.</li> <li>• Translation of information disclosure in the local languages.</li> </ul>
<b>Budget and Time Frame</b>	<ul style="list-style-type: none"> <li>• Social Safeguard Specialist/expert appointed and mobilized on schedule for the field and office work.</li> <li>• Capacity building and training activities completed on schedule.</li> <li>• Achieving resettlement implementation activities against the agreed implementation plan.</li> <li>• Funds allocation for resettlement to implementing agencies on time.</li> <li>• Receipt of scheduled funds by resettlement offices.</li> <li>• Funds disbursement according to the resettlement action plan.</li> <li>• Social preparation phase as per schedule.</li> </ul>
<b>Livelihood and Income Restoration</b>	<ul style="list-style-type: none"> <li>• Types of training and number of participants in each.</li> <li>• Number of displaced persons who have restored their income and livelihood patterns (women, men, and vulnerable groups).</li> <li>• Number of new employment activities.</li> </ul>

Monitoring Aspects	Potential Indicators
	<ul style="list-style-type: none"> <li>• Extent of participation in rehabilitation programs.</li> <li>• Degree of satisfaction with support received for livelihood programs/activities.</li> <li>• Percentage of displaced persons who improved their income (women, men, and vulnerable groups)</li> <li>• Percentage of displaced persons who improved their standard of living (women, men, and vulnerable groups)</li> <li>• Number of displaced persons with replacement agriculture land (women, men, and vulnerable groups)</li> <li>• Quantity of land owned/contracted by displaced persons (women, men and vulnerable groups)</li> </ul>
<b>Voluntary Donation</b>	<ul style="list-style-type: none"> <li>• Progress on the process of providing official documentation to those who donated land of their landholding post-donation. In cases where the subproject is classified as B and involves voluntary donation, the voluntary donation report will be attached to the resettlement action plan.</li> </ul>

The PIC and PIU will prepare a monthly report to be submitted to the PSC. These reports will summarize the following:

- Progress in implementing this RAP and subsequent other safeguard documents, etc.;
- Findings of the monitoring programs, with emphasis on any breaches of the control standards, action levels or standards of general site management;
- Summary of any complaints by external bodies and actions taken / to be taken; and
- Relevant changes or possible changes in legislation, regulations and international practices.

Monitoring of and reporting on the project must be complemented by an effective GRM proposed in RPF in order to address issues arising from project implementation. GRM will help to detect unanticipated or recurring problems, and to manage them. The project implementing agency sets up and supports the GRM, in a manner satisfactory to the World Bank, to receive, manage and facilitate resolution of stakeholders' concerns and grievances in a timely manner. It is important that the GRM is designed to accommodate all issues raised, including issues related to labor influx. The way to make complaints needs to be simple and well publicized. The GRM is usually scaled to the risks and potential adverse impacts of the project. The following factors will be considered in the project for the effective GRM:

(i) their publicity and accessibility, (ii) the transparency of their operation, (iii) the credibility of their decision-making process and structure, (iv) their confidentiality and hence protection from any potential retaliation, and (v) the effectiveness of the associated business processes to resolve grievances where appropriate.

Table 16: Reporting Requirements

Report/Document	Description	Prepared By	Submitted To	When
<b>Training Records</b>	Register of all Trainings and Capacity Building activities conducted under the project	Environment and Social Cell of PIU or Consultants	PD	Within 3 weeks of any training/capacity building activity
<b>Completed Safeguards Screening Forms</b>	Identifies Potential Environmental and Social Issues	Environment and Social Cell of PIU or Consultants	PD	After completing forms
<b>GRM Records</b>	Register of grievances received and actions taken	GRC or Consultants during construction phase and then relevant Implementing Agency officer thereafter	PD	Monthly
<b>Preparation of RAP</b>	Site specific RAP will be prepared	INGO and PIU consultants	PD	Within 3 months of deployment
<b>Internal Monitoring</b>	Monitoring data as defined in the RPF	Contractor, Environment and Social Cell of PIU and/or Consultants	PD	Monthly
<b>External Monitor</b>	Monitoring data as defined in the RPF	External monitor	World Bank	Every quarter

## Appendix 1: Social Screening Form

This form will be filled up by the PIU along with the community members at Union and Upazila Level and must be submitted to PD and PSC. Before final selection World Bank approval is required]

### General Information

Title of the project: .....

Complete address of screening locations including coordinates.....

Screening Date: .....

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
-				
<b>Involuntary Acquisition of Land/ Land Donation/ Land Taking</b>				
Will the project require land for the proposed intervention				.
1. If yes, will there be any land acquisition?				
2. Is the site for land acquisition known?				
3. Is the ownership status and current usage of land known? If yes, please provide detail information at remarks column.				
4. Is there any possibility of voluntary land donation for the rural roads and market construction? If yes, please provide detail information at remarks column.				
5. Will there be loss of residential and commercial structures due to land acquisition? If yes, please provide detail information at remarks column.				
Is there any presence of squatters within the project ROW? If yes, please provide detail information at remarks column.				
6. Will there be loss of agricultural and other productive assets due to land acquisition? If yes, please provide detail information at remarks column.				
7. Will there be losses of trees, and fixed assets due to land acquisition? If yes, please provide				

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
- detail information at remarks column.				
8. Will there be loss of businesses or enterprises due to land acquisition? If yes, please provide detail information at remarks column.				
9. Will there be loss of income sources and means of livelihoods due to land acquisition? If yes, please provide detail information at remarks column.				
<b>Involuntary restrictions on land use or on access to legally designated parks and protected areas</b>				
10. Will people lose access to natural resources, communal facilities and services due to project interventions? If yes, please provide detail information at remarks column.				
11. If land use is changed, will it have an adverse impact on social and economic activities? If yes, please provide detail information at remarks column.				
12. Will access to land and resources owned communally or by the state be restricted? If yes, please provide detail information at remarks column.				
<b>Information on Displaced Persons:</b>				
Any estimate of the likely number of persons that will be displaced by the Project? Yes				[ ] No [ ]
If yes, approximately how many?				
Are any of them poor, female-heads of households, or vulnerable to poverty risks? Yes				[ ] No [ ]
Are any displaced persons from indigenous or ethnic minority groups? Yes				[ ] No [ ]
During Screening, project authority will conduct consultation with the primary and secondary stakeholders and provide their observations in the following sections (13 to 18 )				
13: Who are the stakeholders of the project?				

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
-				
Answer:				
14: What social and cultural factors affect the ability of stakeholders to participate or benefit from the proposed policy or project?				
Answer:				
15: Are project objectives consistent with their needs, interests and capacity?				
Answer:				
16: What will be the impact of the project or sub-project on the various stakeholders, especially women and vulnerable groups?				
Answer:				
17: What social risks might affect project or sub-project success?				
Answer:				
18: Has the project authority or any other organizations conducted any consultations with the affected community or people? If yes. Please provide a summary.				
Answer:				

<b>1. Prepared by (Name):</b> ..... <b>Signature:</b> ..... <b>Date:</b> .....
<b>2. Project Implementation Unit</b> District: ..... Upazila: ..... Name of the PIU head: ..... 01. Names of Members participated in Screening 02.
<b>3. name of the Participants from local Government</b> 01..... 02.....



## Appendix 2: Elements of preparing a Resettlement Action Plan

1. Description of the project. General description of the project and identification of the project area .
2. Potential impacts. Identification of:(a)the project components or activities that give rise to displacement, explaining why the selected land must be acquired for use within the timeframe of the project;(b)the zone of impact of such components or activities;(c)the scope and scale of land acquisition and impacts on structures and other fixed assets;(d)any project-imposed restrictions on use of, or access to, land or natural resources;(e)alternatives considered to avoid or minimize displacement and why those were rejected; and(f )the mechanisms established to minimize displacement, to the extent possible, during project implementation
3. Objectives .The main objectives of the resettlement program .
4. Census survey and baseline socioeconomic studies. The findings of a household-level census identifying and enumerating affected persons, and, with the involvement of affected persons, surveying land, structures and other fixed assets to be affected by the project .The census survey also serves other essential functions: (a)identifying characteristics of displaced house-holds, including a description of production systems, labor, and household organiza-tion; and baseline information on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of liv-ing (including health status) of the displaced population;(b)information on vulnerable groups or persons for whom special provisions may have to be made; (c)identifying public or community infrastructure, property or services that may be affected; (d)providing a basis for the design of, and budget-ing for, the resettlement program;(e)in conjunction with establishment of a cutoff date, providing a basis for excluding ineligible people from compensation and resettlement assistance; and (f )establishing baseline conditions for monitoring and evaluation purposes .As the Bank may deem relevant, additional studies on the following subjects may be required to sup-plement or inform the census survey:(g)land tenure and transfer systems, includ-ing an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recog-nized land allocation mechanisms, and any issues raised by different tenure systems in the project area;(h)the patterns of social interaction in the affected communities, including social net-works and social support systems, and how they will be affected by the project; and(i)social and cultural characteristics of displaced communities, including a description of for-mal and informal institutions (e .g ., community organizations, ritual groups, nongovernmental organizations (NGOs)) that may be relevant to the consultation strategy and to designing and implementing the resettlement activities
5. Legal framework. The findings of an analysis of the legal framework, covering:(a)the scope of the power of compulsory acquisition and imposition of land use restriction and the nature of compensation associated with it, in terms of both the valuation methodology and the timing of payment;(b)the applicable legal and administrative procedures, including a description of the remedies available to displaced persons in the judicial process and the normal timeframe for such procedures, and any available grievance redress mechanisms that may be relevant to the

project;(c)laws and regulations relating to the agencies responsible for implementing resettlement activities; and(d)gaps, if any, between local laws and practices covering compulsory acquisition, imposition of land use restrictions and provision of resettlement measures and ESS5, and the mechanisms to bridge such gaps .

6. Institutional framework. The findings of an analysis of the institutional framework covering:(a)the identification of agencies responsible for resettlement activities and NGOs/CSOs that may have a role in project implementation, including providing support for displaced persons;(b)an assessment of the institutional capacity of such agencies and NGOs/CSOs; and(c)any steps that are proposed to enhance the institutional capacity of agencies and NGOs/CSOs responsible for resettlement implementation
7. Eligibility. Definition of displaced persons and criteria for determining their eligibility for compensation and other resettlement assistance, including relevant cutoff dates.
8. Valuation of and compensation for losses. The methodology to be used in valuing losses to determine their replacement cost; and a description of the proposed types and levels of compensation for land, natural resources and other assets under local law and such supplementary measures as are necessary to achieve replacement cost for them.
9. Community participation. Involvement of displaced persons (including host communities, where relevant):(a)a description of the strategy for consultation with, and participation of, displaced persons in the design and implementation of the resettlement activities;(b)a summary of the views expressed and how these views were taken into account in preparing the resettlement plan;(c)a review of the resettlement alternatives presented and the choices made by displaced persons regarding options available to them; and(d)institutionalized arrangements by which displaced people can communicate their concerns to project authorities throughout planning and implementation, and measures to ensure that such vulnerable groups as indigenous people, ethnic minorities, the landless, and women are adequately represented .
10. Implementation schedule. An implementation schedule providing anticipated dates for displacement, and estimated initiation and completion dates for all resettlement plan activities .The schedule should indicate how the resettlement activities are linked to the implementation of the overall project.
11. Costs and budget. Tables showing categorized cost estimates for all resettlement activities, including allowances for inflation, population growth, and other contingencies; timetables for expenditures; sources of funds; and arrangements for timely flow of funds, and funding for resettlement, if any, in areas outside the jurisdiction of the implementing agencies .
12. Grievance redress mechanism. The plan describes affordable and accessible procedures for third-party settlement of disputes arising from displacement or resettlement; such grievance mechanisms should take into account the availability of judicial recourse and community and traditional dispute settlement mechanisms .

13. Monitoring and evaluation. Arrangements for monitoring of displacement and resettlement activities by the implementing agency, supplemented by third-party monitors as considered appropriate by the Bank, to ensure complete and objective information; performance monitoring indicators to measure inputs, outputs, and outcomes for resettlement activities; involvement of the displaced persons in the monitoring process; evaluation of results for a reasonable period after all resettlement activities have been completed; using the results of resettlement monitoring to guide subsequent implementation .
14. Arrangements for adaptive management. The plan should include provisions for adapting resettlement implementation in response to unanticipated changes in project conditions, or unanticipated obstacles to achieving satisfactory resettlement outcomes

### Appendix 3: Quarterly grievance report

Period from.....to.....20.....

Project Phase:.....

Case No.	Complainant's name, gender and location	Nature of complaints and expectation of complainant	Date of Petition submitted	Method of resolution with dates	Decisions and date of communication to the complainant	Agreement with and commitment to complainant	Progress (solve d/ pending)	Reason, if pending

### Appendix 4: Procedures of Voluntary land donation

**Preparation of Land Survey Map and Documentation:** After collecting the information related to land and assets which will be affected by project/sub-project implementation, the responsible official, with assistance from the related persons, will prepare a land survey map. The following conditions will be confirmed by the LGED

- Confirmation that affected people agree to donate land or asset, based on a face to face meeting and stakeholder's consultation
- No one would lose more than 10% of the total productive assets;
- No physical relocation necessary.
- There is an alternative, in case the donor refuses to donate the piece of land in question.

**Verification process (surveys) to identify land ownership and use:** LGED and local government will ensure that the land study will include specific surveys to understand the type of land rights that exist in

the sub-component area, and to identify any particular issue relating to land ownership and use. The specific surveys must be conducted on each parcel of land proposed for donation to identify:

- The owner or owners of the land;
- The users of the land, or any parties that occupy the land (either physically or through ownership of an asset or conduct of livelihood or business activities on the land);
- Any competing claims of ownership or use;
- Structures and assets on the land; and
- Any encumbrances on the land.
- Owners can donate the land for temporary use during construction and operation.

It is important to: (i) identify the right that is being transferred (an ownership right, a use right, a right of way, etc.); and (ii) check whether the transferee actually has the right s/he claims to have. In many circumstances where careful due diligence has not been carried out, significant conflict has arisen at a later stage when another party claims that they have the same or a competing right. In some circumstances – but not all – the transferee will have documentary evidence of such right. Where no such evidence exists, the due diligence can establish rights by speaking with local community officials and neighbors.

**Transferring and formalizing the land:** Process for land donation includes very clear procedures that explain the process that should be followed to transfer the land, and appropriate ways to formalize the respective transfer. The process includes consideration of the legal and administrative requirements based on government regulations and World Bank Policy. The process will describe a clear and transparent decision-making process.

**Public consultations and disclosure:** The decision to donate land must be taken based on a full understanding of the sub-projects and the consequences of agreeing to donate the land. Accordingly, the parties that will be affected by the donation (the owners and users of the land) must be provided with accurate and accessible information regarding what the land will be used for, for how long, and the impact the donation will have on them and their families. It is important that prior written notification indicating the location and amount of land that is sought be provided and that its intended use for the sub-project is disclosed.

The right to refuse must be a legitimate right, unconditional, and the potential transferee must be able to exercise it in the local community and political context. For this reason, it is important to be sure that the decision to donate is undertaken without coercion, manipulation, or any form of pressure on the part of public or traditional authorities. For collective or communal land, donation must be based upon the informed consent of all individuals using or occupying the land.

**Documentation:** LGED will ensure that

- Refers to the consultation has taken place;
- Sets out the terms of the transfer;
- Confirms that the decision to transfer was freely made, and was not subject to coercion, manipulation, or any form of pressure;
- Attaches an accurate map of the land being transferred (boundaries, coordinates);

- Sets out who will bear the costs of the transfer (e.g., notarial fees, taxes, title issues) and documenting the residual land rights;
- Ensure that all necessary parties sign the documents, including obtaining consent from spouses and children over a certain age;
- Ensure that the transfer and title is registered or recorded; and
- Ensure that the land remaining after the donated land is excised is properly titled, registered or recorded.
- confirming that there is no disputed ownership and that there are no claims by renters, users, squatters, or encroachers

## Appendix 5: Terms of Reference for External Monitor

### PROJECT BACKGROUND

The Government of Bangladesh (GoB) through the Ministry of Finance (MoF) has requested the World Bank (WB) to support the preparation and implementation of the Western Economic Corridor and Regional Enhancement Program (WeCARE Program) with the Roads and Highways Department (RHD) and the Local Government Engineering Department (LGED) as the main implementing agencies. RHD will implement the widening and traffic safety improvements of the western corridor from Jashore – Jhenaidah – Bonpara – Hatikumrul corridor and Bhomra – Satkhira – Navaron corridor totaling to about 260 km of regional roads. LGED will implement construction, rehabilitation and improvements of priority rural roads and market infrastructures in 6-7 districts in the Western Region. The exact locations of these roads and market infrastructures are not known at this point. The program is envisaged to be implemented in phases and could run from 10 years of implementation. The Program would be implemented in three phases. The first phase of this project will follow the same component structure as the overall program and will finance the upgrading of national highways from Jashore to Jhenaidah (48 km) and associated feeder roads and rural market infrastructure along this part of the corridor, and road transport sector modernization interventions.

The project is conceived as an economic corridor, thus it is expected to have a strong focus on the resulting economic benefits for the communities living around the core infrastructure. This will be accomplished by using a network approach to corridor development—developing an appropriate mix of investments in trunk infrastructure and strategic auxiliary infrastructure in the districts that form part of the overall corridor. To this end, the Government has made policy decisions to develop some of the growth centers around the country with concept of providing several services including markets, health and education facilities and others but keeping the natural beauty and bio-diversity to the indigenous and genuine rural essence. Such an approach is consistent with international experience on the role of "central places" as nuclei for rural transformation and mitigate migration from rural to urban cities LGED is piloting this new strategic thrust in some districts, though none of them are in the proposed WeCARE project area.

LGED seeks to engage an independent External Monitoring Agency (EMA) to review the internal monitoring and undertake third party monitoring & evaluation of the RAP implementation process for the Government of Bangladesh .

#### **KEY OBJECTIVE OF EXTERNAL MONITORING**

Monitoring is an integral part of the resettlement process. As part of this Project, a three-tier monitoring system has been designed to monitor and evaluate the progress of the Social Action Plan. These 3-levels comprise of: a) Internal monitoring at EA level involving the INGO and LGED-RU field offices; b) monitoring by project construction supervision consultant (CSC) and c) independent external monitoring. The primary objective for engaging an independent external monitor is to review the efficacy of internal monitoring, design and conduct periodic third party monitoring and feedback LGED and GoB on policy improvement and enhancement of implementation process. The External Monitoring Agency (EMA) will review implementation process as per set policies in the RAP and assess the achievement of resettlement objectives, the changes in living standards and livelihoods, restoration of the economic and social base of the affected people, the effectiveness, impact and sustainability of entitlements, the need for further mitigation measures if any, and to learn strategic lessons for future policy formulation and planning.

#### **SCOPE OF WORK**

The scope of work of the External Monitoring Agency (EMA) will include the following tasks:

- vii. To develop specific monitoring indicators for undertaking monitoring of all aspects of Resettlement Action Plan
- viii. To review and verify the progress in land acquisition/resettlement implementation of the Project.
- ix. Identify the strengths and weaknesses of the land acquisition/resettlement objectives and approaches, implementation strategies.
- x. Evaluate and assess the adequacy of compensation given to the APs and the livelihood opportunities and incomes as well as the quality of life of PAPs of project-induced changes.
- xi. Identification of the categories of impacts and evaluation of the quality and timeliness of delivering entitlements (compensation and rehabilitation measures) for each category and how the entitlements were used and their impact and adequacy to meet the specified objectives of the Plans. The quality and timeliness of delivering entitlements, and the sufficiency of entitlements as per approved policy.
- xii. To analyze the pre-and post-project socio-economic conditions of the affected people. In the absence of baseline socio-economic data on income and living standards, and given the difficulty of APs having accurate recollection of their pre-project income and living standards, develop some quality checks on the information to be obtained from the APs. Such quality checks could include verification by neighbors and local village leaders. The methodology for assessment should be very explicit, noting any qualifications.
- xiii. Review results of internal monitoring and verify claims through sampling check at the field level to assess whether land acquisition/resettlement objectives have been generally met. Involve the affected people and community groups in assessing the impact of land acquisition for monitoring and evaluation purposes.

- xiv. To monitor and assess the adequacy and effectiveness of the consultative process with affected APs, particularly those vulnerable, including the adequacy and effectiveness of grievance procedures and legal redress available to the affected parties, and dissemination of information about these.
- xv. Identify, quantify, and qualify the types of conflicts and grievances reported and resolved and the consultation and participation procedures.
- xvi. Provide a summary of whether involuntary resettlement was implemented (a) in accordance with the RAP, and (b) in accordance with the stated policy.
- xvii. To review the quality and suitability of the relocation sites from the perspective of the both affected and host communities.
- xviii. Verify expenditure & adequacy of budget for resettlement activities.
- xix. Describe any outstanding actions that are required to bring the resettlement activities in line with the policy and the RAP. Describe further mitigation measures needed to meet the needs of any affected person or families judged and/or perceiving themselves to be worse off as a result of the Project. Provide a timetable and define budget requirements for these supplementary mitigation measures.
- xx. Describe any lessons learned that might be useful in developing the new national resettlement policy and legal/institutional framework for involuntary resettlement.

## **METHODOLOGY AND APPROACH**

The general approach to be used is to monitor activities and evaluate impacts ensuring participation of all stakeholders especially women and vulnerable groups. Monitoring tools should include both quantitative and qualitative methods. The external monitor should reach out to cover:

- 100% APs who had property, assets, incomes and activities severely affected by Project works and had to relocate either to resettlement sites or who chose to self-relocate, or whose source of income was severely affected.
- 10% of persons who had property, assets, incomes and activities marginally affected by Project works and did not have to relocate;
- 10% of those affected by off-site project activities by contractors and sub-contractors, including employment, use of land for contractor's camps, pollution, public health etc.;

The monitoring should be supplemented by focus group discussions (FGD) which would allow the monitors to consult a range of stakeholders (local government, resettlement field staff, NGOs, community leaders, and, most importantly, APs) and community public meetings which are open public meetings at the resettlement sites to elicit information about performance of various resettlement activities.

## **OTHER STAKEHOLDERS AND THEIR RESPONSIBILITY**

### **1. Responsibility of LGED**

LGED through its Project Management Office (PMO) at headquarters and in the RU-field offices will ensure timely supply of background references, data and project options to the independent monitor. It will ensure uninterrupted access to work sites, relevant offices of the GOB and LGED in particular. The

independent external monitor will sit in quarterly coordination meetings with the LGED in presence of the supervision consultant and the LGED should organize that at PMO or Field level as appropriate.

Recommendation based on the result of the monitoring should be offered to LGED to cover up the deficiencies identified by the external monitor. LGED will accept the recommendations of the external monitor if it is within the scope of work and there is nothing incorrect in the report.

## 2. Responsibility of Supervision Consultant

The supervision consultant will provide appropriate protocol at site or at its Project Office for the mission of the EMA. It will on behalf of LGED ensure free access to work sites, impact areas and the database on resettlement and civil works. The supervision consultant will ensure timely intimation of its civil works planning as and when made or updated during the construction period and keep the external monitoring and evaluation consultant informed.

## 3. Responsibility of the Implementing NGO

The RAP implementing NGO will assist and cooperate the external monitor through providing free access to its database and the automated management information system (MIS). It will provide copies of the progress reports and other reports as requested by the external monitor. The INGO may have to carry out surveys as well for fulfilment of the requirements of the external monitoring.

## 4. Panel of Experts (POE)

The POE will keep closer look into the activities of the external monitor in light of the social safeguard strategy and the involuntary resettlement guideline. It will ensure timely response from the EA on queries and recommendations from the independent monitor.

# TEAM COMPOSITION OF THE EXTERNAL MONITORING AGENCY

The EMA should focus on field based research on institutional arrangement, implementation strategy, policy objectives and the targets. In addition, data collection, processing and analysis should be performed to pin point problem areas and weaknesses and to highlight corrective measures, if needed, to achieve the objectives on schedule. Thus, there is a need for a dedicated monitoring team with adequate gender representation. Further, it is essential that the central team or field level coordinators responsible for monitoring, are skilled and trained in data base management, interview technique as well as social and economic/finance. Keeping in mind these criteria, the team should ideally include:

Position/expertise	Qualification and experience
1. Team Leader/ Implementation Specialist	Masters in social science/science with 15 years working background in planning, implementation and monitoring of involuntary resettlement for infrastructure projects. Experience in institutional capacity analysis and implementation arrangement for preparation and implementation of resettlement plans, and knowledge in latest social safeguard policies of the international development financing institutions in Bangladesh are preferred.



Position/expertise	Qualification and experience
2.Social Impact Specialist	Masters in social science/science with 15 years working experience in social impact assessment including census and socioeconomic surveys, stakeholders' consultation, and analyzing social impacts to identify mitigation measures in compliance with social safeguard policies of the international development financing institutions and national legislations. Experience of preparing resettlement framework and action plans and implementation of plans for externally financed projects is essential.
3.Gender Specialist	Masters in social science with 15 years working experience in relevant field; Thorough knowledge of gender issues and their implications in development projects; research and work experience relating to gender issues; and knowledge of techniques and their applications in mobilizing community participation in development programs.
4.Data Analyst	Graduate with working experience and knowledge of software, those are most commonly used in Bangladesh; demonstrated ability to design and implement automated MIS(s) for monitoring progress, comparing targets with achieved progress and the procedural steps.

#### **TIME FRAME AND REPORTING**

The EMA will be employed over a period of 5 years with intermittent inputs from the professional team to continue one year after completion of the RAP implementation.

Quarterly and annual monitoring reports should be submitted to the LGED with copies to the World Bank. An evaluation report at the end of the Project should be submitted to the LGED with critical analysis of the achievement of the programs and the performance of LGED, INGO

The external monitors will provide monitoring and evaluation report covering the following aspects:

- Whether the resettlement activities have been completed as planned and budgeted
- The extent to which the specific objectives and the expected outcomes/results have been achieved and the factors affecting their achievement or non achievement
- The extent to which the overall objective of the Resettlement Plan, pre project or improved social and economic status, livelihood status, have been achieved and the reasons for achievement / non achievement
- Major areas of improvement and key risk factors
- Major lessons learnt and
- Recommendations.

Formats for collection and presentation of monitoring data will be designed in consultation with LGED, consultants and panel of experts.

#### **QUALIFICATION OF THE EXTERNAL MONITORING AGENCY**

The EMA will have at least 10 years of experience in resettlement policy analysis and implementation of resettlement plans. Further, work experience and familiarity with all aspects of resettlement operations would be desirable. NGOs, Consulting Firms or University Departments (consultant organization) having requisite capacity and experience as follows can qualify for services of and external monitor for the Project.

- xxi. NGOs registered with the Social Welfare Department of the GOB, Consulting Firms registered with the Joint Stock Company or Departments of any recognized university.
- xxii. The applicant should have prior experience in social surveys in land based infrastructure projects and preparation of resettlement plans (RAP) as per guidelines on involuntary resettlement of World Bank.
- xxiii. The applicant should have extensive experience in implementation and monitoring of resettlement plans, preparation of implementation tools, and development and operation of automated MIS for monitoring.
- xxiv. The applicant should be able to produce evidences of monitoring using structured instruments and computerized MIS with set criteria for measuring achievement.
- xxv. The applicant should have adequate manpower with capacity and expertise in the field of planning, implementation and monitoring of involuntary resettlement projects as per donor's guidelines.

Interested agencies should submit proposal for the work with a brief statement of the approach, methodology, and relevant information concerning previous experience on monitoring of resettlement implementation and preparation of reports.

The profile of consultant agency, along with full CVs of the team to be engaged, must be submitted along with the proposal.

#### **BUDGET AND LOGISTICS**

The budget should include all expenses such as staff salary, office accommodation, training, computer / software, transport, field expenses and other logistics necessary for field activities, data collection, processing and analysis for monitoring and evaluation work. Additional expense claims whatsoever outside the proposed and negotiated budget will not be entertained. VAT, Income Tax and other charges admissible will be deducted at source as per GOB laws.