

# Land Acquisition and Resettlement Due Diligence Report

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## **PUBLIC**

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Bangladesh: Coastal Towns Climate Resilience Project – Construction of Multipurpose Cyclone Shelter Under Betagi Popurashava, District: Barguna

Package No. : e-GP/CTCRP/2021-22/BETA/CS/01

## **CURRENCY EQUIVALENTS**

(As of February 2022)

Currency unit	–	taka (Tk)
Tk1.00	=	\$0.0116
\$1.00	=	Tk85.94

## **ABBREVIATIONS**

ADB	-	Asian Development Bank
AIDS	-	Acquired Immunodeficiency Syndrome
BAN	-	Bangladesh
CDTA	-	Capacity Development Technical Assistance
CTEIP	-	Coastal Towns Environmental Infrastructure Project
DDS	-	Detailed Design services
DPHE	-	Department of Public Health Engineering
FGD	-	Focus Group Discussion
HIV	-	Human Immunodeficiency Virus Infection
IEE	-	Initial Environmental Examination
ILO	-	International Labor Organization
LGED	-	Local Government Engineering Department
PAM	-	Project Administrative Management
PAP	-	Project Affected Person
PAT	-	Patuakhali
PIU	-	Project Implementation Unit
PPTA	-	Project Preparatory Technical Assistance
SCF	-	Strategic Climate Fund
SIA	-	Social Impact Assessment
SPS	-	Safeguard Policy Statement

## **WEIGHTS AND MEASURES**

cm	–	centimeters
km	–	kilometer
m	–	meter
m <sup>2</sup>	–	square meter
mm	–	millimeter
m <sup>3</sup>	–	micrograms per cubic meter

## NOTES

- (i) The fiscal year (FY) of the Government of Bangladesh and its agencies ends on 30 June. "FY" before a calendar year denotes the year in which the fiscal year ends, e.g., FY2021 ends on 30 June 2021.
- (ii) In this report, "\$" refers to United States dollars.

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## I. INTRODUCTION

### A. Background

1. The ADB supported Coastal Towns Infrastructure Environmental Infrastructure Project (CTEIP) in 10 coastal towns effectively commenced on September 2014 which will be completed on June 2022. As a continuity of the project ADB extended his support to Coastal Towns Climate Resilience Project (CTCRP) which will strengthen climate resilience and disaster preparedness in 22 (twenty-two) vulnerable coastal Popurashava (secondary towns) of Bangladesh. The towns were selected based on their vulnerability, population size, density, and level of past investments. The project takes a holistic and integrated approach to urban development and will (i) provide climate-resilient municipal infrastructure, and (ii) strengthen institutional capacity, local governance, and knowledge-based public awareness, for improved urban planning and service delivery considering climate change and disaster risks. Key infrastructure investments include (i) drainage, (ii) water supply, (iii) sanitation, (iv) cyclone shelters, and (v) other municipal infrastructure including emergency access roads and bridges, solid waste management, bus terminals, slum improvements, boat landings, and markets. Investments will benefit the poor and women. The Ministry of Local Government, Rural Development and Cooperatives (MLGRDC) acting through its Local Government Engineering Department (LGED) will be the Executing Agency. *Popurashava* are the implementing agencies of the project.

2. Coastal towns are particularly at risk from the impacts of climate change due to high levels of poverty and limited capacity of *pourashavas* (urban local governments) to invest in resilience. The *pourashavas* lack resilient infrastructure, clubbed with haphazard urbanization, lack of storm water drains, poor solid waste management system further worsens the condition of these towns. Most of the coastal towns are situated on the riverbanks of low-lying tidal zones at an average elevation of 1.0–1.5 meters (m) from the sea level<sup>1</sup> and coastal flooding is a key hazard faced by these towns. Inadequate basic municipal infrastructure to respond to increasing climate risk threatens both quality of life and the economic growth of coastal towns. This calls for an integrated approach for coastal town development that promotes risk-informed planning and investment for building resilience.

### B. Project Description

3. The project will be aligned with the following impacts: higher and sustainable growth trajectories achieved in the face of the various weather-related natural hazards and risk and improved livability of coastal towns<sup>2</sup>. The outcome of the project will be climate and disaster resilience of coastal towns strengthened including benefiting the poor and women. The project directly supports to achieve project outcomes through three outputs.

4. **Output 1: Municipal infrastructure for resilience improved.** Municipal infrastructure will include (i) 25 elderly, women, children, and persons with disability friendly cyclone shelters with early warning system; (ii) 247.7 kms roads with drainage, bridges, and culverts rehabilitated or constructed for improved connectivity and access to emergency services in the event of disasters caused by natural hazards including access to cyclone shelter; (iii) climate-resilient infrastructure including 201.0 stormwater drainages, at least 3 nature-based solutions, water bodies restoration, and 4 integrated waste management (IWM) developed rehabilitated or constructed for improved urban flood risk management including; (iv) gender-responsive and socially inclusive urban public spaces improved ; (v) slum improvement program implemented; and (vi) EWCD-friendly (elderly, women, children, and differently

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<sup>1</sup> Sowmen Rahman and Mohammed Ataur Rahman. Climate Extremes and Challenges to Infrastructure Development in Coastal Cities in Bangladesh. Volume 7, March 2015, Pages 96–108

<sup>2</sup> Government of Bangladesh, General Economics Division, Bangladesh Planning Commission Ministry of Planning. 2020. Making Vision 2041 a Reality – Perspective Plan of Bangladesh, 2021–2041. Dhaka.

abled) sanitation facilities constructed for poor households. Output 1 will also support development of EWCD-friendly socio-economic infrastructures including (i) local markets; (ii) bus terminals; and (iii) other priority roads, bridges, culverts, and boat landing stations.

5. **Output 2: Resilient livelihood enhanced.** Output 2 includes (i) climate vulnerable households covered in the graduation program in six project towns; ; (ii) women, including person with disabilities, reported increased skills for resilient livelihood; and (iii) inventory of productive assets of vulnerable households documented and insured. The Graduation Approach and Program will be adopted to ensure livelihood resilience.<sup>3</sup>

6. **Output 3: Institutional capacity, governance, and climate-awareness strengthened.** Output 3 includes (i) risk-informed urban development plans and poverty reduction action plans of project towns submitted to *pourashavas* council; (ii) staff of LGED and *pourashavas* including 90% eligible women staff reported increased knowledge on climate and disaster risk assessment to inform the urban development plans and to enforce development control regulations linked with natural hazards; (iii) knowledge and capacity of LGED and *pourashavas* staff including 90% of women staff on nature-based solutions and green solution application developed;<sup>4</sup> (iv) disaster management committee on disaster preparedness measures, cyclone shelter management committees, and standing committees on women and children affairs, poverty reduction and slum improvement in project *pourashavas* operationalized for improving municipal governance and sustainable service delivery;<sup>5</sup> (v) revenues enhancement plan adopted by each project *pourashava* to improve municipal finance systems; (vi) computerized tax records and billing systems made functional; (vii) annual gender responsive operation and maintenance (O&M) plans approved and at least 75% of the required annual budget is allocated and spent; and (viii) gender responsive urban space guidelines developed. Output 3 supports to enhance public awareness, behavior change, and community mobilization in light of emergencies such as coronavirus disease (COVID-19) and cyclone Amphan in 2020. It will also support training and capacity building of LGED and *pourashavas* to institutionalize information technology-based remote monitoring through strengthening LGED's geographic information systems section, monitoring and evaluation unit, and project management unit (PMU).

7. The proposed CTCRP is to be implemented in 22 *pourashavas* or urban local bodies (ULBs). District wise location of the CTCRP towns is summarized in Table 1.

**Table 1: District wise Pourashavas where Project (CTCRP) will be implemented**

District	Town (Pourashava)	District	Town (Pourashava)
1. Barisal	1. Bakerganj	5. Bhola	1. Charfassion
	2. Mehendiganj		2. Lalmohan
	3. Banaripara		3. Borhanuddin
	4. Muladi	6. Jhalokathi	4. Jhalokathi
	5. Gouranadi		5. Nalchity
2. Bagerhat	6. Bagerhat	7. Satkhira	6. Kalaroa
	7. Morelganj	8. Khulna	7. Paikgacha
3. Patuakhali	8. Patuakhali		8. Chalna (Dacope)
	9. Kuakata	9. Pirojpur	9. Swarupkathi

<sup>3</sup> The graduation program originated in Bangladesh and has since been adopted in several countries as a holistic, time-bound interventions to lift households from poverty through: (i) social assistance to support immediate needs; (ii) livelihood promotion; (iii) financial inclusion; and (iv) social empowerment.

<sup>4</sup> Nature-based solutions promote actions to protect, sustainably manage and restore natural and modified ecosystems in ways that address societal challenges effectively and adaptively, to provide both human well-being and biodiversity benefits. (Source: IUCN (2020). Guidance for using the IUCN Global Standard for Nature-based Solutions. A user-friendly framework for the verification, design and scaling up of Nature-based Solutions. First edition. Gland, Switzerland: IUCN).

<sup>5</sup> A risk-informed performance-based budget allocation strategy will be adopted to promote governance-led infrastructure improvement to ensure sustainable urban services. The *pourashava* will need to fulfil a set of performance criteria to receive fund for infrastructure improvement. Performance criteria is elaborated in project administration manual (footnote 27).

District	Town (Pourashava)	District	Town (Pourashava)
4. Shariatpur	10. Zanjira	10. Barguna	10. Patharghata
	11. Bhedarganj		11. Betagi

8. The multipurpose cyclone shelter at Betagi is one of the proposed subproject components for the coastal town under the project. The cyclone shelter will provide all essential facilities; these includes: (i) separate toilets for male, female and pregnant ladies; (ii) care room for pregnant-women; (iii) water supply with deep tube-well, (iv) furniture, (v) rainwater harvesting system, (vi) septic tank and soak pit for waste water treatment and disposal; and (vii) internal pathway.

### C. Scope of Due Diligence Report

9. This due diligence report (DDR) is prepared for the proposed construction work of one multipurpose cyclone shelter at 25 Number Bashonda Adarsh Government Primary School, Ward Number 03, of Betagi *Pourashava*. The report is prepared based on the available preliminary design and the Sub Project Appraisal Report (SPAR) prepared for this project and relevant sections of the Capacity Development Technical Assistance (CDTA) Report; discussions with related stakeholders and PIU/ *Pourashava* authorities and LGED personnel.

10. A due diligence process was conducted to examine the land acquisition and resettlement issues in detail based on the preliminary design and information, aligned with Asian Development Bank's Safeguard Policy Statement (ADB SPS), 2009. The 25 Number Bashonda Aadarsh Government Primary School has agreed to provide the land to construction the cyclone shelter, hence, no land acquisition or involuntary resettlement impacts have been identified as the proposed land parcels are vacant and free from any encumbrances. This draft DDR has been prepared consistent with the provisions in the resettlement framework, which stipulates preparation of such report for any subproject assessed as Category C.

11. Any adverse impact in terms of permanent or temporary such as land acquisition, physical displacement, economic displacement, adverse impact on livelihood, community properties or any other impact is not anticipated due to the proposed project. This report describes the findings and provides copies of relevant documents, community consultations and photographs.

12. The DDR will be updated and reconfirmed for final impacts following detailed design and based on detailed measurement survey (DMS). The draft DDR will be reviewed and disclosed on MLGRDC, LGED and ADB websites.

## II. PROJECT DESCRIPTION

### A. About the Project Area

13. Spread over 4.1 square kilometer (km<sup>2</sup>), the municipal town of Betagi is in Baraguna District under Barisal Division. Betagi *pourashava* is bounded by Betagi Union, Bibichini Union in the north, Hosnabad Union in the east, Mokamia Union in the south and Gajalia river flowing along the west. All the unions surrounding Betagi *pourashava* are under Betagi Upazilla. The town has a total population of 10204 as per Census 2011. The municipality was established in 1999 and it consists of 9 wards and 9 *mahallas*. Most of the areas of Barguna district are surrounded by rivers and being adjacent to the Bay of Bengal, natural disasters are rampant in the district every year, leading to increased suffering of the inhabitants. Adding to this, climate change effect has speed up the frequency natural disaster like, cyclone, tidal surge, excessive rainfall, rising temperature, increase salinity, land slide, erosion of riverbanks, thunderstorm etc. and these are the major disaster for Barguna district. The district is more

susceptible to cyclonic surges and heavy rainfalls. There are no existing cyclone shelters in Betagi *pourashava* that would provide refuge to the affected vulnerable population during the hazard situation.

## B. About Subproject Component

14. The subproject proposes construction of one cyclone shelter in Betagi *pourashava*. The proposed site for construction of the cyclone shelter is located within the compound of 25 Number Bashonda Adarsh Government Primary School, in Ward Number 03, under Betagi *Pourashava*; the area is mostly semi-urban in nature and inhabited by low-income group people. The site for cyclone shelter is located in between 22° 24' 19.55" N, 90° 10' 39.56" E (google earth map provided in Appendix 5).

15. The multipurpose Cyclone Shelter is proposed for multi-functional purpose within the 25 Number Bashonda Adarsh Government Primary School compounds. School authority has agreed to allow construction of the cyclone shelters on vacant unused land parcel and will enjoy the use of the new building for expansion of the primary school. No transfer of land or donation will be involved. the land for the proposed project. The buildings will accommodate more than 500 persons of the nearby area during storm/ cyclonic events. The proposed cyclone shelter follows the tentative design of the LGED prototype cyclone shelter cum primary school. However, some design aspects have been adopted to make it area specific.

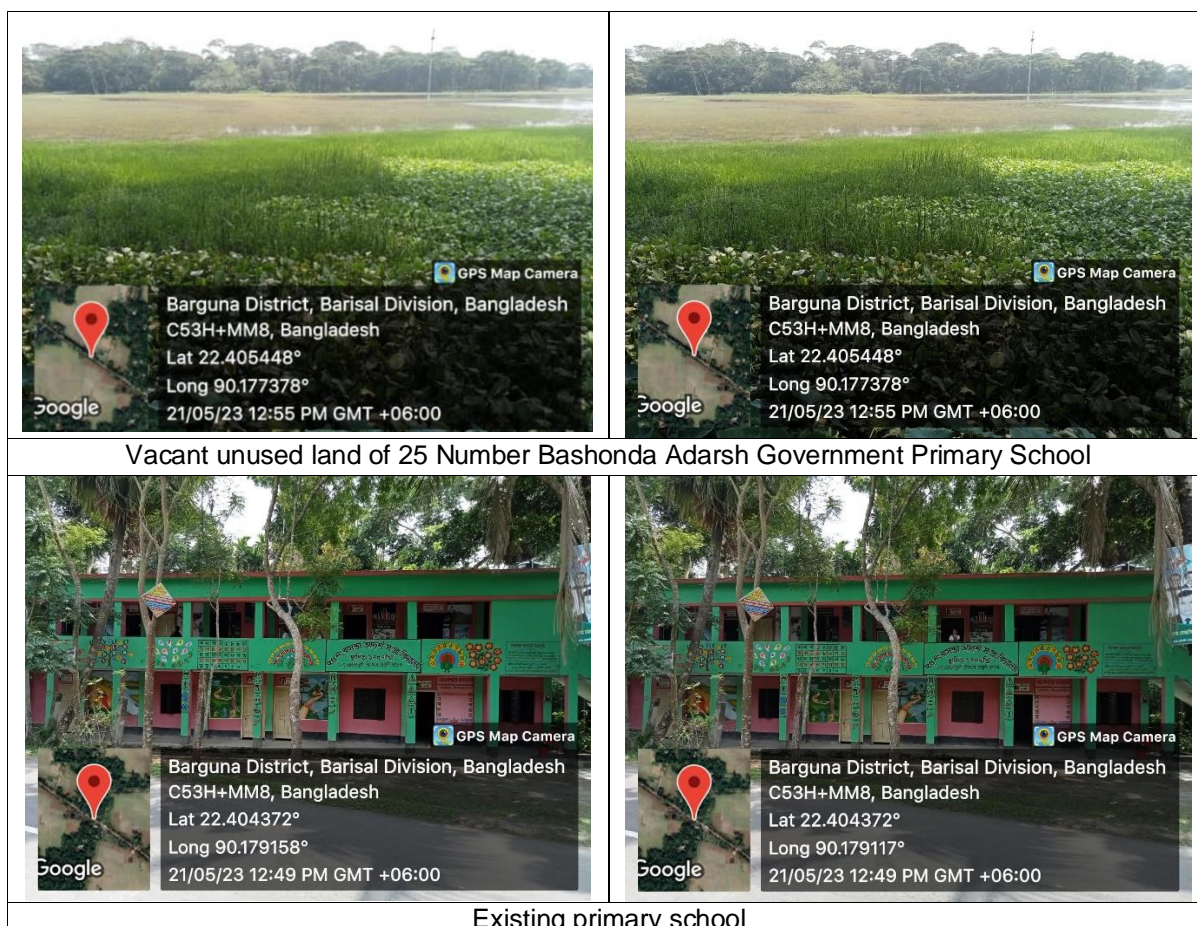
16. Cyclone shelter follows 3-storey building prototype with a ground floor that will be an open floor which can be used for public gathering, functions and refuge for cattle (if any) during times of excessive storm events. The first floor will be accessible from the ground floor through a staircase. A ramp from the ground will be included for access to person with disabilities. The second floor is designed to be used for classrooms, teacher's room and separate male female toilets with spaces for pregnant women. The proposed cyclone shelter will have a designated roof plan for serving as a rainwater harvesting system and will be the location for two water storage tanks, and solar panels. The main staircase connects to the roof and the roof is bounded with a wall. The entire cyclone shelter cum school will be plastered with anti-salinity and dam proofing admixture. These spaces are used as shelter during cyclonic storm events.

17. There is existing access road leading to the vacant plot of 25 Number Bashonda Adarsh Government Primary School; it is the main road of Ward number 03, in Bashonda Bholanathpur area. This existing access road is bituminous concrete (BC) paved and the current condition is good; no road improvement work is required as the proposed cyclone shelter site is on the main road. The school / proposed cyclone shelter is located at the centre of the municipal ward number 03. This area is mostly inhabited by low-income group of people under Betagi *pourashava*.

**Figure 1: Location for Proposed Multipurpose Cyclone Shelter at 25 Number Bashonda Adarsh Government Primary School, Ward No. 03, Betagi**







18. The scope of work for the proposed cyclone shelter and access road are shown in table below.

**Table 2: Summary of the Design for Subproject Component**

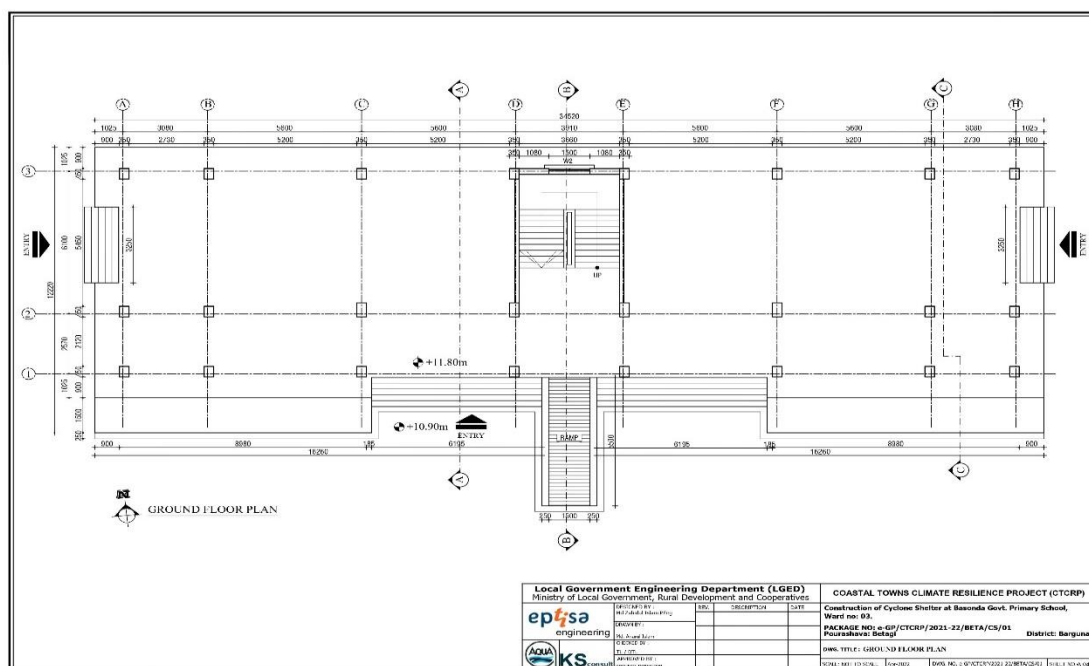
Component	Description/ Provisions	Total Area/ Usable AreaCapacity
Ground Floor	<ul style="list-style-type: none"> <li>Open space with columns</li> <li>Multiple entries with large ramp at the front entry</li> <li>Staircase to access first floor</li> <li>Raised platform (2.2 m from existing ground)</li> <li>2000-L water storage tanks (2units)</li> </ul>	Total area: 291.86 square meters
First Floor	<ul style="list-style-type: none"> <li>Staircase to the second floor</li> <li>Classrooms (3 classrooms and 1 teacher's room)</li> <li>Wide veranda</li> <li>Toilets (2 toilets and one washroom on one side for male, and 3 toilets (with one isolated toilet for pregnant women) and one washroom for women on the other side.</li> <li>Room for pregnant women First aid room.</li> </ul>	Total area: 291.86 square meters Usable space: 232.84 square meters Capacity: 274 people

Component	Description/ Provisions	Total Area/ Usable AreaCapacity
Second floor	<ul style="list-style-type: none"> <li>Four rooms (4 classrooms) Wide veranda</li> <li>Staircase to rooftop</li> <li>Toilets (3 toilets and one washroom on one side for male, and three toilets and one washroom for women on the other side)</li> </ul>	Total area: 291.86 square meters Usable space: 231.95 square meters Capacity: 266 people
Rooftop	<ul style="list-style-type: none"> <li>Rainwater harvesting system (including 2000-L water storage tanks, 2 units)</li> </ul>	Total area: 291.86 square meters
Water supply	<ul style="list-style-type: none"> <li>Deep tube wells including pumping system (3 units)</li> </ul>	
Sewerage System	<ul style="list-style-type: none"> <li>Two-chambered septic tank</li> </ul>	Total volume: 24 cubic meters
Power Supply	<ul style="list-style-type: none"> <li>From rural electrification network</li> <li>Solar panels</li> </ul>	Solar panel, total generating capacity: 4 kilowatts

<sup>a</sup> Tube wells will be installed within the vicinity of the cyclone shelter lot. Per design, the tube wells will be installed or drilled to a depth where ground water quality is free from or at least in compliance with the standard for arsenic parameter.

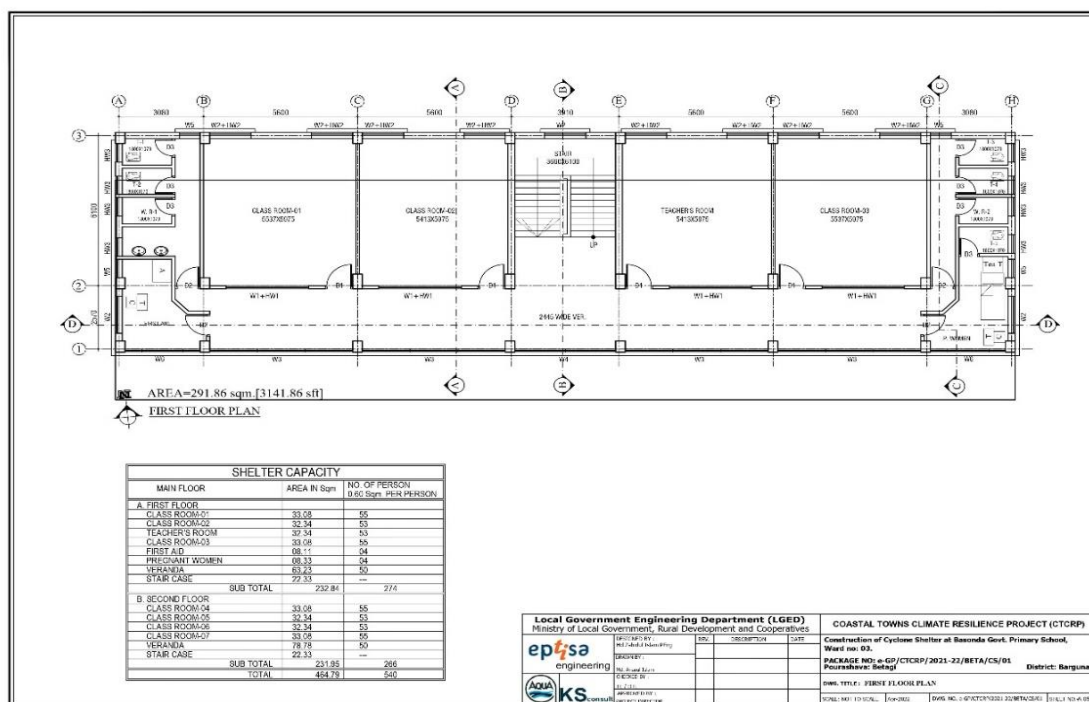
19. The layout plan of the cyclone shelter and the drawing of the ground floor plan of the multipurpose cyclone shelter is given in Figure 1 and 2.

**Figure 2: Site Layout Plan for the Cyclone Shelter, Ground Floor**



Source: Project Management Unit and Detail Design Consultants

**Figure 3: Site Layout Plan for the Cyclone Shelter, Fast Floor**



Source: Project Management Unit and Detail Design Consultants

### III. LAND AVAILABILITY AND RESETTLEMENT IMPACTS

### A. Land Acquisition and Involuntary Resettlement

20. **Proposed Site for Multipurpose Cyclone Shelter.** The scope of land acquisition and involuntary resettlement is assessed during the field visits. The project will not result into any permanent or temporary land acquisition, and no involuntary resettlement impact is envisaged, as the proposed site and development activities are will be undertaken at the vacant land available with the government primary school. Due to the proposed work at the school, there will be no permanent or temporary impact on the existing structures as represented in Figure 1. The existing primary school premise is about 200 meters from proposed location. Hence, no impact during construction of cyclone shelter is envisaged to regular functioning of the primary school.

21. The construction works for implementation of the proposed cyclone shelter, will be undertaken within the available, vacant, unused land parcels of 25 Number Bashonda Adarsh Government Primary School; the school authority has agreed to provide the land parcel for the purpose of the subproject component. Detail information of land is given in below table 3 and land records appended in Appendix 2.

### Table 3: Land Details of the Proposed Site

District	Barguna
Pourashava	Betagi
Ward No	03
Mouza Name	Basonda Bholanathpur
JL No	15
SA Khatian	70
Daag No.	752

Land available	32 Decimal (0.32 acres)
Involuntary Resettlement Impact	The multipurpose cyclone shelter will be constructed on a vacant, unused land parcel of the available land (about 300 sq m) provided by the school managing committee. There will be no impact on the common property resource (primary school). As the existing primary school is about 200 meters from the identified vacant plot.

Source: Project Management Unit (PMU), CTCRP and Betagi *Pourashava*

22. As per available records, verifications and site visits were conducted to the proposed cyclone shelter site, there is no physical or economic, temporary or permanent, involuntary resettlement impact observed in the sub project location. Local community will be benefited during cyclonic events. Similarly, no land or asset acquisition is necessitated for this subproject component as the primary school authority has agreed to provide the above-mentioned land parcel for the proposed construction work. They are of the opinion that it will benefit the school, as the cyclone shelter will provide much-needed additional classrooms for the students and they can upgrade the school. The no objection and land details provided by government primary school authority is provided in Appendix 2. The approximate area required for the proposed multipurpose cyclone shelter is about 300 sq. m. The government primary school authority has agreed to provide the required land area of about 300 m<sup>2</sup> for construction of the cyclone shelter.

23. The existing government primary school has approximately 100 students. As the cyclone shelter structure will be constructed on a vacant land, which is about 200 meters from the existing school, the regular classes will not be disrupted. Additionally, the school authority expressed that the cyclone shelter rooms can be used as classrooms and they can upgrade the school to higher level and accommodate more students.

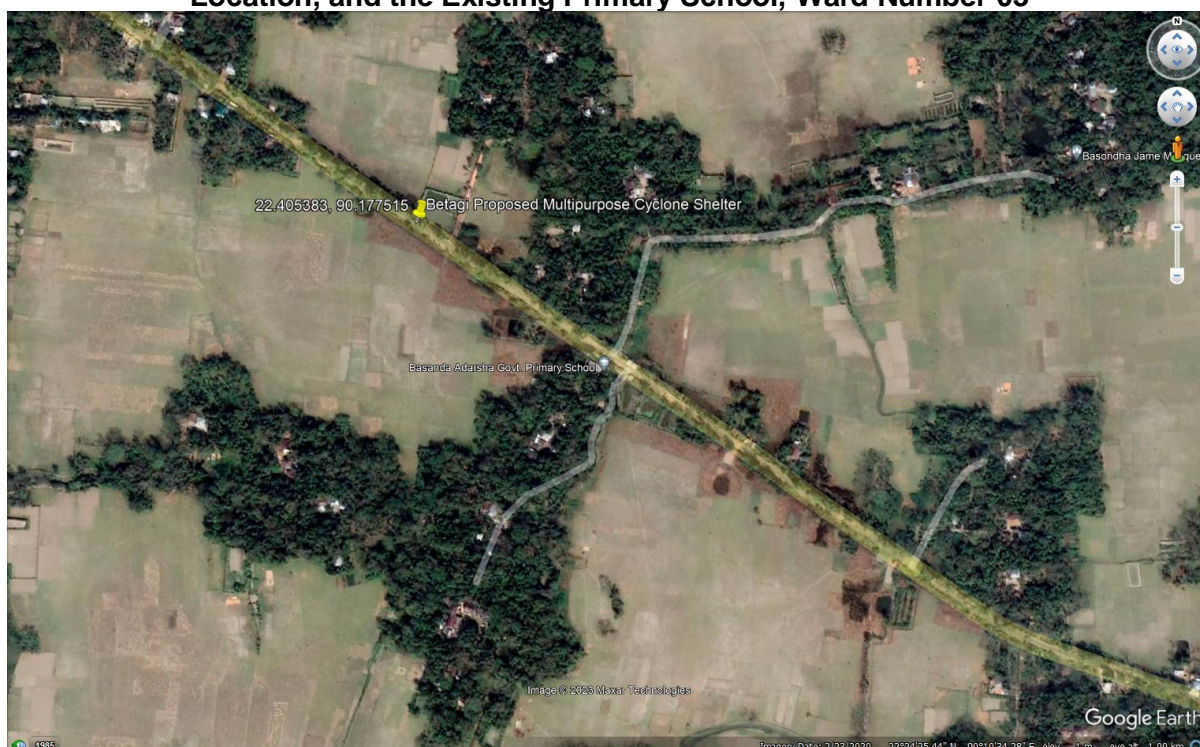
24. The siting of the cyclone shelter building is laid in such a way so that its construction will not interfere with the existing or ongoing activities of the school and other buildings during construction phase; it is easily approachable by the people through road. Site reconnaissance visit was undertaken in December 2021 and April 2023.

25. The proposed site is located adjacent to Betagi ward number 03 main road. No new access road is required. Existing bituminous concrete road condition is good. The road is owned by Betagi *pourashava*.

26. The project proponent has obtained no objection certificate (NOC) from 25 Number Bashonda Adarsh Government Primary School authority for construction of the multipurpose cyclone shelters in ward number 03 under Betagi *pourashava*.



**Figure 4: Google Earth Map showing the Proposed Multipurpose Cyclone Shelter Location, and the Existing Primary School, Ward Number 03**



27. This DDR will be updated based on final design for construction of the multipurpose cyclone shelter at the location or if there is any change in proposed location. A provisional cost is included in the report for implementation of the subproject component.

#### **IV. FIELD WORK AND PUBLIC CONSULTATION**

##### **A. Outline of Field Work**

28. Field visit and transect walk was carried out in the subproject component location. No person or community is being adversely affected by this project implementation at the present identified location. The entire population of Ward number 03 and surrounding areas under Betagi *Pourashava* area will be benefited due to the cyclone shelter during natural hazards. No land acquisition is required for the construction of this project. Thus, no physical or economical displacement (temporary or permanent) is assessed. No common property resources will be affected. Also, vulnerable groups such as the poor, women and their children, person with disability, the elderly, scheduled tribes, other ethnic groups and non-titleholder will not be adversely impacted. Consultation meetings were conducted with local community, key informants of 25 Number Bashonda Adarsh Government Primary School by project team members and consultants, *pourashava* officials to collect information and conduct a due diligence for the subproject in December 2021 and April, 2023.

29. Consultations were conducted with key stakeholders and community members in line with ADB's requirements pertaining to environmental and social considerations. These consultations helped in identifying the felt needs concerns and apprehensions of the communities related to the project and their priorities. Consultations were held with community members, officials of *pourashava* and the school authority regarding the project component. Project team members mentioned that the construction work will be undertaken in such a way that there will be no harm to anybody during the construction work.

## B. Public Consultations

30. Public consultation meetings were held with the key stakeholders, school authority and community people in line with the ADB's requirements pertaining to environmental, economic and social considerations (Appendix 1) were conducted. Consultation with locals, key stakeholders helped in identifying the felt needs and apprehensions related to the project and their priorities. The summary of public consultation held is represented in Table 5; the meeting was attended by total 45 participants, out of which 17 (38% percent) were female participants. The meeting was conducted in presence of project authorities and the *pourashava* representatives.

**Table 4: Summary of Public Consultations for Proposed Cyclone Shelter in Betagi Pourashava**

Date	Location	Proposed Work	Total No. of Participants	No. of Women Participants
11.12.2021	25th Nong Basanda Adarsh Government Primary School, Ward 3	Multipurpose cyclone shelter and access road	45	17
25.04.2023	Office room of 25 Number Bashonda Adarsh Government Primary School	Management Committee meeting for NOC for Multipurpose cyclone shelter	13	04
<b>TOTAL</b>			<b>58</b>	<b>21 (36%)</b>

31. The local people have expressed their greater interest for this cyclone shelter for their safety during disaster period and using this facility for education purpose. They have also assured that they will provide required support in construction, operations and maintenance of this cyclone shelter. *Pourashava* management and local community will be responsible for providing required services for construction, operation and maintenance of cyclone shelter. The services/uses of cyclone shelter will result in saving lives of local people and reduce damage to their properties that caused due to irregular disaster in this coastal area.

32. During the group discussion, it has been clearly mentioned that the construction work will be undertaken in such a way that there will be no harm caused to any person due to project execution activity. As the identified location for construction work of cyclone shelter is about 200 meters from existing primary school premise, the daily functioning of the school or academic session will not be disturbed. Project outcomes and benefits were explained to the stakeholders. During the consultation, community people were explained in detail regarding the proposed developments of the plot under the ADB project. All the participants confirmed their extended support for the success of the project. In total 58 people have been consulted among which 37 were male participants and 21 were female participants those who resides in the area adjacent to the proposed plot.

33. Public information campaigns to explain the project details to a wider population will be conducted throughout project lifecycle. Public disclosure meetings will be conducted at key project stages to appraise community members. Prior to start of construction, the PIU will issue notification on the start date of implementation in local newspapers. A notice board showing the details of the project will be displayed at the construction sites for the information of public.

34. Public participation will be generated through use of various methods, such as, stakeholder consultation meetings, FGDs with different groups (including women), key informant interviews etc. It is also expected to offer a platform to the community people in to (i) know about the program, and (ii) express their opinion regarding priorities and concerns related to the project.

35. During public consultation following recommendations were provided: i) involve local communities in all stages of project planning and development, ii) establish permanent communication between project initiators and local authorities, iii) setup grievance redress mechanism which will function through *pourashava* level co-ordination committee and a monitoring register will be kept, and iv) during construction, local people including women should be given first priority in the employment of skilled and unskilled labour.

36. Management committee meeting of 25 Number Bashonda Adarsh Government Primary School, held in December 2021, had earlier agreed to provide the vacant land of the school for the construction of the multipurpose cyclone shelter. A second meeting was held 25 April, 2023, where the managing committee agreed unanimously, after detailed discussion, that the vacant plot (refer land details in table 4) would be given for construction of the cyclone shelter in ward number 03, and that they have no-objection to it. The managing committee expresses every support to the project as this will help as additional classrooms and shelter during natural calamity for the community people. The copy of the resolution, no-objection and signature sheets is attached in Appendix 2.

## V. GRIEVANCE REDRESS MECHANISM

37. A project-specific grievance redress mechanism (GRM) will be established to receive, evaluate, and facilitate the resolution of AP's concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project. Assessment of the GRM designed and implemented for Coastal Towns Infrastructure Environmental Infrastructure Project (CTEIP) shows that the system is effective in timely resolution of grievances in a transparent manner. The arrangements under CTEIP is appropriately adjusted to accommodate the change in institutional arrangements under CTCRP.

38. **Common GRM.** A common GRM will be in place for social, environmental, or any other grievances related to the project; the resettlement plans (RPs), RSECPs and IEEs will follow the GRM described below, which is developed in consultation with key stakeholders. The GRM will provide an accessible and trusted platform for receiving and facilitating resolution of affected persons' grievances related to the project. The multi-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required.

39. Across *Pourashava* public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The project implementation unit (PIU) under the guidance of Assistant Director RPMU will conduct *pourashava*-wide awareness campaigns to ensure that poor and vulnerable households are made aware of grievance redress procedures and entitlements and will work with the PIU safeguards assistant to help ensure that their grievances are addressed.

40. Affected persons (APs) will have the flexibility of conveying grievances/suggestions by dropping grievance redress/suggestion forms in complaints/suggestion boxes that will be installed by project *pourashavas* or through telephone hotlines at accessible locations, by e-mail, by post, WhatsApp or by writing in a complaints register that will be kept in *pourashava* offices. **Appendix 5** has the sample grievance registration form. Careful documentation of the name of the complainant, date of receipt of the complaint, address/contact details of the person, location of the problem area, and how the problem was resolved will be undertaken. The Assistant Directors from project management unit (PMU), RPMU and Project Implementation Unit (PIU) will have the overall responsibility for timely grievance redressal on

environmental and social safeguards issues and for registration of grievances, related disclosure, and communication with the aggrieved party.

41. **Grievance redress process.** In case of grievances that are immediate and urgent in the perception of the complainant, the Social Coordinator, Contractor and Social Safeguard and Environment Specialist from the project management and supervision consultants (PMSC) on-site will provide the most easily accessible or first level of contact for quick resolution of grievances. Contact phone numbers and names of the concerned PIU safeguards assistant, contractors, PMU safeguards officer, PMSC environmental and social safeguards specialists will be posted at all construction sites at visible locations.

42. **1st Level Grievance, Pourashava Level PIU.** The contractors, PIU Safeguard and Gender Focal person can immediately resolve issues on-site or at *pourashava* level in consultation with each other with the support of Administrative Officer of *Pourashava*, designated municipal ward councillor and will be required to do so within 7 days of receipt of a complaint/grievance. Assistance of ward level coordination committees (WLCC) will be sought if required for resolution of the issue, by any one or all of them jointly. The first level grievance redress team will comprise of the following members:

- (i) Chief Executive Officer or in his absence *Pourashava* Secretary
- (ii) Executive/Assistant Engineer, *Pourashava* (Safeguard and Gender Focal person)
- (iii) Administrative Officer, *Pourashava*
- (iv) Municipal Ward Councilor (designated)
- (v) EHS Supervisor/Social Coordinator, Contractor

43. The town-level grievance redress team shall have at least one women member. In addition, for project-related grievances, representatives of affected persons, community-based organizations (CBOs), and eminent citizens must be invited as observers in GRC meetings. In case of any impacts on small ethnic communities (SECs), in subproject towns (example: Kuakata), the grievance redress team must have representation of the affected SECs, the chief of the SEC group as traditional arbitrator (to ensure that traditional grievance redress systems are integrated) and/or an NGO working with SECs.

44. **2nd Level Grievance, RPMU, Division Level.** All grievances that cannot be redressed within 7 days at PIU level will be brought up to the RPMU level. Second level grievance redress team headed by the Deputy Project Director, RPMU supported by the Assistant Directors (environment, social safeguard and gender) and Construction Supervision and Safeguards Engineers /Asst. Supervision and Safeguards Engineers, PMSC will attempt to resolve the grievance /complaint within 7 days. At the RPMU level, the composition of 2nd level grievance redress team will be as follows:

- (i) Deputy Project Director
- (ii) Assistant Director (Environmental Safeguards)
- (iii) Assistant Director (Social Safeguards)
- (iv) Assistant Director (Gender) *supported by* Construction Supervision and Safeguards Engineers /Asst. Supervision and Safeguards Engineers, PMSC

45. **3rd Level Grievance, PMU Level.** All grievances that cannot be redressed within 7 days at RPMU level will be brought up to the PMU level. The RPMU safeguards team will refer any unresolved or major issues to the PMU level grievance redress team, that will be headed by the Project Director and will have Deputy Project Director, social safeguard, environment safeguards and gender Assistant Directors and PMSC, who will resolve the complaints/grievances within 15 days. The PMU level grievance team will comprise of:

- (i) Project Director, PMU
- (ii) Deputy Project Director (Safeguards)
- (iii) Assistant Director (Environment)
- (iv) Assistant Director (Social Safeguards)



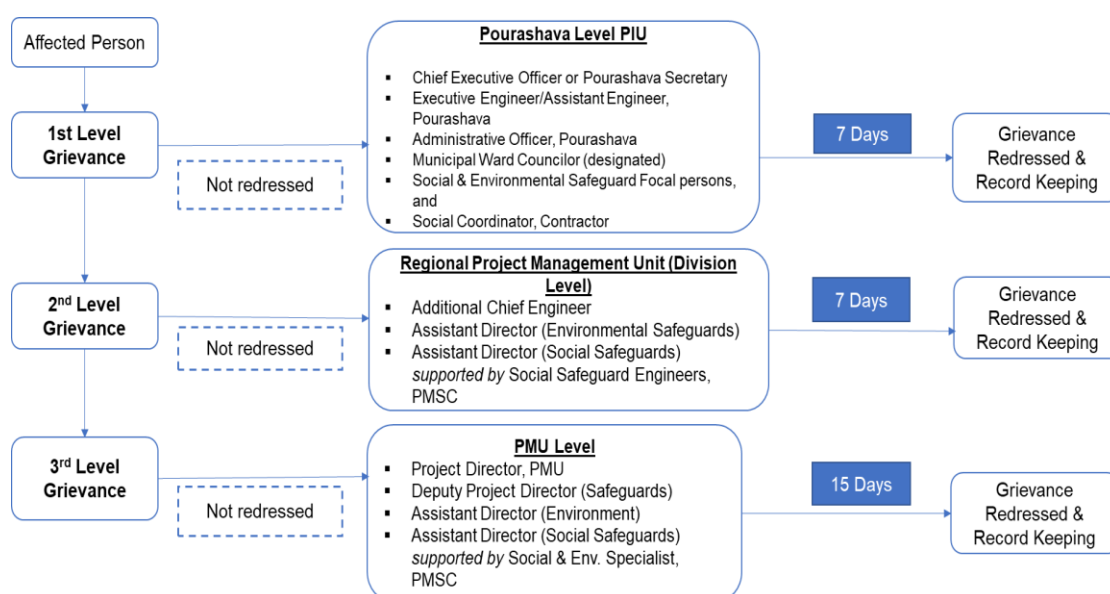
- (v) Assistant Director (Gender) *supported by* Social, Environment and Gender Specialist, PMSC
- (vi) women representative(s) from a Civil Society Organization (CSO), local elected representative (if required), and representative from small ethnic community<sup>6</sup>

46. The grievance redress process is represented in Figure 6.

47. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

48. In the event that the established GRM is not in a position to resolve the issue, the affected person also can use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters or the ADB Bangladesh Resident Mission (BRM). Before submitting a complaint to the Accountability Mechanism, it is necessary that an affected person makes a good faith effort to solve the problem by working with the concerned ADB operations department and/or BRM. Only after doing that, and if they are still dissatisfied, will the Accountability Mechanism consider the complaint eligible for review. The complaint can be submitted in any of the official languages of ADB's developing member countries. The ADB Accountability Mechanism information will be included in the project-relevant information to be distributed to the affected communities, as part of the project GRM.

**Figure 5: Grievance Redress Process**



GRC = grievance redressal committee; PIU = project implementation unit; PMSC = project management and supervision consultants; PMU = project management unit

Note: In case of project towns where impacts to SEC are assessed, the PIU-level grievance redress committee/team will have representation of the affected SECs.

49. **Record keeping.** Records will be kept by PIU of all grievances received, including contact details of complainant, date the complaint was received, nature of grievance, agreed corrective actions and the date of the incident and final outcome. The number of grievances

<sup>6</sup> Small ethnic community representation at GRC 3<sup>rd</sup> level (PMU level) will be ensured in case of any small ethnic communities/ indigenous peoples' impacts (positive or negative) is assessed in the project area. The representative from small ethnic community can be a leader of SEC groups, or representative suggested by the SEC themselves, and/or a representative member of a CSO working with the SEC, to be decided by PMU.

recorded and resolved and the outcomes will be displayed/disclosed in the PMU office, municipal office, and on the web, as well as reported in the safeguards monitoring reports submitted to ADB on a semi-annual basis.

50. **Periodic review and documentation of lessons learned.** The PMU safeguard officer will periodically review the functioning of the GRM in each town and record information on the effectiveness of the mechanism, especially on the project's ability to prevent and address grievances.

51. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by the concerned PIU at town-level; while costs related to escalated grievances will be met by the PMU. Any transportation costs incurred by affected persons or their representatives (e.g., CBOs, SEC representative/NGOs) to attend GRC meetings will be reimbursed by the concerned PIU. Cost estimates for grievance redress are included in resettlement cost estimates.

## VI. BUDGET TO IMPLEMENT SUBPROJECT COMPONENT

52. A budget estimate of BDT 350,000 is considered for implementation of the subproject component, 'Construction of Multipurpose Cyclone Shelter' under Betagi *pourashava*. The budget includes consultation, grievance redress cost, and information dissemination.

## VII. CONCLUSIONS

### A. Summary and Conclusion

53. The proposed infrastructure improvements for the construction of the cyclone shelter within the compound of 25 Number Bashonda Adarsh Government Primary School will not change the present land use pattern. The managing committee members of the primary school have agreed to allow construction of the cyclone shelters on vacant unused land parcel and will enjoy the use of the new building for expansion of the primary school. No transfer of land or donation will be involved. A formal legal agreement will be signed between the *Pourashava* and the school authority and appended to this DDR, reflecting this arrangement.

54. Due to project intervention, there will be no compensation requirements, no loss of income of any person or any asset, either privately or publicly owned. However, in case any claims or complaints are submitted during the construction period, an effective and efficient Grievance Redress Mechanism will be established, and mitigation measures will be adopted as per the approved EMP. This will enhance provision of timely and sensible hearings and facilitate solutions.

55. The location of the proposed cyclone shelter at 25 Number Bashonda Adarsh Government Primary School, ward number 03 has been assessed as being a viable solution for providing a reliable protection facility to the nearby population during extreme storm events. The selected cyclone shelter areas are mostly inhabited by low-income people.

56. There is no land acquisition and resettlement related issues as the entire work is proposed on vacant land parcel which the managing committee of government primary school has agreed to provide with the understanding that it will also benefit the educational institute. All development works will be carried out within the boundary of identified land parcel of primary school and no additional land will be required.

57. Detailed measurement surveys will be conducted during and after finalization of the detailed design. In case any involuntary resettlement impacts identified, this due diligence

report will be updated accordingly including the revision of project impact category and will be submitted to ADB for approval before start of civil works.

## **B. Next Step**

58. The DDR will be updated during detailed design and detail measurement survey. Any change in site or alignments during detailed design will be assessed afresh for land acquisition, involuntary resettlement impacts. The following information will be included in the updated DDR:

- (i) During the DMS, if any involuntary resettlement impact is identified, a resettlement plan would be prepared in accordance with the project Resettlement Framework.
- (ii) The project proponent has obtained no objection certificate (NOC) from the 25 Number Bashonda Adarsh Government Primary School managing committee for construction of the multipurpose cyclone shelter. A legal agreement between the Betagi *Pourashava* and the managing committee of government primary school, which will formalize the arrangement will be signed and appended to the updated DDR, prior to award of contract.
- (iii) The project proponent will approve the DDR budget.
- (iv) Formal and informal consultations will be carried out including, but not limited to: focus group discussions (FGDs), public meetings, community discussions, and in-depth and key informant interviews. Intensive information dissemination campaign will be conducted. Emphasis should be given to more consultations with female members of the community and appraise them about the facilities at the cyclone shelter. The updated DDR will include details of such consultations.

## Appendix 1: Details of Stakeholder Consultation at Betagi Pourashava

**Name of the component: Cyclone Shelter**

**Location: 25 Number Bashonda Adarsh Government Primary School**

**Total Number of Participants: 45; (Male-28 and Female- 17)**

**Date: 11 December 2021**

**Conducted by: Assistant Engineer, Betagi Pourashava and Project Consultants**

### Issues discussed

- **Opinions of local people for construction of cyclone shelter at this place;**
- **Ownership of land and conditions for offering land for cyclone shelter;**
- **Resettlement and Environmental issues;**
- **Support of local community for constructions and maintenance.**

### Summary of consultation

- *Pourashava* Engineer communicated that the construction work will be undertaken in such a way that there will be no harm caused to any person due to project execution activity. The construction site will be barricaded.
- The school teachers and managing committee members enquired, if the cyclone shelter can be used as school, in general (where there is no extreme climatic conditions). The *pourashava* engineer and the project consultants, assured that the structure will be constructed as multipurpose facility and can be used as a school in general.  
A legal agreement between the Betagi *Pourashava* and the managing committee of government primary school, which will formalize the arrangement will be signed and appended to the updated DDR, prior to award of contract.
- Project outcomes and benefits were explained to the stakeholders. Community people were explained in detail regarding the proposed developments on the proposed plot under the ADB project.
- The school management, teachers and community people expressed their great interest for the proposed cyclone shelter in this land, because they will use it as class room in most of the time except disaster period.
- The community people enquired whether it will be a double storied building; the project consultants and the *pourashava* engineer briefed that the cyclone shelter structure will be three storied building with required facilities for women and children; there will be ramps to ground floor for wheelchair access to take care of people with disabilities. There will be separate toilet facilities.
- The local male and women were equally interested for construction of the cyclone shelter at this place. During disaster people will have easy access to this shelter. The community as a whole will support the project and wishes to provide maintenance service also.  
*Pourashava* will execute the construction work and School authority will be responsible for operation and maintenance of the proposed cyclone shelter.

### Photograph of Consultation: 25 Number Bashonda Adarsh Government Primary School



### Attendance Sheet for FGD


ক্রমিক নং	নাম	যোগাযোগ নং	স্বাক্ষর
০১.			
০২.	মোঃ মুন্সুর রহমান	০১৭১৬০৭১৭২৬	
০৩.	মোঃ আব্দুল হালিম (মজলু)	০১৭১৬৫৫১১৬১	
০৪.	মোঃ আব্দুল করিম মজলু (মজলু)	০১৭১৩৮৬৪১১৩৩	
০৫.	মোঃ হাফিজুল ইসলাম জিন্না	০১৭১২৫৫২৮১০	
০৬.	মোঃ হাফিজুল ইসলাম	০১২১৪২৬২৪৩১	
০৭.	মোঃ আব্দুল জিন্না	০১৭১৩৯৬৪৩২	
০৮.	মোঃ আব্দুল জিন্না (মজলু)	০১৭৪০১৭৭১৮৭	
০৯.	মোঃ আব্দুল জিন্না - II	০১২৮৭৭৭২২২০	
১০.	মোঃ আব্দুল জিন্না - II	০১৭১৬২১৩৩১৭	
১১.	মোঃ আব্দুল জিন্না - মজলু		
১২.	মোঃ আব্দুল জিন্না - মজলু		
১৩.	মোঃ আব্দুল জিন্না - মজলু	০১২৮৩০৭২৭৮	
১৪.	মোঃ আব্দুল জিন্না - মজলু	০১২৮৩০৭২৭৮	
১৫.	মোঃ আব্দুল জিন্না - মজলু	০১২৮৩০৭২৭৮	
১৬.	মোঃ আব্দুল জিন্না - মজলু	০১২৮৩০৭২৭৮	
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২৪.	মোঃ আব্দুল জিন্না - মজলু	০১২৮৩০৭২৭৮	
২৫.	মোঃ আব্দুল জিন্না - মজলু	০১২৮৩০৭২৭৮	

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	દાંડિયા		
૨૫	ગામી વાન, ૨૦૦૦		
૨૬	દુધીય દાંડી		
૨૭	વાન, ૨૦૦૦		
૨૮	ગામી વાન, ૨૦૦૦		





**Appendix 2: No Objection Certificate, Resolution by Managing Committee and Signature Sheet issued by 25 Number Bashonda Adarsh Government Primary School**

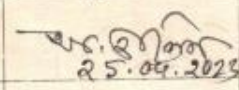

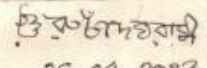
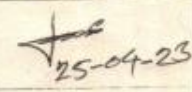
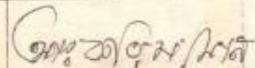
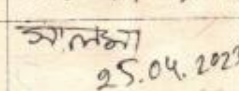
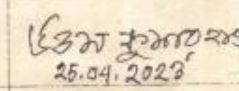
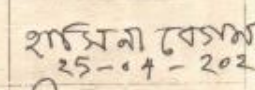
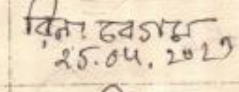
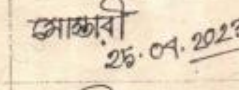
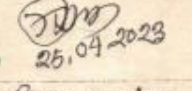
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একশত টাকা

খট ০৯৩৯৮৩৮

**Management Committee's Special Meeting for No Objection of Land**

Name of the Organization: **25no Bashonda Addarsh Govt. Primary School.**  
Date of meeting **25 April 2023**, Day: **Tuesday**, Time: **11.30 am.**

Name of Participant	Designation	Mobile Number	Signature
Abdul Halim	President, School Management Committee	01716551161	 ২৫.০৪.২০২৩
Md. Nasir Uddin	Vice President & Councilor, Betagi Municipality	01710622122	
Guro Chan Garami	Member, School Management Committee	01312391853	 ২৬.০৪.২০২৩
Babul Chandro Roy	Member, School Management Committee	01712145777	 ২৫-০৪-২৩
Md. Abdul Karim Khan	Member, School Management Committee	01920523935	 আব্দুল করিম/খান
Salma Begum	Member, School Management Committee	01307561276	 সালমা ২৫.০৪.২০২৩
Uttam Kumar	Member, School Management Committee	01799531871	 উত্তম কুমার ২৫.০৪.২০২৩
Mst. Hasina Bagum	Member, School Management Committee	01727757782	 হাসিনা বেগম ২৫-০৪-২০২৩
Rina Begum	Member, School Management Committee	01530120976	 রিনা বেগম ২৫.০৪.২০২৩
Mostari Akter	Member, School Management Committee	01720265867	 মস্তুরা ২৬.০৪.২০২৩
Saida Parvin	Member Secretary, School Management Committee	01712311246	 সৈদা ২৫.০৪.২০২৩

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”


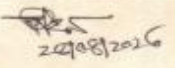
Page-01 of 02





খণ্ড ০৯৩৯৮৩৯

#### External Member

Md. Jasim Uddin	Executive Engineer, Betagi Municipality	01715388229	
Md. Tuhin Sikder	Head Assistant, Betagi Municipality	01732167103	

#### Description of Land-

Dag No. 752 (Proposed Cyclone Shelter) and 746 (Existing School Building), Khatian No. RS 194, S.A.70, JL. No. 15, Mouza : Basonda Bholanathpur, Union : Betagi, Betagi Municipality, Upazila : Betagi, Zilla : Barguna.

#### Quantity of Land-

Dag No. 752, 32 decimal

Dag No. 746, 18 decimal

Total Quantity of Land (32+18) 50 decimal

Discussion regarding the No Objection of the managing committee to construct a cyclone Shelter-cum-School by the Betagi Municipality on 32 decimal of the school's land.

Today April 25, 2023 a special meeting of the school managing committee was held in the office room of the school at 10 am.

The meeting was presided over by the honorable President of the School Management committee, Mr. Md. Abdul Halim

At the beginning of the meeting, the President congratulated everyone and gave permission to start the work of the meeting

With the permission of the President, the member secretary of the school management committee and the Head Teacher of the School Mr. Saida Parvin informed all those present in the meeting that,

Our school has a total of 50 decimal of land. Within the said land, the present school building is located on 18 decimal land and other 32 decimal land is open.

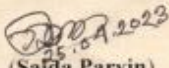
The said land has been handed over to Mayor, Betagi Municipality. The School Management Committee will not have any objection if a Cyclone Shelter cum School is constructed by Betagi Municipality.

The honorable member secretary of the committee also said that, there is no problem with this 32 decimal land of the school, it is very clean.

#### Conclusion

The meeting was held in a very cordial atmosphere and the Chairperson appreciated everyone for active participation. The Chairperson of the School Management Committee concludes & ended the meeting with giving thanks to all the members of School Management Committee

  
(Abdul Halim) 25.04.23  
President  
School Management Committee  
25no Bashonda Andarsh Govt. Primary School

  
(Saida Parvin)  
Member Secretary,  
School Management Committee  
25no Bashonda Andarsh Govt. Primary School

সাইদা পারভীন  
স্বাক্ষরিত  
২৫ নং বাশন্ডা আদর্শ গ. প্র. বিদ্যালয়  
বেতাগী, বরগুনা।

Page-02 of 02

**Copy of Minutes of Resolution Meeting of Managing Committee of 25 Number  
Bashonda Adarsh Government Primary School**

**রেজুলিউশন বহি**

Quantity of Land -  
 Dag No. ৭৫২, ৩২ decimal  
 Dag No. ৭৪৬, ১৮ decimal  
 Total Quantity of Land (৩২+১৮) ৫০ decimal

Discussion regarding the No Objection of the managing committee to construct a cyclone Shelter-cum-School by the Betagi Municipality on ৩২ decimal of the school's land.

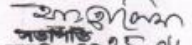
Today April ২৫, ২০২৩ a special meeting of the school managing committee was held in the office room of the school at ১০ am.

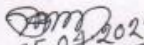
The meeting was presided <sup>over</sup> by the honorable President of the School Management committee, Mr. Md. Abdul Halim.

At the beginning of the meeting, the President congratulated everyone and gave permission to start the work of the meeting.

With the permission of the President the member secretary of the school management committee and the Head Teacher of the school Mr. Saida Parvin informed all those present in the meeting that, Our School has a total of ৫০ decimal of land. Within the said land, the present school building is located on ১৮ decimal land, and other ৩২ decimal land is open. The said land has been handed over to Mayor, Betagi Municipality. The School Management Committee will not have any objection if a cyclone Shelter cum School is constructed by Betagi Municipality. The honorable member secretary of the committee also said that, there is no problem with this ৩২ decimal land of the school, it is very clean.

**Conclusion**  
 The meeting was held in a very cordial atmosphere and the Chairperson appreciated everyone for active participation. The Chairperson of the School Management Committee concludes & ended the meeting with giving thanks to all the members of School Management Committee.

  
 সভাপতি  
 ২৫.০৪.২০২৩.  
 বাশোন্ডা আদর্শ সরকারি প্রাথমিক বিদ্যালয়  
 বেতাগী, বরগুনা।

  
 ২৫.০৪.২০২৩  
 সাহিদা পারভীন  
 প্রধান শিক্ষক  
 ২৫ নং পাবনা রাস্তা, প.ও. বিদ্যালয়  
 বেতাগী, বরগুনা।



# রেজুলিউশন বহি

মিটিং নং

প্রতিষ্ঠানের নাম ২৫ No. Basonda Addarash Govt. Primary School.

মিটিং-এর স্থান Office Room of the School.

তারিখ ২৫ April ২০২৩ রোজ Tuesday সময় ১১:৩০ am.

Agenda: Management Committee's Special Meeting for Noobjeech Land.

উপস্থিত সভ্যগণের নাম

স্বাক্ষর

- |                         |            |
|-------------------------|------------|
| ১) Abdul Halim          | ২৫.০৪.২০২৩ |
| ২) Md. Masin Uddin      |            |
| ৩) Guro Cham Ganami     | উপস্থিত    |
| ৪) Babul Chandra Ray    |            |
| ৫) Md. Abdul Karim Khan | উপস্থিত    |
| ৬) Salma Begum          | উপস্থিত    |
| ৭) Uttam Kumar          | উপস্থিত    |
| ৮) Mrs. Hasina Begum.   | উপস্থিত    |
| ৯) Rina Begum           | উপস্থিত    |
| ১০) Mostari Akter       | উপস্থিত    |
| ১১) Seider Parvin       | উপস্থিত    |
| ১২) Md. Jasim Uddin     | উপস্থিত    |
| ১৩) Md. Tuhin Sikta     | উপস্থিত    |

## Description of Land -

Dag No. ৭৫২ (Proposed Cyclone Shelter) and ৭৫৬ (Existing School Building), Khatian No. RS ১৩৭, S.A. ২০, JL No. ১৬, Mouza: Basonda Bholanathpur, Union: Betagi Municipality, Upazila: Betagi, Zilla: Barisal.

### Appendix 3: Sample Grievance Registration Format

The \_\_\_\_\_ Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback. Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing \*(CONFIDENTIAL)\* above your name. Thank you.

<b>Date</b>		<b>Place of registration</b>			
<b>Contact Information/Personal Details</b>					
<b>Name</b>		<b>Gender</b>	* Male * Female	<b>Age</b>	
<b>Home Address</b>					
<b>Place</b>					
<b>Phone no.</b>					
<b>E-mail</b>					
<b>Complaint/Suggestion/Comment/Question</b> Please provide the details (who, what, where and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
<b>How do you want us to reach you for feedback or update on your comment/grievance?</b>					

#### FOR OFFICIAL USE ONLY

<b>Registered by:</b> (Name of Official registering grievance)	
<b>Mode of communication:</b> Note/Letter E-mail Verbal/Telephonic	
<b>Reviewed by:</b> (Names/Positions of Official(s) reviewing grievance)	
<b>Action Taken:</b>	
<b>Whether Action Taken Disclosed:</b>	Yes No
<b>Means of Disclosure:</b>	
<b>Grievance Related to Project Component / Modalities of Financing:</b>	