

Land Acquisition and Resettlement Due Diligence Report

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Bangladesh: Coastal Towns Climate Resilience Project – Construction of Cyclone Shelter at Kolaroa Girls Pilot High School Ward No. 02 Under Kolaroa *Pourashava*, District: Satkhira

Package No.: e-GP/CTCRP/KOLA/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
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 ²	–	square meter
mm	–	millimeter
m ³	–	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 *Pourashava* (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. *Pourashavas* 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 level¹ 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.² 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

¹ 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.

² 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.³

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;⁴ (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;⁵ (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 (<i>Pourashava</i>)	District	Town (<i>Pourashava</i>)
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. Kolaroa

³ 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.

⁴ 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).

⁵ 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 (<i>Pourashava</i>)	District	Town (<i>Pourashava</i>)
	7. Morelganj	8. Khulna	7. Paikgacha
	8. Patuakhali		8. Chalna (Dacope)
3. Patuakhali	9. Kuakata	9. Pirojpur	9. Swarupkathi
4. Shariatpur	10. Zanjira	10. Barguna	10. Patharghata
	11. Bhedarganj		11. Betagi

8. The multipurpose cyclone shelter at Kolaroa 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 wastewater 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 Cyclone Shelter at Kolaroa Girls Pilot High School Ward No. 02. Under Kolaroa *Pourashava*, District: Satkhira. The report is prepared based on the available preliminary design and the SubProject 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 Kolaroa Girls Pilot High 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. 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 15.07 km², the municipal town of Kolaroa is in Satkhira District under Khulna Division. Kolaroa *Pourashava* is bounded by Betna river and Helatala Union in north Satkhira Sadar in the south, Koyla Union in the east and Nangalghara and Helatala in west. All the unions surrounding Kolaroa *Pourashava* are under Kolaroa Upazilla. The *Pourashava* has a total population of 37,299.⁶ The municipality consists of 9 wards and 9 *mahallas*. The upazila being adjacent to the Bay of Bengal, natural disasters are rampant in the area 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

⁶ Kolaroa *Pourashava* Office File

temperature, increase salinity, land slide, erosion of riverbanks, thunderstorm etc. and these are the major disaster for Kolaroa in Satkhira district. The *Pourashava* is more susceptible to floods, cyclonic surges and heavy rainfalls. There are no existing cyclone shelters in Kolaroa *Pourashava* that would provide refuge to the affected vulnerable population during the hazard situation.

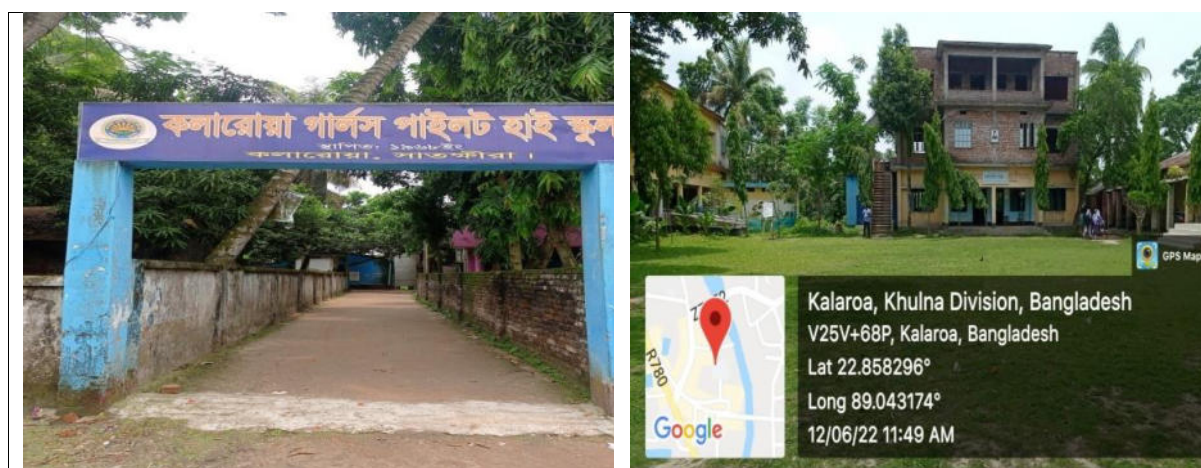
B. About Subproject Component

14. The subproject proposes construction of one cyclone shelter in Kolaroa *Pourashava*. The proposed site for construction of the cyclone shelter is located within the compound of Kolaroa Girls Pilot High School, in Ward Number 02, under Kolaroa *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° 85' 82.96" N, 89° 04' 31.74" E (google earth map provided in Figure 6).

15. The Cyclone Shelter is proposed to be used for multiple functions within the Kolaroa Girls Pilot High School compounds utilizing the vacant land parcel. The School Managing Committee has have agreed to provide the land for the proposed project. The buildings will accommodate more than 274 persons of the nearby area during storm/ cyclonic events. The proposed cyclone shelter follows the tentative design of the LGED prototype cyclone shelter cum high 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 high school will be plastered with anti-salinity and dam proofing admixture. These spaces are used as shelter during cyclonic storm events.

Figure 1: Location for Proposed Cyclone Shelter at Kolaroa Girls Pilot High School, Ward No. 02, Kolaroa *Pourashava*





17. The scope of work for the proposed cyclone shelter is presented in Table 2.

Table 2: Summary of the Design for Subproject Component

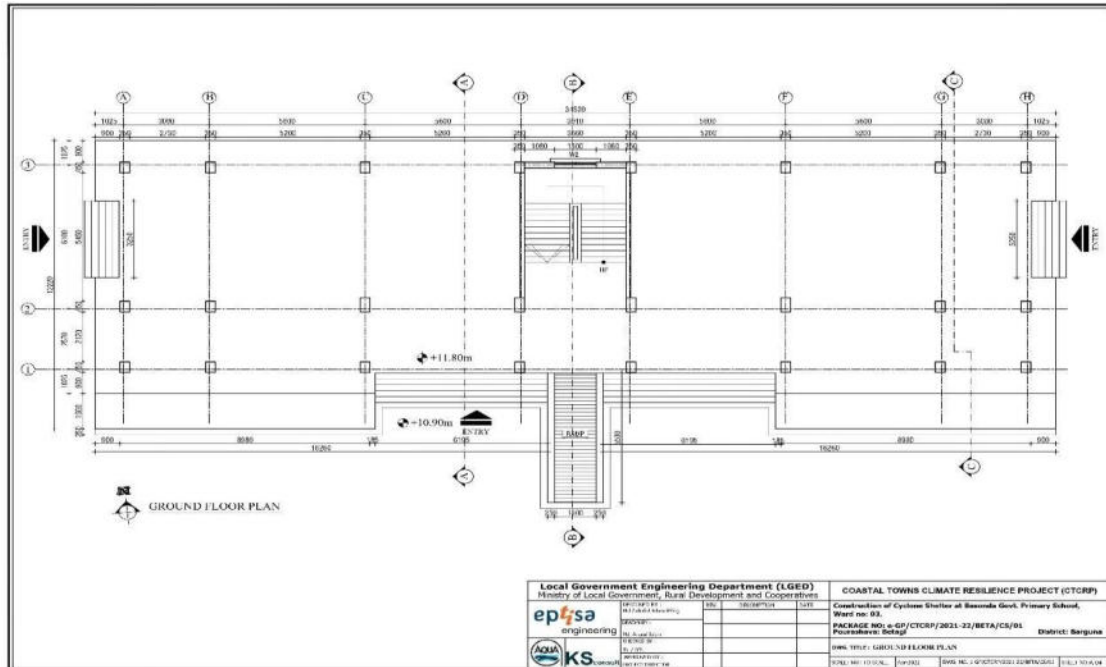
Component	Description/Provisions	Total Area/ Usable Area Capacity
Ground Floor	<ul style="list-style-type: none"> Open space with columns; Multiple entries with large ramp at the front entry; Staircase to access first floor; Raised platform (2.2 m from existing ground); and 2000-Lwaterstoragetanks(2units). 	Total area: 291.86 square meters (m ²)
First Floor	<ul style="list-style-type: none"> Staircase to the second floor; Classrooms (3 classrooms and 1 teacher's room); Wide veranda; 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; and Room for pregnant women First aid room. 	Total area: 291.86 m ² Usable space: 232.84m ² Capacity: 274 people
Second Floor	<ul style="list-style-type: none"> Four rooms (4 classrooms) Wide veranda; Staircase to rooftop; and Toilets (3 toilets and one washroom on one side for male and three toilets and one washroom for women on the other side) 	Total area: 291.86m ² Usable space: 231.95m ² Capacity:266people
Rooftop	<ul style="list-style-type: none"> Rainwaterharvestingsystem(includi ng2000-Lwaterstoragetanks,2units) 	Total area: 291.86m ²
Water supply	<ul style="list-style-type: none"> Deep tubewells including pumping system (3 units). 	
Sewerage System	<ul style="list-style-type: none"> Two-chambered septic tank. 	Total volume: 24 cubic meters
Power Supply	<ul style="list-style-type: none"> From rural electrification network; and Solar panels. 	Solar panel total generating capacity: 4 kilowatts

*A 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.

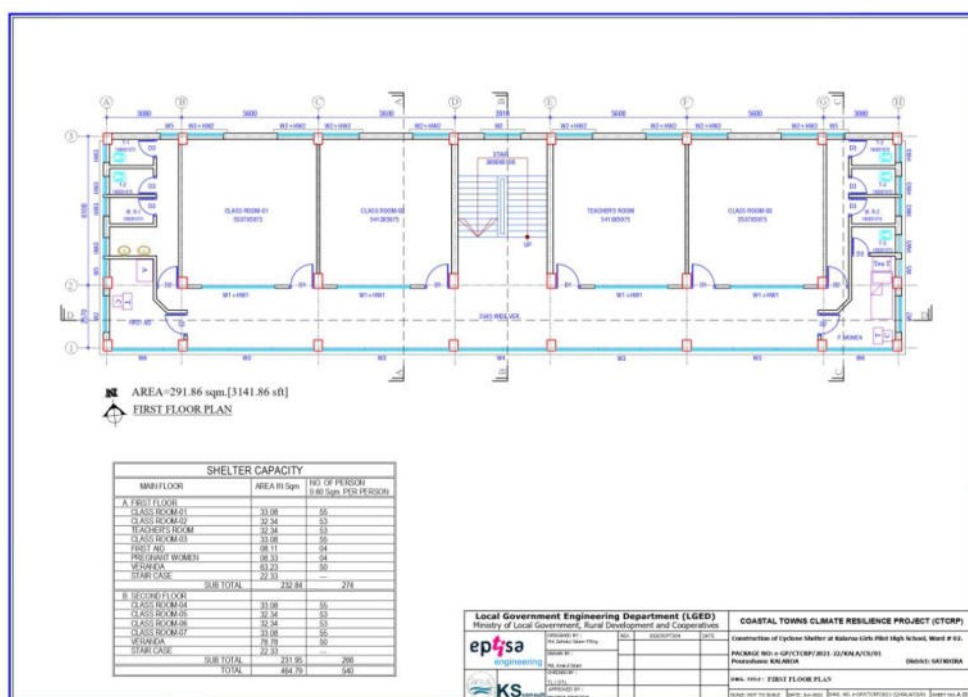
18. The site layout plan of the cyclone shelter and the drawing of the ground floor, first floor and second floor plan of the cyclone shelter are given in Figure 3, 4 and 5 respectively.

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



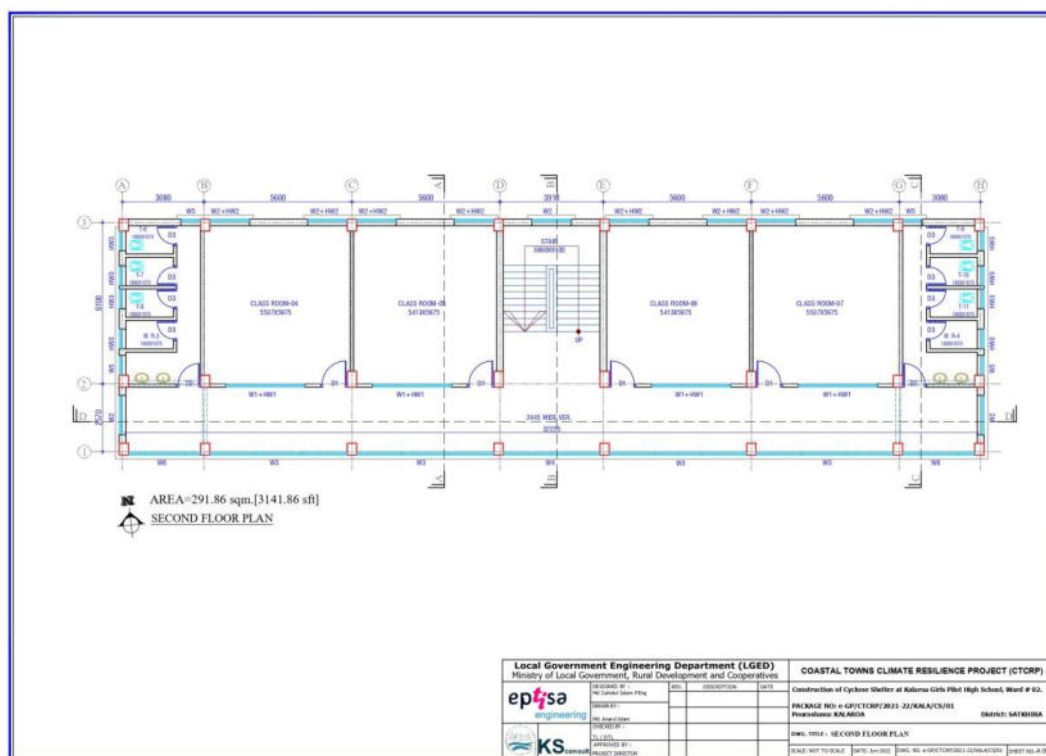
Source: Project Management Unit and Detail Design Consultants

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



Source: Project Management Unit and Detail Design Consultants

Figure 4: Site Layout Plan for the Cyclone Shelter, Second Floor



Source: Project Management Unit and Detail Design Consultants

III. LAND AVAILABILITY AND RESETTLEMENT IMPACTS

A. Land Acquisition and Involuntary Resettlement

19. **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 will be undertaken at the vacant land available with the Kolaroa Girls Pilot High 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 2. Hence, no impact during construction of cyclone shelter is envisaged to regular functioning of the high school.

20. The construction works for implementation of the proposed cyclone shelter, will be undertaken within the available, vacant, unused land parcels of Kolaroa Girls Pilot High School. The school authority has agreed to provide the land parcel for the purpose of the subproject component. Detailed information of land is given in below Table 3 and no objection certificate, resolution by managing committee and signature sheet issued by Kolaroa Girls Pilot High School in Appendix 2.

Table 3: Land Details of the Proposed Site

District	Satkhira
Pourashava	Kalaroa
Ward No.	02
Mouja Name	Jhikra
JL No.	60
SA Khatian	18
Daag No.	9257, 9258
Total Available Land Area (decimals)	4,668m ² / 0.47 ha/ 115.36 Decimal
Area Required	519 m ²
Involuntary Resettlement Impact	The multipurpose cyclone shelter will be constructed on a vacant, unused portion of the available land (about 519 sq. m) provided by the school managing committee. There will be no impact on the common property resource (secondary school).

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

21. 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 subproject location. Local community will be benefited during cyclonic events. Similarly, no land or asset acquisition is necessitated for this subproject component as the school authority has agreed to provide the above-mentioned land parcel for the proposed construction work. The school authority is 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 Kolaroa Girls Pilot High School authority is provided in Appendix 2. The approximate area required for the proposed multipurpose cyclone shelter is about 519.00 sq. m. The Kolaroa Girls Pilot High School authority has agreed to provide the required land area of about 300 m² for construction of the cyclone shelter.

22. The existing Kolaroa Girls Pilot High School has approximately 1,200 students. As the cyclone shelter structure will be constructed on a vacant land, within the existing school campus, the regular classes will not be disrupted. Additionally, the school authority expressed that the cyclone shelter rooms can be also used with other purpose, specifically as classrooms and they can upgrade the school to higher level and accommodate more students.

23. 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 23 January 2024.

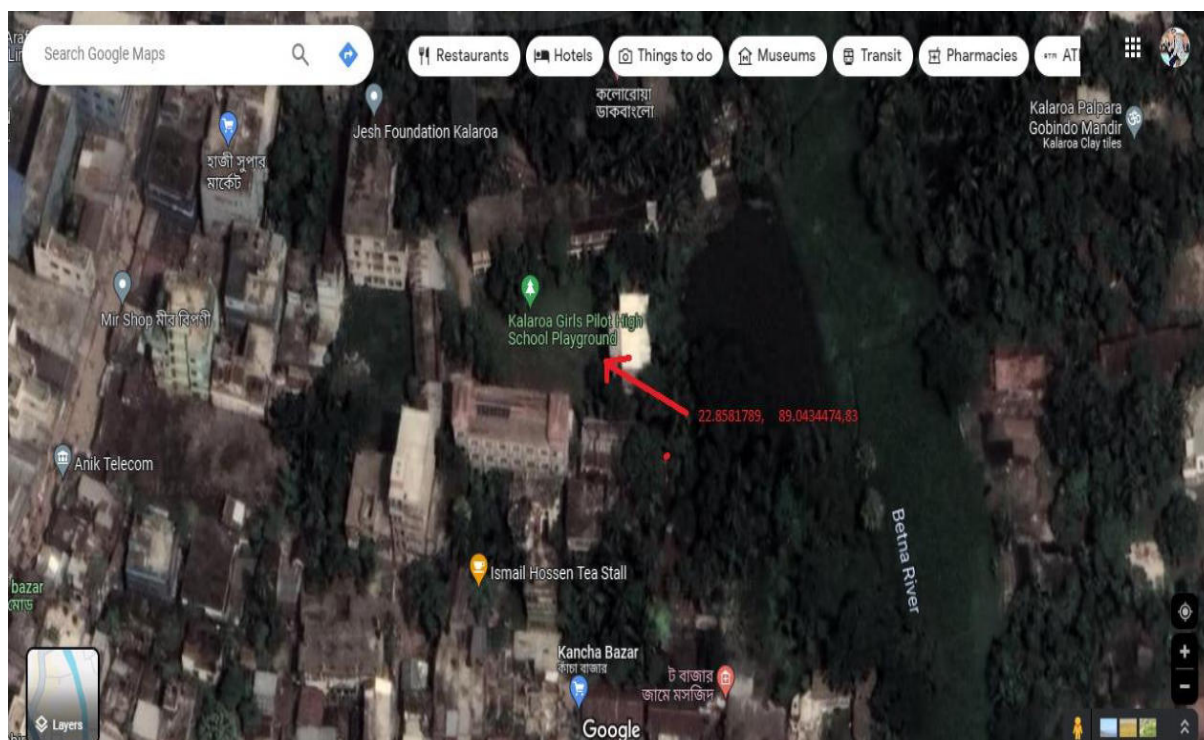
24. There is an existing access road leading to the vacant plot of Kolaroa Girls Pilot High School, which is known as Anis market road; the main road of ward number 02, in school area, is located north of the plot. The access road is a RCC paved road leading to school with a width of 3.048m. The access road condition is not good; hence, road improvement work is required to access the cyclone shelter site. The road improvement works will only be limited to improving the paved road without road widening. The access road is an existing road and is under the ownership of *Pourashava*. No resettlement impact has been assessed. Land ownership record and/or certification from the *Pourashava* on road ROW ownership will be attached in the updated and/or final DDR.

Figure 5: Proposed Access Road to be Improved for Kolaroa CS-01



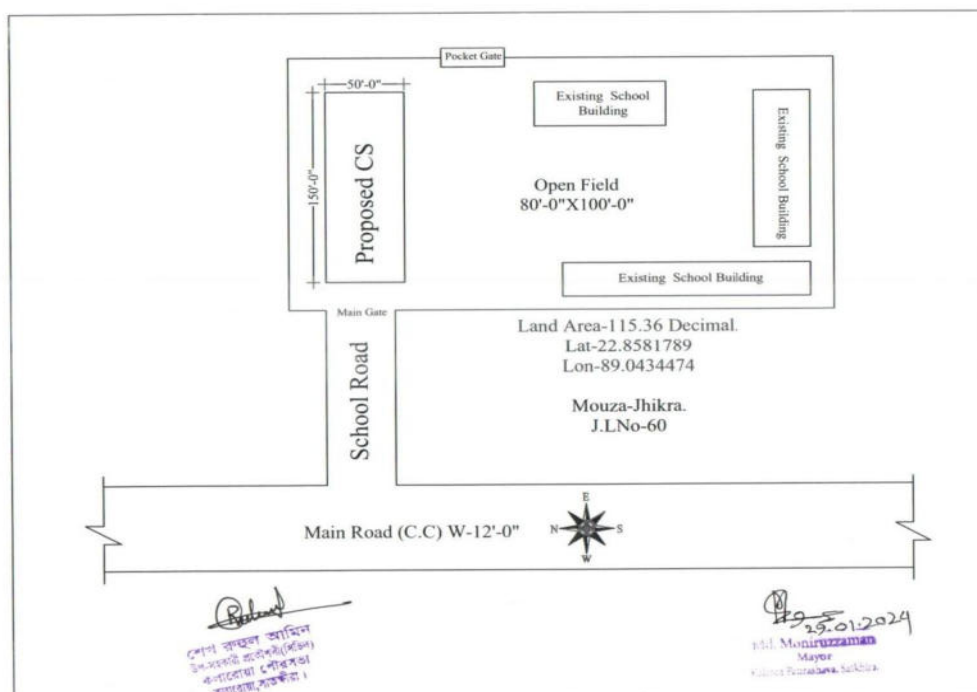
25. The project proponent has obtained no objection certificate (NOC) from Kolaroa Girls Pilot High School authority for construction of the cyclone shelters in ward number 02 under Kolaroa *Pourashava*.

Figure 6: Google Earth Map showing the Proposed Cyclone Shelter Location at the Existing Kolaroa Girls Pilot High School, Kolaroa *Pourashava*, Ward No. 02



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

Figure 7: Layout of Proposed Cyclone Shelter Site, Kolaroa



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

26. This DDR will be updated based on final design for construction of the 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

27. 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 02 and surrounding areas under Kolaroa *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 Kolaroa Girls Pilot High School by project team members and consultants, *Pourashava* officials to collect information and conduct a due diligence for the subproject in 23 January 2024.

28. Consultations were conducted with key stakeholders, managing committee members of the Kolaroa Girls Pilot High School 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

29. 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 consultations held is represented in Table 5; the meeting was attended by total 46 participants, out of which 11 (24 percent) were female participants. The meetings were conducted in presence of project authorities and the *Pourashava* representatives.

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

Date	Location	Proposed Work	Total No. of Participants	No. of Women Participants
23 January 2024	Kolaroa Girls Pilot High School, Ward No. 02	Cyclone shelter and access road	46	11
	TOTAL		46	11 (24%)

30. 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 and routine maintenance of this cyclone shelter. *Pourashava* management 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.

31. During the group discussion, it was clearly mentioned that the construction work will be undertaken in such a way that there will be no harm caused to any person or the existing school building due to project execution activity. 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, it was explained to the community people 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 46 people have been consulted among which 35 were male participants and 11 were female participants those who resides in the area adjacent to the proposed plot.

32. 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.

33. 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.

34. During public consultation, the 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, and (iii) set up 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.

35. The management committee meeting of Kolaroa Girls Pilot High School, held in 31 May 2022, had earlier agreed to provide the vacant land of the school for the construction of the cyclone shelter. A second meeting was held 5 June 2022, 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 no. 02, and that they have no-objection to it. The managing committee expressed every support to the project as it will help with additional classrooms and shelter during natural calamity for the community members. A copy of the resolution, no-objection and signature sheets is attached in Appendix 2.

V. GRIEVANCE REDRESS MECHANISM

36. A project-specific grievance redress mechanism (GRM) has been established to receive, evaluate, and facilitate the resolution of affected persons' concerns, complaints, and grievances about the social and environmental performance at the level of the project. The GRM aims 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.

37. **Common GRM.** A common GRM is 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.

38. 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.

39. 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 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.

40. **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.

41. **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 councilor 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

42. 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.

43. **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

44. **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.⁷

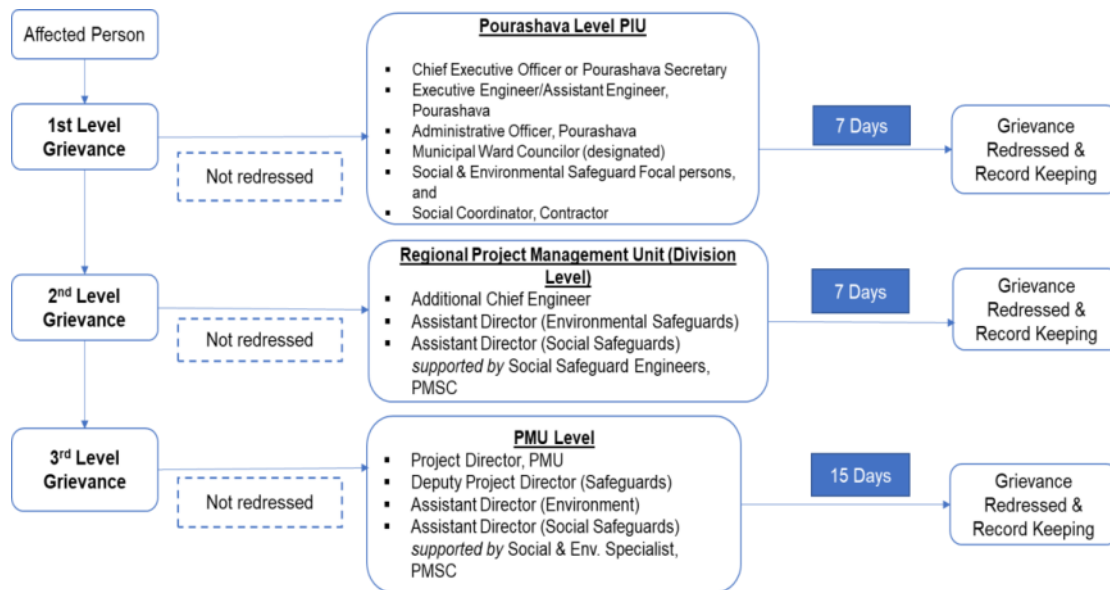
45. The grievance redress process is represented in Figure 8.

46. 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.

47. 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.

⁷ Small ethnic community representation at GRC 3rd 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.

Figure 8: 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.

48. **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 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.

49. **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.

50. **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

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

VII. CONCLUSIONS

A. Summary and Conclusion

52. The proposed infrastructure improvements for the construction of the cyclone shelter within the compound of Kolaroa Girls Pilot High School will not change the present land use pattern. The managing committee members of the Girls High 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 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.

53. 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.

54. The location of the proposed cyclone shelter at Kolaroa Girls Pilot High School, ward number 02 has been assessed as being a viable solution for providing a reliable protection facility to the nearby population during extreme storm events. The selected cycloneshelter areas are mostly inhabited by low-income people.

55. No land acquisition and resettlement related issues are anticipated as the entire work is proposed on vacant land parcel which the managing committee of Girls High 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 the school and no additional land will be required.

B. Next Steps

56. The DDR will be updated during detailed design. Any change in site or design at detailed design stage will be assessed afresh for land acquisition, involuntary resettlement impacts. The following information will be included in the updated social safeguards document:

- (i) During detailed design, if any involuntary resettlement impact is identified, a resettlement plan will be prepared in accordance with the project Resettlement Framework and submitted to ADB for approval prior to contract award;
- (ii) Land ownership record and/or certificate by *Pourashava* on ownership of the road will be attached in the updated and/or final DDR;
- (iii) The project proponent has obtained no objection certificate (NOC) from Kolaroa Girls Pilot High School managing committee for construction of the multipurpose cyclone shelter. A legal agreement between the Kolaroa *Pourashava* and the managing committee of Kolaroa Girls Pilot High School, which will formalize the arrangement will be signed and appended to the updated document, prior to award of contract. The legal agreement will clearly mention that Kolaroa *Pourashava* will be responsible for providing required services for construction, operation and maintenance (electrical wiring repair and replacement, fire extinguisher test and reinstallation, generator repair, etc. and repair and repainting, etc. of cyclone shelter. And the school/community will responsible for routine maintenance such cleaning/sweeping, electric fan repair and installation, electric bulb reinstallation, water tab, etc.) As per agreement the school authority will provide the land free of cost. The school authority can use the building as classroom around the year except disaster period. The cyclone shelter will be taken under control of *Pourashava* and opened for

people for safe shelter after receiving danger signal by Government/Meteorological Department;

(iv) The project proponent will approve the DDR budget.

(v) Formal and informal consultations will be carried out including, but not limited to: focusgroup discussions (FGDs), public meetings, community discussions, and in-depth andkey 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 Kolaroa *Pourashava*

Name of the component: Construction of Cyclone Shelter

Construction Package: e-GP/CTCRP/KOLA/CS-01

Location: Kolaroa Girls Pilot High School

Total Number of Participants: 46 (Male 35 and Female 11)

Date: 23 January 2024

Conducted by: Md. Akbar Hossain, Social Safeguards Expert

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 routine maintenance.

Summary of consultation

The community people, representatives and concerned officials of the *Pourashava* are quite aware about CTCRP and Cyclone Shelters to be constructed under this project. During feasibility phase FGD and Public consultations were conducted with the representatives, officials and community people for site selection and construction of cyclone shelter at the proposed location.

- *Pourashava* Engineer communicated that the construction work will be undertaken in such a way that there will be no harm caused to any person/students and also to the existing school building, 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 classrooms, 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 Kolaroa *Pourashava* and the managing committee of 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 classroom 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 will support the project and wishes to provide routine maintenance such as cleaning/sweeping, electric fan repair and installation, electric bulb reinstallation, water tab, etc.).

Photograph Of Consultation: Kolaroa Girls Pilot High School



Photograph of Meeting with Public Representative and Engineer, Kolaroa Pourashava



ATTENDANCE SHEET FOR FGD

Coastal Towns Climate Resilience Project (CTCRP)

Focus Group Discussion

Name of Pourashava: Kalaroa Package Name: e-GP/CTCRP/Kal/CS-01Place/Venue: Kalaroa Girls Pilot High School. Date: 23 January 2024

List of Participants

Sl. No.	Name	Designation	Contact No.	Signature
	মো: রশ্মি খান		01408698615	মো: রশ্মি খান
	আব্দুর রাসিদ		01759204514	আব: রাসিদ
	আনিসা বেগম		01883018928	আনিসা বেগম
	মতিবুল ইসলাম		01988194519	মতি
	মো: মতিবুল ইসলাম		01916-242666	মতি
	আব্দুল হক মিয়া		01711-903029	আব: হক
	শিব্রায় সরকার		01893523952	শিব্রায়
	আব: আব্দুল হামিদ		0172539402	আব: হামিদ
	উদয়ন কুমার মিয়া		01724132027	উদয়ন
	আবু জাহিদ (কাজি)		01787-191197	আবু
	মো: ইব্রাহিম হোসেন		01710-664140	ইব্রাহিম
	সাবিত্রী লাল		01770391318	সাবিত্রী
	ফাহিম মাহা		01745148786	ফাহিম
	আব: আব্দুল আজিজ		01918-817929	আব: আজিজ
	শ্রীমতি মনিম উদ্দিন		01924192543	মনিম
	বাহিনী চাক্রা		01772659215	

মো: মতিবুল ইসলাম

01918-695950

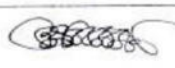

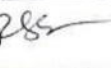
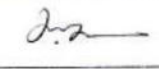
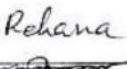
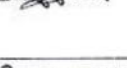
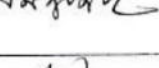
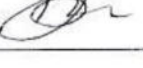
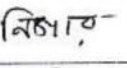
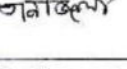
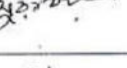

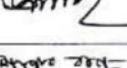
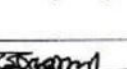

Coastal Towns Climate Resilience Project (CTCRP)

Focus Group Discussion

Name of Pourashava: _____ Package Name: _____

Place/Venue: _____ Date: 23 January 2024

List of Participants

Sl. No.	Name	Designation	Contact No.	Signature
	(মাঃ বুলবুল খান)	অসি. T	01727008393	
	হাসিনা আক্তার	অসি. T	01778-758552	
	RASHIDA AKTHER	Asst. Teach	01314930461	
	জাহিদা খানম	Asst. Teach	01749060483	
	REHANA AFROZ	Asst. T	01725669973	
	MD OHIDUZZAMAN	Asst. Teacher	01739935203	
	MOLLA BULBUL KABER	"	01718450745	
	Nasima Khatun	"	01755059959	
	Firoza begum	"	01879582374	
	NIGAR SULTANA	"	01732188271	
	TANZILA KHATUN	"	01791-909193	
	SURAIYA BANU	"	01720-589858	
	MASHOURA KHATUN	"	01917461624	
	Md. (Bulbul Khan)		01242-452345	
	Shohat Banu	"	01718635712	
	MD. FAZOR ALI	"	01828284258	

Appendix 2: No Objection Certificate and Resolution by Managing Committee and Signature Sheet issued by Kolaroa Girls Pilot High School

Resolution by Managing Committee and Signature Sheet

সভার কার্য বিবরণী বহি
RESOLUTION BOOK
তারিখ: ৩০/০৩/২০২২

প্রতিষ্ঠানের নাম: কলারোয়া গার্লস পাইলট হাই স্কুল
সভা অনুষ্ঠানের স্থান/ঠিকানা: প্রাথমিক শিক্ষা অফিস, কলারোয়া
সময়: ১০-০৩-২০২২ ইংরেজি: ১১-০৩-২০২২ তারিখ: ৩০/০৩/২০২২

ক্রমিক নং	উপস্থিত সদস্যগণের নাম	উপাধি	স্বাক্ষর	মন্তব্য
০১	মোঃ মোশাররফ হোসেন	সভাপতি		
০২	মোঃ ইব্রাহীম হোসেন	শিক্ষক সমন্বয়		
০৩	মুন্সিফ মুন্সিফ নন্দী	এ		
০৪	মামুনুরা রহমান	এ		
০৫	মোঃ ইফকান হোসেন	অতিরিক্ত কর্মসূচী		
০৬	মোঃ অনিরুদ্ধ ইমরান	এ		
০৭	শ্রী লক্ষ্মণ বিশ্বাস	এ		
০৮	মোঃ মাসুদা রহমান	এ		
০৯	মোঃ মোস্তাফিজ হোসেন	সভাপতি		
১০	মোঃ অনিরুদ্ধ ইমরান	বিদ্যোৎসাহী সমন্বয়		
১১	মোঃ মোস্তাফিজ হোসেন	বিদ্যোৎসাহী সমন্বয়		
১২	মোঃ বদরুজ্জামান	অতিরিক্ত কর্মসূচী		

* অংশগ্রহণকারী:
ম. বিদ্যোৎসাহী সমন্বয় গৃহীত সিদ্ধান্ত অনুযায়ী
ম. অতিরিক্ত কর্মসূচী সমন্বয় গৃহীত সিদ্ধান্ত অনুযায়ী
ম. অতিরিক্ত কর্মসূচী সমন্বয় গৃহীত সিদ্ধান্ত অনুযায়ী

তারিখ: ৩০/০৩/২০২২ তারিখ: ৩০/০৩/২০২২

সভাপতি: মোঃ মোস্তাফিজ হোসেন

সভাপতি: মোঃ মোস্তাফিজ হোসেন

সভার কার্য বিবরণী বহি
RESOLUTION BOOK
তারিখ: ৩০/০৩/২০২২

প্রতিষ্ঠানের নাম: কলারোয়া গার্লস পাইলট হাই স্কুল
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সভাপতি: মোঃ মোস্তাফিজ হোসেন

সভাপতি: মোঃ মোস্তাফিজ হোসেন

Resolution by Managing Committee and Signature Sheet

Resolution No. 10/2022
Date: 31 May 2022

Name of the Institution: Kolaroa Girls Pilot High School

Venue: Office of the Head Master

 Time 10.00 am to 11.00 am Date: **31 May 2022**

Sl. No.	Name of the Attended	Designation	Signature	Remarks
01	Md. Mosharraf Hossain	Chairman		
02	Md. Ibrahim Hossain	Teacher Member		
03	Soranzid Kumar Nondi	Teacher Member		
04	Maskura Khatun	Teacher Member		
05	Md. Iqbal Hossain	Guardian Member		
06	Md. Monirul Islam	Guardian Member		
07	Sree Lokkhan Biswas	Guardian Member		
08	Most. Khaleda Khatun	Guardian Member		
09	Shaikh Amzad Hossain	Donor Member		
10	Md. Niruzzaman Bulbul	General Member		
11	SM Shoharadi Hossain	Technical Member		
12	Md. Badaruzzaman	Headmaster		

Agenda:

1. Reading and approval of decisions of previous meetings;
2. Construction of Cyclone Center for safe shelter during cyclones and tide; and
3. Others

A meeting of school managing committee is held at the office of the headmaster on 31 May 2022. The chairman of the managing committee conducted the meeting, and the following decision has been taken in the meeting.

1. Approved of the of decisions of previous meetings;
2. According to the agendas, the headmaster informed that a Cyclone Center will be constructed by the Kolaroa Pourashava for safe shelter of the students, teacher and the residents of the surrounded area during cyclone and tide. If the cyclone center is constructed then the students, teachers and the residents of the surrounding area can take shelter in the cyclone center during disasters like cyclone and tide. He also mentioned that the cyclone center can be used as a classroom except during the disaster period. The headmaster draws attention to take decision about this mater. The participant of the meeting considers the opportunities of the cyclone center and take decision unanimously.

Since no more discussion in the meeting, the headmaster thanks to all of the participants and concludes the meeting.

Copy of Minutes of Resolution Meeting of Managing Committee of Kalaroa Girls Pilot High School



কলারোয়া গার্লস পাইলট হাই স্কুল

[এস,এস,সি (ভোকেশনাল) কোর্স সম্বলিত]

EIIN-118661

স্থাপিত : ১৯৬৮ খ্রিঃ, ভোকেশনাল প্রবর্তন-১৯৯৮ খ্রিঃ

বিদ্যালয় কোড-৪৯২৬, ভোকেশনাল কোড-৩৪০২১


পোস্ট ও উপজেলা : কলারোয়া, জেলা : সাতক্ষীরা।

স্মারক নং- **কলারোয়া-৬৮/২০২২(৩)**


তারিখ : ০৫/০৬/২০২২

সম্মতি পত্র (No Objection Certificate)

এই মর্মে প্রত্যয়ন করা যাচ্ছে যে, সাতক্ষীরা জেলার কলারোয়া উপজেলাধীন কলারোয়া পৌরসভার অন্তর্গত কলারোয়া গার্লস পাইলট হাই স্কুলে ঘূর্ণিঝড় ও জলোচ্ছ্বাসের সময় ছাত্রী শিক্ষক ও এলাকাবাসীর নিরাপদ আশ্রয়ের জন্য সাইক্লোন সেন্টার নির্মান করা হলে আমার কোন আপত্তি থাকবে না। আমি প্রতিষ্ঠানটির উত্তরোত্তর সাফল্য ও উন্নতি কামনা করি।


 (মোঃ মোশাররফ হোসেন)

সভাপতি
 মোঃ মোশাররফ হোসেন
 সভাপতি
 কলারোয়া গার্লস পাইলট হাই স্কুল
 কলারোয়া, সাতক্ষীরা।


 (মোঃ বদরুজ্জামান)

প্রধান শিক্ষক
 মোঃ বদরুজ্জামান
 আইডি নং- ৪৭২০৫৪
 প্রধান শিক্ষক ও সম্পাদক
 কলারোয়া গার্লস পাইলট হাই স্কুল
 কলারোয়া, সাতক্ষীরা।
 ১৭২৭ ০০৮৩৯৩

No Objection Certificate

This is to certify that we have no objection if a Cyclone Center is constructed for the safe shelter of the students, teachers and residents of the surrounded area during cyclones and tide at Kalaroa Girls Pilot High School in Kalaroa Pourashava under Kalaroa Upazila of Satkhira District. We wish continued success of the institution.

Md. Mosharraf Hossain
Chairman

Md. Badruzzaman
Head Master

**E-mail : s118661@yahoo.com / Web: www.kalaroagirlspilot.edu.bd
Mob: 01733-969935, Tel: 04724-75368**

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.

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

FOR OFFICIAL USE ONLY

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