



**Government of the People's Republic of Bangladesh
Ministry of Road Transport and Bridges
Roads & Highways Department**



**LARP REPORT
(LAND ACQUISITION & RESETTLEMENT PLAN)**

**Consultancy Services for Feasibility Study and Detailed
Design of Construction of Kewatkhali Bridge over the
river Brahmaputra at Mymensingh with Railway
Overpass and Approach (including Service Road) Road
(Contract No.:01/Kewat/2019)**

4th, November. 2020



RESETTLEMENT PLAN

**Construction of Kewatkhali Bridge over
the river Brahmaputra at Mymensingh**

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CURRENCY EQUIVALENTS (as of 8 March 2021)

Currency unit	–	Bangladesh Taka (BDT)
\$1.00	=	BDT 84.82

List of Acronyms

AIIB	Asian Infrastructure Investment Bank
AP	Affected Person
CCL	Cash Compensation under Law
CRO	Chief Resettlement Officer
DMS	Detailed Measurement Survey
EMA	External Monitoring Agency
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standard
FGD	Focus Group Discussion
GoB	Government of Bangladesh
GRC	<i>Grievance Redress Committee</i>
IGA	Income Generation Activities
IMT	Independent Monitoring Team
INGO	International Non-Governmental Organization
JVC	Joint Verification Committee
MDB	Multilateral Development Bank
NGO	Non-Governmental Organization
NRS	National Resettlement Consultant
PAP	Project Affected Person
PD	Project Director
PDP	Project Displaced Person
PIA	Project Implementing Agency
PIU	Project Implementing Unit
PVAC	Property Value Assessment Committee
PWD	Public Works Department
RP	Resettlement Action Plan
RV	Replacement Value
RoW	Right of Way
RHD	Roads and Highways Department
SEZ	Special Economic Zone
SMVT	Slow Moving Vehicular Traffic
SRG	Structure Reconstruction Grant
STG	Structure Transfer Grant

Glossary

Affected Person (AP) includes any person, affected households (AHs), firms or private institutions who, on account of changes that result from the Project will have their (i) standard of living adversely affected; (ii) right, title, or interest in any house, land (including residential, commercial, agricultural, forest, and/or grazing land), water resources, or any other moveable or fixed assets acquired, possessed, restricted, or otherwise adversely affected, in full or in part, permanently or temporarily; and/or (iii) business, occupation, place of work or residence, or habitat adversely affected, with or without displacement.

Assistance means support, rehabilitation and restoration measures extended in cash and/or kind over and above the compensation for lost assets.

Cash Compensation under Law (CCL) CCL comprises all land acquisition compensation under The Acquisition and Requisition of Immovable Property Act 2017. The project, to meet the Asian Infrastructure Investment Bank's (AIIB's) Policy on Involuntary Resettlement, also provides project resettlement grants in addition to CCL.

Compensation includes payments in cash or kind for assets acquired or affected by a Project at replacement cost or current market value.

Cut-off date refers to the date after which eligibility for compensation or resettlement assistance will not be considered. Date of service of notice under Section 4 of Acquisition and Requisition of Immovable Property Act 2017 is considered to be the cut-off date for recognition of legal compensation and the start date of carrying out the census/inventory of losses is considered as the cut-off date for eligibility of resettlement benefits.

Encroachers include those people who move into the Project area after the cut-off date and are therefore not eligible for compensation or other rehabilitation measures provided by the Project. The term also refers to those extending attached private land into public land.

Entitlements include the range of measures comprising cash or kind compensation, relocation cost, income restoration assistance, transfer assistance, income substitution, and business restoration which are due to AHs, depending on the type and degree /nature of their losses, to restore their social and economic base.

Household: A household includes all persons living and eating together (sharing the same kitchen and cooking food together as a single-family unit).

Inventory of losses includes assets listed during the survey/census as a preliminary record of affected or lost assets.

Non-titled refers to persons who have no recognizable rights or claims to the land that they are occupying and includes people using private or public land without permission, permit or grant i.e., those people without legal title to land and/or structures occupied or used by them.

Project Affected Household includes residential households and commercial & business enterprises except CPRs.

Project Affected Unit combines residential households (HHs), commercial and business enterprises (CBEs), common property resources (CPRs) and other affected entities as a whole.

Relocation means displacement or physical moving of the APs from the affected area to a new area/site and rebuilding homes, infrastructure, provision of assets, including productive land/employment and re-establishing income, livelihoods, living and social systems.

Replacement Cost refers to the value of assets to replace the loss at current market price, or its nearest equivalent, and is the amount of cash or kind needed to replace an asset in its existing condition, without deduction of transaction costs or for any material salvaged.

Replacement Land refers to land affected by the Project that is compensated through provision of alternative land, rather than cash, of the same size and/or productive capacity as the land lost and is acceptable to the AP.

Resettlement Plan (RP) refers to a time bound action plan with budget setting out resettlement strategy, objectives, entitlement, actions, responsibilities, monitoring and evaluation. RP is the public document in which a project sponsor or other responsible entity specifies the procedures that it will follow and the actions that it will take to mitigate adverse effects, compensate losses, and provide development benefits to persons and communities affected by an investment project.

Resettlement Assistance refers to support provided to people who are physically displaced by a project. Assistance may include transportation, food, shelter, and social services that are provided to affected people during their relocation. Assistance may also include cash allowances that compensate affected people for the inconvenience associated with resettlement and defray the expenses of a transition to a new locale, such as moving expenses and lost work days.

Squatters (Informal settlers) include non-titled households, business and common establishments on land owned by the Government.

Structures include all buildings including primary and secondary structures including houses and ancillary buildings, commercial enterprises, living quarters, community facilities and infrastructures, shops, businesses, fences, and walls.

Vulnerable Households include households that are (i) headed by single woman or woman with dependents and low incomes, (ii) headed by elderly/ disabled people without means of support, (iii) households that are below the latest nationally defined poverty line, and(iv) households of indigenous population or ethnic minority.

Executive Summary

Chapter 1: Project Background

Kewatkhali Bridge is part of the Dhaka-Mymensingh-India border corridor and is strategically important for regional and local connectivity. An enhanced link between Dhaka and Mymensingh will help facilitate cross-border trade with India. Currently, residents of the north-central districts on the Brahmaputra River's eastern side are connected to Dhaka through Mymensingh city by the existing Shambuganj Bridge. The length and width of the two-lane Shambuganj Bridge are 455m and 11 m, respectively. With the increase in vehicles, the expansion of the town in the direction of the proposed bridge location, and the resulting congestion around the crossing point, an upgrade is required to direct traffic away from the town and reduce travel time by expanding the capacity of the bridge. The Project is expected to ease traffic congestion in Mymensingh City by diverting traffic from its busy central area. The proposed bridge will provide a safe and efficient connectivity link for passengers and freight traffic from several regions, including Sherpur, Phulpur, Haluaghat, Netrokana, Kishorgonj, and Mymensingh, with Dhaka using the N3 highway. It is anticipated that this project will result in greater integration of local markets with national markets and promote higher economic growth in the north-central region. The project components consist of: (i) 900m long 4-lane bridge over Old Brahmaputra River of Mymensingh City, (ii) 200m railway overpass, (iii) 400m overpass ramp, and (iv) 6.1 km 4-lane approach road with separate SMVT over Old Brahmaputra River of Mymensingh City.

The Resettlement Action Plan (RAP) is funded by the AIIB's Project Preparation Special Fund and prepared by RHD. The AIIB screens and categorizes each project to determine the nature and degrees of the required social assessment, type of information disclosure, and stakeholder engagement. This project has been assigned category A, and Screening has also revealed that ESS1: Environmental and Social Assessment and Management and ESS2: Involuntary Resettlement are applicable for this project. The RAP is designed to ensure compliance and bridge the gap between Bangladesh's land acquisition law (ARIPA 2017) and AIIB's ESS2, which focuses on Involuntary resettlement. This RAP is based on the principles set out in the Resettlement Policy Framework submitted as part of the Social Impact Assessment Study. The RHD is responsible for the overall implementation of the RP. This Resettlement Plan will be updated closer to the project's implementation to consider changes since the last Project Affected People's Survey carried out in February 2020. Upon completing the updating of the RP, RHD will hire an NGO to implement the RP.

Chapter 2: Land Acquisition and Resettlement Impacts

A total of 81.5875 acres of land will be acquired to carry out project activities, out of which Private Land, Public Land, and Community-owned property account for 80.9779 acres, 0.3006 acres, and 0.309 acres, respectively. Data from the survey carried out in February 2020 has indicated that approximately 62.5006 acres of the land to be acquired can be classified as agricultural land; moreover, homestead and commercial land account for 16.7164 acres of land. Therefore agricultural, homestead, and commercial land account for approximately 97 percent of the lands to be acquired for the project. The land acquisition required to implement the project is likely to induce physical and economic displacement. The following is a summary of the impact of the project and the potential scale of resettlement. A total of 589 plots of land owned by private and public entities will be acquired by the project (no structure). Moreover, 206 residential structures located on the HH's own land will be physically displaced (Titleholder:206; Squatters:0). All 206 of the residential structures will need to be relocated.

Along with impacting residential structures, project-related land acquisition is also likely to affect businesses adversely. In total, 239 business structures will be affected, out of which 131 business structures are currently operating on its land, and 108 are carrying out their activities on government land (squatters). The survey has also indicated that 40 HHs will lose both commercial and residential

structures. Among the 40 HHs that will lose residential and commercial structures and require complete relocation, 38 HHs are titleholders, and 2 HHs are squatters. To mitigate the projects' negative impacts, all the business structures will require relocation. 10 community resource-related structures are expected to coincide with the project's current alignment and will require relocation. The project will impact a total of 495 primary structures covering an area of 3.49 hectares.

The project's impact is not limited to physical displacement as HH/individuals owning the business structures are likely to suffer from income loss from commercial activities and rental income from these structures. Therefore, businesses will be impacted by both physical and economic displacement. The data also suggests that 233 HHs are currently renting the existing business structures, and they are likely to suffer from physical and economic displacement. Moreover, 911 wage laborers are expected to lose wages because of the project. The field assessment has also identified 36 project-affected HH who can be categorized as vulnerable. Furthermore, 521 trees of different categories located on government and private land will be cut down due to the project.

Chapter 3: Socioeconomic profile of the affected Households

The third chapter provides socio-economic baseline data, which serves as the basis for identifying, predicting, and assessing impacts during the project's various phases, especially before civil works. Both secondary and primary sources were used to understand the project's footprint area's baseline socio-economic profile. Secondary sources involved collating analyzing research papers and information available on websites, books, and journals. A robust primary data collection strategy was applied to obtain quantitative and qualitative data. The data collection strategy used surveys, interviews, and consultation sessions to collate data from the project locality. To ensure that the data possessed a degree of representativeness, various population groups of PAPs, businesses, officials, and local leaders were interviewed. Descriptive statistics were used to analyse the quantitative data, whereas the qualitative data were analysed using narrative and descriptive techniques. The following are some descriptive statistics of the surveyed household:

- The average size of the surveyed households is 5 (approximately 4.88).
- Approximately 74.52 percent of the population have some education. Disaggregated data suggests that 27.34 percent of the population is illiterate, 26.62 percent have completed primary education, another 14.53 percent have completed education up to HSC level. Only 16.69 percent of the surveyed population have education above HSC level.
- The three main occupation groups among the members of the surveyed household include 485 businessmen (69.78 percent), 76 service holders (10.94 percent), and 36 agriculture fisheries and livelihood workers (5.18 percent)

Chapter 4: Information Disclosure, Consultation, and Responses

The fourth chapter focuses on Public Consultations as required by the Environment and Social Policy of AIIB. The policy requires RHD to engage in meaningful consultation with the stakeholders throughout the project cycle but especially during project preparation and implementation phases in a manner that is proportionate to the risks and severity of the impacts on those affected by the project. Therefore, in line with the requirements and guidance provided by AIIB's ESP, an extensive consultation program with key stakeholders, including individuals who will be involuntarily displaced as a result of the project either physically or economically, interested parties, and different community groups was carried out.

Project affected individuals, including landowners, structure owners, sharecroppers, and entrepreneurs irrespective of whether they have title to the land along the proposed alignment, were categorized as the project's primary stakeholders. Secondary stakeholders are individuals who have an influence on the project and its surrounding areas. Primarily public administrators, local government representatives (Municipal Mayor, Councilor and UP Chairmen, Members), local elites, influential personnel, and any other individual who have a stake in the project are considered secondary stakeholders. Five FGDs in the form of consultation meetings involving 81 participants

were carried out. The participants of the FGD consultation meetings comprised of the affected parties, women groups, disadvantaged/vulnerable groups, occupational groups, and interested groups.

During the consultation, the people were informed about: (i) the background of the project, (ii) the positive and negative impacts of the project on the community and the stakeholders; (iii) The people were informed about the ESF of AIIB, ARIPA 2017, provisions of compensation as per GoB regulations, RAP and about additional compensation and assistance. (iv) Stakeholders were requested to provide suggestions for improving project design and mitigation measures so that the project authority can incorporate their suggestions; (V) Proposed safety measures. The Consultations elicited from the people the following information: (a) Their views on the project, especially the likely adverse impacts, (b) possible mitigation measures in case of the adverse effects, (c) Means of better delivery of compensation and assistance; The chapter also outlines disclosure strategies for the RAP.

In line with the AIIBs Disclosure policy, the RHD will disclose a summary version of the RAP. The RAP summary version will be disclosed as an information booklet for the local stakeholders as soon as possible. Copies of the RAP and the Booklet will be available in the project area for the general public and civil society members.

Chapter 5: Legal and Policy Framework

The entitlement matrix summarizes the main types of losses and the corresponding entitlements in accordance with the legal framework of the government and AIIB safeguard standards. The matrix provides for compensation at replacement cost for all losses on private and government lands. Affected persons will be entitled to compensation irrespective of their title to land, enabling restoration of living conditions to a better or equal pre-project situation. All affected persons identified in the project-affected areas on the cut-off date will be entitled to compensation for their affected assets and rehabilitation measures. The legal cut-off date will be the date of issuing of section 4 Notice under ARIPA 2017 by Deputy Commissioner (DC) for titleholders affected by land acquisitions. The social cut-off date is the date of commencement of the census survey conducted based on the final design and detailed measurement survey for non-title holders affected by the project interventions. Those who encroach into the project area after the cut-off date will not be entitled to receive compensation or any other assistance.

Chapter 6: Entitlements, Assistance and Income-Restoration Measures

Entitlement Matrix: The Entitlement Matrix has been prepared following the prevalent GoB practices and Environmental and Social Standards (ESSs)-2019 of AIIB.

Table 0:1: Entitlement Matrix

Type of Loss	Category of affected PDPs	Type of Entitlement
1.Land of all Types (Agricultural, homestead, water bodies, commercial land)	Title Holder PDPs	<ul style="list-style-type: none"> ▪ Cash compensation under law (CCL) which includes 200% premium (ARIPA 2017, Section 9). ▪ Replacement Value (RV) and dislocation Allowance as recommended by PAVC. ▪ If RV is higher than CCL, the difference will be paid by RHD. ▪ If after land acquisition the remaining land is unviable, the compensation provided will be calculated based on the total land affected (i.e., the actual land lost plus the remaining unviable land).

Type of Loss	Category of affected PDPs	Type of Entitlement
		<ul style="list-style-type: none"> ▪ For agricultural land, pond and garden: Present market value + 10% of it as registration & other costs + another 10% for one year production of crops, fish, fruits etc. ▪ For homestead & commercial land: Present market value + 10% of it as registration and other costs +another 10% of it for land development. ▪ If the land or assets are leased to third party, compensation to the third party and income loss to the owners will be paid as recommended by DC.
<p>Requisition of agricultural, homestead, commercial, water bodies (ponds) land</p>	<p>Title Holder PDPs</p>	<ul style="list-style-type: none"> ▪ Rental price of land as determined by DC with consultation with the landowners and RHD following the guideline of ARIPA 2017. ▪ Replacement Value (RV) and dislocation Allowance as recommended by PVAC, if any assets other than the land is affected and required relocation. ▪ If the land or assets are leased to third party, compensation to the third party and income loss to the owners will be paid as recommended by DC ▪ If the remaining land is unusable, the compensation provided will be calculated based on the total land requisitioned (i.e., the actual land required plus the remaining unusable land). ▪ Requisition can be maximum of 2 years Land has to be returned to the owner as original condition, otherwise compensation has to be paid as decided by DC and landowner.
<p>Structures of all types Primary and Secondary (Loss of residential, commercial structures with title to land)</p>	<p>Title Holder PDPs</p>	<p>Present value of structures as per the rates of Public Works Department (PWD);</p> <ul style="list-style-type: none"> ▪ Cash compensation under law (CCL) which includes 100% premium or RV whichever is higher. (ARIPA,2017, Section 9) ▪ If RV is higher than CCL, the difference will be paid by RHD as top-up. ▪ Transfer Grant at actual cost which will include labor cost and transportation cost. ▪ Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost. ▪ The owners will be allowed take away all the salvageable materials free of cost within the period fixed by the Project Executing Agency (PEA). ▪ Dismantling cost for non-shiftable structure will be determined by the PVAC and RSEC based on the actual price and consultation with affected HHs.
	<p>Non-titled PDPs</p>	<ul style="list-style-type: none"> • Replacement value of the structure as

Type of Loss	Category of affected PDPs	Type of Entitlement
		<p>determined by PVAC and RSEC in consultation with affected HHs.</p> <ul style="list-style-type: none"> • Transfer Grant at actual cost which will include labor cost and transportation cost. • Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost. • RHD in collaboration with RSEC, local government and RAC will make best efforts to identify alternative residential or commercial sites for the affected HHs. • Owner will be allowed to take away all salvageable materials free of cost. • Dismantling cost for non-shiftable structure will be determined by the PVAC and RSEC based on the actual price and consultation with affected HHs.
Trees of all Types and standing crops/fish stock	Title Holder PDPs and Socially recognized owners	<ul style="list-style-type: none"> • Timber Trees and Bamboo: RV of trees and bamboo • Fruit-bearing trees without timber: if the tree is at or near fruit-bearing stage, the estimated current market value of the fruit. • Fruit-bearing trees with timber: RV for the timber, and estimated current market value of fruit. • Banana groves: RV of all trees and estimated current value of one-time crop of each full-grown tree. • Owners will be allowed to fell trees and take the timber, free of cost after payment of CCL or RV as applicable. • Cash compensation under law(CCL) which includes 100% premium for title holder and sharecroppers (ARIPA , 2017) • 100% top-up payment on DC's CCL for legal owners and sharecroppers (ARIPA, 2017) • Replacement value of crops if planted on GoB land by squatters and /or sharecroppers • 1 month advance notice to be issued in time to harvest standing crops. If not possible, the value of standing crops at full harvest value will be paid. RV of existing standing crops/fish stock • Owners will be allowed to harvest crops and fish stock.
Income loss from business	Title Holder and Non-Title Holder PDPs	<ul style="list-style-type: none"> • Cash compensation equivalent of six months Net Income determined by PVAC

Type of Loss	Category of affected PDPs	Type of Entitlement
Income loss from rented out structure	Title Holder and Non-Title Holder PDPs	<ul style="list-style-type: none"> The owners will be given the amount equivalent to six months' rent. Actual shifting assistance
Temporary loss of income (wage earners in agriculture, commerce & small business)	Employees of Title and non-titleholder businesses	<ul style="list-style-type: none"> Each employee of business enterprises will be given Tk 18,000: Tk 6,000X3 months.
Vulnerable project displaced persons (PDP)	Female/Elderly household heads (income below BDT 88,000, extreme poor, Disabled HH)	<ul style="list-style-type: none"> One time Income restoration grant at BDT 18,000 (3 months *BDT 6000). Skill training and credit support under income and livelihood restoration strategy
Affected community properties	Title Holder PDPs and Socially recognized owners/ non-titled affected on the ROW as identified by Census	<p>Cash compensation under law(CCL) which includes 200% premium for land(title holder</p> <ul style="list-style-type: none"> If RV of land is higher than CCL, the difference will be paid by RHD as top-up. Cash compensation under law(CCL) which includes 100% premium for assets other than land (title holder) If RV of assets other than land is higher than CCL, the difference will be paid by RHD as top-up (title holder) Replacement Value (RV) of structure, trees or any other assets other than land for non-titled holder Transfer Grant at actual cost which will include labor cost and transportation cost <ul style="list-style-type: none"> Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost Owner will be allowed to take away all salvageable materials free of cost. Dismantling cost for non-shiftable structure will be determined by the PVAC and RSEC based on the actual price and consultation with affected HHs. <p>OR</p> <ul style="list-style-type: none"> Project will construct a new community property in consultation with community and / or managing committee No community property cannot be demolished until new one is constructed
Tax on compensation money	Title Holder PDPs	All the compensations and grants will be exempted from all types of GoB taxes

Note: Any unforeseen impacts and issues not defined in these matrixes will be placed to the notice of the GRC for assessment and decisions with technical assistance from the JVC and the PVAC.

Chapter 7: Relocation and Livelihood Restoration

Affected HHs and businesses will be encouraged to self-relocate after payment of compensation and resettlement benefits. The PIA will assist the PDP to find alternative land for relocation. The project will reconstruct community properties as per AIB ESS. Mitigation of loss of assets and livelihood is considered as one of the core focuses of the RAP. RHD will provide appropriate support concerning the livelihood restoration aspects of the PDPs who find relocation challenging. Eligible members of affected HHs facing permanent income loss will be linked with NGOs and financial institutions. This linkage will facilitate the PDPs' access to finance and training related to income-generating activities. Residents residing in the project area and whose livelihood will be impacted by the project will get employment preference in project construction-related jobs. Moreover, the project will provide capacity building training to vulnerable PDPs and connect them with locally active NGOs.

Chapter 8: Grievance Redress Mechanism

The eight chapter elaborates on the complaint handling mechanism in the project. A two-tier GRM system will be established by the project. The first tier will be at the project level and the second tier will be at the local level. During the prevailing COVID context, the PD and GRC will decide the mechanism to receive and resolve grievances. Local GRC will have to function effectively following COVID guidelines. A toll-free Grievance hotline can be included, so that people can raise grievances through phone.

Complaints may arise at any stage of the project cycle. To manage and efficiently resolve resettlement and project-related disputes, the GRM mechanism will be established by this project. Along with an IT-based GRM (considering the COVID situation), a local level GRM has been designed to resolve resettlement benefits, relocation, and other assistance related issues. The GRM will be officially recognized as a community-based system to resolve disputes to resolve project level disputes emanating from land acquisition, compensation and resettlement, environment, safety, and social concerns. The project authorities will recognize problems and forward it to the five-member Grievance Redress Committee (GRC). People can also submit their grievance in writing directly to the local office of the PIA¹. The GRC will take measures to resolve the problems within their purview. The GRC will hear the grievance in the aggrieved persons' presence and resolve it within 21 days of lodging the complaints. The decision of the meeting will be communicated to the aggrieved person. The aggrieved person can go to the court of law at any time for seeking legal support. Moreover, a separate GRM focusing on labor issues, including wage rates, lack of appropriate facilities, and lack of protection for female workers from GBV, sexual exploitation, and abuse by labor suppliers, supervisors, and others who deal with workers also be established.

Chapter 9: Implementation Arrangement and Schedule

The focus of the ninth chapter is on the implementation of the RP. The RP implementation period has been designed for 48 Months. A Project Implementing Agency (PIA)- an experienced NGO/Consulting Firm, will be recruited by the RHD to implement the RAP. A robust institutional arrangement is necessary to manage and implement the Resettlement Plan (RP). This chapter outlines the overall institutional arrangement and the linkages among different organizations involved in the resettlement and rehabilitation plan. It defines the roles of the Project management team at the head office, Resettlement Officer, District Commissioner, Project Implementing Agency, and the national consultant's role. Further, it also describes the various committees' responsibilities supporting the resettlement process, such as the Resettlement Management Committee, Joint Verification Committee, Property Value Assessment Committee, Grievance Redress Committee, and Physical Relocation Assistance Committee. The entitlements of the committee are also described in this chapter. The PIA would be recruited at the initial stage of the land acquisition process to take part in the joint verification and other activities. Overall, this chapter describes a comprehensive institutional and implementation arrangement that will help implement the RAP.

¹ Both written complaints in the local dialect and verbal complaints are acceptable

Chapter 10: Monitoring and Evaluation

The tenth chapter discusses the arrangements for monitoring and supervision of the implementation of the RP. Monitoring involves collecting, analyzing, and reporting regarding the progress of all aspects of the resettlement operations based on the approved RAP. Specifically, this chapter underscores the institutional framework that will support the monitoring and implementation of the RAP. The objectives of a monitoring and evaluation system (MES) are to (a) collect, analyze, report and use information regarding the progress of resettlement, (b) ensure that inputs are being provided, procedures are being followed, and outputs are monitored and verified, (c) ensure timely management of actions if there appears to be any failure in the system due to management lapse; and (d) provide necessary corrective measures at the policy level if it is seen that there are failures in the system due to flaws in the design (for example due to incorrect assumptions) and to ensure necessary corrective action is taken at the policy level. The chapter also indicates the comprehensive methodology that has been used for collecting information and highlights the various indicators that may be used to track progress or the lack of it.

RAP implementation will be monitored internally by the PIA and the PEA through field-level officials. Moreover, the PIA's daily activities concerning the RAP implementation will be supervised and monitored by the National Resettlement Specialist (NRS) of the Construction Supervision Consultant Team. The PIA will submit monthly progress reports to update the Project Executing Agency (PEA) on the land acquisition and resettlement plan related implementation activities. The PEA's internal monitoring report will then be reviewed and submitted to AIIB and/or other agencies associated with implementation. The NRS will assist the PEA in preparing the overall Project Progress Report for AIIB. External monitoring will be carried out by an Independent External Monitoring Agency (EMA) and the AIIB. The necessary operational cost of EMA has been accounted for in the budget. The PEA will recruit the EMA for the RAP implementation period. The EMA will submit a semi-annual monitoring report on the progress and compliance issues concerning RAP implementation. AIIB will oversee the RAP implementation procedure and guide the PIA, EMA, and PEA to keep progress on track and carry out a final evaluation on the RAP implementation.

Chapter 11: Cost Estimate and total Budget

Chapter eleventh presents the provisional Resettlement cost and Budget. It is tentatively estimated that the budget for implementing the Resettlement Action Plan is BDT 11,170,427,661 (USD=\$132,981,282) out of which the DC's office will contribute BDT 9,291,499,932 (USD=\$ 110,613,094) and RHD will pay a sum of BDT 1,878,927,729 (USD=\$ 22,368,187) as additional compensation and resettlement benefits. The total estimated cost for acquiring land is BDT 6,874,170,355 (UDS=81,835,361) and it is to be paid by DC. Additional compensation on top of DC's payment has not been calculated since the Mouza rate, including a 200% premium, appears to represent the amount of Maximum Allowable Replacement Value (MARV). PVAC will determine the replacement cost for land.

Moreover, the compensation for the affected structure is projected to be BDT **1,234,235,196 (USD=14,693,276)**. The project is also likely to impact trees and standing crops. It is forecasted that the compensation amount for trees is BDT 9,240,548,339 (USD= **110,006,528**) and standing corps will be BDT **608,614,230 (USD=7,245,408)**.

The total budget for other resettlement benefits, including resettlement grants and allowances, is expected to be BDT **732,902,492 (USD= 8,725,030)**.

Items incorporated in calculating the cost RAP implementation includes the operational cost of RAP implementing agency, the operational cost of external monitoring agency, IGA training for vulnerable HH, community property resources, administrative expenses of PVAC, GRC, PRAC and training workshops for capacity building of PEA.

1 PROJECT DESCRIPTION

Kewatkhali Bridge is part of the Dhaka-Mymensingh-India border corridor, which is strategically important for both district and local connectivity. The link among those regions will help simplify cross-border trade with India. Currently, resident in the north central regions on the eastern side of the Brahmaputra River is linked with Dhaka through Mymensingh city by the existing Shambuganj Bridge. The Shambuganj Bridge is a two-lane bridge. Increase of vehicles, the growth of towns toward the proposed bridge location and the resulting jamming around the crossing point, an development is required to move traffic away from the town and to reduce travel time by increasing the bridge capacity. This bridge is strategically important for both regional and local connectivity. Three land ports have been developed along the Indian border in Mymensingh Division, namely Nakugaon Land Port in Sherpur District, Gobrakura Land Port and Haluaghat Land Port in Mymensingh District. Through these three land ports, it is possible for the export/import trade with India and the traffic from the land ports must cross over Old Brahmaputra River of Mymensingh City in order to reach Dhaka and other parts of Bangladesh. Currently, the traffic has been moving through Brahmaputra Bridge in the north central part of the city and Shambuganj Bridge in the northeast part of the city. Particularly, Shambuganj Bridge has two lanes, its width is 11.0m, and its longitudinal length is 455.0m. It is only the way to pass this bridge that the population in the north central districts on the eastern side of the river is connected with Dhaka through the city.

The Mymensingh City is connected from the region of Indian border in the northern part of Bangladesh to the southern part of Dhaka and is at the centre of border trade. The city is located at the side of Old Brahmaputra River in the Mymensingh Division of Bangladesh. The city has a population of approximately 400,000 and is the second most densely populated city and fourth most populous urban agglomeration in Bangladesh. The Old Brahmaputra River flows along the north side of the city. Shambuganj is located on the other side of the river and is connected by Shambuganj Bridge with the city centre area. Since the 1980s, the city has expanded rapidly, and a new Mymensingh town on the other side of the river will be planned for construction. The Project is proposed to ease traffic jamming in Mymensingh City by diverting traffic away from the city's busy central area. The proposed bridge will provide safe and more effective connectivity link for passenger and freight traffic from several regions such as Sherpur, Phulpur, Haluaghat, Netrokana, Kishorgonj and Mymensingh to connect with Dhaka utilizing N3 highway. The project is a considerable attempt to ease traffic congestion in Mymensingh City by diverting traffic away from the city's busy central area. Further economic benefits could be expected from the increased use of the road corridor by commercial traffic travelling from/to other parts of Bangladesh and cross-border traffic travelling, in due course, from India to Dhaka.

Considering the importance, the proposed Dhaka- Mymensingh-India border corridor and connective Kewatkhali Bridge is one of the vital road links within this Sub-Regional territory which is now a two-lane highway with limited capacity and having no provision for slow moving vehicle that creates frequent congestion at different locations leading to significant safety hazards. The road is mostly characterized by poor riding quality and the section between Mymensingh to India border is significantly deteriorated. As a result, the capacity of this Highway is constrained to cater the existing and future traffic flow. The construction of Kewatkhali Bridge will significantly increase the capacity, mobility and safety of this important highway section.

A total of 81.5875 acres of land will be acquired to carry out project activities, out of which

Private Land, Public Land, and Community-owned property account for 80.9779 acres, 0.3006 acres, and 0.309 acres, respectively. Data from the survey carried out in February 2020 has indicated that approximately 62.5006 acres of the land to be acquired can be classified as agricultural land; moreover, homestead and commercial land account for 16.7164 acres of land. Therefore agricultural, homestead, and commercial land account for approximately 97 percent of the lands to be acquired for the project. The Social Impact Assessment (SIA) study and Resettlement action plan is being funded by the AIIB's Project Preparation Special Fund. The grant will support the RHD to prepare high quality environmental and social safeguard documents and to manage the anticipated resettlement and rehabilitation activities. The grant will also strengthen the project's implementation unit by filling in critical skill gaps. The AIIB screens and categorizes each project to determine the nature and magnitude of the required social assessment, type of information disclosure, and stakeholder engagement for the project. Moreover, the categorization process considers the nature, location, sensitivity, scale, and is proportional to the magnitude of social risks and impacts. The project is also screened to determine which Environmental and Social Standards are applicable. AIIB has four categories of risk classification category A, Category B, Category C, and Category FI. Based on the environmental and social risks this project has been assigned category A. The bank determines the projects category based on the project component presenting the highest environmental and social risks, including direct, indirect, cumulative, and induced impacts, as relevant, in the project area. The Bank also has three associated Environmental and Social Standards **ESS1: Environmental and Social Assessment and Management; ESS2: Involuntary Resettlement; and ESS3: Indigenous People**. Screening has revealed that only ESS1 and ESS2 apply to this project. The RAP is focused on meeting the requirements of ESS2. Social assessments in the form of the ESIA have indicated that this project will entail Involuntary Resettlement (IR)². IR encompasses both physical and economic displacement due to (a) involuntary acquisition of land and or (b) involuntary restriction on land use. The project is also likely to impart negative impacts that can be permanent or temporary in nature, and therefore, ESS2 applies to this project. The main objective of ESS2 is to avoid Involuntary Resettlement wherever possible; to minimize Involuntary Resettlement by exploring Project alternatives; where avoidance of Involuntary Resettlement is not feasible, to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-Project levels; to improve the overall socioeconomic status of the displaced poor and other vulnerable groups; and to conceive and implement resettlement activities as sustainable development programs, providing sufficient resources to enable the persons displaced by the project to share in Project benefits.

1.1 PROJECT BOUNDARY AND COMPONENT

At the feasibility level design, the bridge components consisted of: (i) 900m long 4-lane bridge over Old Brahmaputra River of Mymensingh City (ii) 200m railway over pass (iii) 400m overpass ramp and (iv) 6.1 km 4-lane approach road with separate SMVT over Old Brahmaputra River of Mymensingh City. Particularly, Shambuganj Bridge has two lanes, its width is 11.0m, and its longitudinal length is 455.0m. It is only the way to pass this bridge that the population in the north central districts on the eastern side of the river is connected with Dhaka through the city.

² IR can cause physical and economic displacement. Resettlement can be considered as involuntary when individuals and communities do not have the right to refuse land acquisition or restriction on land use that cause displacement.

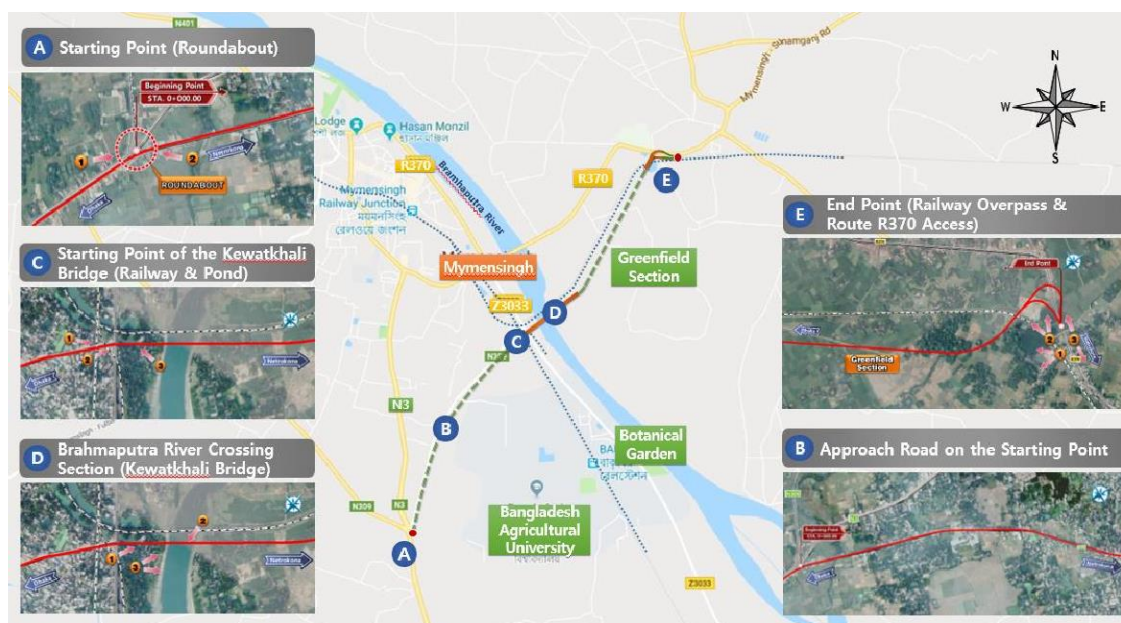


Figure 1 Project Location

1.2 PROJECT BENEFIT & IMPACTS

The country as a whole will enjoy uninterrupted transport network between all the major cities and ports, on both sides of the River Old Brahmaputra, as a result of the Project, directly benefitting more than 11 million people in Mymensingh Division and some part of Dhaka Division composed of Mymensingh District (5.11 million population), Netrokona District (2.23 million population), Sherpur District (1.36 million population) and Kishoreganj District (2.91 million population). It will also provide a safer and more efficient connectivity link for passenger and freight traffic from Mymensingh-Sherpur road, Mymensingh-Phulpur-Haluaghat road, Mymensingh-Netrokona road and Mymensingh-Kishoregonj road to connect to the N3 highway to Dhaka. It is anticipated that these will result in a greater integration of local markets with national markets and growth generation in the north central region. However, despite the far-reaching social and economic benefits of the Project, the life and livelihood of the residents of Mymensingh, Netrokona and Sherpur districts (in and adjacent to the proposed sites of various Project components) will face both negative and positive impacts.

The project impacts have been documented at various stages of project preparation. The project's adverse effects broadly include loss of lands, loss of structures, and income loss. The surveys indicated that the Kewatkhali Bridge and approach road improvement would require 81.5875 Acre of lands to be acquired, out of which private-public and community-owned property will account for 80.9779 acres, 0.3006 acres and 0.309 acres respectively. Land acquisition will lead to 206 HHs losing only residential structures (Titleholders:206; Squatters:0); 239 HHs will lose only business structures (Titleholder:131; squatter:108); 40 HHs will lose both residential and commercial structures (Titleholder:38; Squatter:2); and 10 Community property will be displaced. Moreover, the 239 businesses, including the 40 HHs who will lose both residential and commercial structures, will face income loss due to the project.

Along with businesses, 911 wage-laborers will also suffer from income losses. A total of 521 trees are also likely to be culled as a result of the project. Overall, this project is expected to impact 495 primary structures covering an area of 375696 square foot. Chapter 2 provides a detailed summary of the impacts. This RAP has been developed in line with the principals outlined in the RPF to mitigate and manage the project's negative impact.

1.2.1 MEASURE TO MINIMIZED IMPACT

Efforts have been made in bridge and roadway design for minimizing unintended impacts including loss of land and assets, loss of livelihood and physical displacement of people. In order to minimize impacts to the extent possible, the following key efforts were undertaken:

- i. Existing road reserve (land) will be used as much as possible where available to accommodate the additional lanes and straitening the sharp bends.
- ii. Alignment width through the built-up areas will be just to accommodate the four lanes, a divider and the hard and the soft shoulders.
- iii. Extensive consultations have been conducted with the affected communities and people in the Project areas to understand their views and incorporate the same in the Project design, as far as possible.
- iv. The bridge and roadway design will be further reviewed during the detailed design to accommodate design alternatives to avoid resettlement.

1.3 OBJECTIVES OF THE RP

The objective of the RP is to provide a strategy for providing project affected units (PAUs) with compensation for lost land, replacement of lost structures and restoration of income levels/living standards either through a compensation and rehabilitation package that ensures that DPs are not left in a position where they are worse off with the project than without it. Thus, in accordance with AIIB policy this Resettlement Plan, commensurate with the magnitude of impacts has been prepared for the Project.

The general policies and principles of this RP has been disclosed to the affected persons through community-based consultation meetings in the local language (Bangla) and submitted to the RHD (the Client) for review and concurrence. The RHD authority has concurred on the policy as well. Compensation and other assistance will have to be paid to DPs prior to their displacement or dispossession of assets. Upon AIIB concurrence and GOB approval, the final RP will be uploaded immediately on the AIIB and RHD website.

2 LAND ACQUISITION AND RESETTLEMENT IMPACT

The following chapter presents an analysis regarding the scope of land acquisition and outlines the severity of physical and economic displacement resulting from the project. The data related to the land acquisition requirement is obtained from the Land Acquisition Request Proposal prepared in September 2020. Moreover, information regarding resettlement-related impacts has been collated from surveys carried out in February 2020 before the national COVID-related lockdown in Bangladesh. Descriptive statistical analysis has been used to examine the data used in this RAP. The following results are indicative and will be updated at a later stage through surveys, interviews and consultation sessions.

2.1 SCOPE OF LAND ACQUISITION

The project will acquire a total of 81.5875 acres of land, out of which Private Land, Public Land, and Community-owned property account for 80.9779 acres, 0.3006 acres, and 0.3096 acres, respectively. This land will be acquired from five mouzas in Mymensingh, and the breakdown of the proportion of land acquisition is provided in table 2.1. Approximately 78.17 percentage of the project's land requirement will be acquired from Char Ishwardi mouza, and the remaining 21.83 percentage will be obtained from Balashpur, Kayetkhali, Chatrapur, and Barera mouza. The Deputy

Commissioner will determine the category of land following Record and Joint verification subsequent to the submission of the Land Acquisition Proposal.

Table 2 Distribution of Land Acquisition in terms of Mouza

NO	Name of Mouza	Land (in acre)	Percentage
1	Barera	0.4596	0.56
2	Chatrapur	6.7384	8.26
3	Kayetkhali	6.0253	7.39
4	Balashpur	4.5881	5.62
5	Char Ishwardia	63.7761	78.17
Total		81.5875	100

2.2 CATEGORIES OF LAND TO BE ACQUIRED

Data from the survey carried out in February 2020 has indicated that approximately 62.5006 acres of the land to be acquired can be classified as agricultural land; moreover, homestead and commercial land account for 16.7164 acres of land. Therefore agricultural, homestead, and commercial land account for approximately 97 percent of the lands to be acquired for the project. The project also acquires land that can be considered as vita land (1.0956 acres) and ponds and water bodies (1.2755 acres). Table 2 presents the breakdown of land acquisition based on various categories of land. To mitigate adverse impacts of the project on landowners and potentially displaced households and shops, the Resettlement Action Plan will follow the replacement cost principle, i.e., provide the RAP with compensation at the current market price (or equivalent) for buying alternative land. The project will also cover costs related to stamp duty and registration. Compensation for structures and resettlement benefits will be paid to the title, and non-titled holders affected on the GOB land following the Resettlement Policy Framework included in the SIA related to this project and as set out in ESS 2 of the AIIB.

Table 3 Land Use

SL	Category of Land	Total	In %
Private Land and government land			
1	Vital / Homestead / commercial	25.3631	(31.09%)
2	Nal /kanda/free land	51.6172	(63.27%)
3	waterbodies/Ditch/pond	4.6072	(5.65%)
Total Land		81.5875	100

2.3 IMPACT OF THE PROJECT ON AFFECTED HOUSEHOLDS AND BUSINESSES

The land acquisition required for the project to carry out civil works will impact households and businesses of various categories. The table below provides a summary of the impacts on households and businesses. A total of 589 plots of land owned by private and public entities will be acquired by the project. Moreover, 206 HH will lose residential structure on its land. All of them (206 HHs) will require relocation. The survey has revealed that none of the households losing residential structures are squatters.

Along with impacting residential structures, project-related land acquisition is also likely to affect businesses adversely. In total, 239 business structures will be affected, out of which 131 business

structures are currently operating on its land, 108 are carrying out their activities on government land (squatters). The survey has also indicated that 40 HHs will lose both commercial and residential structures. Among the 40 HHs that will lose residential and commercial structures, 38 HHs are titleholders, and 2 HHs are squatters. The (279) business structures will require relocation (239 business structures and the 40 HHs that will lose both business and residential structures) to mitigate the projects' negative impacts.

However, the project's impact is not limited to physical displacement as HH/individuals owning the business structures are likely to suffer from income loss from commercial activities and rental income from these structures. In total, 279 businesses will be impacted by physical and economic displacement. The data also indicates that 233 HHs are currently renting the existing business structures, and they are also likely to suffer from physical and economic displacement. Moreover, 911 wage laborers are expected to lose wages as a result of the project. Further discussion on the various types of physical and economic displacement is outlined in the subsequent sections. This RAP has defined strategies to mitigate the loss of structures (business and HHs), loss of land, loss of income, etc. The effects on community resources and wage earners are discussed also discussed in this chapter.

Table 4 Summary of Impacts

SL No	Number of HH (Land/ structures/labor) by present usage	Total
	HH losing residential structure Own Land	206
1	commercial/ Business structures <ul style="list-style-type: none"> Title owners- 131 Squatters on RHD land- 108 	239
2	HH losing both commercial & residential structure <ul style="list-style-type: none"> Title owner-38 Squatters on RHD land-2 	40
Sub Total (A)		485
3	CPR	10
Sub Total (B)		495
4	HH affect the Only Land	589
Sub Total (C)		589
Total (A+B+C)		1084
Loss of employment/income		
5	<ul style="list-style-type: none"> Loss of income from business- (239+40=279) Loss of wage labor-911 Loss of rental income – 233 	

Source: PDP survey February 2020

2.4 AFFECTED PRIMARY STRUCTURES OF HH AND BUSINESS

In this RP, the primary structures are referred to as the structures used for dwelling and commercial purposes. Affected housing structures are primarily made of brick with corrugated iron (CI) sheet on the roof. The other types of structures include Katcha, pucca and tin-made structures. Pucca structures are house structures with cement-concrete in ceiling and wall, while semi-pucca structures are houses with CI Sheet in the roof with a brick wall. Tin-house has a CI sheet in both roof and fence on wooden/bamboo poles and frames. Katcha structures are houses with CI sheets in the roof with bamboo or straw walls. The Thatched structures are entirely made of straw, bamboo, and mud.

The project will impact a total of 495 structures covering 375696 square feet (sft). Among the

affected primary structures, Semi-Pucca and Katcha structures account for 76 percent of all structures that will be impacted

Table 5 Quantity of affected primary structure of the HHs, Businesses and CPR

Types of structure	The total number to be affected	Percentage	Total Area to be affected (sq.ft)
Pacca	97	19.6	168223
Semipacca	238	48.1	151427
Katcha	138	27.9	47141
Thatched	22	4.4	8905
All types	495	100	375696

2.5 AFFECTED SECONDARY STRUCTURES OF HH AND BUSINESS

Along with the primary structures, some secondary/auxiliary facilities located on private and Government land will be impacted by the project. Examples of secondary structures include tube-well, latrine, electricity lines/connection, dish line, internet cable, etc. Some households and businesses will only lose secondary structures, while others lose both primary and secondary structures. Losing only secondary structure will not require displacement.

Table 6 Quantity of Affected Secondary Structure of household

Facilities	Quantity (Non)	Percentage
Tube-well	184	74.80
Well	21	8.54
Piped water supply	20	8.13
Pond &Ghat	1	0.41
Latrine	118	47.97
Electricity	219	89.02
Gas line	44	17.89
Land phone	6	2.44
Dish line	147	59.76
Internet cable	54	21.95
Sewerage line	27	10.98
Boundary wall	5	2.03
Bathroom	8	3.25
Total	854	

Source: Census and PDP survey February 2020

2.6 IMPACT ON COMMUNITY PROPERTIES AND RESOURCES

Apart from private and commercial structures, the survey team has identified 10 CPRs within the proposed ROW. The consultation sessions with the communities revealed that the PAPs frequently access some of the facilities such as school (1), Madrasha (2), Mosque (5), club (1) and Mazar (1). The CPRs will require relocation since more than 50% of the individual structures are affected and the remaining portion becomes non-viable. The RAP has the provision for the relocation of the community properties in consultation with the management committee. The physical relocation assistance committee (PRAC) will assess the integrity and commitment of the management committee (MC) to allow and support them (MC) to reconstruct the new CPRs. Suppose the integrity or commitment of the committee is assessed to be dissatisfactory according to the PRAC. In that case, the project will reconstruct the respective CPR on the land to be provided by the CPR management committee. In that case compensation for structure will not be paid. Example from

other development projects, particularly the SASEC project of RHD will be considered during relocation of these sensitive community properties.

Table 7 Impact on Community Properties and Offices/Institutions

Type of Property/ Infrastructure	Number Located on:			Total Affected Area (decimal)	Average value of land per decimal (TK)	Estimated total value of affected land (TK)
	Govt.	Community	Govt. & Community			
Educational Institutions						
School		0	0	25	800000	20000000
Madrassa		1	0	3.5	1000000	3500000
Religious Establishments						
Mosque		2	3	14.19	1200000	17028000
Mazar		0	0	0.50	1200000	600000
Club/Community		1	0	0.10	900000	90000

Source: Census and PDP survey February 2020

2.7 AFFECTED TREES

In aggregate terms 521 trees of different categories located on government & private land and will be cut down as a result of the project. Out of the total affected trees, the highest number 211 (40.5%) belongs to large category followed by 180 (34.55%) medium and 130 (24.95%) small³. The Environmental Management Plan (EMP) would have indication to plant trees at least five against one affected tree. Compensation for trees will be paid by DC and RHD (in case of affected on GOB land with social recognition) following the scheduled rate of Department of Forest. Additional payment on top of DC's payment will not be required since the trees owners will be allowed to fell and take the trees as per AIIB ESS after payment of compensation.

Details of the trees affected on government and private land are shown in Table below:

Table 8 Number of Trees Affected in RTW by District and Size on Own Land

Type of Tree	Government		Private		Total	
	No.	%	No.	%	No.	%
Large	190	52.05	21	13.46	211	40.50
Medium	126	34.52	54	34.62	180	34.55
Small	49	13.43	81	51.92	130	24.95
Total	365	100	156	100	521	100

Source: Census and IOL survey February 2020

2.8 Loss of Rental Income and Tenancy

The survey indicated that a total of 233 tenants of commercial structures would lose their tenancy rights due to the project. Commercial tenants may have paid an advance to the structure's owner, and this payment may or may not have been documented. AIIB ESS doesn't have a clearly defined policy for tenants. However, considering the significance of land acquisition-related impacts on the tenants, resettlement benefits for the tenants have been calculated for six months following the AIIB ESS applied for the structure owners.

2.9 IMPACT ON EMPLOYERS WAGE EARNERS

Due to the acquisition of land HH will be directly impacted through loss of land and structure.

³ Size of trees has been determined based on the girth category but the DoF will further assess it during land acquisition process.

In addition, a total of 911 wage earners will also be indirectly affected due to the impact of the project related land acquisition on shops and commercial enterprises. Among the impacted wage earners 876 male and 35 are female. Female workers are involved in the following Cooking at small hotel, tailor etc. while male workers are involved in shops (Small and big shop) related businesses. Approximately 37 percent of workers can be considered skilled, while 63 percent can be classified as unskilled. All categories of employees will be entitled to have equal benefits at BDT 18,000, irrespective of whether they are skilled or unskilled.

Table 9 Affected Wage Employers

Sl. No.	Category of wage laborers	Total
1	Skilled Wage laborers	335
2	Unskilled Wage laborers	576
Total:		911

Source: PDP survey February 2020 (Day Labor, Transport operator & other worker)

2.10 VULNERABILITY AND DISPLACED POPULATION

Certain groups of population by virtue of their socioeconomic realities are considered vulnerable and need special consideration to mitigate adverse impacts and benefit from the project. The vulnerable groups include:

- (a) Hard core poor households (income below BDT 88,000/year/family);
- (b) Female-headed households (FHH); and
- (c) Disabled headed households
- (d) Age 60 plus

It is also worthwhile to note that the studies and surveys did not bring forth the presence of any Indigenous groups or PWD in the Project area. The analysis indicates that 36 vulnerable HHs will be affected by the project. About 56.76% of the vulnerable HHs are hard-core poor and 13.51% are female headed households.

Category	Type	Total	%
Hard core poor			
Female Headed	Female HHHs (income level up to BDT 78000/year)	5	13.51
Male headed	Male HHHs (income level up to BDT 78000/year)	16	43.24
Vulnerable HHs			
Female Headed	Female HHHs (income level up to BDT 88000/year)	3	8.11
Male headed	Male HHHs (income level up to BDT 88000/year)	12	32.43
Age 60 plus	Male headed household (without poverty line)	00	00
Disabled Person	People with Disabilities		

Table 10 Number and Type of Vulnerable Household

3 SOCIO ECONOMIC PROFILE

This chapter presents an overview of the Project area, highlighting the critical socio-economic development indicators such as demographic trends, state of the economy, poverty, literacy, and urbanization trends in the project area and districts. The survey respondents comprise of affected HH and also includes the tenants of business structures.

3.1 Profile of Impacted Project Structure Owners

A total of 495 structure will be impacted as a result of the project. These include 206 Residential structure (Titleholder: 206), 239 business structures (Titleholder: 131, Non-titleholder: 108), 40

residential and business structures and 10 CPR. The land Acquisition plan indicates that a total of 81.5881 acres will be acquired by the project. The total land acquired by the project comprises of 589 plots of land which are owned by various entities including private owners and government agencies. The land acquisition plan includes the ownership details of the 589 plots of land.

A total of 695 PAPs were included in the survey of affected people (206 residential structure owners+ 239 Business structures +40 commercial and business structures+ 233 business renters; (23 individuals own more than one business structure and hence was not counted twice). The following includes a discussion of the profile of the structure owners of various categories including renters and squatters. The ownership details of the 589 plots are provided in the Land Acquisition Plan, detailed information regarding the socioeconomic status of the plot owners (which include public and private entities) will be carried out when the RP will be updated before project implementation.

3.2 DEMOGRAPHIC PROFILE OF AFFECTED POPULATION

During data collection for the census of affected population, various information about the affected people were gathered that are presented in tabular form underneath. Among these, the tables consisting of gender distribution of HH heads and affected population including gender profile and religion-based population distribution are included under demographic profile section.

Among the total affected population of the districts about 97.12% of the total affected population is Muslim and 2.88% are Hindu by faith.

Table 11 Affected People Head religion

Religion	Total	
	House Hold	Percentage
Muslim	675	97.12
Hindu	20	2.88
Total	695	100

Source: PDP survey February 2020

3.3 GENDER DISTRIBUTION OF HOUSEHOLD HEADS

A total of 695 affected HHs are located this project area. Only 67 HHs (9.64%) are female headed and rest of the 628 HHs (90.36%) are male headed household.

Table 12 Affected population by religion

Gender	No.	%
Male Headed	628	90.36
Female Headed	67	9.64
Total	695	100

Source: PDP survey February 2020

3.4 SOCIOECONOMIC PROFILE OF AFFECTED POPULATION

The socio-economic profile of affected community is described in tabular form below through their affected land type, household population, education, basic occupation, average and per capita income level. Average per capital income is 394372tk and average percapital expenditure is 337731tk. The socio-economic profile states that 5.32% of the affected HHs are living below poverty line with an average HH size of 4.88 for the affected population. Although the most affected HHs are the commercial entities, but the largest population group above 15

3.5 AFFECTED HH OWNER OCCUPATION

A total 695 Household will be affected by the project, of which 485 (69.78%) business, 36(5.18%) agriculture and 76(10.94%) are service. Detail is given below table. 13

Table 13 Land Use in Mymensingh Districts

Occupation	Male		Female		Total	
	No.	%	No.	%	No.	%
Agril. + Fishery + Livestock	32	4.60	4	0.58	36	5.18
Business	468	74.52.	17	2.45	485	69.78
Transport operation/Transport related Business	24	3.82	1	0.14	25	3.60
Service	70	10.07	6	0.86	76	10.94
Labour	14	2.01	0	0.00	14	2.01
Others	8	1.15	6	0.86	14	2.01
Housewife	0	0.00	30	4.32	30	4.32
Retired	8	1.15	0	0.00	8	1.15
Aged Person	1	0.14	3	0.43	4	0.58
Unemployed	3	0.43	0	0.00	3	0.43
Total	628	90.36	67	9.64	695	100

Source: PDP survey February 2020

3.6 ACCESS TO SOCIO-ECONOMIC FACILITIES

Health: According to the 1998 national databank, there was 1 doctor per 12,000 people and 1 bed for per 5,000 people in terms of health facilities in Mymensingh district. The proportion of doctors in Madaripur and Shariatpur districts was 1:30,000 and 1:20,000 respectively. That of hospital beds (hospitals, clinics, FWCs, maternity centers, primary healthcare together) the proportion was 1:5,000 for both Madaripur and Shariatpur districts (Table 14)

Table 14 Medical Facilities in Project districts

SL.No.	Health facilities	Mymensingh	
		Nos. of Doctors	No. of Beds
1	Hospitals	900	2980
2	Clinics	125	1732
3	FWCs	12	--

Source: Mymensingh Statistics 2011

Educational Facilities : Madarsa institutions (Islamic educational institutions) are almost double in number in respect of mainstream educational institutional particularly against the number of primary schools in the districts. Below table present existing educational facilities.

Table 15 Educational Infrastructure in Project district

SL.No	Educational Institutions	Munshiganj	
		Nos.	Nos. of Teachers
1.	kindergarten school	605	3685
2.	Register Primary School	744	2687
3.	Private (non-registered) primary school	62	243
4.	Primary School	1245	6810
5.	NGO school	1864	2029
6.	Junior High School	9	56
7.	Secondary High School	617	6886

SL.No	Educational Institutions	Munshiganj	
		Nos.	Nos. of Teachers
8.	College	91	2497
9.	Technical and vocational institution	22	307
10.	Medical college	4	313
11.	Agricultural and veterinary college	2	22
12.	Engineering college	2	22
13.	University	2	639
14.	Islamic Madarsa	1263	8660

Source: Mymensingh Statistics 2011

3.7 LEVEL OF EDUCATION:

The survey brought forth that the literacy rate among the affected population is 72.66%. The literacy rate was noted to be higher among the males (75.48%) than the females (46.27%). In terms of the level of education among the literate population, it was interesting to note that with increase in level of education there was a marked drop in the number of persons. As a result, only 16.69% of affected person attained higher education.

Table 16 Level of Education of Affected Population (7 years and above)

Particulars	Male		Female		No.	%
	No.	%	No.	%		
Total Illiterate Person	154	24.52	36	53.73	190	27.34
Total literate Person	474	75.48	31	46.27	505	72.66
Total Person	628	100.00	67	100.00	695	100.00

Number and (percentage) of HHs by Education	No.	%
Illiterate	190	27.34
Up to Class V	185	26.62
VI- X	103	14.82
SSC-HSC Pass	101	14.53
Above HSC	116	16.69
Total	695	100.00

Source: PDP Survey, February 2020

4 CONSULTATION AND DISCLOSURE

4.1 STAKEHOLDER CONSULTATIONS

The Environment and Social Policy of AIB require the client (RHD) to engage in meaningful consultation with the stakeholders throughout the project cycle but especially during project preparation and implementation phases in a manner that is proportionate to the risks and severity of the impacts on those affected by the project. Therefore, in line with the requirements and guidance provided by AIB's ESP, an extensive consultation program with key stakeholders including individuals who will be involuntarily displaced as a result of the project either physically or economically, interested parties, and different community groups was carried out.

The consultations strategy was implemented at the field level through Focused Group Discussions (FGDs), individual meetings, interviews, questionnaires, and. These consultations provided inputs in the identification of the felt needs of the communities and the relevant stakeholders. The project team arranged consultations with the local stakeholders for information

dissemination and community participation with the concerned stakeholders and probable displaced persons.

During the consultation, the people were informed about:

- i. The background of the project.
- ii. The positive and negative impacts of the project on the community and the stakeholders.
- iii. The people were informed about the ESF of AIIB, ARIPA 2017, provisions of compensation as per GoB regulations, RAP and about additional compensation and assistance.
- iv. Stakeholders were requested to provide suggestions for the improvement of project design and mitigation measures so that the project authority can incorporate their suggestions.
- v. Proposed safety measures for the road,

The Consultations elicited from the people the following information:

- (a) Their views on the project especially the likely adverse impacts.
- (b) Possible mitigation measures in case of the adverse effects.
- (c) Means of better delivery of compensation and assistance; The assurance from the project authority not to marginalize people by depriving them of their livelihood

4.2 CONSULTATION AND PARTICIPATION

During consultation meetings, pertinent issues of the project were discussed to let the people know about the project goals, objectives, and components. The consultation meetings focused on the process of land acquisition, nature of impacts, the DC's payment procedure, AIIB ESF, basic information on the cut-off-date to be eligible for compensation and resettlement assistance, resettlement benefits, GRM and the roles and responsibilities of the RHD and various units and committees that will be supporting in project implementation and the RAP. Stakeholders expressed their views on the project, more specifically about their perception of the land acquisition process, the compensation process, relocation requirements, and opinions on alternative design options for the road to avoid or minimize private land acquisition and displacement.

4.3 KEY STAKEHOLDERS IN THE PROJECY AREA

The stakeholder mapping exercise carried out as part of the ESIA identified the primary and secondary stakeholders. Project affected individuals, including landowners, structure owners, sharecroppers, and entrepreneurs irrespective of whether they have title to the land along the proposed alignment, were categorized as the primary stakeholders of the project. Secondary stakeholders are individuals who have an influence on the project and its surrounding areas. Primarily public administrators, local government representatives (Municipal Mayor, Councilor and UP Chairmen, Members), local elites, influential personnel, and any other individual who have a stake in the project are considered to be secondary stakeholders. Five FGDs in the form of consultation meetings involving 81 participants were carried out. The participants of the FGD consultation meetings comprised of the affected parties, women groups, disadvantaged/vulnerable groups, occupational groups, and interested groups.

4.4 SUMMARY OF CONSULTATIONS

Five consultation FGDs were organized at different locations in between 12-28 February 2020, and a total of 81 participants attended the sessions. The participants comprised of 52 male and 29 female. Annex A includes pictures and participants sheets of the consultation sessions. The consultation FGDs focused on female groups, local people, and members of the business community. The consultants and RHD representatives opened the discussion by highlighting the nature of the project, the type of impacts, purpose of the ESIA and the RAP, the type and severity of impacts, mitigation strategies, GRM, AIIB's ESF and GoB land acquisition laws and policies. Specifically, the conversation with the affected people and their communities focused on project design, mitigation measures, replacement options, benefits, and adverse social effects.

Universal support was expressed for the proposed upgrading of the road among the community participants of the consultation sessions. They expect fewer traffic jams, improved mobility, and a reduction in commuting time and cost of moving individuals and products because of the interventions. They believe that improved mobility and lower cost of transportation are likely to improve the economic outcomes at the individual and regional level. Moreover, access to new markets, health, educational facilities, and public services was also likely to be improved according to them.

Entrepreneurs were requested to provide their views on the project broadly. Specific issues, such as their perception of land acquisition and compensation process, relocation requirements, and opinions on alternative options, were also extensively discussed. Women and other vulnerable groups were consulted concerning the potential adverse impact of the project on their household and livelihood.

The participants conveyed their expectations and concerns about the project during the consultation sessions. They anticipated that the value of land around the project area would increase, and as a result, they would benefit from the appreciation in the value of their property. The participants requested the construction of an underpass or over bridge for crossing the road. Shop owners and day laborer's mainly expressed concerns about the loss of income and livelihoods. They suggested business and livelihood restoration measures along with compensation for any affected land and structure at the market rate. They requested the project to ensure that appropriate compensation was provided to them without harassment. Members of the consultation sessions highlighted that the ongoing widespread business activity around the marketplace would be economically and physically displaced as a result of the interventions. Therefore, the PDPs and secondary stakeholders suggested that the project allocates space to re-establish the marketplace so that the businessmen can resume their activity and earn a living. A review of critical challenges and recommendations elicited from the consultation sessions are presented below. Moreover, Table... stratifies the discussion of the consultation sessions and responses provided by the consultants and RHD officials/representatives and Table79 provides a list of the details of the consultation sessions including location, date, time and groups.

1. Due to weak cross-drainage structures, the road gets submerged at specific segments during the rainy season.
2. Upgraded communication will facilitate the travel of the local people to India
3. Road accidents are expected to increase due to the faster movement of vehicles. The community members recommended the construction of separate lanes for slow-moving vehicles.
4. PAPs expect the compensation packages to be fair and sufficient and they intend to use the compensation payments for income-generating activities
5. Several dangerous curves were recommended to be straightened while upgrading the Bridge and approach road to 4 lanes.

6. Land acquisition for the proposed expansion was expressed as a concern for the majority of the participants. They requested for adequate compensation for land and structures that will be negatively impacted as a result of the road expansion. The participants asked for the inclusion of local representatives in the land acquisition team/committee for the accurate identification of landowners and the assessment of losses.
7. Land value and the economic importance of the project area will improve.
8. The project has no provision for relocation facilities for the physically displaced HHs.
9. Affected people suffer from non-cooperation and sometimes harassment of the DC Officials during the disbursement of compensation. They opined that they would endure significant economic hardships if compensation were not provided to them before the actual displacement takes place.

Table 17 Summary of Consultation Sessions in FGD Format

Focused groups	Major Issues	Concerns raised by the affected groups	Summary Responses from Consultants and Project Staff
Businessman group	<ul style="list-style-type: none"> i. Dislocation of business ii. Compensation iii. Loss of livelihood iv. Restoration of income v. Compensation for employer 	<ul style="list-style-type: none"> i. Ensure adequate compensation for the affected business premises and loss of business ii. Can collect dues from customers who have taken goods or cash iii. Ensure compensation before displacement iv. Should allow to take salvageable materials v. Display adequate safety signs and diversion mark during construction vi. Arrange a location for the businessmen since they run their family on the business vii. Ensure compensation for employer who lost their job 	<p>(a) The consultants and RHD representatives highlighted the nature of the project, the type of impacts, purpose of the ESIA and the RAP, the type and severity of impacts, mitigation strategies, GRM, AIIB's ESF and GoB land acquisition laws and policies. Specifically, the conversation with the affected people and their communities focused on project design, mitigation measures, replacement options, benefits.</p> <p>(b) The project team noted the concerns raised by participants about the physical and economic displacement and discussed the mitigation strategy. Participants were informed that the compensation package would be designed in accordance with GoB and AIIB policies and Regulation.</p>
Vulnerable group (woman)	<ul style="list-style-type: none"> i. Compensation and prior notice before displacement ii. Employment opportunity in the project iii. Equal wage for male and female iv. Additional benefits 	<ul style="list-style-type: none"> i. Ensure notice for at least 3-4 months ahead of displacement ii. Ensure compensation before displacement iii. Employment opportunities for the eligible women during implementation of the project iv. Ensure equal wage for women during construction work v. Should allow to take salvageable materials vi. Vulnerable HHs would have additional benefits 	
Day Laborer group (Poor community)	<ul style="list-style-type: none"> i. Employment opportunity in the project ii. Benefits for loss of income iii. Payment before displacement 	<ul style="list-style-type: none"> i. Employment opportunities during implementation of the project ii. Ensure payment for loss of employment iii. Ensure compensation before starting construction work 	

<p>Landowners</p>	<ul style="list-style-type: none"> i. Compensation at replacement cost for land and other assets ii. Other resettlement benefits iii. Payment before displacement iv. Allow to take away salvageable materials 	<ul style="list-style-type: none"> i. Ensure present market value of land. ii. Ensure compensation for land development and registration cost. iii. Ensure adequate compensation for the affected structure and trees iv. Should allow to take salvageable materials v. Ensure compensation for transfer and replacement cost of structure vi. Ensure compensation before displacement 	
<p>Squatter shop owner group</p>	<ul style="list-style-type: none"> i. Compensation for business on GoB land ii. Prior notice ahead of displacement iii. Employment opportunity iv. Relocation of business v. Allow to take away belongings 	<ul style="list-style-type: none"> i. Ensure adequate compensation for the affected business premises and loss of business ii. Need to give notice with a sufficient time to relocate structures and business of the people so that they can easily collect dues from customers who have taken goods or cash iii. Ensure compensation before displacement iv. Employment opportunities during implementation of the project v. Should allow to take salvageable materials vi. Arrange a location for the businessmen since they run their family on the business 	
<p>General Findings</p>	<p>The participants of the consultations not only committed their full support but also guaranteed cooperation during project implementation. The potential PAPs expressed the intention to donate private land that may be required for the completion of the project's civil works. They requested additional supports in the form of business and livelihood restoration grants for the APs belonging to low income groups.</p>		

Table 18 Details of Consultations Sessions

SI No.	Location	Major Participant Group	Date	Time	Number attended		
					M	F	Total
01	Chaina Mor	Business Community	22.02.20	11.00am	15	00	15
02	Dokin Kalibari	Community People	20.02.19	10.00am	14	5	19
03	Railway Colony (They refuse to give signature)	Female community	20.02.19	12.00pm	02	18	20
04	Railway Colony	Community People		11.00am	10	1	11
05	Shombugonj Bridge opposite Part of the river	Community People	15.02.20	10.00am	11	5	16
Total					52	29	81

4.5 SUMMARY OF FGD CONSULTATION FOR THE EIA

As part of the EIA study four FGDs were held with the different stakeholders such as local leaders, farmers, businessperson, service holder, housewives and day laborers. While the discussion mostly pivoted around environmental aspects some social aspects were also covered. The four FGD consultation meetings took place at Dakkhin Charkalibari, Charkalibari, Kewatkhali Nodir Par Colony and Digharkanda Bypass More. The following is a summary of key social aspects raised by the communities.

Majority of the individuals heard about the project from a variety of sources including local elites, land surveyors, electronic and print media. In general the locals expressed support for the project for a number of reasons linked with (i) the possibility of job creating during construction; (ii) strengthening connectivity of local markets and creation of new ones, (iii) existing Shombuganj bridge is heavily congested, iv) reduction in accidents. They expect Kewatkhali bridge to ease travel related bottlenecks. The key socioeconomic issues highlighted during the FGDs include the following:

- Clean and safe construction site during civil works.
- Local labourers should be prioritized in civil works.
- Concerns were raised regarding the impact of civil works on the livelihood of fisherman, farmers and day laborers who do not own any land.
- The FGD sessions indicated that a lot of individuals lived on government land and a small proportion of these individuals were dependent on the Brahmaputra river for livelihood. The participants highlighted that those who will be physically displaced should be provided with an alternative livelihood option.
- Ensure that appropriate compensation for land and loss of structure is provided to the project affected people.
- Ensure that compensation is provided directly to the affected people without the use or involvement of muscle men of politicians.

The project team noted the concerns raised by participants about the environmental, physical and economic displacement and discussed potential mitigation strategy. Participants were informed that the

environmental and social mitigation packages would be designed in accordance with GoB and AIIB policies and Regulation.

4.6 CONSULTATION OUTCOMES AND POLICY ISSUES

The project, in line with GoB and AIIBs Environmental and Social Framework, has employed a participatory approach in the design of the project and mitigation measures. PAPs raised several suggestions/ concerns, and the following is a summary of the incorporation of the critical concerns in the RAP. The principle behind the safeguard strategy is to Avoid/Minimize/Mitigate adverse environmental and social impact of the project. The alignment has been drawn by avoiding settlement to the extent possible, and effort was aimed to minimize the adverse impacts on houses and communal (community) properties. Displaced people will be encouraged to self-relocate after payment of compensation and benefits. The replacement cost of the affected land and properties will be assessed based on the current market price gathered from various cross-sections of the community.

Further, people will be allowed to take away salvaged materials free of cost, and individuals will be allowed to harvest crops if it is at or near the harvesting stage. PAPs will also be entitled to resettlement benefits during the transitional period. Entrepreneurs will be entitled to business restoration grants, and wage laborers will be provided grants for wage loss. Tenants will be supplemented with rental allowance equivalent to structure owners. Female-headed and other vulnerable HHs will be entitled to special grants on top of other compensation/benefits. The Community will also get some additional assistance/compensation to rebuild communal structures, or the project authority will reconstruct the community properties based on the recommendation of the Physical Relocation Assistance Committee (PRAC).

4.7 CONSULTATION PARTICIPATION DURING PROJECT IMPLEMENTATION

The project will implement a robust consultation strategy throughout the project cycle. A thorough consultation strategy promotes environmental and social sustainability and enhances its acceptance and aids in the design and smooth implementation of the project. At the RAP preparation stage, PAPs and affected communities will be actively consulted with to ensure that their feedback is incorporated into the final RAP. During the implementation phase, a Physical relocation Assistance Committees (PRACs) will be formed at Union or Municipality level to aid in the coordination among various stakeholders in the decision-making and the RP implementation process.

Through public consultations, the PAPs will be informed about the projects GRM and GRC, their scope of activities, limitations, and processes. Moreover, the consultation sessions and FGDs will inform the PAPs about the procedure of lodging complaints and seeking redress for their grievances. The PAPs can request the support of the RAP implementing agency to assist them in presenting their grievances to the GRCs. The GRCs will review grievances involving all resettlement benefits, relocation, and other assistance. The grievances will be redressed within a month from the date of lodging the complaints. Along with the GRC, the Property Valuation Assessment Committee (PVAC), will be formed by the Ministry of Road Transport and Bridge and activated during the implementation of the RAP to allow PAPs sufficient time to lodge complaints and protect their interests.

The Primary stakeholders are expected to participate and provide inputs on (i) the identification of alternatives to avoid, minimize or mitigate resettlement; (ii) the inventory and assessment of losses; (iii) developing alternative options for relocation, and income restoration; (iv) entitlement provisions; (v) identifying likely conflict areas that the resettled may face (resettles).

The RAP implementing agency in the form of an NGO on behalf of the RHD will implement and oversee the consultation process throughout the RP implementation period. Additional steps will be employed to (i) keep the displaced people regularly informed about compensation policies, payments, resettlement plan, schedules and process of payment of resettlement benefits; and (ii) ensure that

project-affected persons are involved in making decisions concerning their relocation and implementation of the RAP.

The Consultation and participation strategy of the project will be implemented through individual contacts, FGDs, and open meetings. The overall goal of the Consultation strategy is to ensure that adequate and timely information is made available to the displaced people and communities, and sufficient opportunities are provided to them to voice their opinions and concerns and enable them to participate in influencing upcoming project decision.

4.8 DISCLOSURE OF THE ESIA AND RP

AIIB's ESF requires the Client (RHD) to ensure that relevant information about environmental and social risks and impacts of the project is made available in the Project area in a timely and accessible manner. In a form and language(s) understandable to the Project-affected people, other stakeholders, and the general public, so they can provide meaningful inputs into the design and implementation of the project. The Bank requires the Client (RHD) to disclose: (a) draft environmental and social assessment reports, ESMPs, resettlement plans, RPFs, or other approved forms of documentation; and (b) other documents described above, as soon as they become available. The Bank also requires the Client to disclose any material changes to the disclosed environmental and social information for the project as soon as they become available. To further enhance access to the environmental and social information related to Projects, in addition to the disclosure of such information by the Client, the Bank also discloses the Client's documentation.

In line with the AIIBs Disclosure policy, the RHD will disclose the ESIA and summary version of the RAP. The summary version of the RAP will be disclosed as an information booklet for the local stakeholders immediately. Copies of the RAP and the Booklet will be available in the project area for the general public and members of the civil society. In disclosure sessions, the severity of the impacts of the project at the community and individual household level will be fully disclosed to the directly affected persons and communities (primary stakeholders). The mitigation measures to offset the adverse social impacts will also be disclosed to the affected persons. To ensure inclusivity meaningful consultations will be arranged by the RAP implementing agency with affected persons for enabling their participation in preparing, implementing, and monitoring of the RAP.

5 POLICY AND LEGAL FRAMEWORK

The Government of Bangladesh (GoB) does not have a national policy on involuntary resettlement. Eminent domain law is applied for acquisition of land for infrastructure projects where it is evident as required for public interest. However, in projects with external finance, GoB adopts project specific policy on land acquisition and resettlement. The legal and policy framework of the Project on land acquisition and resettlement, therefore, is based on the GoB laws on Land Acquisition and AIIB Policy. Based on the analysis of applicable laws and AIIB Policy requirement, land acquisition and resettlement (LAR) principles for Kewatkhali Bridge section have been adopted.

5.1 LEGAL FRAMEWORK

The basic principles for the compensation of property in Bangladesh are founded in Articles 42 and 47 of the Constitution. The current legislation governing land acquisition in Bangladesh is the Acquisition and Requisition of Immovable Property Act (ARIPA), 2017. The Acquisition and Requisition of Immovable Property Act, 2017 (henceforth, the Act 2017) repealed the Acquisition and Requisition of Immovable Property Ordinance 1982 (subsequent amendments of it up to 1994) and is used as the legal support for land acquisition and requisition in Bangladesh. The Act 2017 requires that compensation be paid for (i) land and assets permanently acquired (including standing crops, trees, houses); and (ii) any other damages caused by such acquisition. The Act 2017 provides certain safeguards for the owners and has provision for payment of "fair value" for the property acquired. The land owner can appeal against land acquisition within 15 (fifteen) days of notice under Section 4 of the Act 2017. The Act 2017, however, does not cover Project-affected persons without titles or ownership record, such as informal

settler/squatters, occupiers, and informal tenants and lease- holders (without document) and does not ensure replacement value of the property acquired. The Act has no provision of resettlement assistance and transitional allowances for restoration of livelihoods of the non-titled project affected persons.

The Deputy Commissioner (DC) determines “market value” of acquired assets on the date of notice of acquisition served (under Section 4 of the Act 2017). The DC then adds 200% premium of the assessed value of land for cash compensation under law (CCL) for government acquisitions. The CCL paid for land is generally less than the “market value” as owners customarily report lower values during registration to avoid and/or pay fewer taxes. If acquired land has standing crops cultivated by tenant (bargadar) under a legally constituted written agreement, the law requires that part of the compensation money be paid in cash to the tenants as per the agreement. The DC adds 100% premium of the assessed value to pay as compensation for loss of structures, crops and trees.

If there is a dispute regarding the amount of compensation, there is an option for arbitration and the procedures for such is in place. Places of worship, graveyard and cremation grounds are not to be acquired for any purpose, unless the acquisition of these places is deemed unavoidable for the best of interest of the people. The proponents will be allowed to acquire such areas given that it funds the replacement and rebuilding of such places.

Many “good practices” include but not limited to, (i) identification of all displaced persons and issuance of ID cards; (ii) cut-off date established by census; (iii) preparation of automated Loss Files and Entitlement Card (iv) Preparation of payment statement (v) compensation for losses irrespective of title to land; (vi) paying replacement cost of land and other assets; (vii) resettlement of the affected households; (viii) special provisions for assistance to poor women and vulnerable groups; (ix) training/livelihood programs for income and livelihood restoration; (x) project benefits for “host” villages; (xi) management information system for processing resettlement benefits, monitoring and evaluation; and (xii) involvement of NGOs in RP implementation – which has influenced many other projects. Involuntary resettlement has also been successfully addressed in other MDB financed projects including Jamuna Bridge Railway

Link Project, Southwest Road Network Development Project and Southwest Area Integrated Water Resources Planning and Management Project.

5.2 AIIB POLICIES

AIIB has a policy in the form of "Environmental and Social Standards (ESS)" for the purpose of addressing issues relating to environmental and social sustainability as AIIB considers it as a fundamental aspect of achieving outcomes consistent with its mandate to support infrastructure development and enhance interconnectivity in Asia. The objective of this overarching policy is to facilitate achievement of these development outcomes, through a system that integrates sound environmental and social management into Projects.

AIIB has three associated environmental and social standards (ESSs), which set out more detailed mandatory environmental and social requirements relating to the following:

- ESS 1: Environmental and Social Assessment and Management (ESS 1);
- ESS 2: Involuntary Resettlement (ESS 2);
- ESS 3: Indigenous Peoples (ESS 3).

AIIB follows internationally applicable principles in case of any involuntary resettlement. AIIB carefully screens each and every project to determine whether or not it instigates any involuntary resettlement due to the project interventions. This includes both physical and economic displacement, as defined in the Environmental and Social Standards (ESS) 2: ‘Involuntary Resettlement’ under AIIB’s Environmental and Social Framework (Approved Feb, 2016; Amended Feb, 2019).

ESS 2: clearly acknowledges that there are cases where no alternatives can be found to avoid involuntary resettlement. In such cases, AIIB requires the Client to ensure that resettlement activities are conceived and carried out as sustainable development programs. The Client is required to provide

sufficient resources to ensure that the people who are made to face involuntary resettlement share the benefits of the project.

In case of any involuntary resettlement, the Client is required to prepare a Resettlement Plan (RP) that it is proportionate to the extent and degree of impacts of a project. The degree of impacts is determined by (a) the overall scope of displacement– both from economical and physical standpoint, and (b) the extent of vulnerability of the PAPs.

A wider analysis of social risks associated with the project and their impacts is complemented by the RP for a comprehensive Environmental and Social Impact Assessment (ESIA) of the project. The RP for a project will ensure involuntary resettlement, including but, not limited to – any land acquisition from, the land use rights changes of, any displacement of, and the need for livelihood restoration of the PDPs are mitigated so as to ensure Project Affected People (PAP) are no worse off and where possible their lives are improved as a result of the resettlement.

As specified in the Environmental and Social Framework (2019), AIIB recognizes that a considerable part of the population in the countries in which the Bank operates live without land title or recognized land rights. AIIB recognizes people without land title or legal rights to land are eligible for compensation. The Bank requires the Client to ensure that these people receive resettlement assistance and compensation for loss of non-land assets; the procedure to ensure such would have to be in accordance with the cut-off dates established in the RP for the project. Additionally, the Bank requires the Client to include these people in the resettlement consultation process.

5.3 GAPS BETWEEN GOB AND AIIB POLICIES

A brief description of the gaps between the Government laws and AIIB policy along with the summary of gaps and gap-filling measures is presented below:

The Act 2017 does not recognize unauthorized occupants on the Government land and there is no clear indication about avoiding or minimizing displacement. AIIB policies strongly require avoidance or at least minimization of adverse impacts through exploring project alternatives.

The adverse social impacts are not fully addressed by the Act 2017– for instance, there are no provisions to ensure that the compensations for resettlement and/ or relocation of the PAPs are adequate as the amounts of compensation are based on hard-rules and not on project basis; AIIB policies on the other hand, require to enhance, or at least restore, the livelihoods of all affected persons in real terms relative to pre-project levels by screening the social impacts in a case by case process based on project benefits, project location, project type etc. The Act has no provision of resettlement assistance for restoration of livelihoods of affected persons except for legal compensation.

The Act 2017 pays no attention to public consultation, stakeholders engagements in project planning and execution and to monitoring of project affected persons. AIIB policies require meaningful consultation with the affected people and other stakeholders to disseminate project goals and objectives to obtain stakeholders' views and inputs in project planning and implementation.

The Act 2017 provides a number of mechanisms for grievance redress in respect of individual interests in the property and issues related to compensation which get raised with the DC. But there is no provision to hear other resettlement related grievances arising from loss of livelihoods, loss of access to public infrastructure, damages to property causing from acquisition and construction related impacts. RHD will establish a grievance redress mechanism at the local level which is easily accessible and immediately responsive; which includes a variety of stakeholders including the DC.

Finally, AIIB policies pay special attention to gender issues and vulnerable groups in the resettlement processes, particularly the non-titled and the affected poor households. The policy gaps have been bridged by additional project-specific measures adopted in the RP. While dealing with compensation, replacement cost (for lost assets and income), and rehabilitation and livelihood assistance, PAPs with no legal rights will be taken into consideration as well. The measures will include improvement or at least restoration of the PAPs standard of living at pre-project level. Special attention

will be given to vulnerable groups including those below the poverty line, the landless, the elderly, the women and the children, indigenous peoples and those without legal title to land. In sum, the added measures in this Project fully comply with AIIB's policy of involuntary resettlement - Environmental and Social Standard 2. Following Table provides a summary of the key measures taken to comply with AIIB Policy requirements.

Table 19 Comparison between GoB laws and AIIB Safeguard Policies on Resettlement

Sl. No.	AIIB ESS2	Acquisition and Requisition of Immovable Property Act, 2017	Gaps Between Act 2017 and AIIB's ESS2 and Actions to Bridge the Gap
1	Involuntary resettlement should be avoided wherever possible.	Not defined in the Act	Act 2017 does not deal with the minimization of involuntary resettlement. However, the government uses this approach as a standard practice.
2	Minimize involuntary resettlement by exploring project and design alternatives.	Not so clearly defined in the Act. Places of worship, graveyard and cremation grounds are not to be acquired for any purpose, unless the acquisition of these places is deemed unavoidable for the best of interest of the people.	Act 2017 does not deal with these issues and does not comply with AIIB ESS2, as the Act 2017 has no strong provision for minimizing adverse impacts on private property or common resources, and does not deal with alternate design. The RPF clearly mentions how to minimize the involuntary resettlement through proper alternate engineering design and adequate consultation with stakeholders.
3	Conducting census of displaced persons and resettlement planning	The Act 2017 spells out that upon approval of the request for land by the office of the deputy commissioner, the acquiring and Requiring body staff will conduct the physical inventory of assets and properties found in the land. The inventory form consists of the name of person, quantity and quality of land, asset assets affected, and the materials used in the construction of house. The cut-off date is the date of publication of notice that land is subject to acquisition, and that any alteration or improvement thereon will not be considered for compensation.	The Act 2017 does not require the coverage of the census survey. It only reflects the inventory of losses which is more in physical terms and only includes the names of the owners, etc. The AIIB policy spells out a detailed census through household surveys of displaced persons in order to assess the loss of income and vulnerability of the persons going to be affected by land acquisition but also population displacement and other entitlements as per the entitlement matrix. The RPF fills this gap by incorporating the need for a census survey for the displaced persons.
4	Carry out meaningful consultation with displaced persons and ensure their participation in planning, implementation, and monitoring of resettlement program.	Section 4 of the ordinance provides that whenever it appears to the DC that any property is needed or is likely to be needed for any public purpose or in the public interest, he shall publish a notice at convenient places on or near the property in the prescribed form and manner stating that the property is proposed for acquisition.	The Act 2017 does not directly meet AIIB ESS2. This section of the ordinance establishes an indirect form of information disclosure/public consultation. However, it does not provide for public meetings and project disclosure, so stakeholders are not informed about the purpose of land acquisition, its proposed use, or compensation, entitlements, and special assistance measures. The RPF deals with the proper consultation process, which involves all stakeholders (DPs, government department/line agencies, local community, NGO, etc.), and the consultation will be a continuous process at all stages of the project development, such as project formulation, feasibility study, design, implementation, and post-implementation, including the monitoring phase.

Sl. No.	AIIB ESS2	Acquisition and Requisition of Immovable Property Act, 2017	Gaps Between Act 2017 and AIIB's ESS2 and Actions to Bridge the Gap
5	Establish grievance redress mechanism.	Section 4 allows the occupant of the land to raise objections in writing. These should be filed to the DC within 15 days of the publication. The DC will then hear the complaints and prepare a report and record of proceedings within 30 days following expiry of the 15-day period given to DPs to file their objections.	
6	Improve or at least restore the livelihoods of all displaced persons.	The Act 2017 does not address the issues related to income loss, livelihood, or loss of the non-titleholders. This only deals with the compensation for loss of land, structures, crops and trees, etc. for the legal titleholders.	Act 2007 does not comply with AIIB ESS2 as there is no provision to assess the impacts on incomes and livelihood from the loss of employment and business, or to restore lost incomes and livelihoods. The RPF keeps the provision for a census survey that will have the data on the loss of income and livelihood, and the same will be compensated as per the entitlement matrix for both physically and economically displaced persons.
7	Land-based resettlement strategy	The Act 2017 does not address these issues.	The Act 2017 does not meet the requirement of AIIB ESS2. The RPF proposes the land-for-land compensation as its priority if feasible. Attempt will be made to find alternative land for the loss of land in case it is available and if it is feasible, looking at the concurrence of host community and land value. However, this option may be a difficult proposition, considering the urban development projects in Bangladesh.
8	All compensation should be based on the principle of replacement cost.	The Act 2017 states that the deputy commissioner (DC) determines the amount of compensation by considering: (i) the replacement cost of the property based on the average sale value of last 12 months preceding the publication of 1st notice of acquisition; (ii) the damage to standing crops and trees; (iii) damage by severing such property from the other properties of the person occupying the land; (iv) adverse effects on other properties, immovable or movable, and/or earnings; and (v) the cost of change of place of residence or place of business. The DC also awards a sum of 50% on the replacement cost of the property to be acquired.	Act 2017 is largely consistent with AIIB ESS2. However, there are differences in the valuation of land and prices of affected assets, where AIIB prescribes the use of current market rates in the project area. Act 2017 does not ensure replacement cost or restoration of pre-project incomes of the displaced persons. The RPF addresses all these issues and spells out a mechanism to fix the replacement cost by putting in an independent evaluator who will be responsible for deciding the replacement cost, taking into consideration the Current Market Price and titling cost of the land.
9	Provide relocation assistance to displaced persons.	If DC considers that the structure can easily be transferred, he/she will give relocation cost but not cash compensation under law,	The Act 2017 does not define the additional relocation assistance to displaced persons, other than the compensation for the direct loss of land and property. Hence, Act 2017 does not comply with AIIB ESS2. The RPF provides the eligibility and entitlement for the relocation of the displaced persons in the form of relocation assistance, which includes shifting allowances, right to salvage materials, and additional transitional assistance for the loss of business and employment.

Sl. No.	AIIB ESS2	Acquisition and Requisition of Immovable Property Act, 2017	Gaps Between Act 2017 and AIIB's ESS2 and Actions to Bridge the Gap
10	Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets.	The Act 2017 does not have this provision.	The Act 2017 is not consistent with the requirements of AIIB's ESS2. This is a major difference in the national law/policy compared to that of AIIB. The Act 2017 only takes into consideration the legal titleholders and ignores the non-titleholders. The objective of the RPF is to ensure that compensation and assistance is provided to all displaced persons, whether physically displaced or economically displaced, irrespective of their legal status of land on which the structure is built. The end of the census survey will be considered to be the cutoff date, and displaced persons listed before the cutoff-date will be eligible for assistance.
11	Disclose the resettlement plan, including documentation of the consultation in an accessible place and a form and languages understandable to affected persons and other stakeholders.	The ordinance only ensures the initial notification for the acquisition of a particular property	There is no requirements under the Act, of disclosure of the RPF, whereas the AIIB's ESS2 requires disclosure. . This RPF will ensure that the resettlement plan for each project, along with the necessary eligibility and entitlement will be disclosed to the DPs in the local language (Bangla), in the project location and concerned government offices, and the same resettlement plan will also be disclosed on the executing agency's website and on the website of AIIB.
12	Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits.	The Act 2017 has a provision to include all the costs related to land acquisition and compensation of legal property and assets. However, it does not take into account the costs related to other assistance and involuntary resettlement.	The Act 2017 partially meets the requirement of AIIB ESS2 as it only deals with the compensation pertaining to land acquisition. The resettlement framework provides the eligibility to both titleholders and non-titleholders with compensation and various kinds of assistance as part of the resettlement packages, and the entire cost will be the part of the project cost.
13	Pay compensation and provide other resettlement entitlements before physical or economic displacement.	The Act 2017 has the provision that all the compensation will be paid prior to possession of the acquired land by EA.	The Act 2017 meets the requirement of AIIB ESS2.
14	Monitor and assess resettlement outcomes, and their impacts on the standards of living of displaced persons.	This is not so clearly defined in the Act 2017.	The Act 2017 does not comply with AIIB ESS2. The RPF has a detailed provision for a monitoring system within the executing agency. The executing agency will be responsible for proper monitoring of the resettlement plan implementation, and the internal monitoring will also be verified by an external monitoring expert.

6 ENTITLEMENT MATRIX AND MITIGATION MEASURES

6.1 ENTITLEMENT ASSISTANCE AND BENEFITS

The Kewatkhali Bridge and approach road improvement will be implemented by Roads and Highways Department (RHD) following GoB laws and AIIB Environmental and Social Standards (ESS) for land acquisition and payment of compensation and resettlement benefits. The affected persons include both legal owners of the property and unauthorized occupants (Non-titled holders) such as squatters, encroachers, tenants, etc. ARIPA 2017 also addresses leaseholders/tenants, and share-croppers dependent on acquired land. Moreover, land acquisitions can also affect people's livelihoods and incomes. In addition project activities would traverse through several community property resources (CPRs) such as mosques, madrasa⁴graveyards, and school located within the RoW.

Though the legal and regulatory framework of Bangladesh does not recognize non-titleholders and their rights to compensation, this Resettlement Action Plan advocates compensation and/or R&R assistance to all persons affected by the project irrespective of their title in order to offset such losses and enabling restoration of living conditions to a state better or equal to the pre-project situation.

All affected persons who are identified in the project-affected areas on the cut-off date will be entitled to compensation for their affected assets, and rehabilitation measures. The legal cut-off date will be the date of issuing of the Section 4 notice (ARIPA 2017) by the DC for titleholders affected by land acquisitions. The social cut-off date for non-title holders and affected people by the final date of the census of APs conducted based on the detailed measurement survey and the final engineering design. Those, who encroach into the right of way after the cut-off date, will not be entitled to receive compensation or any other assistance. All entitlements will be paid to eligible households prior to physical and economic displacement and commencement of civil works. For those households who cannot be located, their compensation will be transferred to DC who will deposit this money in a special account until such time the claimants appear before him.

6.2 ENTITLEMENT MATRIX

The primary objective of the previously designed Resettlement Planning Framework (RPF) is to provide for compensation payment of project affected properties (including common properties) and displaced persons in order to prevent their impoverishment (likely to be created) by the project, and wherever possible, to provide support services to sustain or improve their socioeconomic conditions or at least to restore them to pre-displacement level.

Widening of the project road will require land and some of the land will be acquired from the private owners. Moreover, structures are sporadically located within the proposed Right of Way (RoW) at different segments of the project road and as such these will also be displaced along with land. Moreover, households and businesses will be displaced in the process;. In addition to affected private properties , common/community properties like, mosque, graveyard and school will also be affected on implementation of the project.

Among the two sets of affected properties: privately owned and common properties would come under the purview of the RAP. This RP is designed to suggest mitigation measures to minimize and manage the negative social impacts that will be generated during the implementation of the project. In compliance with the AIIB policies, a proposed broad entitlement is given in the following matrix:

⁴ Religion teaching institute for the Muslim students

Table 20 Summarizes the main types of losses and the corresponding entitlements
(in accordance with the policies and legal framework of the government and AIB safeguard policies.)

Type of Loss	Category of affected PDPs	Type of Entitlement
1.Land of all Types (Agricultural, homestead, water bodies, commercial land)	Title Holder PDPs	<ul style="list-style-type: none"> ▪ Cash compensation under law (CCL) which includes 200% premium (ARIPA 2017, Section 9). ▪ Replacement Value (RV) and dislocation Allowance as recommended by PAVC. ▪ If RV is higher than CCL, the difference will be paid by RHD. ▪ If the remaining land after acquisition is unviable, the compensation provided will be calculated based on the total land affected (i.e., the actual land lost plus the remaining unviable land). ▪ For agricultural land, pond and garden: Present market value + 10% of it as registration & other costs + another 10% for one year production of crops, fish, fruits etc. ▪ For homestead & commercial land: Present market value + 10% of it as registration and other costs +another 10% of it for land development. ▪ If the land or assets are leased to third party, compensation to the third party and income loss to the owners will be paid as recommended by DC.
Requisition of agricultural, homestead, commercial, water bodies (ponds) land	Title Holder PDPs	<ul style="list-style-type: none"> ▪ Rental price of land as determined by DC with consultation with the landowners and RHD following the guideline of ARIPA 2017. ▪ Replacement Value (RV) and dislocation Allowance as recommended by PVAC, if any assets other than the land is affected and required relocation. ▪ If the land or assets are leased to third party, compensation to the third party and income loss to the owners will be paid as recommended by DC ▪ If the remaining land is unusable, the compensation provided will be calculated based on the total land requisitioned (i.e., the actual land required plus the remaining unusable land). ▪ Requisition can be maximum of 2 years Land has to be returned to the owner as original condition, otherwise compensation has to be paid as decided by DC and landowner.
Structures of all types Primary	Title Holder PDPs	<p>Present value of structures as per the rates of Public Works Department (PWD);</p> <ul style="list-style-type: none"> ▪ Cash compensation under law (CCL)

Type of Loss	Category of affected PDPs	Type of Entitlement
and Secondary (Loss of residential, commercial structures with title to land)		<p>which includes 100% premium or RV whichever is higher. (ARIPA,2017, Section 9)</p> <ul style="list-style-type: none"> ▪ If RV is higher than CCL, the difference will be paid by RHD as top-up. ▪ Transfer Grant at actual cost which will include labor cost and transportation cost. ▪ Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost. ▪ The owners will be allowed take away all the salvageable materials free of cost within the period fixed by the Project Executing Agency (PEA). ▪ Dismantling cost for non-shiftable structure will be determined by the PVAC and RSEC based on the actual price and consultation with affected HHs.
	Non-titled PDPs	<ul style="list-style-type: none"> • Replacement value of the structure as determined by PVAC and RSEC in consultation with affected HHs. • Transfer Grant at actual cost which will include labor cost and transportation cost. • Reconstruction Grant in actual cost which will include land development, labor cost and transportation cost. • RHD in collaboration with RSEC, local government and RAC will make best efforts to identify alternative residential or commercial sites for the affected HHs. • Owner will be allowed to take away all salvageable materials free of cost. • Dismantling cost for non-shiftable structure will be determined by the PVAC and RSEC based on the actual price and consultation with affected HHs.
Trees of all Types and standing crops/fish stock	Title Holder PDPs and Socially recognized owners	<ul style="list-style-type: none"> • Timber Trees and Bamboo: RV of trees and bamboo • Fruit-bearing trees without timber: if the tree is at or near fruit-bearing stage, the estimated current market value of the fruit. • Fruit-bearing trees with timber: RV for the timber, and estimated current market value of fruit. • Banana groves: RV of all trees and estimated current value of one-time crop of each full-grown tree. • Owners will be allowed to fell trees and

Type of Loss	Category of affected PDPs	Type of Entitlement
		<p>take the timber, free of cost after payment of CCL or RV as applicable.</p> <ul style="list-style-type: none"> • Cash compensation under law(CCL) which includes 100% premium for title holder and sharecroppers (ARIPA , 2017) • 100% top-up payment on DC's CCL for legal owners and sharecroppers (ARIPA, 2017) • Replacement value of crops if planted on GoB land by squatters and /or sharecroppers • 1 month advance notice to be issued in time to harvest standing crops. If not possible, the value of standing crops at full harvest value will be paid. RV of existing standing crops/fish stock • Owners will be allowed to harvest crops and fish stock.
Income loss from business	Title Holder and Non-Title Holder PDPs	<ul style="list-style-type: none"> • Cash compensation equivalent of six months Net Income determined by PVAC
Income loss from rented out structure	Title Holder and Non-Title Holder PDPs	<ul style="list-style-type: none"> • The owners will be given the amount equivalent to six months' rent. • Actual shifting assistance
Temporary loss of income (wage earners in agriculture, commerce & small business	Employees of Title and non-titleholder businesses	<ul style="list-style-type: none"> • Each employee of business enterprises will be given Tk 18,000: Tk 6,000X3 months.
Vulnerable project displaced persons (PDP)	Female/Elderly household heads (income below BDT 88,000, extreme poor, Disabled HH	<ul style="list-style-type: none"> • One time Income restoration grant at BDT 18,000 (3 months *BDT 6000). • Skill training and credit support under income and livelihood restoration strategy
Affected community properties	Title Holder PDPs and Socially recognized owners/ non-titled affected on the ROW as identified by Census	<p>Cash compensation under law(CCL) which includes 200% premium for land(title holder</p> <ul style="list-style-type: none"> • If RV of land is higher than CCL, the difference will be paid by RHD as top-up. • Cash compensation under law(CCL) which includes 100% premium for assets other than land (title holder) • If RV of assets other than land is higher than CCL, the difference will be paid by RHD as top-up (title holder) • Replacement Value (RV) of structure, trees or any other assets other than land for non-titled holder • Transfer Grant at actual cost which will include labor cost and transportation cost • Reconstruction Grant in actual cost which will

Type of Loss	Category of affected PDPs	Type of Entitlement
		include land development, labor cost and transportation cost • Owner will be allowed to take away all salvageable materials free of cost. • Dismantling cost for non-shiftable structure will be determined by the PVAC and RSEC based on the actual price and consultation with affected HHs. OR • Project will construct a new community property in consultation with community and / or managing committee • No community property cannot be demolished until new one is constructed
Tax on compensation money	Title Holder PDPs	All the compensations and grants will be exempted from all types of GoB taxes

Note: Any unforeseen impacts and issues not defined in these matrixes will be placed to the notice of the GRC for assessment and decisions with technical assistance from the JVC and the PVAC.

6.3 COMPENSATION PROCEDURES

✓ CONFIRMATION SURVEY

Confirmation surveys need to be conducted in compliance with national laws and AIB policies. PDPs will be continuously notified on the progress of the RP and the Project. Stakeholders will be kept engaged before and during the Project.

✓ Compensation Calculation

For any loss of land, compensation will be done in accordance with the policies of Ministry of Land. Compensation due to loss of structure will be determined according the Schedule of present rates of the PWD for determining the value of the structures. For loss of trees and crops, compensation will be calculated using the practice of Ministry of Environment and Forest.

The Deputy Commissioner (DC) determines “market value” of acquired assets on the date of notice of acquisition served (under Section 4 of the Act 2017). The DC then adds 200% premium of the assessed value of land for cash compensation under law (CCL) for government acquisitions. The DC adds 100% premium of the assessed value to pay as compensation for loss of structures, crops and trees. If there is a dispute regarding the amount of compensation, there is an option for arbitration and the procedures for such is in place. If present market price is higher than CCL (assessed price + 200% of assessed price by DC), the difference (Top-up) will be paid by RHD.

✓ Special Measures For Vulnerable Households

As per prevalent practices in Bangladesh, the PDPs belonging to women HH, women above 60 years, very poor economic group, ethnic minority (indigenous) and physically disable are considered as vulnerable. An amount of cash grants, determined by PVAC would be needed to propose for all of them for each type of vulnerability. It is to be noted that if a PDP is found vulnerable by more than one indicator, for assessing the amount of cash grant the amount will be multiplied by the number of indicators.

✓ Payment Procedure to Title Holders

Title holders' means who legally owns land implying that the structures, trees and crops on the land are also owned by him. Payment of compensation to them starts with DC office followed by the PIA for payment of RV.

The steps involved in payment of compensations are

Upon obtaining administrative approval of land Acquisition Proposal from the Ministry of Land (MoL), the DC serves notice under Section-4(1) of the Acquisition and Requisition of the Immovable Property Act 2017 to the recorded owner of the affected property for public appraisal.

Land acquiring (DC office) and requiring body (here RHD) representatives conduct Joint Verification Survey (JVS) of the affected properties within 3 days of serving notice for land acquisition

After that the DC serves notice under Section-7 declaring final decision of land acquisition for the proposed project.

On the basis of Joint Verification Survey (JVS) data, DC writes letter to Public Works Department (PWD) with information of affected structures, list of trees to the Department of Forest and type of crops to the Agriculture Extension and Marketing Department for valuation as per government rule.

DC also collects recorded land price from the concerned Sub-register's office for preceding 12 months from the date of notice under Sections-4.

After receiving rates from the PWD, Forest and Agriculture Department, the DC office prepares estimate and sends it to the Project Executing Agency for placement of fund before the DC office within 120 days.

The DC prepares award for compensation in the name of recorded title holders.

Upon placement of fund, the DC serves notice under Section-8 to the PDPs for receiving Cash Compensation under Law (CCL) within 15 days from the date of issuing notice.

The PDPs are noticed to produce the records of right to the property along with other necessary document/evidence as per requirement of the land acquisition section of DC office.

Upon fulfillment of the criteria of the DC office i.e. requisite papers and documents, the LAO will disburse CCL either in the office or at the field level issuing prior notice to the entitled persons (EPs).

Local Government Institutions (LGI) representative identifies the EPs during receiving the CCL.

As per land Acquisition law, DC pays compensation to the legal owner of the properties for land, structure, trees, crops and fish stocks.

After receiving account payee cheque for CCL from the LA office and obtaining clearance from the Treasury Section of DC office, the Entitled Person (EP) deposits the CCL to his own bank account.

One copy of the CCL will be submitted to the PIA office for processing additional payment of compensation and resettlement benefits as per RAP policy.

The PIA will create an identity number for each of the CCL holders and prepare entitled persons file (EP file) and Entitlement Card (EC) for all the PDPs along with the amount of compensation.

The PIA will prepare Identity cards with photograph of the EPs.

The Identity cards will be jointly signed by the Executing Agency (RHD) and PIA representatives and the photograph of EP will be attested by the concerned UP Chairman/ Member or Ward Councilor as applicable.

The PIA will arrange to disburse Account Payee cheque at the open and accessible location of the project area.

6.4 PAYMENT PROCEDURE TO NON-TITLE HOLDERS

The non-titled holder means having no legal ownership of the affected property but socially recognized and enlisted during the census, SES and/or Joint Verification Survey within the RoW. The Acquisition and Requisition of Immovable Property Act 2017 has no provision to compensate non-titled holders on GOB land. The AIB Environmental and Social Standards (ESS) prescribes to address these PDPs although they do not have legal title to the property. As per tripartite joint verification survey by the joint verification committee (JVC) the list of displaced persons will be prepared by the PIA. The steps involved in payment of compensation and resettlement benefits to the non-titled holders are:

- i) Individual Identity number will be created against the name of all Entitled Persons.
- ii) Photograph of PDPs will be taken and duly attested by the UP Chairman/Ward Councilor for preparation of Identity cards.
- iii) The PIA will prepare entitle persons file and entitlement card for each of the EPs.
- iv) The PIA will assist the EPs in opening Bank Account in their names.
- v) The tenants of the house or commercial premises and employees will collect documents in favor of their tenancy or identification from the owner of the structure/employer which will be attested by the concern Ward Councilor.
- vi) The PIA will create Identity number for each of the EPs and prepare documents for EP-wise EC for payment.
- vii) The PIA will prepare Identity cards with photograph attested by the Ward Councilor of the EP.
- viii) The Identity cards will be jointly signed by the PEA and PIA representatives and the pasted photograph must be attested by the concerned-UP Chairman/ Ward Councilor.
- ix) The PIA will disburse Account Payee Cheque either in their office or in the office of Ward Councilor and the place it must be informed to the EPs in particular.

7 RELOCATION AND LIVELIHOOD RESTORATION

7.1 INTRODUCTION

PROJECT RELOCATION STRATEGY

The Project Displacement survey indicates that 206 residential HHs, 239 commercial units, 40 residential cum commercial units and 10 community properties have been affected by this project. Moreover, 233 tenants of business structures will also be physically and economically displaced and will be provided relocation assistance. Moreover, 589 plots owned by private and public entities will be acquired by the project. There is no provision for project-sponsored relocation sites for the affected residential and business premises. Affected HHs will be encouraged and assisted by the RHD and the RP implementing NGO to find alternative land for relocation

Table 21 Category of lost assets required relocation

Category of Loss Due to	Units	No. of affected entities
Residential HHs	No.	206
Shops/Commercial enterprises	No.	239
Renters	No.	233
Residence and shops	No.	40
Community Properties (CPR)	No.	10
Total		728

Source: Project Displacement Survey 2020

Substantial land acquisition is required to meet the objectives of the project and in turn land

acquisition is likely to induce physical and economic displacement. This section provides a snapshot of the project's relocation strategy and livelihood restoration approaches that will aid the displaced HH to maintain or attain a higher standard of living.

Project Relocation Strategy

The project encourages the various categories of PAPs to self-relocate. PDPs will be provided with adequate compensation and subsistence assistance to mitigate the livelihood disruption during relocation and reconstruction.

The Project Director (PD) will assign Project Manager (PM) at the Field Offices (FOs) to handle relocation aspects of the displaced households and commercial premises with assistance from the NGO and the Physical Relocation Assistance Committee (PRAC) at Union level. PRAC, in consultation with the District and Upazila administration, will find out alternative land in the project areas suitable for relocation of the displaced households and shops. Displaced households and shops are encouraged for self-relocation in groups or individually..

Self-Relocation

The project is taking land over a long narrow strip in most of the sections of the existing road. Substantial land (81.8551 acre) will be taken for construction of kewatkhali Bridge and widening of the approach road into four-lane. Again the PDPs are largely affected on their own land and remaining are squatters at the Bazaar areas who are scattered all along the existing road. Developed land is scarce in the area and vacant public land is not also in plenty at suitable location to be developed for resettlement of the PDPs. The project will therefore encourage affected people "self-relocation" by affected households selecting replacement cost for homestead land in the vicinity of their own. During FGD most of the people give their opinion in favor of self-relocation. Both title holders and the squatters/encroachers prefer self-relocation in nearest place.

Relocation of Common Property Structures

Affected HHs and businesses will be encouraged for self-relocation after payment of compensation and resettlement benefits. The RP implementing NGO will assist the PDPs to find alternative land for relocation. Community properties will be reconstructed by the project as per AIIB ESS. RHD will take necessary measures to reconstruct new CPRs on the land to be provided by the Management Committee of the CPR. Physical Relocation Assistance Committee will be constituted in each Union with the representative of the PEA, Union Parishad/Municipality, PDPs, and NGO. Location, design and other issues to reconstruct the CPRs will be recommended by the PRAC to the Project Director in consultation with the Management Committees of CPRs. Project Director will deploy engineers to design and contractor to reconstruct the CPRs. In this case compensation for the structure and other resettlement benefits will not be paid. In case of titled CPR land value will be paid by DC office as per ARIPA 2017. CPR Management Committee may utilize land compensation for purchasing alternative land, but structure compensation will be used for construction/installation of amenities of the new CPRs.

7.2 INCOME AND LIVELIHOOD RESTORATION STRATEGIES

Mitigation of loss of assets and livelihood is the main focus of the RAP. RHD will provide appropriate support to address the adverse impacts on the livelihood restoration aspects of vulnerable PDPs including female and elderly Headed household whose income is below BDT 88,000, disabled household head, and the extreme poor. Relocation of households in a new location will disrupt their normal way of living. Income and livelihood restoration strategy through targeted short term and long term mitigation measures will aim to improve or restore pre-project living standard.

The Livelihood and Income Restoration Training will be provided to one member of the vulnerable

households and interested PDPs. Training courses will be identified during the implementation of the RP through consultation sessions and rapid skills assessment.. It will be up to the eligible household to designate the family member who will participate in the Income and Livelihood Restoration Strategy. In compliance with ESS2 of AIIB, RHD will identify resources for income and livelihood restoration assistance for vulnerable PDPs and laborers. A Gender Action Plan has also been designed by the project to take account of the gendered implications of the project (Annex B).

The following are the Income and Livelihood restoration strategies that will be implemented by the project

- **Linking Vulnerable Households and Interested PDPs to Training and MFI:** Eligible members of vulnerable households losing income permanently will be linked with various financing institutions and NGOs to get financial support and training on income generating activities (IGA) such as small business, poultry rearing, cow fattening, tailoring, etc. The Project will communicate with development partners and NGOs with ongoing activities in the project area and recommend them to include Vulnerable PAPs in their programs. The RHD will communicate with all development agencies active in the area in order to mobilize their resource and channel the development opportunities to all PDPs. One such initiative will be to pursuing active Microfinance Institutions (MFIs) in the area to set up a credit program specific to PDPs. In such way, the project will explore the readily available opportunities provided by government, NGOs or any other development partners and guide the PDPs how to benefit from these organizations and agencies.
- **Preferential Employment Opportunity (Construction Phase):** Local people including vulnerable groups in the project area, whose livelihood will be affected by the project, will get preference in jobs associated with the project construction. RHD will facilitate the affected people to form labor contracting society (LCS) in each contract package with assistance from the PIA and Construction Supervision Consultant. The civil works contractors will hire local laborers through the LCSs. Affected persons will get preferential employment in project works based on their age, education, skills and vulnerability status.
- **Employment post construction (Operation and Maintenance Phase) :**After construction of the project, members of the vulnerable groups and wage laborers will be deployed to take care of the road side tree plantation, etc. as a member of the LCS. The construction jobs, in the semi-skilled and unskilled category, shall be offered to the PDPs in preference to others.

8 GRIEVANCE REDRESSAL MECHANISM

8.1 COMMON GRIVANCE REDRESS MECHANISM (GRM)

Land-based development interventions that require land acquisition and civil works often induce adverse impacts on the socio-economic and environmental profile within the project's footprint area. Specifically, land acquisition and civil works can lead to the involuntary physical and economic displacement of individuals and communities. Depending upon the scale and type of activities, the nature of the negative impacts can be temporary or permanent. Physical and economic displacement may entail the dislocation of individuals and communities from their place of work or residence and limit or eliminate income-earning opportunities. Therefore, the process of land acquisition and civil work is likely to raise uncertainties and grievances among those residing in the project footprint area.

ARIPA,2017, Section 5 has provisions that allow landowners to submit objections at the inception of the legal process. Once the objections are assessed and resolved, there are no provisions through

with landowners can bring forward additional complaints/grievances in the latter stages of the land acquisition process. Moreover, the law does not recognize the rights of non-title users of the land, and therefore, there are no mechanisms in place through which they can communicate and seek resolution for the grievances. The nature of objections and complaints can range from but not limited to the dispute over land ownership, the value of an asset, assets not accounted for in census, compensation payment. Moreover, project interventions and construction activities may raise environmental, social, and public health-related concerns among the displaced persons and their communities. The communities may also be interested in the transparency of the procurement process and the quality of construction. Therefore, complaints and grievances may range from land acquisition and resettlement related issues to the procurement and quality of works on site.

In general, complaints may arise at any stage of the project cycle. To manage and efficiently resolve resettlement and project-related disputes, the GRM mechanism will be established by this project. Along with an IT-based GRM, a local level GRM has been designed to resolve resettlement benefits, relocation, and other assistance related issues. The GRM will be officially recognized as a community-based system to resolve disputes to resolve project level disputes emanating from land acquisition, compensation and resettlement, environment, safety, and social concerns. Moreover, a separate GRM focusing on labour issues, including wage rates, lack of appropriate facilities, and lack of protection for female workers from GBV, sexual exploitation, and abuse by labour suppliers, supervisors, and others who deal with workers will also be established. The following are the objectives of the GRM:

8.2 OBJECTIVES OF THE GRM

- Provide a transparent, inclusive, and consultative framework for the timely identification and resolution of issues affecting the project and the people at the local level. The grievances can be related to environmental and social impact, and resettlement and compensation program when triggered.
- Act as a feedback mechanism
- Strengthen accountability to beneficiaries and PAPs.

GRM will be an accessible channel through which individuals and communities will be able to lodge complaints and obtain feedback if they feel that project intervention or actions of personnel will harm them. This mechanism promotes an efficient method of identifying, lodging, processing, and resolving complaints with the help of the stakeholders. Decisions will be reached by the committee based on consensus, and the mechanism will aid in the resolution of issues amicably and rapidly, thereby preventing the aggrieved party from resorting to expensive and time-consuming legal proceedings. Further, the establishment of the GRM strengthens the transparency and accountability of the project to the project beneficiaries and workers. A grievance redress system established in the spirit described thus far should reduce project risks and serves as an essential feedback mechanism that may allow the benefits of the project to be inclusively and equitably shared.

PDPs will be informed about their rights and procedures for lodging complaints (whether verbally or in writing) during the consultation sessions, survey, and at the time of compensation⁵. A robust GRM will ensure that project-related grievances are locally mitigated consensually and rapidly. Nonetheless, the project design and implementation strategies using sound consultation and communication methods and technical assistance will aim to reduce or prevent any grievances from arising. A combination of careful planning and design of land acquisition and resettlement strategies, along with utilizing feedback from PDP obtained through regular, meaningful, consultation, and strengthening coordination among the affected communities, RHD, and the government is expected to reduce project level grievances from occurring. The following sections provide information on the GRM protocol to be implemented, disseminated, and monitored.

⁵ Consultations and FGDs will be carried out throughout the project cycle

8.3 GRIEVANCE REDRESS COMMITTEE

The GRM will be accessible to all internal and external stakeholders, including affected people, community members, civil society, media, vulnerable people, and other interested parties. The GRM is expected to address the various issues raised robustly, timely, and cost-effectively. The GRM will cover a variety of ranging from land acquisition, resettlement, the dispute over ownership, the value of an affected asset, assets not accounted for in census, and compensation payment. GRC procedures and operational rules will be widely publicized during community meetings, and pamphlets in the local language will be distributed to ensure that stakeholders are aware of their rights and procedures to redress grievances. There will be two-tier grievance redress mechanism; 1st at local level and 2nd project level. Level 1 GRM is the most significant and AIB's perspective effective functioning of the field level GRC is most significant.

The RHD will post a manager or deputy manager in the rank of SDE or above at the worksite. This officer will also be responsible for the implementation of the resettlement plan and will also work closely with the PIA. The gazette notification on the formation and scope of work of the GRC will be required from the RHD/MoRTB. The GRC will be comprised of:

- One representative of RHD, at least of the level of Executive Engineer (SDE), to be nominated by the RHD as convener.
- The Area Manager of the PIA as Member Secretary.
- The Chairman or his representative of the UP/Municipality where the complaint is registered.
- One representative of the PDPs as Member.
- Women member of local Union Parishad / Municipality as Member.

A legal advisor may be appointed by the PIA to obtain suggestions concerning the resolution of disputes and to ensure that the affected parties get justice outside the courts. However, the legal advisor will not be part of the GRC. For this project, the convenor and the representative of the DC office land acquisition section will be fixed; however, other members may vary depending on the location of meetings the members⁶. The GRC will be empowered to resolve resettlement, compensation, and environmental issues that are currently not under review by the courts. The PIA will facilitate and forward the grievances received from the impacted individuals to the GRC.

Moreover, the PIA will assist the PDPs and other aggrieved parties in lodging their complaints in a format that is acceptable to the GRC. The PIA will ensure that that the PDPs and other stakeholders are informed about the GRM system, the composition and role of the GRC, and the procedure of lodging complaints and seeking redress. However, it is essential to define the exact scope of the GRC to reduce confusion among PDPs and improve efficiency in the grievance redressal process. The following are the scope and jurisdiction of work of the GRC:

8.4 THE SCOPE AND JURISDICTION OF THE WORK OF GRC

- After receiving the complaints/grievances, the GRC will review, consider, and resolve grievances related to social/resettlement and environmental issues during implementation, as received by the committee.
- Any grievances presented to the GRC should ideally be resolved on the first day of the hearing. In cases of complicated cases requiring additional investigations, it should be resolved within a period of one month.
- GRC will also review the grievances of indirectly displaced persons and/or persons displaced during project implementation.
- The GRC will not engage themselves in any review of the legal standing of an "awardee"

⁶ Meetings may take place across various Upazila and unions and hence members may change.

other than indirect losses or distribution of shares of acquired property among the legal owners and associated compensation or entitlement issues.

- GRC decisions should ideally be arrived at through consensus, failing which resolution will be based on a majority vote. Any decision made by the GRC must be within the purview of social, resettlement, and environmental policy framework.
- The GRC will not deal with any matters pending in the court of law. But if the parties agree on through a written appeal, GRC can mediate. The parties will withdraw the litigation.
- A minimum of three (3) members shall form the quorum for the meeting of the GRC.

GRC meetings will be held in the RU field office in the project area or any other location, as agreed by the committee members. If required, the GRC members may undertake a field visit to investigate and review the issues causing the grievance, including land ownership, the reason for any delay in a compensation payment, or other relevant matters. Moreover, all the GRC members, including the Convener, will be given a sitting allowance of BDT 800 for each meeting and BDT 15 per km as conveyance allowance. All costs related to the meeting, which may include travel etc. will be borne by the PEA through the PIA.

The PDP will be able to file their grievances without any fear or coercion. Where required, the implementing NGO will assist the PDPs in drafting the grievances. All grievances must be submitted in writing to the Chair of the GRC, and a grievance log will be created. Table.. includes a sample grievance log. The aggrieved party may be represented by the PDP themselves or by an appointed agent such as a local elected representative and or legal advisor. The judgment made by the GRC will be communicated to the concerned PDP in writing. If dissatisfied, the PDP through GRC may request a further review of the judgment by the Project Director. In such situations, the case will be forwarded to the PD with all documents. If the aggrieved party remains dissatisfied after this stage, he/she may go to the formal court of law. The grievance redress system of the project does not bar any aggrieved persons from seeking resolution from the court of law at any stage.

GRC procedures and operational rules governing it will be publicized widely through community meetings and pamphlets in the local language (Bangla) so that PDPs are aware of their rights, obligations, and procedures related to seeking the redressal of grievances. Figure 1 illustrates the GRM process. All GRC documents, including a grievance log, will be maintained by PIA for review and verified by supervision consultants and AIIB. RHD Field Office(s) will act as the Secretariat to the GRCs as it is the office of the Convener. As a result, the records will be up-to-date and easily accessible onsite.

Sample Grievance

.	Individual Reference Number
.	Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously)
.	Details of the complaint, feedback, or question/her location and details of his / her complaint.
.	Date of the complaint.
.	Name of the person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.)
.	Details of the proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution
.	Date when the proposed resolution was communicated to the complainant (unless anonymous)

.	Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution
.	Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out
.	If necessary, details of GRC referrals, activities, and decisions
.	Date when the resolution is implemented (if any).

Below Table highlights the steps involved in redressing grievances. If aggrieved PDPs continues to remain dissatisfied after stage 7, the GRC will forward the cases to the Project Director (PD) for further review. Convener and Member Secretary of GRC will present the case records to the PD and facilitate impartial review of the complaints. Proceedings of such review meetings will be available for review by AIIB. Member secretary will present the case of the aggrieved DPs in the upper review and settlement focal points in the presents of the Convener, GRC.

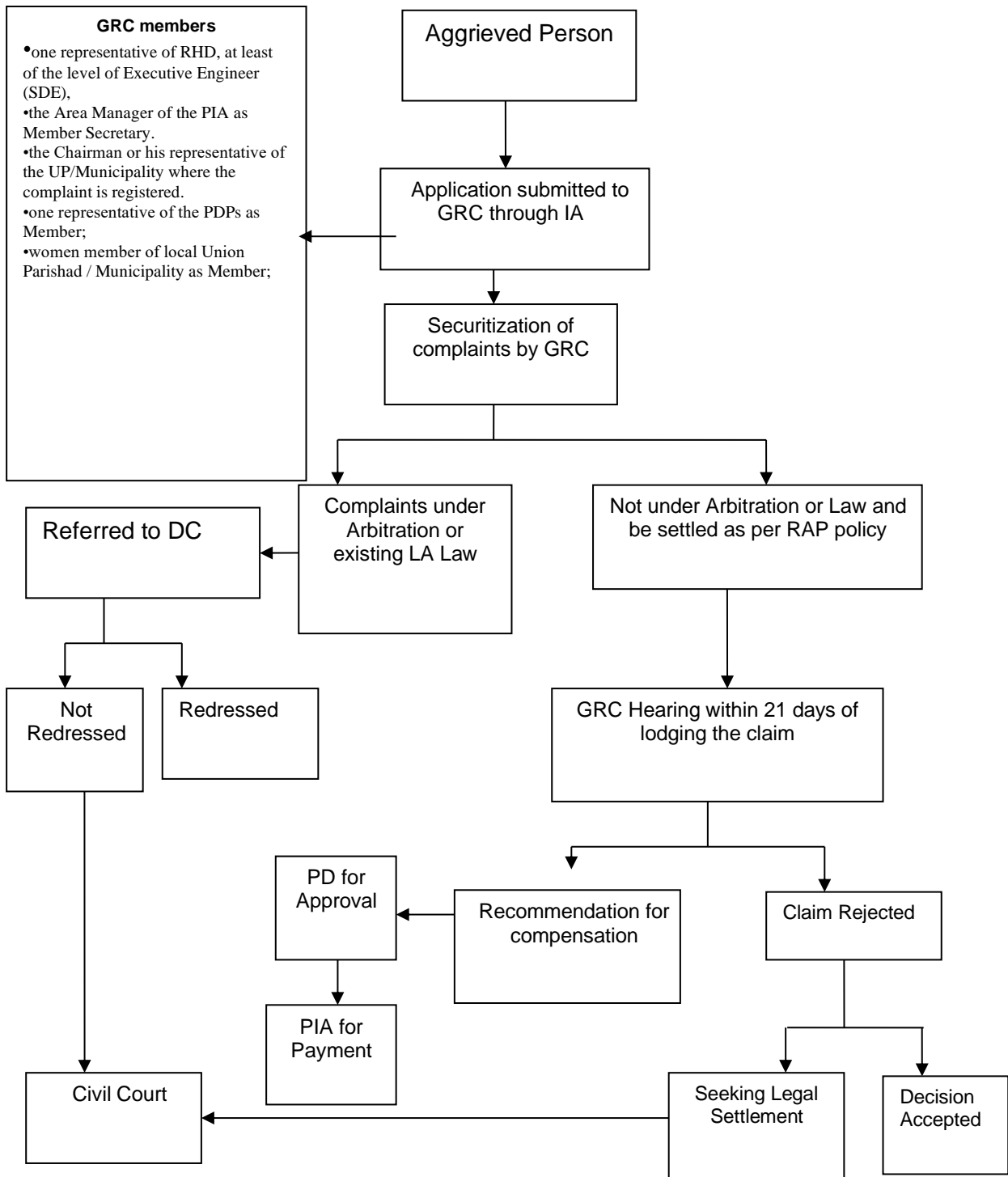


Figure 2 GRM Mechanism

Table 22 Steps in Grievance Redressal

Steps	
1.	The Implementing Agency (IA) informs PDPs about their losses and entitlements. If satisfied, the PDP claims resettlement payments to the PEA.

	If confused, proceed to Step 2
2.	The PDP approaches the IA field level officials for clarification. The IA will inform and clarify the PDPs about their losses & entitlements as per RAP policy. If resolved, the DP claims resettlement payments t the PEA should be implementing agency. If not resolved, proceed to Step 3
3.	The PDP approaches the GRC. PIA staff assists the PDPs in producing the complaints and organize hearing within 21 days of receiving the complaints. Both written complaints in the local dialect and verbal complaints are acceptable. IA shall assist the PDPs to prepare a written form for succeeding procedures at no cost to PDPs. Then proceed to Step 4
4.	GRC to scrutinize applications, cases referred to Deputy Commissioner through PIA if the case is under arbitration law and beyond their mandate as per the scope of work. If the case is within the mandate of GRC, proceed to Step 5
5.	GRC sessions held in the presence of the aggrieved PDPs, minutes recorded. If resolved, the Project Director approves the decision of the GRC. If not addressed, proceed to Step 6
6.	The PDP may accept the GRC decision. If not, he/she may file a case to the PPD for settlement. Then proceed to Step 7
7.	The PPD, with the help of CRO and Convener and Member Secretary of GRC, reviews the case, and the decisions are conveyed through the concerned PDP. If the decisions are not accepted, it moves to Step 8
8.	The GRC minutes, approved by the Project Director, received at Conveners' office back. The approved verdict is communicated to the complainant PDP in writing. The PDP then claims resettlement payments to PEA. If the decisions are not excepted, the PDP moves to Step 9
9.	When the PPD's decisions are not accepted, the PDP may go to the court of law, which takes the final decisions and the resettlement benefits are given accordingly

8.5 DETAILS OF THE GRIVEANCE REDRESSES STEP ARE PROVIDED BELOW

- i) All complaints from the PDPs will be received at the field office of the PIA, with a copy to the concerned local government representatives.
- ii) The PIA, upon receipt of complaints, will inform the Convener of GRC, and the Convener will organize a hearing session for the complainants in the local government office where the complaint was received.
- iii) The GRC will review the issues gathered through the hearing and pass verdict to convey to the concerned PDP through the PIA.
- iv) If there are matters relating to arbitration or compensation under the existing law, the case will be referred to the DC for necessary lawful decisions.
- v) The PDPs will be assisted by the PIA in this process and will monitor the progress.
- vi) The GRC will settle the disputes within a maximum of 21 days of receiving the complaints from the PDPs.
- vii) The resolution of the GRCs will be sent to the PPD for approval. After approval, these will be adopted in the process of resettlement for issuance of ID cards, determination of loss and entitlements, and payment thereof.
- viii) If the PDP does not agree with the GRC decisions, he is free to go to the court of law, and this must be accepted as the final decision.
- ix) PDP will have to accept the decisions, and the entitlements of compensation, along with amounts, will be prepared following the policy matrix of this RAP.

The PEA will bear all the GRM costs through the PIA.

8.6 IT (MOBILE TECHNOLOGY) BASED GRIEVANCE REDRESS

An IT-based GRM will be developed to document the complaints filed by the PDPs for improved screening. The use of IT enhances the overall communication between the PDPs and the Project Implementation Unit.

Grievances raised by PDPs are considered as a dispute in response to project interventions, and they have formally registered following grievance redressal the procedures. The core principals underpinning any sound GRM strategy include directing sincere attention to the grievance and resolving the complaints in a timely and cost-effective manner locally by the project authority. A mutually beneficial attitude is desired from both parties to resolve the grievances effectively. To resolve the disputes, the following procedure will be made available to the PDPs to establish a conversation or dialogue with the Project Authority. The procedure of lodging grievances using mobile technology solutions is as follows-

- PDPs will send SMS (Toll-free) to a fixed number to communicate with the Project Authority expressing their problems for which they seek a resolution.
- The project authority will provide a fixed mobile number/mask address (toll-free).
- The project authority will promptly recognize the problems and to take necessary measures to resolve the problems within their legal capacity.
- The project Authority will inform the decision concerning the problems to the PDPs via SMS.

In the current project, a Grievance Management System will be introduced using IT Solutions. Such a system can be monitored by the relevant ministries, development partners, and the project authority and other relevant agencies.

8.7 GRM for Dealing with Labor Issues

The GRM, in its present scope, seeks to address grievances raised by PDPs and other local stakeholders. However, there is a need to establish a separate GRM to manage labor-related issues exclusively. Recent international experience suggests that labour GRM becomes more pertinent in projects that involve heavy civil works and labour influx into the project area.

A GRM mainly focused on labour seeks to resolve issues concerning wage rates and unpaid overtime work; irregular and partial payments; inadequacy of living accommodations; lack of clean drinking water and sanitation facilities; lack of medical care in emergencies; lack of protection against gender-based violence, sexual exploitation and abuse (GBV/SEA) of female workers by labor suppliers / sardars, supervisors, and others who also deal with workers.

The GRCs dealing with labour grievances/complaints will have members who are either directly or indirectly associated with the construction and other works under the individual Contract packages. Each GRC will have five members:

- (a) PEA official who is in charge of all construction and other activities at individual worksites will act as Convener;
- (b) Resident engineer of the Construction Supervision Consultant;
- (c) A male worker representing the workers;
- (d) A female worker representing the workers;
- (e) A PEA official, designated by the Project Director, who is not associated with the construction activities in the field, but a member of the PIU.

9 RAP IMPLEMENTATION AND INSTITUTIONAL ARRANGEMENT

The RHD is responsible for the overall implementation of the RP. Moreover, they will hire an experienced NGO to ensure smooth implementation of the RP. A robust institutional arrangement is necessary to manage and implement the Resettlement Plan (RP). Strengthening the institutional mechanism to ensure the smooth execution of the RP includes capacity building of project staff, the

appointment of an experienced NGO, and the formation of various committees (GRC, JVC, PVAC). Capacity building program concerning the RP should specifically focus on the staff employed at the project heads office, field offices, and land acquisition section of Deputy Commissioner's office.

The flow chart indicated the overall institutional arrangement along with the linkages among different organizations involved in the resettlement and rehabilitation plan. Chief Resettlement Officer will be responsible for resettlement and rehabilitation policy guidance, coordination, planning, monitoring, and reporting to relevant agencies. The Project Director at Head Office will serve as the CRO and will be supported by secretarial staff and other related offices. At the field level, staff who are considered to be in charge, such as those in the rank of Executive Engineer/Sub-Divisional Engineer (SDE), will support the activities of the CRO. An NGO will be appointed for the implementation of the RP. Additionally, a National Resettlement Consultant (NRC) will be engaged to carry out monitoring and reporting of the RP. The various RHD offices, along with the NGO, will work in close coordination with the Office of CRO and other offices responsible for RP implementation

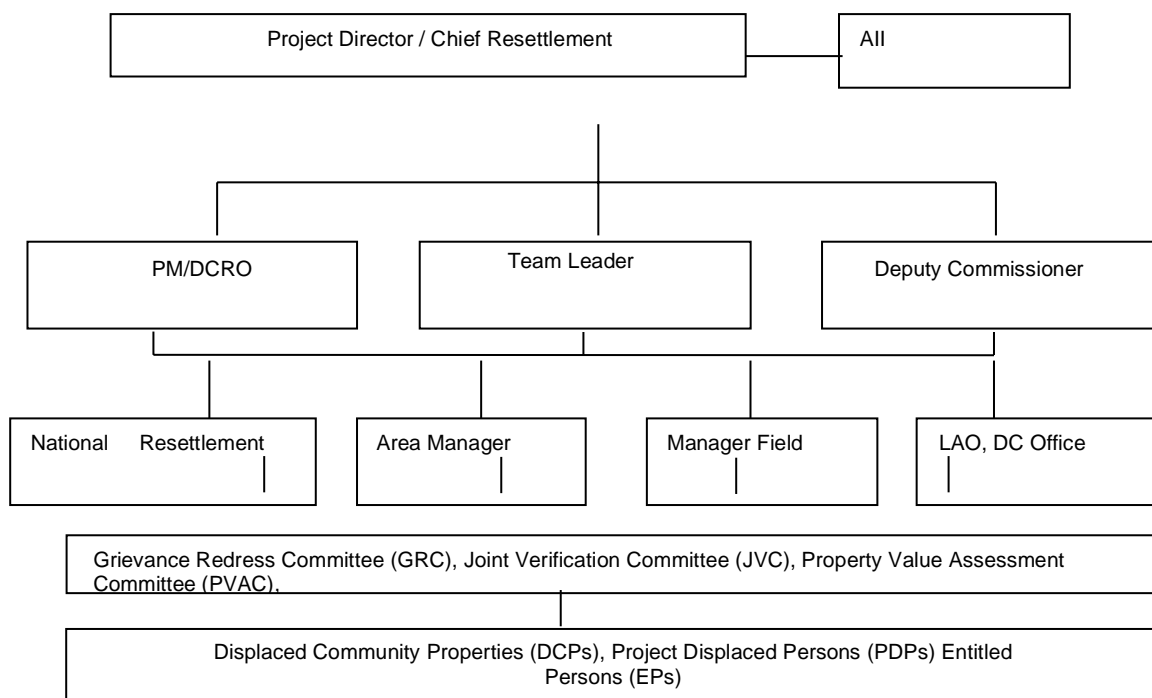


Figure 3 Organizational Chart

The Ministry of Road Transport and Bridges (MoRTB), along with representatives from various departments/ agencies associated with project implementation through an official gazette notification, will establish the Joint Verification Committee (JVC), Property Valuation Assessment Committee (PVAC) and the Grievance Redress Committee (GRC). Along from these committees, a Physical Relocation Assistance Committee (PRAC) will be formed by the Project Director with representatives of the RHD (as convener). The Project Manager will be of the rank of Superintendent/ Executive Engineer and will oversee the resettlement and rehabilitation component of the project as the DCRO and will be based at the PD's office. A Deputy Project Manager will support the activities of the project manager.

The PD through the PM, will monitor the progress of land acquisition and resettlement management and ensure coordination between relevant offices, particularly the Office of Deputy Commissioners. The PD at RHD head office will initiate the following activities to commence the implementation of the Resettlement Action Plan:

- Establish field offices and appoint the required staff.

- Select PIA having RAP implementation experience.
- Orientation and awareness workshops for RHD staff likely to be involved in Resettlement and Rehabilitation.
- Appointment of a National Resettlement Consultant.

To manage the land acquisition process, the RHD will establish operational links with the Office of Deputy Commissioners. Forming the operational linkages will involve providing means and mechanisms for coordinating the delivery of compensation and assistance to entitled persons. Through the PIA, the RHD will also be responsible for disseminating the information to the public and providing opportunities for consultations and feedback.

9.1 ROLE OF PROJECT MANAGEMENT HEAD OFFICE

The Roles of project management head office are the following:

- Overall responsible for resettlement and rehabilitation works.
- Interact and co-ordinate with the relevant section of Deputy Commissioner office to facilitate land acquisition and taking possession of land.
- Coordinate the implementation of R&R activities with Head Office and Field Office.
- Appoint PIA for the implementation of RAP and a consultant for monitoring and reporting the progress of RAP implementation.
- Conduct resettlement training programs to build the capacity of the staffs working at the field level, including the PEA, NGOs, and other partner agencies.
- Approve the time-bound plans prepared by the PIA.
- Monitor the progress on R&R and land acquisition.
- Prepare monthly progress report and submit to AIIB
- Guide the staff of RHD, NGO & consultant firm on policy-related issues during implementation; and ensure timely release of fund for

9.2 INTERNAL MONITORING OF LAND ACQUISITION AND DEVELOPMENT

The key activities that the Project Manager will coordinate with the office of Deputy Commissioner includes land acquisition, payment, possession of land clearance for proposed RoW, and possession of land. Moreover, the Project manager will monitor all resettlement and rehabilitation activities and will be fully responsible for progress of RAP implementation works and project management. The DPM and Resettlement Officer will assist the Project manager in discharging his/her duties. The roles and responsibilities of the resettlement officer are provided below. The field office will deal in all matters related to resettlement and rehabilitation and it will be overseen by an officer in the rank of Sub-divisional Engineer. This officer will be considered as the Deputy Chief Resettlement Officer (DCRO).

- i. Liaison and provide requisite including but not limited to materials, papers to the Office of Deputy Commissioner for timely acquisition of land and payment of compensation.
- ii. To synchronize various activities related to resettlement and rehabilitation with the construction schedule.
- iii. Ensure that entitled persons have received their due compensation and resettlement benefits.
- iv. Assist and advise DCRO on matters about R&R,
- v. Ensure distribution of pamphlets of R&R policy produced by the PIA in the local

- language.
- vi. Supervise the implementation of RAP carried out by the PIA and participate in activities carried out by PIA.
- vii. Interact with PIA and Construction Supervision Consultants Team (CSCT) regularly.
- viii. Compile data related to R&R activities, update reporting officer and suggest suitable measures to be taken.
- ix. Review micro plan & monthly reports submitted by PIA.
- x. Participate in regular meetings.
- xi. Ensure distribution of Identify card.
- xii. Attend meetings and participate in Grievance Redress Committee meetings for redressal of grievances.
- xiii. Ensure budgetary provision for relocation, rehabilitation, and reconstruction of CPs.
- xiv. Verify the inclusion of displaced persons who were missed during the census survey.
- xv. Facilitate the opening of bank accounts of displaced persons at local banks.
- xvi. Organize disbursement of cheques to displaced persons in a public place to maintain transparency.
- xvii. Liaison with the concerned department for the inclusion of displaced persons in income-generating schemes or programs.
- xviii. Maintain a record of physical and financial progress on land acquisition and R&R activities; and
- xix. Any other work that may be assigned by the CRO / DCRO.
The PIA will assist the RHD field offices in performing their duties.

9.3 ROLE OF DEPUTY COMMISSIONER OFFICE

The Deputy Commissioner is responsible for acquiring land and paying cash compensation under the provisions of ARIPA 2017. Moreover, they have the authority to determine land ownership and eligibility of DPs for Cash Compensation under Law (CCL) for land and other assets. The DC decides whether to enhance the capacity of his office by engaging additional senior LA staff to process the LA requests efficiently. The PEA and PIA will work with the representatives of DCs during the Joint Verification survey (JVS) and the Current Market Price Survey (CMPS) of the affected properties. The surveys are carried out to determine the replacement value prior to budgeting the total compensation payable to the DPs. Further, the DC would be requested to appoint Special Land Acquisition Officer (SLAO) for project, if required, to expedite the land acquisition process.

The implementation of the activities such as JVS, PVS, CMPS of the affected properties and reconciliation of the 'market value' and 'replacement value' will require mutual understanding and cooperation among the DCs' office, RHD and the PIA. It is therefore, essential that the DCs accepts the involvement of their representatives in JVS, PVS, budgeting of compensation, updating of land records of PDPs and reconcile the CCL with the additional compensation to be paid by the RHD through the PIA. The DC offices will receive funds from the PEA (RHD) for paying the CCL to the directly displaced persons immediately to facilitate quick disbursement of differentials, if any, by the RHD through PIA. Participation of DC office personnel will be necessary for the host area meetings. Similarly, DC's intervention/assistance will be required in matters concerning but not limited to land acquisition, resolution of land ownership disputes, allotment of char land/other surplus lands, and (for self-managed groups) relocation of the PDPs. The compensation to be paid by the DCs office are:

Cash compensation for loss of land by owners averaging the registered sale deeds values during the preceding one year from the date of serving notice u/s 4 of the ARIPA of similar land plus (+) 200 percent enhanced amount of the average; Cash compensation for loss of crops, trees, and perennials; and cash compensation for residential and commercial structures at replacement value. Compensation to the legally recognized lessees, tenants, sharecroppers for their losses

9.4 ROLE OF NGO in RP Implementation

The task of successfully implementing a RP requires experience and skill in managing individuals at the grass-root level. NGOs and consultancy firms, through their work engagements, have developed strong networks and the necessary experience of working in the implementation of the RP and managing individuals at the grass-root level in a variety of contexts across the country. RHD will acquire the services of an NGO with strong local networks and previous experience of updating and implementing the RP.

The principal tasks of the NGO include but not limited to is to (i) updating the RP; (ii) identifying the project affected land; (iii) households/business enterprises, and persons; (iv) estimating losses and nature of displacement of PAPs; (V)developing entitlement packages and assisting in disbursing compensation above the CCL when CCL is less than the replacement cost of the land; (vi) preparing compensation budgets; (vii) supporting consultation sessions; (viii) supporting GRM.

9.5 SCOPE OF WORK OF NGO

The NGO's activities will be governed by the guidelines, tasks, processes, and guidance outlined in the RP. The primary tasks to be performed by the NGO are as follows:

- Updating the RAP to reflect the changes since the last survey of the PAPs in February 2020.
- **Information Campaign:** The executing NGO will design, plan, and implement information campaigns in the affected areas with the primary aim of informing the project displaced persons about the entitlement policy and how to utilize their respective entitlements. The information campaign will spread information among PDP through the distribution of information booklets, leaflets, notices, and other materials. Public announcements and community meetings, FGDs will also be used to provide information to PDPs.
- **Circulation of Booklet:** A Bangla booklet containing the total compensation package as outlined in the RAP, procedures, and places of payment and all other relevant information will be prepared and circulated among the project displaced persons by the NGO. This will significantly help in reducing tension among the PDPs and will lead to a cordial working environment and relationship between the NGO and PDPs. The NGO must circulate this booklet within one month of field placement. The NGO should ideally prepare the booklet before going to the field and distribute the information booklet during the 2nd week of fieldwork. Early distribution of the brochure will create an enabling environment for the NGO
- **Computerization of Database and EP Files:** Data on land, structure, trees, and other properties lost by the PDPs will be computerized, including the development of necessary IT-database and software to prepare EPs files and ECs. The EP and EC files will be used for making payments to the EPs and monitoring the progress of resettlement work. After commencing their fieldwork, the NGO must finalize the list of PDPs, and EPs land ownership titles within six months; otherwise, they will be delayed in performing other activities.
- **Prepare and distribute Identity Card:** All the non-titled PDPs will need to be identified within the first six months of NGO's operation at the field level. The DC office will determine the title of the PDPs based on the updated record of rights. The NGO will finalize the list and entitlements of non-titled PDPs and prepare ID cards for them. For the titled PDPs, the ID card will be prepared for the PDPs after getting CCL from the DC office. In general, The NGO will be responsible for the preparation and distribution of ID cards, and RHD will be the issuing authority. The PDPs will need to present the ID card to receive compensation under the RAP

The ID card will contain a photograph of PDP taken by the NGO. The NGO will capture the photograph at a publicly accessible place. In the photograph, the PDP will be holding their respective ID numbers at the chest height level to ensure that their face and ID number is visible. The ID contains several pieces of information related to the PAP. However, the two most essential pieces of data on the ID card are associated with the address of the PDP and

the certified photograph.

- **Assistance to EPs to Relocate and Resettlement:** The NGO will assist the PDPs during the pre-and post-relocation period and will also help finding land for resettlement. The staff of NGO will help PDPs to obtain their compensation money and other resettlement benefits from the DC's and the project respectively.
- **Participation in JVCs, PVACs, GRCs and PRACs:** The NGO will organize and participate in the committee meetings including JVC, PVAC, GRC and PRAC meetings. Staff of the NGO assist in assessing affected properties, valuation, settling disputes over the resettlement benefits and relocation of the PDPs. NGO staff may be required to carry out extensive field verifications for the resolution of grievances.
- **Liaison with DC Office:** The NGO will maintain regular contact with the Land Acquisition Section of the DC office and will disseminate information to the PDPs about payment of CCL. They will also assist the DC office in case of serving notices, payment of CCL, etc. as and when required.
- **Assistance to Vulnerable Groups:** The NGO will provide special assistance to vulnerable groups (economically poor, female headed households, women PDPs physically disabled, old, indigenous, etc. landless and others). The vulnerable groups will be supported in various ways including (i) engaging them in implementation of road side plantation; (ii) creating linkages with NGOs working in the respective areas for poverty alleviation, and by (iii) establishing employment opportunities in road construction works
- **Organization of Training:** Many of the vulnerable EPs may need training for the development of their skills or for changing occupations. The required training will have to be organized by the NGO.
- **Linkage with NGOs:** Many of the PDPs may show interest in being linked with the NGOs who are working on poverty alleviation by introducing credit supported income- generating activities. The PIANGO will take the initiative for establishing linkage between the PDPs and NGOs.
- **STDs:** The NGO will also spread information about STDs among the EPs and construction laborers. The information campaign will include information on how STDs spreads, how it can be avoided, the referral system for the victims, the serious effects of STDs, especially HIV/AIDS.
- **Information concerning Women and Child Trafficking and Gender-Based Violence:** The NGO will disseminate information concerning the social effects of women and child trafficking and Gender-Based Violence among the PDPs and construction laborers. The information campaign will disseminate information on issues such as how GBV and trafficking of women and children affect society, creates gender inequality, increases social problems, and how it can be managed and mitigated.
- **Supervision and Management:** Facilities and logistics required for carrying out the implementation activities on the field will have to be established in due time at the head and field office levels. The field team shall maintain liaison with RHD field staff and the Project consultant.
- **Payment of Compensation and Benefits:** The RAP centers around the payment of compensations beyond the CCL and additional benefits to both the direct and indirect PDPs. To support its core purpose, the NGO will have to submit a tentative budget to the RHD within the shortest possible time. The tentative budget is variable, and the total allocation may be placed with the NGO in three installments, for example, 50 percent +30 percent +20 percent. Following the submission of the statement of expenditure of the 1st installment (70 percent

money released), the second installment will be released. The final installment requires the complete disbursement of the first installment and at least up to 70 percent of the disbursement of the second installment.

- **Reporting System of NGO:** The NGO will be directly responsible to the Project Director, for all type of activities. The work inception report (5 copies) should be submitted to the Project Director within one month of the commencement of field activities. Moreover, within the 15th of next (each) month, the NGO will have to submit the monthly progress report (5 copies) of the previous month. The Project Director may also call a meeting as and when needed for reviewing the progress. After the completion of RAP implementation, the NGO will have to submit the project completion report (10 copies) to the Project Director, along with a soft copy within three months of completion.

9.6 ROLE OF RESETTLEMENT MANAGEMENT COMMITTEES

The formation of a Joint Verification Committee (JVC) and Property Value Assessment Committee (PVAC) is considered important for ensuring that the project affected people obtain compensation equivalent to cover the present Replacement Value of the lost properties. Moreover, the establishment of a GRC will aid in the rapid and efficient management of the grievance raised. The aim will be to obtain solutions consensually, inclusively, and locally. Physical Relocation Assistance Committee (PRAC) will needs to be launched to facilitate the RHD in the timely relocation of EPs from the required land and deliver project sponsored resettlement benefits to them as per the RAP.

To ensure collective sharing of responsibilities, JVC and PVAC will be comprised of representatives of the RHD, DC office, and NGO. Similarly, the GRC, PRAC, and LIC will include representatives from RHD, DC office, and NGO along with UP Chairman and Women Members of UPs. The committees will be established under the administrative order of the Ministry of Road Transport and Bridge.

9.7 JOINT VERIFICATION COMMITTEE (JVC) FORMATION AND ROLE

The JVC undertakes a plot to plot survey in the affected areas, using a set questionnaire to determine the severity of losses suffered by the PDPs. The JVC compares the data hand collected from the field with the assessment made by the DC office and establishes an estimate for the compensation of acquisition of land, loss of livelihood, and resettlement using the current market value of lost assets as ascertained by the PVAC.

The JVC will be composed of:

- One representative of RHD (PD office) nominated by the PD at least at the level of Sub-divisional Engineer (RHD), will take the role of the Convener.
- One representative of the DC's office to be nominated by concerned DC as Member.
- The Area Manager of the NGO will be the Member Secretary; and
- The committee can include any person considered indispensable (for DAE, DoFo, DoFi, PWD, etc).

9.8 PROPERTY VALUATION ASSESSMENT COMMITTEE(PAVC)

The main tasks of PVAC is to survey and assess the land market in the areas where land will be acquired for the project and to establish the current market price equivalent to the replacement value for different categories of land at various locations. PVAC will employ a similar method to obtain the prices of other properties.

The PVAC will be composed of:

- one representative of RHD, at least of the level of Sub-divisional Engineer to be nominated by the PD, RHD, as convener.
- one representative of the DC to be nominated by concerned DC.
- the Area Manager of the NGO as Member Secretary; and
- the committee can include any other person considered indispensable (for DAE, DoFo, DoFi, PWD, etc).

9.9 GRIVANCE REDRESS COMITTEE

The project will establish a two-level Grievance Redress Committee (GRC) within two months of the commencement of the implementation of the project. One will be at the project level and the other will be at the local level. Further details are provided in Annex A. Considering the COVID situation, PD and GRC will decide the mechanism to receive and solve comments during the COVID situation. Local GRC needs to be more effective to ensure that local people can raise grievances following the COVID guidelines. A toll-free Grievance hotline can be included, so that people can raise grievances through phone. The composition of the GRC can include:

- The representative of the NGO in the GRCs upon receipt of complaints will inform the convener (RHD Executive Engineer) of the GRC. Subsequently, the convener will organize a hearing session for the grievances at the office of the concerned-UP Chairman/Ward Councilor from where the complaint was received.
- The GRC will review the proceedings and reach a verdict. The outcome will be conveyed to the concerned AP via the IA.
- The GRC will settle the disputes within a maximum of 21 days of receiving the complaints from the APs.
- The resolution of the GRCs will be sent to the PD for approval. After approval, these will be adopted in the process of resettlement for issuance of ID cards, determination of loss and entitlements, and payment thereof.

Physical Relocation Assistance Committee (PRAC)

A PRAC will be formed comprising of UPs /village leaders, representatives from the affected persons, and vulnerable groups including women, and representatives from RHD. The PRAC will be headed by the Executive Engineer, RHD, PEA Field office, and will be authorized to undertake land search and assist in the relocation and resettlement of the affected squatters into more permanent sites. PRAC will look into RHD's internal resources in case of failure in finding suitable alternative sites/land for the relocation of the affected households, owners of affected businesses, and other entities, including squatters.

Membership of PRAC

1. Executive Engineer (PEA)		Convener
2. Representative of the Implementing Agency (DTL,)		Member-Secretary
3. Local UP Member/Ward Councilor (nominated by concerned UP Chairman or Municipal/City Mayor)		Member
4. Sub-Assistant Engineer, Project		Member
5. A representative from displaced households/persons		Member

Land Identification Committee (LIC)

The Land Identification Committee's (LIC) main task is to identify available land and potential sellers in the vicinity and help the PDPs negotiate the price according to his/her financial capacity. It is also expected that this committee will also request or make an appeal to the local landowners to sell land to PDPs.

The composition of the LIC will be:

- one representative of RHD, at least of the level of Sub-divisional Engineer, to be nominated by the PD, RHD as convener;
- one representative of the DC to be appointed by concerned DC as Member;
- local Public Representative (UP Member/Chairman) as Member;
- one Representative of the Stakeholders as Member; and the Area Manager of the NGO as a Member Secretary.

9.10 ENTITLEMENT OF COMMITTEE MEMBERS

All the members of the various committees will attend a training and orientation meeting before the commencement of their work. The training will be conducted by Project staff and consultants/resettlement experts. The committee members, including the RHD and NGO representatives, will be entitled to Tk. 800/- (eight hundred) per day as a sitting allowance and Tk. 15 per km as travel cost. The bills are to be submitted to the Member Secretary by the individual members and are to be paid by the NGO with the approval of Convener. The NGO will pay the bill to the members on the date of the meeting and will request the PEA to process the reimbursement. Light snacks/refreshments will be served during the meetings by the NGO. In the case of a day-long meeting, the committee members may also be served with lunch. Necessary stationery and other logistics will be made available by the NGO. The fees from the legal advisor will be set out in the contract between the PEA, and the legal advisor, and the payment will be made via the NGO. The PEA will bear all the committees' expenditures through the NGO from the Contingency and Miscellaneous expenditure subheading of the Resettlement budget. A similar procedure will be applicable for bearing the costs of all other committees, and the source of funds will also be the same.

9.11 ROLE OF NATIONAL RESETTLEMENT CONSULTANT

The Construction Supervision Consultants Team will include one Resettlement Consultant to work as the national expert for supervising the implementation of the RAP. The national expert will monitor the day-to-day progress of RAP implementation and will also prepare the monthly progress report to be included in the overall monthly progress report of the project. The input of the national consultant will be continuous until the completion of RAP implementation.

The Resettlement Consultant acting on behalf of the Project and RHD will ensure that sound methodologies and practices are being used in the implementation of RAP. The consultant will advise on any changes in modalities of the implementation work, participate in meeting with the NGO and RHD, and monitor the work of the implementing agency (NGO) in the field. The consultant will also review, on behalf of PD, RHD, the implementation progress report submitted by the NGO regularly. The internal monitoring will be done by the National Resettlement Consultant of the Construction Supervision Consultants Team.

9.12 IMPLEMENTATION SCHEDULE

9.12.1 Introduction

The Project Director, at RHD head office is the implementing authority of Resettlement Action Plan (RAP). He will implement this plan. An action oriented program is a priority condition for implementing the proposed Resettlement Action Plan. Basically it involves land acquisition and management of proposed resettlement activities to compensate for the losses of Project Displaced Persons (PDPs). A successful implementation would require:

- clear understanding of the tasks to be accomplished along with their sequencing and relations;
- a well-conceived administrative set up with well-trained efficient staff for implementing the tasks;
- a intelligently equipped work implementation matrix;
- proper functioning of the committees formed; and
- above all, a cordial work relationship among the agencies like, RHD, DCs office, NGO, committees etc. involved in implementation of RAP.

The basic objective of this Implementation Schedule is to ensure that all the PDPs are paid due compensations in time so that they can re-establish their social and financial livelihoods at least to the pre-project condition. The instant RAP have proposed cash compensation to compensate for the losses of individual properties, loss of business income, loss of income of displaced employees engaged in business units, loss of rental income from affected structures, loss of trees and special grants to helpless households displaced by the project. The other component of RAP is the relocation of displaced common I community properties. To deliver these two sets of compensatory profits to the PDPs in time, operational tools including some institutional arrangements is explained here under.

9.12.2 Community Participation in Implementation

Land acquisition especially homestead and commercial types, are highly sensitive issue. For reducing the tension of the PDPs, the acquisitioning authority with the active participation of demand placing department must organize meetings with PDPs as and when needed. Moreover, during the preparation of RAP, the PDPs get enough information about the total compensation package and impacts of this land based development project on socio-economic development of the area. All these are done for reducing the mental shock / tension of the PDPs.

During the RAP implementation stage, the PDPs get enough opportunity for examining their opinions / grievances through their representatives included in various committees, specially through the GRC. List of losses is always done in presence of the concerned PDP, which provides him scope for adjusting the mistakes if any, in estimating the losses. Moreover, the PDPs can know about the RAP thoroughly when the Bangla Booklet containing the compensation package and payment procedures is circulated among them by the NGO whose office is open to them even beyond the office hours. The NGO will always encourage PDPs participation in RAP implementation.

9.12.3 Clarifications of Implementation issue

A time-bound implementation schedule for the operation of RAP is prepared in accordance with the needs of project construction schedule. The overall schedule of implementation is based on the principle that the people displaced by the project are paid their due resettlement benefits prior to dislocation. The implementing agency will assist the PDPs in the process of relocation and resettlement. Individual entitlements on household basis will be processed by the NGO. Each of the entitled persons (EPs) will receive an Identity Card along with an Entitlement Card. The Identity Card will be issued to the EPs as identified by the DC office and Joint Verification Survey (JVS) with the joint signature of Resettlement Officer (RO) of PEA and Area Manager of NGO. Photograph of the EPs will be attested by the concerned Ward Councilor/Membet and pasted with the Identity Card. Implementation of Resettlement Action Plan (RAP) will be started well ahead of starting the construction works and will continue till the completion for

entertaining claims and grievances of the EPs regarding additional payment of compensation and other resettlement grants. However, some of the activities of RAP implementation may be extended further, if needed. The preliminary time bound implementation schedule including updating of RAP, has been proposed over a period of 4 years in Table-25. The implementation schedule will be finalized considering possible changes of events during the implementation period of the project.

Table 23 Issue-wise Implementation Periods and Responsible Agencies

Sl. No.	Land Acquisition & Resettlement Activities	Period and Comment
1	Appointment of NGO, and orientation about the works to be done by them	3 months: Experienced NGO should get preference in selection: The task is to be done by the PEA
2	Information campaign, SES for updating PDPs and RAP as per final detail design, RAP preparation and approval	6 months: No work can be initiated before the approval of RAP by the PEA. All costs of RAP are to be borne by the PEA. The tasks are to be done by NGO and PEA
3	Preparation of land acquisition proposal and submission to DC office	6 months: Proposal to be prepared by NGO and approved and processed by the PEA and submit to DC office for implementation
4	Formation of Committees: JVC, PVAC, GRC and RAC	3 months: Committees are to be formed by the PEA in consultation with DC office during implementation of
5	Functioning of JVC and PVAC	9 months: Through rigorous work they must complete the assignment; otherwise payment of compensation cannot be started
6	Functioning of GRC and PRAC	24 months: They will resolve the conflicted issues when desired by the PDPs. The unresolved issues are to be resolved by the court
7	Data processing of SES, determination of individual entitlement and issue of Identity cards	9 months: After the completion of
8	Preparation of final resettlement budget by NGO, submission to PEA and its approval	6 months: After the completion of activities in
9	Preparation of CCL budget by DC office, approval and fund placement by the PEA	6 months: After the submission of LAP by the PEA
10	Handing over of acquisitioned land to PEA by DC office	6 months: Maintaining the order/side of implementation of the construction works
11	Payment of CCL to title holder PDPs by DC office	24 months: To be paid following the order/side of implementation of construction works
12	Preparation of Identity Cards	9 months: Project implementing and executing agencies (NGO &PEA) following the side/order of implementation
13	Preparation of Individual list of entitlement	9 months: Project implementing and executing agencies (NGO &PEA) following the side/order of implementation
14	Payment of compensation beyond CCL by NGO including grants	24 months: It will closely follow the work sequence of CCL payment

Sl. No.	Land Acquisition & Resettlement Activities	Period and Comment
15	Help in Relocation and Rehabilitation of displaced PDPs by NGO and PEA	33 months: They will assist the PDPs during the entire period of RAP implementation
16	Monitoring of RAP implementation	36 months: The internal monitoring will be done by the RAP implementation consultant of the construction supervision consulting firm

9.12.4 Issue wise Implementation Schedule

- Payment of cash compensation for all types of losses and grants to PDPs through the offices of DC and NGO;
- Relocation of displaced persons affected by homestead and commercial land wherever applicable; and
- Rehabilitation of the PDPs.

Here the resettlement covers only payment of compensation under CCL, and the additional compensation and grants through the NGO covering AIIB guideline (2019).

10 MONITORING AND REPORTING

Monitoring is an integral part of project implementation and must be given due emphasis to ensure that RAP implementation progresses according to the schedule. It involves the collection, analysis, and reporting regarding the progress of all aspects of the resettlement operations based on the approved RAP.

The objectives of a monitoring and evaluation system (MES) are:

- Collect, analyze, report and use information regarding the progress of resettlement.
- ensure that inputs are being provided, procedures are being followed, and outputs are monitored and verified.
- ensure timely management of actions if there appears to be any failure in the system due to management lapse; and
- provide necessary corrective measures at the policy level if it is seen that there are failures in the system due to flaws in the design (for example due to incorrect assumptions) and to ensure necessary corrective action is taken at the policy level.

Implementation of RAP will be supervised and monitored by the Project Director in coordination with the officers, field officials, and staff of the NGO. Monitoring will be carried out both internally and externally to provide feedback to the PD and to assess the effectiveness of the resettlement policy and its implementation. Intermittent monitoring of resettlement activities will also be carried out by AIIB through an Independent Monitoring Team (IMT) to assess the impact and sustainability of the resettlement program and to learn lessons for future planning.

The daily activities of the NGO concerning the RAP implementation will be supervised and monitored by the National Resettlement Specialist (NRS) of the Construction Supervision Consultant Team. The NRS will prepare and submit a monthly report that will be included as part of the progress report for the whole project

10.1 INSTITUTIONAL FRAMEWORK

The RHD will undertake the Internal Monitoring of RAP implementation involving the field offices, and NGO. The NRC of the Construction Supervision Consultants team will also perform monitoring and submit a monthly progress report. The AIIB will act as the External Monitor. And will conduct review missions for External Monitoring according to their needs. The project displaced persons, their community, and local level NGOs will also participate in the monitoring process. The four offices to be involved in Monitoring are:

10.2 OFFICE OF THE PROJECT DIRECTOR

The Project Director will be responsible for overseeing the appropriate and timely implementation of all activities in RAP. The PDs office will operate and manage the implementation of RAP with the assistance of NGO. Monitoring will be carried out with the support from the Field Offices of the project and NGO. The NGO will collect appropriate data from the field and provide feedback to the PD office on the progress of RAP implementation and the daily problems arising out of the process.

10.3 IMPLEMENTING NGO

The Project Implementing Agency will prepare monthly/quarterly reports on the progress of RAP Implementation. The NGO office will collect information from the project site and assimilate it in the form of monthly progress report of RAP implementation and adjust the work programs where necessary, in case of delays or problems. An automated MIS will be designed and developed by the NGO to monitor the output indicators at the project field offices and headquarters level.

10.4 CONSULTATION SUPERVISION CONSULTANTS:

The team of the Construction Supervision Consultants will include one NRC/NRS. The NRC/NRS will be engaged in preparing the monthly progress report concerning RAP implementation along with other related issues. This report will be submitted to the team leader for inclusion in the overall monthly progress report.

10.5 EXTERNAL MONITORING:

An External Monitor will carry out semi-annual, mid-term, and final evaluation. They will also recommend any necessary changes to the PD's office for consideration. External monitoring will cover issues such as:

1. compensation and entitlement policies;
2. adequacy of organizational mechanism for implementing the RAP,
3. restoration of DPs incomes,
4. settling complaints and grievances, and provisions for adequate budgetary support by the PD office for implementing the RAP.

10.6 STAGES AND ISSUES OF MONITORING

Monitoring will be done both internally and externally to provide feedback to the PEA and to assess the effectiveness of RAP policy and its implementation. The PEA will carry out internal monitoring at all the stages of RAP implementation. Issues to be covered in monitoring are:

- conduct sample survey;
- consultations;
- identify PDPs and their numbers;
- collect case study of relocated person
- identification of different categories of PDPs and entitlements of individuals;
- collection of gender disaggregated data and preferences of women;
- establish inventory of losses;
- ascertain entitlements;
- valuation of different assets not covered by PVAC;
- budget delivery;
- information dissemination;
- institutional capacity assessment;
- implementation schedule and items of expenditure and
- all others considered necessary..

10.7 METHODOLOGY AND APPROACH

The Monitoring approach will identify and select a set of indicators and collect data on them to assess the overall appropriateness of the RAP and the quality and efficiency of its implementation. The participation of stakeholders, especially the displaced persons and women and vulnerable groups, will be ensured in the monitoring process. The process will also undertake various formal and informal surveys for analyzing impact. Furthermore, the assessment of resettlement impact and sustainability will be carried out through the Monitoring process to identify lessons to ensure that more effective resettlement policies are designed in the future. Monitoring tools would include both quantitative and qualitative methods as follows:

- **Focused Group Discussions (FGD):** Consult with a range of stakeholder groups (local government, resettlement field staff, NGOs, community leaders, and PDPs, including women and vulnerable groups).
- **Key Informant Interviews:** Consult individuals like local leaders, village workers, or persons with specialized knowledge or experience about resettlement activities and implementation.
- **Community Public Meetings:** Open public meetings at resettlement sites to elicit information about the performance of various resettlement activities.

- **Structured Direct Observations:** Field observations on the status of resettlement implementation, plus individual or group interviews for cross-checking purposes.
- **Informal Surveys/Interviews:** Informal surveys of PDPs, host village, workers, resettlement staff, and implementing agency personnel using non-sampled methods.
- **Special Issues:** In the case of special issues, in-depth case studies of PDPs and host populations from various social classes will be undertaken to assess the impact of resettlement.

The PD office will carry out internal monitoring of the RP implementation with the aid of the field offices, implementing NGOs, and the Construction Supervision Consultant (CSC). An External Monitoring Agency (EMA) will carry out monitoring independent of the PDs office. The Project Supervision Consultant will oversee and monitor the safeguard compliance of the project. In addition, the AIIB will conduct their missions in line with the requirements of the ESF policy and directives. The project displaced persons, their community, and local level NGOs will also participate in the monitoring process.

The Project Director (PD) will be responsible for overseeing the precise and timely implementation of all activities incorporated into the RAP. The RU within the Office of the PD will operate and manage the implementation of RAP with the assistance of NGO. The Head of RU will carry out monitoring with the support of the Field Offices and the resettlement implementation NGO. The RU will establish a Monitoring Section at the head office. The Monitoring Section will comprise of staff with appropriate skills, capacity, and resources. The NGO will collect relevant data from the field and provide feedback to the PD office on the progress of RAP implementation and the day to day problems arising out of the process.

The NGO will prepare monthly/quarterly reports on the progress of RAP Implementation. The NGO will collect information from the project site and assimilate the information in the form of monthly progress reports of RAP implementation and adjust the work program as per needs and challenges. An automated MIS will be developed by the NGO to monitor output indicators at the project field office and headquarters level..

10.8 INDICATORS OF MONITORING

The PEA will undertake internal monitoring through RU with the assistance from NRS and NGO. The PEA will gather information on RAP implementation covering relevant activities as per schedule. All the activities listed will be illustrated in a Gantt Chart, showing the target dates for completing resettlement activities. Internal monitoring reports on RAP implementation will be included in the monthly Project Progress Report. The report of RU will contain:

- (I) accomplishment to-date;
- (II) objectives attained and not attained during the period;
- (III) challenges encountered; and
- (IV) targets for the next quarter.

The internal monitoring report will then be integrated by the PEA with the overall project progress report and submitted to AIIB and/or other agencies associated with implementation. The NRS will assist the PEA in preparing the overall Project Progress Report for AIIB. The NRS will monitor the activities of NGO and report to PD, PEA every month through the report of Team Leader, and Construction Supervision Consultants. Table 26 are the potential monitoring indicators that can be used as a guideline.

Table 25 Potential Indicators of Monitoring the Implementation of RAP

Monitoring Issues	Monitoring Indicators
Budget and Timeframe	<ul style="list-style-type: none"> • Have all land acquisition and resettlement staff been appointed and mobilized for field and office work on schedule? • Have capacity building and training activities been completed on schedule? • Are resettlement implementation activities being achieved against the agreed implementation plan? • Are funds for resettlement being allocated to resettlement agencies on time? • Have resettlement offices received the scheduled funds? • Have funds been disbursed according to RAP? • Has all land been acquired and occupied in time for project implementation?
Delivery of Entitlements	<ul style="list-style-type: none"> • Have all PDPs received entitlements according to numbers and categories of loss set out in the Entitlement Matrix? • How many displaced households have received land titles? • How many affected households relocated and built their new structures at new location? • Are income and livelihood restoration activities being implemented as planned? • Have affected businesses received entitlements? • Have the PDPs losing their eroded land received proper compensation? • Have the squatters, encroachers of khas land or RHD land, displaced due to the project, been compensated? • Have the community structures are compensated and rebuilt at new site?
Consultation, Grievance Redress and Special Issues	<ul style="list-style-type: none"> • Have resettlement information brochures/leaflets been prepared and distributed? • Have consultations taken place as scheduled including meetings, groups, community activities? • Have any PDPs used the grievance redress procedures? What were the outcomes? • Have conflicts been resolved?
Benefit Monitoring	<ul style="list-style-type: none"> • What changes have occurred in patterns of occupation compared to the preproject situation? • What changes have occurred in income and expenditure patterns compared to pre-project situation? • Have PDPs income kept pace with these changes? • What changes have occurred for vulnerable groups?

10.9 INTERNAL MONITORING

Implementation of RAP will be supervised and monitored by the Project Director in coordination with the officials and staff of the NGO. The monitoring will be done both internally and externally to provide feedback to the PD and to assess the effectiveness of resettlement policy and implementation. Intermittent monitoring of resettlement activities will also be carried out by the donors (financiers) through an Independent Monitoring Team (IMT) to assess the impact, sustainability of the resettlement program, and to learn lessons for future policy framework and planning. On their behalf, the daily activities regarding the RAP implementation by the NGO will be supervised and monitored by the Resettlement Specialist of Construction Supervision Consultant Team. The resettlement specialist will prepare and submit reports every month as a part of the progress report of the whole project.

10.10 EXTERNAL MONITORING

RHD will engage the services of an independent external monitoring agency (EMA), not associated with project implementation, to undertake external monitoring and evaluation (M&E). The external monitor will monitor and verify RAP implementation to determine whether resettlement goals have been achieved, livelihood and living standards have been restored, and provide recommendations for improvement. The external monitor will also evaluate the performance of PIU of RHD on resettlement issues. The external agency will report its findings simultaneously to RHD and to AIIB half-yearly.

The EMA will advise on safeguard compliance issues, and if any significant involuntary resettlement issues are identified, a corrective action plan will be prepared by the EMA to address such issues.

The EMA will closely monitor the implementation of the RAP and be engaged in the following tasks:

- Review and verify internal monitoring reports prepared by PIU, RHD;
- Review of RAP and information pamphlet disclosure;
- assessment of the way the compensation has been carried out in relation to the stipulations of the RAP;
- Verification that all APs have been compensated in the amounts stipulated in the RAP;
- Assessment of the accuracy of survey and asset valuation;
- Review of complaint and grievance cases and of their solution;
- Assessment of the rehabilitation program for severely affected and vulnerable APs;
- Assessment of the satisfaction of the APs;
- Lessons learned to be applied to the next projects.

In this process, if any significant issues are identified, a corrective action plan will be prepared to address such issues by RHD and submitted to the AIIB. Besides, the external monitor shall document the good practices as well as the difficulties encountered in Resettlement Action Plan implementation, which shall provide lessons on the subject for subsequent projects.

10.11 REPORTING REQUIREMENTS

During the implementation phase, the Project Director will prepare quarterly reports on the progress of resettlement activities and forward it to the GoB and AIIB. In order to monitor resettlement implementation, the field officials will devise a format for quarterly monitoring and data collection.

Every six months during the implementation stage, the Resettlement Specialist of the Construction Supervision Consultants Team, will conduct reviews and report to the PD office on the progress of all aspects linked to land acquisition and resettlement activities. The external monitor will submit an annual, mid-term and end-term report to the Project Director. The observations/recommendations made by the external monitor will be incorporated for the smooth implementation of RAP and, for the betterment of the PAPs.

A post-resettlement impact evaluation may be carried out by the donor to assess whether adverse impacts of the projects have been mitigated adequately, and the DPs have been able to restore and/or improve their pre-project standard of living as a result of resettlement and development.

The types of report to be prepared for the project are:

- initial inception report of RAP implementation to be submitted to PD, RHD by the NGO;
- monthly progress report by the NGO to be forwarded to PD every month;
- quarterly reports by NRS to PD and AIIB;
- project completion report prepared by NGO to PHO and AIIB;
- project completion report prepared by the IRS to PHO, RHD, and AIIB; and
- all other reports needed by the PEA and funding agency (AIIB).

Any document submitted to the AIIB by the NGO or by other agencies (appointed by the PEA) must be submitted through the PEA.

11 RESETTLEMENT COST AND BUDGET

The cost is estimated on the basis of inventory of losses identified through census and property valuation survey and Mouza rates (Government declared) for the year 2021. Replacement value of land is calculated based on the Mouza rate including 200% premium (ARIPA ,2017). No additional compensation on top of DC's payment has been calculated since DC price including 200% premium seems representative amount of Maximum Allowable Replacement Value (MARV). However, PAVC will verify the current market price and if top-up payment is required, RHD will pay to the affected households following the AIB ESS2 and entitlement matrix of this RP. Land development cost, stamp duty and registration cost, crop production cost, etc. have been calculated following Resettlement Policy Framework adopted for this project. On the other hand, cost estimated for the structure and tress by using PVAC rate of Dhaka Elevated Expressway project (2015) including 10% inflation per year. Resettlement benefits have also assessed following other infrastructures development projects of RHD, BR, and Dhaka WASA etc. The Property Valuation Advisory Committee will confirm the rates by types of land and location during the RAP implementation. The costs for relocation and special assistance are consistent with the entitlement matrix.

It is tentatively estimated that the budget for implementing the Resettlement Plan is BDT **11,170,427,661 (USD=\$132,981,282)** out of which the DC's office will contribute BDT 9,291,499,932 (USD=\$ 110,613,094) and RHD will pay a sum of BDT 1,878,927,729 (USD=\$ 22,368,187) as additional compensation and resettlement benefits. The total estimated cost for acquiring land is BDT 6,874,170,355 (UDS=81,835,361) and it is to be paid by DC. Additional compensation on top of DC's payment has not been calculated since the Mouza rate, including a 200% premium, appears to represent the amount of Maximum Allowable Replacement Value (MARV). PVAC will determine the replacement cost for land through surveys and field work.

Moreover, the compensation for the affected structure is projected to be BDT **1,234,235,196 (USD=14,693,276)**. The project is also likely to impact trees and standing crops. It is forecasted that the compensation amount for trees is BDT 9,240,548,339 (USD= **110,006,528**) and standing corps will be BDT **608,614,230 (USD=7,245,408)**.

Items incorporated in calculating the cost RP implementation includes the operational cost of RAP implementing agency, the operational cost of external monitoring agency, IGA training for vulnerable HH, community property resources, administrative expenses of PVAC, GRC, PRAC and training workshops for capacity building of PEA.

Table 26 Summary of Land Acquisition and Resettlement co

SL.	Category of losses	Total DC Budget	Total additional Budget	Total Budget (DC and additional)	Budget in USD (1USD=84 BDT)	In %
A	Replacement Cost					
A1	Replacement Cost for land					
1	Replacement Cost for Private and Government Land	6,874,170,355	0	6,874,170,355	81,835,361	61.54
A2	Other Resettlement Benefit for Land					
2	Replacement Cost for Stamp Duty	0	137,483,407	137,483,407	1,636,707	1.23
3	Replacement Cost for Standing Crops	608,614,230	0	608,614,230	7,245,408	5.45
4	Land development Cost for Homestead and Commercial land(@10% of land values)	0	383,109,920	383,109,920	4,560,832	3.43
Sub Total 1		608,614,230	520,593,328	1,129,207,558	13,442,947	10.11
5	Replacement Cost for Structures					
5.1	Replacement Cost for Primary Structures	796,714,080	396,855,726	1,193,569,806	14,209,164	10.69
5.2	Replacement Cost for Secondary Structures	29,272,948	11,392,442	40,665,390	484,112	0.36
Sub Total 4		825,987,028	408,248,168	1,234,235,196	14,693,276	11.05
6	Replacement Cost for Trees					
6.1	Replacement Cost for Private Trees	563,100	0	563,100	6,704	0.01
6.2	Replacement Cost for Government Trees	0	2,232,200	2,232,200	26,574	0.02
6.3	Replacement Cost for Fruits Value	0	139,930	139,930	1,666	0.00
Sub Total 5		563,100	2,372,130	2,935,230	34,943	0.03
Sub Total A		8,309,334,713	931,213,626	9,240,548,339	110,006,528	82.72
B	Estimated Amounts of Resettlement Benefits					
1	Dislocation allowance for private land @ Tk. 20,000/acre	0	1,631,750	1,631,750	19,426	0.01
2	Dismantling cost of the non-shiftable structure (Pucca & Semipucca) @ 10% of the structure value	0	227758475.6	227,758,476	2,711,410	2.04
3	Estimated Transfer Grant per affected non title Residential and Commercial Primary Structures @ 12.50%	0	298392451.5	298,392,452	3,552,291	2.67
4	Estimated Reconstruction Grant per affected titled and non-titled residential and Commercial Primary Structures @ BDT12.50 per sft	0	9392400	9,392,400	111,814	0.08
5	Shifting of inside goods and materials of the Primary structure or actual cost 5%	0	119356980.6	119,356,981	1,420,916	1.07
6	Business restoration grants equivalent to 6 months business loss @Tk. 5000/month in case of small business.	0	28,320,000	28,320,000	337,143	0.25
7	Cash compensation equivalent to 6 months' transitional allowance	0	13,980,000	13,980,000	166,429	0.13

SL.	Category of losses	Total DC Budget	Total additional Budget	Total Budget (DC and additional)	Budget in USD (1USD=84 BDT)	In %
	(@Tk. 5000/month) for tenant					
8	Loss of Tenancy rights (HHs and Shops)	0	486,504	486,504	5,792	0.00
9	Employee of Business 3 month salary @BDT 6000/month (6000*3)	0	32,796,000	32,796,000	390,429	0.29
10	Tk 18000/- as one time grant for each type of vulnerability (Female, OLD age, very poor & disable)	0	648,000	648,000	7,714	0.01
11	Compensation for trees&fruits (Large 71& Medium 180 trees)	0	139,930	139,930	1,666	0.00
Sub Total B		0	732,902,492	732,902,492	8,725,030	6.56
C	Administration and management cost					
1	Administrative overhead for Land Acquisition for DCs Cost @ 2%	137,483,407	0	137,483,407	1,636,707	1.23
2	Operation cost of RP Implementing Agency	0	15,000,000	15,000,000	178,571	0.13
3	Operation Cost for External Monitoring Agency NGO	0	5,000,000	5,000,000	59,524	0.04
4	IGA Training for Vulnerable HHs	0	5,000,000	5,000,000	59,524	0.04
5	Community Property resources	0	5,000,000	5,000,000	59,524	0.04
6	Meeting of PAVC GRC PRAC and Training, workshop for capacity enhancement of NGO	0	10,000,000	10,000,000	119,048	0.09
7	Gender Action Plan implementation	0	4,000,000	4,000,000	47,619	0.04
Sub Total C		137,483,407	44,000,000	181,483,407	2,160,517	1.62
F	Total of A to C	8,446,818,120	1,708,116,117	10,154,934,237	120,892,074	90.91
G	Contingency 10% of the total	844,681,812	170,811,612	1,015,493,424	12,089,207	9.09
Grand Total		9,291,499,932	1,878,927,729	11,170,427,661	132,981,282	100

11.1 LAND ACQUISITION BUDGET

The total estimated budget for implementation of the Resettlement Plan is BDT 5,446,333,206.58 from which BDT 4535486111.77 to be paid by DC for the compensation of land, structure, trees etc. Highest percentage (61.54%) compensation will be paid for land and second highest compensation payment will go to compensation for structures which is mostly built on the private land. Almost 5.45 percent compensation will be paid for the standing crops. The budget will be updated and adjusted once the land acquisition boundaries is finalized and the Government adopts a price of land and other assets based on the recommendations of the PVAC prior to implementation.

Table 27 Land Acquisition cost

SL	Category of land	Amount of land (in acre)	Average mouza rate/acre	Average mouza rate including 200% premium (per acre)	Total Budget in BDT	Total Budget in USD (1USD=84BDT)
1.1	Compensation for Private and government land (in acre)					
(i)	Vital / Homestead / commercial	25.3631	50,350,038	151,050,116	3,831,099,205	45,608,324
(ii)	Nal /kanda	51.6172	19,132,766	57,398,300	2,962,739,511	35,270,708
(iii)	waterbodies/Ditch/pond	4.6072	5,812,036	17,436,109	80,331,639	956,329
	Total-1	81.5875			6,874,170,355	81,835,361

Source: Land value calculation based on official mouza rate

Table 29 Replacement Cost for Stamp Duty

SL	Category of loss	Total land budget (BDT)	Rate in %	Estimated budget to be paid by RHD (BDT)	Estimated budget in USD (1USD=84BDT)
(i)	Stamp duty and registration cost 10% of the replacement value to 20% land owners to facilitate them in purchasing alternative lands ⁷ .	6,874,170,355	10%	137,483,407	1,636,707
	Sub Total 2			137,483,407	1,636,707

Table 30: : Resettlement Benefits/ Replacement Cost for Standing Crops

SL	Category of loss	Total budget of agricultural land and pond land (in BDT)	Rate in %	Rate including 200% premium	Estimated budget to be paid by DC (BDT)	Estimated budget in USD (1USD=84BDT)
(i)	Crop Production Cost for Agricultural land and Pond @ 10% of land value	3,043,071,150	10%	20%	608,614,230	7,245,408
	Sub-Total of 3				608,614,230	7,245,408

Table 31: Land Development Cost

SL	Category of loss	Unit in BDT	Rate in %	Estimated budget to be paid by RHD in BDT	Estimated budget in USD (1USD=84BDT)
(i)	Land development Cost for Homestead and Commercial land(@ 10% of land values)	3,831,099,205	10%	383,109,921	4,560,832
	Sub-Total of 3			13,748,341	4,560,832

⁷ This budget is estimated under the assumption that 20 percent of landowners will purchase alternate lands. This number will vary based on number of landowners who actually purchase land . An additional requirement can be met by the contingency budget.

11.1 RESETTLEMENT BENEFITS PROVIDED BY RHD

Apart from the land acquisition cost, the project has provision to pay resettlement benefits following the resettlement planning framework and guideline of the AIB (Environmental and Social Standards-II). The resettlement benefits include stamp duty & registration costs on purchasing of alternative lands, land development costs, transfer and reconstruction grants, business restoration grants, grants for wage laborers, tenants and vulnerable groups. Roads and Highways Department will pay the resettlement benefit to the eligible displacement people with assistance from the RP implementing agency. Budget under RHD head includes compensation for land development, IGA training for vulnerable HHs, and other resettlement benefits, PEA operation cost, civic amenities cost and External Monitoring Agency operation cost etc. Table 27 and 32 provides a summary and a detailed breakdown of the estimated costs respective costs.

REPLACEMENT VALUE OF LAND

The replacement cost for the affected lands has been estimated based on Mouza rate adopted for the year 2019 by the GOB and added 200% premium as per ARIPA 2017. The total estimated cost for acquisition of land is BDT 6,874,170,355 to be paid by DC Additional compensation on top of DC's payment has not been calculated since the Mouza rate including 200% premium seems representative amount of Maximum Allowable Replacement Value (MARV). The replacement cost for land will be finally determined by the PVAC.

11.2 ESTIMATED COST OF STRUCTURES

Affected structures are owned by the households, shops, community properties and government/NGO offices on private and government land. Various categories of structures are affected within the right of way. Costs of structures have been assessed considering the approved rates of recent project i.e. Dhaka Elevated Expressway Project (DEEP). Deputy Commissioner will determine price for structure based on the assessed by the Public Works Department and adding 100% premium as per ARIPA 2017. Additional compensation on top of DC's payment will not be required since they will be allowed to take away salvageable materials free of cost after payment of compensation. Price of structures for various agencies have been separately calculated in this RAP. The replacement cost is BDT 1,234,235,196 including primary structures and secondary structures . Compensation for structures affected on private land will be paid by DC while on GOB land will be paid by RHD through NGO. Compensation for structures will be finally assessed based on the PVAC recommended rates.

Table 28 Estimated Cost for affected Structures

SL	Category of loss	Unit in sqft/rft/cft/no.	Rate in BDT Per sqft/rft/cft/no	Rate in BDT Per sqft/rft/cft/no including 100% premium	To be paid by DC	To be paid by RHD	Estimated budget in BDT	Budget in USD (1USD=84B DT)
4.1	Compensation for Primary structure for Title HHs							
(i)	Pucca (sqft.)	103,659	2,254	4,508	467,294,772	0	467,294,772	5,563,033
(iii)	Semi Pucca (Sqft.)	93,309	1,569	3,138	292,803,642	0	292,803,642	3,485,758
(iv)	Katcha (sft.)	29,048	596	1,192	34,625,216	0	34,625,216	412,205
(v)	Thatched (sft.)	5,687	175	350	1,990,450	0	1,990,450	23,696
	Sub-total of 5.1	231,703			796,714,080	0	796,714,080	9,484,691
5.2	Compensation for Primary structure for Non-title HHs							
(i)	Pucca (sqft.)	64,564	1,803	3,606	0	232,817,784	232,817,784	2,771,640
(iii)	Semi Pucca (Sqft.)	58,118	1,255	2,510	0	145,876,180	145,876,180	1,736,621
(iv)	Katcha (sft.)	18,093	477	954	0	17,260,722	17,260,722	205,485
(v)	Thatched (sft.)	3,218	140	280	0	901,040	901,040	10,727
	Sub-total of 5.2	143,993			0	396,855,726	396,855,726	4,724,473
	Total Primary structures (5.1 & 5.2)	375,696			796,714,080	396,855,726	1,193,569,806	14,209,164
5.3	Compensation for Secondary Structure for Title HHs							
(i)	Deep Tube-well	96	52,520	105,040	10,083,840	0	10,083,840	120,046
(ii)	Well	18	46104	92,208	1,659,744	0	1,659,744	19,759
(iii)	Piped water supply	16	17919	35,838	573,408	0	573,408	6,826
(iv)	Pond & Ghat (rft)	180	227	454	81,720	0	81,720	973
(v)	Latrine	76	19119	38,238	2,906,088	0	2,906,088	34,596
(vi)	Electricity Connection	135	22,388	44,776	6,044,760	0	6,044,760	71,961
(vii)	Gas Line	27	55,000	110,000	2,970,000	0	2,970,000	35,357
(viii)	Land Phone	6	4,667	9,334	56,004	0	56,004	667
(ix)	Dish Line	91	2,841	5,682	517,062	0	517,062	6,156
(x)	Internet Cable	35	2200	4,400	154,000	0	154,000	1,833
(xi)	Sewerage line	17	23,908	47,816	812,872	0	812,872	9,677
(xii)	Boundary Wall (sft)	775	1,819	3,638	2,819,450	0	2,819,450	33,565
(xiv)	Bathroom	6	49,500	99,000	594,000	0	594,000	7,071
	Sub-total of 5.3	1,478			29,272,948	0	29,272,948	348,487
5.4	Compensation for Secondary Structure for Non-title HHs							
(i)	Deep Tube-well	52	41,800	83,600	0	4,347,200	4,347,200	51,752
(ii)	Well	3	36883	73,766	0	221,298	221,298	2,635

SL	Category of loss	Unit in sqft/rft/cft/no.	Rate in BDT Per sqft/rft/cft/no	Rate in BDT Per sqft/rft/cft/no including 100% premium	To be paid by DC	To be paid by RHD	Estimated budget in BDT	Budget in USD (1USD=84BDT)
(iii)	Piped water supply	6	14335	28,670	0	172,020	172,020	2,048
(iv)	Pond & Ghat (rft)	0	0	0	0	0	0	0
(v)	Latrine	42	15295	30,590	0	1,284,780	1,284,780	15,295
(vi)	Electricity Connection	84	17,910	35,820	0	3,008,880	3,008,880	35,820
(vii)	Gas Line	17	44,000	88,000	0	1,496,000	1,496,000	17,810
(viii)	Land Phone	0	0	0	0	0	0	0
(ix)	Dish Line	56	2,272	4,544	0	254,464	254,464	3,029
(x)	Internet Cable	19	1760	3,520	0	66,880	66,880	796
(xi)	Sewerage line	10	19,126	38,252	0	382,520	382,520	4,554
(xii)	Boundary Wall (sft)	0	0	0	0	0	0	0
(xiv)	Bathroom	2	39,600	79,200	0	158,400	158,400	1,886
Sub-total of 5.4		291			0	11,392,442	11,392,442	135,624
Total Secondary Structures (5.3 & 5.4)		1,769			29,272,948	11,392,442	40,665,390	484,112
Total 5		377,465			825,987,028	408,248,168	1,234,235,196	14,693,276

11.3 COMPENSATION FOR TREES

The compensation for trees affected on private and government land has been assessed based on the scheduled rate of the Department of Forest for various species and size and recent development projects. Total price of affected trees stood at BDT 2,935,230 tk. Compensation for trees with 100% premium will be assessed by DC office. Additional compensation on top of DC's payment will not be required since people will be allowed to fell and take away the trees after payment of compensation as per AIIB ESS. The table 29 presents total compensation for affected trees

Table 29 Estimated Amount of Compensation for Trees

SL	Category of loss	Unit in No.	Rate in BDT Per No.	Rate in BDT Per No. including 100% premium	To be paid by DC	To be paid by RHD	Estimated budget in BDT	Budget in USD (1USD=84BDT)
5.1 Replacement Cost for Trees on Own land								
(i)	Big	21	4,150	8,300	174,300	0	174,300	2,075
(ii)	Medium	54	2,250	4,500	243,000	0	243,000	2,893
(iii)	Small	81	900	1,800	145,800	0	145,800	1,736
(iv)	Plant	0	100	200	0	0	0	0
Sub-total 5.1.1		156			563,100	0	563,100	6,704
5.2 Compensation for Trees on Gov. Land								

SL	Category of loss	Unit in No.	Rate in BDT Per No.	Rate in BDT Per No. including 100% premium	To be paid by DC	To be paid by RHD	Estimated budget in BDT	Budget in USD (1USD=84BDT)
(i)	Big	190	4,150	8,300	0	1,577,000	1,577,000	18,774
(ii)	Medium	126	2,250	4,500	0	567,000	567,000	6,750
(iii)	Small	49	900	1,800	0	88,200	88,200	1,050
(iv)	Plant	0	100	200	0	0	0	0
Sub- Total of 5.2		365			0	2,232,200	2,232,200	26,574
5.3 Other Replacement Benefits for trees								
(i)	Compensation for trees & fruits (Large 71 & Medium 180 trees)	699,650	10%	20%	0	139,930	139,930	1,666
Sub-Total of 5.3					0	139,930	139,930	1,666
Total 5					563,100	2,372,130	2,935,230	34,943

11.4 OTHER RESETTLEMENT BENEFITS

The total estimated resettlement benefits is BDT 732,902,492 that includes stamp duty and registration cost, land development cost for homestead and commercial land, crop production cost for agriculture and pond land. structure transfer grant, reconstruction grant, business restoration grant, grants for the affected tenants and wage laborers to be paid by RHD. Table 32 shows detailed of the estimated amount of resettlement benefits.

Table 30 Estimated Amounts of Resettlement Benefits

SL	Category of loss	Unit BDT/sqft/acre/ No.	Rate in BDT/sqft%/ No	Rate in BDT Per Acre/sqft%/ No. including 100% premium	Estimated budget paid by RHD in BDT	Budget in USD (1USD=84BD T)
1	Dislocation allowance for private land @ Tk. 20,000/acre	81.5875	20,000	20,000	1,631,750	19,426
2	Dismantling cost of the non-shiftable structure (Pucca & Semipucca) @ 10% of the structure value	1,138,792,378	10%	20%	227,758,476	2,711,410

SL	Category of loss	Unit BDT/sqft/acre/ No.	Rate in BDT/sqft%/ No	Rate in BDT Per Acre/sqft%/ No. including 100% premium	Estimated budget paid by RHD in BDT	Budget in USD (1USD=84BD T)
3	Estimated Transfer Grant per affected non title Residential and Commercial Primary Structures @ 12.50%	1,193,569,806	12.5%	25%	298,392,452	3,552,291
4	Estimated Reconstruction Grant per affected titled and non-titled residential and Commercial Primary Structures @ BDT12.50 per sft	375,696	12.5	25	9,392,400	111,814
5	Shifting of inside goods and materials of the Primary structure or actual cost 5%	1,193,569,806	5%	10%	119,356,981	1,420,916
6	Business restoration grants equivalent to 6 months business loss @Tk. 5000/month in case of small business.	472	30,000	60,000	28,320,000	337,143
7	Cash compensation equivalent to 6 months' transitional allowance (@Tk. 5000/month) for tenant	233	30,000	60,000	13,980,000	166,429
8	Loss of Tenancy rights (HHs and Shops)	233	1,044	2,088	486,504	5,792
9	Employee of Business 3 month salary @BDT 6000/month (6000*3)	911	18,000	36,000	32,796,000	390,429
10	Tk 18000/- as one time grant for each type of vulnerability	36	18,000	18,000	648,000	7,714

SL	Category of loss	Unit BDT/sqft/acre/ No.	Rate in BDT/sqft%/ No	Rate in BDT Per Acre/sqft%/ No. including 100% premium	Estimated budget paid by RHD in BDT	Budget in USD (1USD=84BD T)
	(Female, OLD age, very poor & disable)					
11	Compensation for trees & fruits (Large 71& Medium 180 trees)	699,650	10%	20%	139,930	1,666
Total B					732,902,492	8,725,030

11.5 RAP IMPLEMENTATION COSTS

The estimated RAP implementation cost is BDT 40,000,000 including operation cost for RAP implementing Agency, Capacity building training for officials of Executing Agency, Income and Livelihood restoration program including Training on IGA for the Vulnerable Groups, Operation cost for External Monitoring Agency, civic amenities in the self-managed relocation site for the PDPs, etc. Table 33 shows the detailed of estimated amount of RAP implementation.

Table 31 Estimated Amount of RAP implementation

Head of Expenditure	Unit	Estimated cost
Operation cost of RP Implementing Agency	LS	15000000
Operation Cost for External Monitoring Agency NGO	LS	5,000,000
IGA Training for Vulnerable HHs	LS	5,000,000
Community Property resources	LS	5000000
Meetings of PVAC, GRC PRAC and Training, Workshop for capacity enhancement of PEA	LS	10,000,000
Total		40,000,000

Annex-01: Land price calculation as per mouza rate for Private and government Land

Upazila Name	Mouza Name	Category of Land	Quantity of acquired land (acre)	DC Mouza rate per acre	DC rate including 200% premium per acre	Total Budget in BDT	Total Budget in USD (1USD=84B DT)	
0	1	2	3	4	5	6= (3x5)	7	
Mamynsing Sadar	Barera	Vital / Homestead / commercial	0.4596	30,086,300	90,258,900	41,482,990	493,845.12	
		Nal /kanda	0.0000	-	-	-	-	
		waterbodies/ Ditch/pond	0.0000	-	-	-	-	
		Mouza Total	0.4596				41,482,990	493,845
		Average Rate				90,258,900		

Mouza-2

Mamynsing Sadar	Chatrapur	Vital / Homestead / commercial	5.1778	63,409,700	190,229,100	984,968,234	11,725,812	
		Nal /kanda	1.4857	39,231,200	117,693,600	174,857,382	2,081,635	
		waterbodies/ Ditch/pond	0.0749	23,316,700	69,950,100	5,239,262	62,372	
		Mouza Total	6.7384				1,165,064,878	13,869,820
		Average Rate				172,899,335		

Mouza-3

Mamynsing Sadar	Kayetkhali	Vital / Homestead / commercial	4.7333	58,950,100	176,850,300	837,085,525	9,965,304	
		Nal /kanda	1.0773	58,911,600	176,734,800	190,396,400	2,266,624	
		waterbodies/ Ditch/pond	0.2147	60,181,200	180,543,600	38,762,711	461,461	
		Mouza Total	6.0253				1,066,244,636	12,693,389
		Average Rate				176,961,253		

Mouza-4

Mamynsing Sadar	Balashpur	Vital / Homestead / commercial	4.4089	93,924,500	281,773,500	1,242,311,184	14,789,419	
		Nal /kanda	0.1232	51,468,200	154,404,600	19,022,647	226,460	
		waterbodies/ Ditch/pond	0.0560	42,884,600	128,653,800	7,204,613	85,769	
		Mouza Total	4.5881				1,268,538,444	15,101,648
		Average Rate				276,484,480		

Mouza-5

Mamynsing Sadar	Char Ishwardia	Vital / Homestead / commercial	10.5835	22,842,200	68,526,600	725,251,271	8,633,944	
		Nal /kanda	48.9310	17,565,300	52,695,900	2,578,463,083	30,695,989	
		waterbodies/ Ditch/pond	4.2616	2,278,100	6,834,300	29,125,053	346,727	
		Mouza Total	63.7761				3,332,839,407	39,676,660
		Average Rate				52,258,439		

Annex-2: Average Mouza Rate (in acre)

S L	Category of Land	Total Quantity of acquired land (acre)	Total DC Budget based on Mouza rate including 200% premium per acre	Average DC Rate	Average DC Rate including 200% premium per acre
1	2	3	4	5	6 (3÷4)

1	Vital / Homestead / commercial	25.3631	3,831,099,205	50,350,038	151,050,116
2	Nal /kanda	51.6172	2,962,739,511	19,132,766	57,398,300
3	waterbodies/Ditch/pond	4.6072	80,331,639	5,812,036	17,436,109
	Mouza Total	81.5875	6,874,170,355		225,884,524

Annex 2: Detailed GRM procedures

Introduction

Project-affected-people for the AIIB funded construction activities in the project and any other stakeholder may submit comments or complaints at any time by using the project's Grievance Redress Mechanism (GRM). The overall objectives of the GRM are to:

- ✓ Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to the environmental impact, resettlement and compensation program.
- ✓ Strengthen accountability to beneficiaries, including project affected people.
- ✓ Compensation payment,
- ✓ Failure to fulfill commitments,
- ✓ Poor management of construction activities,
- ✓ Accidents due to inappropriate planning of vehicle movement,
- ✓ Cultural conflicts between migrant workers and local communities,
- ✓ Disturbance due to excessive noise or other nuisance during construction or operation to unfair treatment of workers or unsafe working conditions.
- ✓ GBV and gender issues
- ✓ Complain or comment from different public, private and international stakeholders
- ✓ Complain, comments or suggestions from transport workers, labors, contractors, students, teachers, business entrepreneurs etc.

The GRM will be accessible to all Internal, external, regional and international stakeholders, including affected people, community members, civil society, media, vulnerable people and other interested parties. External stakeholders can use the GRM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project. The GRM is intended to address issues and complaints in an efficient, timely, and cost-effective manner. During COVID-19, if grievances are raised, there will be various options to submit grievances through mediums such as websites, emails, phones and other appropriate communication methods, which will be recorded and dealt with accordingly. Social-distancing restrictions/high transmission risks related to COVID-19 and significant resettlement.

Multichannel cloud GRM system will be established taking the best examples and practices to diminish the need for Project-affected people to physically interact with Project staff. A training program will be arranged with different stakeholders on how to raise grievances during this pandemic. It will ensure:

- a. Accept, manage and respond to feedback/grievances through calls, text, social media and emails. Feedback is automatically logged and can be accessed remotely.
- b. Ready-made, off-the-shelf solution which requires minimum set-up and training to deploy and operate.
- c. It will be easier to access off/on-line with/out smart phone.
- d. It can be easily integrated with limited on-the-ground footprint.

The ARIPA 2017 allows objections by the landowners to acquisitions at the beginning of the legal process. Once the objections are heard and disposed of, there is virtually no provision to address grievances and complaints that individual landowners may bring up in the later stages of the process. Since the act does not recognize them, there is no mechanism to hear and redress grievances of people who do not have legal titles to the acquired lands. As experienced in past projects, complaints and grievances may range from disputes over ownership and inheritance of the acquired lands to affected persons and assets missed by censuses, the valuation of affected assets, compensation entitlements, complains against noise, pollution, accident, GBV and other social and environmental issues. In view of this, RHD will establish a procedure to deal with and resolve any queries as well as address complaints and grievances about any irregularities in the application of the guidelines adopted in this

SIA for assessment and mitigation of social impacts through grievance redress mechanism (GRM). The GRM will deal with complaints and grievances related to social issues in this Project. Grievance redress committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal actions. The procedure will, however, not pre-empt a person's right to go to the courts of law.

Formation of GRM

The fundamental objectives of the GRM, implemented through the GRC serving as a para-legal body, are to resolve any resettlement-related grievances locally in consultation with the aggrieved party to facilitate smooth implementation of the social and environmental action plans. Another important objective is to democratize the development process at the local level and to establish accountability to the affected people. The procedures will however not a person's right to go to the courts of law anticipate. There will be two-tier grievance redress mechanism; 1st at local level and 2nd project level. Level 1 GRM is the most significant and AIIB's perspective effective functioning of the field level GRC is most significant.

Publicizing the Grievance Redress Steps and the Committee

Prior to the start of the construction, RHD or its representative will publicize the establishments of the grievance redress steps and the process, and advertise all via contact information and the grievance redress steps posted at every UP office involved, as well as at busy public places in the Project corridor. The poster(s) will be in the local language(s) and posted within 30 days of the start of construction. The RHD representative will check at least monthly to ensure that the posters are prominently displayed and provide clear contact instructions and numbers. This procedure and monitoring will be reported in the semi-annual monitoring report submitted to the AIIB.

Composition of Local GRC

The RHD will post a manager or deputy manager in the rank of SDE or above at the worksite. This officer will also be responsible for the implementation of the resettlement plan and will also work closely with the PIA. The gazette notification on the formation and scope of work of the GRC will be required from the RHD/MoRTB. The GRC will be comprised of:

- One representative of RHD, at least of the level of Executive Engineer (SDE), to be nominated by the RHD as convener.
- The Area Manager of the PIA as Member Secretary.
- The Chairman or his representative of the UP/Municipality where the complaint is registered.
- One representative of the PDPs as Member.
- Women member of local Union Parishad / Municipality as Member.

Composition at Project level GRC

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

To ensure that grievance redress decisions are made in formal hearings and in a transparent manner,

the Convener will apply the following guidelines:

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

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

To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. RHD will maintain the following three Grievance Registers:

Intake Register: (1) Case number, (2) Date of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (loss of land/property or entitlements), (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.

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

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

Grievance resolution will be a continuous process in subproject level activities and implementation of those. The PMU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PMU also prepare periodic reports on the grievance resolution process and publish these on the RHD website.

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

- i. A standard application format will be used for receiving grievances which will be available at the office of INGO /Consulting firm. This application format would be concurred by the PD.
- ii. Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- iii. Remove a recommendation by any person that may separately accompany the grievance redress application.
- iv. Disqualify a GRC member who has made a recommendation on the application separately before the formal hearing.

- v. Where a GRC member is removed, appoint another person in consultation with the Project Director.
- vi. The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RP and the mitigation standards, such as compensation rates established through market price surveys.

