

# **Dhaka Environmentally Sustainable Water Supply (DESWWS) Project, DWASA.**

## **Quarterly Progress Report (QPR) of Gender Action Plan (GAP)**

**January to March 2020**

**Project Title:** Dhaka Environmentally Sustainable Water Supply Project (DESWSP), Dhaka WASA.

**Date of Update:** April, 2020

**Submission Date:** April, 2020

**Implementing Agency:** Dhaka WASA

**Timeframe:** July 2015–June 2022

**Gender Category:** Effective Gender Mainstreaming (EGM)

**Project Impact:** The impact will be improved access to and quality of sustainable water supply services in Dhaka.

**Project Outcome:** More reliable and improved security of water supply in Dhaka.

**Whether there is a Gender Action Plan:** Yes

**Is there a Gender Specialist: (Yes / No)** Yes. One Gender Focal Point from revenue budget and one Safeguard Officer (Social & Gender) are assigned from PMU to look after the GAP implementation. In addition, 1 Social Development and Gender Specialists (SDGSs) from 1 consulting firm is assigned.

## Features of Gender Action Plan<sup>1</sup>

Area of Focus, Activities and Targets	Progress of Reporting Quarter January-March 2020	Cumulative Progress up to March 2020	Qualitative aspects of Accomplished Activities and Comments/Explanations
<b>Output 1: New Surface Water Supply System Developed</b>			
<b>Women's benefits from resettlement and construction from outputs 1 and 2</b>			
<p><b>Activity 1:</b> Inform project affected women and men on the project and construction work, land acquisition, and resettlement as well as on employment available, timeframe and wage rate and modality of applying for work where women will get preference.</p> <p><b>Target-1</b> Consultations during design and implementation organized in each community with at least 40% women participants including landowners, heads of households, and other affected women.</p> <p><b>Target-2</b> 100% affected female headed households are aware of entitlements and compensation.</p>	<p>38 consultation sessions have been conducted in the form of community meeting &amp; FGDs. Total 583 people participated there among which 299 (51%) were female.</p>	<p>1. Total 694 (656+38) consultation sessions have been conducted in the form of community meeting, FGDs and public consultations. Total 9869 (9286 +583) people participated there among which 3296+299=3595 (36%) were female.</p> <p>2. All (100%) affected persons including female headed households are aware about their entitlements and compensation.</p>	
<p><b>Activity 2:</b> Provide equal compensation to households headed by women according to resettlement plan.</p>	<p>Total 370 APs have been received additional/top up payment from the project among them 102 APs are female.</p> <p>Total 350 APs have been compensated (CCL payment) by the DC office.</p>	<p>Total identified HHS (among them number of FHH) for compensation.....and how many received compensation among them Total 3152 (2782+370) APs have been received additional &amp; resettlement benefit among them 940 (838+ 102) APs are female of which FHHs = 81 &amp; MHHs =859.</p> <p>Total 3223 (2873+350) APs have been compensated by the DC office up to March 2020.</p>	

<sup>1</sup>The GAP was revised in mid-term review mission from 17-24 October 2019

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		<p>Total 73 female headed households received equal compensation (CCL payment) from DC office out of identified 126 FHHHs. Remaining is under process. (Under Distribution Network Strengthened)</p> <p>Since inception, total 360 APs have been compensated. Among them 50 (14%) are women, elderly and disable. 100% of them are aware about their entitlement and compensation. They all paid special assistance. Since Inception, total amount of Tk.915,415 has been distributed among the affected persons.</p>	
<p>• Special assistance for disadvantaged/vulnerable women APs provided as per resettlement plan.</p>	<p>Total 99 vulnerable Aps have been received vulnerable benefit (special assistance) among which 13 APs are female.</p> <p>Total 46 APs (vulnerable APs =43 &amp; full loss of agriculture based livelihood-3) have been received skill development training based on their preferred livelihood options under Livelihood Income Restoration Program (LIRP) among which 18 are female (14 from FHHHs &amp; 4 from MHHHs). It is noted that 2 male recipient also received training from FHHHs. So, total 16 recipients from female headed HHs. All recipient received training grant (taka 20000.00/recipient) after completion of the skill development training as per approved RP.</p> <p>3 trained vulnerable APs in section-4 engaged with income generating activities under Livelihood Income Restoration Program (LIRP)</p>	<p>Till date # of disadvantaged/vulnerable women APS identified (including all packages), among them total 344 (245 +99) vulnerable APs have received vulnerable benefit (special assistance) among which 81 APs are female and all are from female headed hhs.</p> <p>After re-survey (re-survey conducted during October-December, 2019), total 447 HHs have been identified as vulnerable among which 126 are FHHHs.</p> <p>In addition, 100 HHs have been identified full loss of agriculture-based livelihood who will receive livelihood training from the project.</p> <p>Total 129 (vulnerable APs-126 &amp; full loss of agriculture based livelihood APs-3) Aps have received skill development training based on their preferred livelihood options under Livelihood Income Restoration Program (LIRP) among which 42 are female (22 from FHHHs &amp; 20from MHHHs).</p> <p>Total 75 (58%) trained vulnerable APs engaged with income generating activities under Livelihood Income Restoration Program (LIRP) among which 20 are female (8 from FHHHs &amp; 12 from MHHHs).</p> <p>Under Distribution Network Strengthened area, total 50 APs (43 from FHHHs) identified as vulnerable and all are paid special assistance as per RP.</p>	

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<p><b>Activity 3:</b> Orient all PMU and field level staff on gender aspects of resettlement and core labor standards and their roles in monitoring and reporting.</p> <p><b>Target-3:</b> All PMU and field level staff report increased knowledge about the gender aspects of resettlement and core labor standards and their roles in monitoring and reporting</p>	<p>PMU &amp; MDSC consultants are being monitoring the core labor standards and reporting as well.</p>	<p>Please give a leading sentence which tells the overall status, (existing total number of staff and among them how many received the training on the topic) then you can provide the list of separate training and participants</p> <p>Total 19 staffs (17 staff from PMU &amp; 2 staff from MDSC) have received two days training on gender aspects of resettlement, of whom 2 (10.5%) were female and same staffs have received 2 day's refresher training on the same issue.</p> <p>Total 19 staff (PMU-10, CPCR division-02, MDSC-4, MSC-2, SAMAHAR-1 received day long training on "Gender Action Plan including gender aspects of resettlement and core labor standards" among which 4 (19%) were female.</p> <p>Total 17 staff (100%) of DORP NGO have received training on Gender Action Plan (all field staff including head office of DORP for this project) report, Gender Issues &amp; Resettlement of DESWS Project among which 5 staffs (29%) were female.</p> <p>A total of 17 staff (100%) of DORP NGO have received 3 days training on "Developing capacity on resettlement project implementation including Gender mainstreaming &amp; Development in DESWS project" among which 5 staffs (29%) were female.</p> <p>All staff of CPCR Division has been oriented.</p> <p>PMU, MDSC &amp; MSC consultants are being monitoring the core labor standards and reporting as well.</p>	<p>100% staffs of DORP NGO have been received training on GAP report and Gender &amp; resettlement issues in DESWS Project.</p> <p>MDSC has a training plan for PMU, CPCR division, DWASA, MDSC on social &amp; gender development and PD has agreed training plan.</p>

Area of Focus, Activities and Targets	Progress of Reporting Quarter January-March 2020	Cumulative Progress up to March 2020	Qualitative aspects of Accomplished Activities and Comments/Explanations
<ul style="list-style-type: none"> <li>Bidding documents have specific clauses on core labor standards (equal pay for work of equal value, occupational health and safety, water supply, sanitation, segregated shelter and facilities) and their implementation monitored</li> </ul>		<p>Till date total 6 bidding documents {Package-1, 2, 3.1, 3.2, Package ICB 2.7 (Under Distribution Network) and Package NCB 4.1(Dep Tube Well Installation)} have been prepared and core labor standards (equal pay for work of equal value, occupational health and safety, water supply, sanitation, segregated shelter and facilities) information's are included in all the bidding documents.</p>	<p>Social and gender clauses are included in the tender document for P 2, P 3.1 &amp; P3.2. Clauses numbers are: 6.1, 6.14, 6.21 &amp; 6.24 of GCC, section-6 part 01A particular specification-contract requirements 1.9 and section 8-part B (Detailed was attached in 11<sup>th</sup> QPR as Annex-1)</p>
<p><b>Target 4:</b> All contractors informed on gender-related requirements of core labor standards and submission of periodic progress reports.</p>	<p>No training held during this quarter</p>	<p>At first please state how many contractors have been awarded so far and how many got informed out of them and how many are remaining, then you can put the plan for next 2 representatives of Contractors from ICB 2.7 has been received 2 days training on Gender mainstreaming and orientation on GAP including gender related requirements of core labor standards” on 29-30th January 2019.</p>	<p>Gender mainstreaming training for Contractors and sub-contractors of DBO were scheduled on March,2020 but due to COVID -19 situation training were postponed. This training will be organized when all activities will resume in the field. (Note under Distribution Network Strengthened In 26<sup>th</sup> October, 2018 all contractors under ICB 2.7 informed of gender-related applications of core labor standards in the workshop. Sinora Chakma, from BRM ADB was present in that workshop.</p>
<p><b>Activity 4:</b> Employ women as unskilled and semi-skilled laborers in earth work, construction and maintenance work and enforce the labor standards. <b>Target-5</b> At least 20% of unskilled laborers are local destitute women, who receive equal pay with men for work of equal value.</p>	<p>Following are under DBO contract package-1 455 (7%) person days of female skilled security guard worked out of 6745 person days of skilled security guard.</p>	<p>At first, place the total number of unskilled laborers and among them women.....then package wise for your easy monitoring and supervision and then skilled workers Following are under DBO contract package-1</p>	

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	<p>2184(15%) person days of female unskilled security guard worked out of 14550 person days of unskilled security guard. It is noted that all security guard recruited from Bangladeshi different security guard company.</p> <p>649(2%) person days of female staffs worked out of a total 31903 person days of staffs.</p> <p>Total 18991 person days of unskilled labor worked of which 9469(49.86%) person days from local areas but no female labor because all mechanized works are ongoing in the intake &amp; Water Treatment Plant(WTP) areas. (Following are under Distribution Network Strengthened)</p> <p>In this quarter the contractor deployed total 17107 labour in civil works. Out of the total labour3368 (20%) are women labour.</p>	<p>455 (7%) person days of female skilled security guard worked out of 6745 person days of skilled security guard.</p> <p>2184 (15%) person days of female unskilled security guard worked out of 14550 person days of unskilled security guard. It is noted that all security guard recruited from Bangladeshi different security guard company.</p> <p>649 (2%) person days of female staffs worked out of a total 31903 person days of staffs.</p> <p>Total 18991 person days of unskilled labor worked of which 9469 (49.86%) person days from local areas but no female labor because all mechanized works are ongoing in the intake &amp; Water Treatment Plant (WTP) areas.</p> <p>(Following are under Distribution Network Strengthened)</p> <p>Till March, 2020, total 105960+17107=123067 labour have been involved in civil works. Out of the total labour, 23651+3368=27019 (22%) were women.</p>	
<p><b>Target-6</b> Water and sanitation facilities and occupational health and safety measures for women workers at all construction sites available.</p>	<p>Following are under DBO contract package-1</p> <p>Water and sanitation facilities are available both for male and female separately. Also provided Personal Protective Equipment's (PPE) to all required staffs, security guard &amp; labors.</p> <p>(Following are under Distribution Network Strengthened)</p>	<p>Following are under DBO contract package-1</p> <p>Water and sanitation facilities are available both for male and female separately. Also provided Personal Protective Equipment's (PPE) to all required staffs, security guard &amp; labors (Following are under Distribution Network Strengthened)</p> <p>In some cases, water and sanitation facilities and occupational health and safety measures for women workers were not found in all construction sites.</p>	<p>(Following are under Distribution Network Strengthened)</p> <p>In some cases, water and sanitation facilities and occupational health and safety measures for women workers were not found in all construction sites. They contractors were instructed to maintain the health and safety issues as early as possible.</p>
<p><b>Activity-5:</b> Ensure water quality and prevent pollution in the intake area</p>			<p>Since "activities" are not started</p>

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<p><b>Target-7:</b> At least 300 households around the intake area have access to safe water supply.</p> <p><b>Target-8:</b> Consultation with women for site selection of water point and sanitation facilities (50% women participants)</p> <p><b>Target-9:</b> CBOs with 50% women members on water quality maintenance near the intake area organized and oriented on O&amp;M</p>			<p>yet, no targets and indicators could be measured.</p>
<b>Output2: Distribution Network Strengthened</b>			
<p><b>Activity 6:</b> Arrange community consultation in targeted service areas on incremental water services/transfer, construction, O&amp;M of water supply schemes, connection fees, tariffs and other charges.</p>			
<p><b>Target-10</b> Women represent 50% participants in community consultations in target areas on design and implementation, water services connection fees etc.</p>	<p>In absence of NGO no meeting held in this quarter</p>	<p>Since inception, total 17682 meetings were held in the form of household &amp; institution visits, Community &amp; Public consultation, CBOs and grievance meetings. Total 24109 participants were present in those meetings. Out of the total 13238 (55%) participants were women.</p>	
<p><b>Activity 7:</b> Undertake awareness programs on water conservation, water quality and hygiene education</p> <p><b>Target-11</b> One awareness campaign (through community consultations and dissemination of posters, leaflets) designed and launched</p>	<p>No awareness campaign activity has been done in this quarter</p>	<p>Till December, 2019 the NGO staffs distributed 31818 leaflet among the local people and institution.</p> <p>Till to December,2019 the NGO staff visited 175 institutions and met total 296 persons. Out of total</p>	<p>NGO work stopped from January 2020.</p>

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		persons met 143 (48.32%) are women.	
<p><b>Activity 8:</b> Install communal/ household water connections to be managed by the CBOs in LICs.</p> <p><b>Target-12</b> Women benefit from 3,700 new or legalized household connections installed, including 17 community connections in LICs (benefiting an estimated 300 women and girl children in LICs)</p>	<p>In this quarter 40 illegal connection legalized</p> <p>In this quarter, total 350 households have received new water supply connections.</p>	<p>Total 2758 (2718 +40) low income households and community legalized and gave connection by the contractor, out of total targeted 3700 (as per revised target) new or legalized households or community connections. which is 74.54% of total target. Till March 2020, total 31948 (31598 + 350) households received water supply connections.</p>	<p>The target for households or community connection have been increased from 32000 to 37300 due to increase of new households.) Total achievement is 85.65%. (32000 had been identified after survey in 2013).</p>
<p><b>Activity 9:</b> Establish or strengthen CBOs or committees for the management, O&amp;M of water supply services in LICs.</p> <p><b>Target-13</b> CBOs formed/strengthened in LICs with 50% women members and 50% women in leadership positions in all CBOs.</p>	<p>No activity has been done on CBOs in this quarter</p>	<p>Establish 2 CBOs committees for the management, O&amp;M of water supply services in LICs total executive members are 33 where women executive members 15 (45.45%).</p>	
<p><b>Activity 10:</b> Conduct training on the management and O&amp;M of community water supply.</p>			
<p><b>Target-14</b> 34 women and 17 men (2 women and 1 man per community connection in LICs) receive training on O&amp;M of community water supply management</p>	<p>No activity has been done on CBOs in this quarter</p>	<p>92 users of community connections receive training on O&amp;M of community water supply management of which women participants were 68 (74%).</p>	<p>It is noted that 92 participants covered 17 community connections in LICs which is 100% of total target.</p>
<p><b>Output 3: Project Management and Administration Adequately Supported</b></p>			

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<p><b>Activity 11:</b> Asses training needs (organizational diagnostics) and train relevant staff including the Community Programme and Consumer Relation Division of DWASA on gender mainstreaming and financial management.</p>			
<p><b>Target -15:</b> PMU staff including all Engineers &amp; Social Safeguard &amp; Gender Officers, CPCR Division and NGOs receive training on gender mainstreaming and financial management (Target: 60 staff of which 12 are women)</p>	<p>35 nos. staffs (PMU-24, MDSC-11) have been received day long training on “Basic workplace professionalism and gender sensitive etiquette” of which 6 (17%) were female</p>	<p>Please state total number of PMU staff, CPCR and NGO staff and them how many received trainings among all. 35 nos. staffs (PMU-24, MDSC-11) have been received day long training on “Basic workplace professionalism and gender sensitive etiquette” of which 6 (17%) were female.</p> <p>Total 47 (78% of total targeted staffs) staffs (PMU-10, CPCR division-2, DORP NGO-17 (100%), HAMAHAR NGO-9 (100%), MDSC-4, and MSC-3 &amp; Contractors-2) received gender mainstreaming training among which 12 were women i.e 100% of total target.</p>	<p>Learning on gender mainstreaming is being applied by the staffs as follows:</p> <ul style="list-style-type: none"> <li>❖ In regards to project affected people due attention have already been paid to women headed households and female income earners involving them into income generating activities.</li> <li>❖ Working environment has been improved both in DORP central office as well as at the field offices.</li> </ul> <p>DESWSP has a plan to provide training to the financial management staffs of PMU.</p>
<p><b>Activity 12:</b> Improve capacity of the Community Programme and Consumer Relation (CPCR) Division of DWASA.</p> <p><b>Target-16</b> All staff of Community Programme and Consumer Relation Division oriented on participatory methodology and monitoring of community level operation.</p>	<p>15 nos. staff of Community Programme and Consumer Relation Division (CPCR) including Mods zone and PMU have been received training on “Report writing &amp;documentation” as a part of capacity building of which 2 (13%) were female.</p>	<p>15 nos. staff of Community Programme and Consumer Relation Division (CPCR) including Mods zone and PMU have been received training on “Report writing &amp; documentation” as a part of capacity building of which 2 (13%) were female.</p>	<p>It is noted that CPCR division has four female staffs only.</p>

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<p><b>Activity-13:</b> PMU, CPR and Partner NGOs specify targets for staffing.</p> <p><b>Target-17.</b> Women with equal qualifications with men, prioritized in PMU and CPR positions (at least 30% women)</p>	<p>Updated information in PMU/CPR division: Total 64 staff (PMU-50, CPR-14) are working in PMU &amp; CPR division among them female staff are 12 (PMU-8+CPR-4) which indicates 19% are women.</p>	<p>Total 64 staff (PMU-50, CPR-14) are working in PMU &amp; CPR division among them female staff are 12 (PMU-8+CPR-4) which indicates 19% are women.</p>	
<p><b>Target-18</b> NGO field staff teams have at least 1 woman member in each 3-person team with gender related actions and targets identified and implemented</p>	<p>Updated information in NGO staff: Total 22 staffs are working from DORP NGO for this project of which 6 (27%) are female.</p>	<p>Provide an overview, how many NGOs are assigned for what works and total staff (# of women with %), then detailed information 22 staff are working in DORP NGO of which 6 (27%) are female (as per revised agreement between PMU &amp; DORP). 26 staff were worked up to August 2018 in NGO of which 7 (27%) were female. In SAMAHAR 9 staff were worked up to June 2020 and 4 staffs were worked from July 2019 to December 2019.</p>	<p>DORP has been suggested to deploy more female officials. As per revised agreement between PMU &amp; DORP total 22 staff are working from September 2018 of which 6 (27%) are female.  SAMAHAR NGO worked stopped from January 2020.</p>
<p><b>Activity-14:</b> Develop a project performance management system with social and gender indicators.</p> <ul style="list-style-type: none"> <li>Sex-disaggregated project data (on social and gender indicators) collected and analyzed regularly.</li> </ul>	<p>Monitoring social and gender indicators, collected sex-disaggregated data and prepared report as well.</p>	<p>Prepared checklist for monitoring of project performance management system (PPMS) with social and gender indicators.</p>	<p>All information is being collected based on sex-disaggregated monitoring format, analyzed and submit regularly</p>
<p><b>Activity 15.</b> Gather baseline sex-disaggregated data and gender analytical information as part of all surveys, periodic assessments and reports.</p> <ul style="list-style-type: none"> <li>Quarterly progress reports include status of GAP implementation.</li> </ul>	<p>This is continuous process</p> <p>Quarterly Progress Report (QPR) on GAP is prepared and being submitted.</p>	<p>17<sup>th</sup>QPRs on GAP have been prepared so far and submitted.</p>	<p>.</p> <p>This is DESWSP 17<sup>th</sup>QPR on GAP.</p>

<b>Area of Focus, Activities and Targets</b>	<b>Progress of Reporting Quarter January-March 2020</b>	<b>Cumulative Progress up to March 2020</b>	<b>Qualitative aspects of Accomplished Activities and Comments/Explanations</b>

AP, CBO, PCR.....from original GAP and the acronyms used in the report

GAP Activities				Quantitative Targets						
Total Number	Number completed	% completed	Remarks (On track for completion)	GAP	DMF	Overlap (DMF+GAP)	Total-- (GAP+DMF) minus overlap	Number Achieved	% Achieved	Remarks (On track for achievement)
15	4 activities 100% completed (Activity #s are 6,7,9 &10)	26.66%	Activity # 1,2,3,4,8, 11,12,13,14,& 15 are on track and activity # 5 yet to be started	18	3	3	18	5 targets achieved and completed (Target #s are 10,11,13,14 & 17) ( Note: Detailed status of achieved targets are given below table)	27.78%	Target # 1,2,3,5,6,12,15,16 &18 are on track and target 7,8,& 9 are yet to be started

SL # of target	Quantity of target	Achievement
Target-10	Women represent <b>50%</b> participants in community consultations in target areas on design and implementation, water services connection fees etc.	Achieved <b>55%</b> (100% completed) women participation in the community consultations.
Target-11	<b>One</b> awareness campaign (through community consultations and dissemination of posters, leaflets) designed and launched	100% completed. Community consultation has been done in different institutions and met with 296 persons. Out of total persons met 143 (48.32%) are women. Also designed posters & leaflet based on the project requirements and distributed 31818 leaflet among the local people and institution.
Target-13	CBOs formed/strengthened in LICs with 50% women members and 50% women in leadership positions in all CBOs.	100% completed. Establish 2 CBOs committees for the management, O&M of water supply services in LICs. Achieved 45.45% women in leadership position out of targeted 50%.
Target-14	34 women and 17 men (2 women and 1 man per community connection in LICs) receive training on O&M of community water supply management	100% completed. Achieved 74% of women participation out of targeted 66%.
Target-17	Women with equal qualifications with men, prioritized in PMU and CPCR positions (at least 30% women)	Staffs recruitment completed at PMU & CPCR division. Achieved 19% of female staffs out of targeted 30%.

Issues/challenges	Measures taken
DORP is delaying the update of resettlement plan due to different problems.	MDSC team and PMU are trying hard to keep them on track.
DBO has deployed but other contractors are yet to be deployed and GAP implementation is delayed accordingly.	PMU is trying to overcome this delay.

Major reasons for not achieved women participation target:

- ❖ In the beginning female were not interested and reluctant to attend in the meeting.
- ❖ Some meetings were conducted with only male Affected Persons (APs) who have not received CCL under RP Section 2.
- ❖ In section-6 residential affected HHS are not found. This is another cause of less availability of female participants.

For this quarter (January-March 2020): Summary of the meetings & concern raised by the women participants and reply by the concern representatives during the meetings are attached as annex-1.

Concern raised by the women during the meetings up to December 2019:

- ❖ Participants wanted to know the reasons for not receiving Cash Compensation under Law (CCL)
- ❖ Participants requested to allow them enough time to shifting their structures from the project right of way.
- ❖ participants asked about if they have complaint how this will be resolved;
  
- ❖ In using compensation money/resettlement benefits they expressed their worry that in purchasing land at the locality or nearby place at a time by a huge number of affected persons will be very difficult, they apprehend that the land price will be abnormally goes up. So, in this regard they requested INGO personnel to help them in purchasing land.
- ❖ Participants opined that the grant they have received during skill development training is not enough to continue business smoothly. So, they seek advice from INGO how to manage capital. Vulnerable women APs requested DORP to visit their activities and to guide them;
  
- ❖ What is the process to receive compensation from DC office?
- ❖ What kind of papers needs to be submitted to receive compensation money from the DC office?
- ❖ Whether affected persons (APs) will receive compensation of their lost properties?
- ❖ How much amount they will be compensated for their affected land and when they will receive notice under section-4 (RoW)?
- ❖ Whether the women will receive any IGA training from the project and restarting their business?
- ❖ Opportunity of women in getting jobs in construction site during the construction work of the project.

In reply of the above questions, they were informed:

- ❖ Those did not receive CCL yet from DC office were advised to collect papers correctly and to submit it to DC office within a short possible time so that they can receive CCL quick. INGO will help them to organize papers.
- ❖ Participants were advised to follow the project notice which they have received during the additional payment made by the DWASA and it was mentioned in the notice that APs will shift their structures and to make the project area free for project construction work within the 30 days after receiving all benefits from the project.

- ❖ In response to the grievance affected persons query they were informed that they will be able to file their grievances without any fear and intimidation. Where required, the implementing NGO will assist the affected households in drafting the grievances. The affected person will first register their complaint with the INGO. Complaints and grievances will be heard by the INGO and focus group discussions at the village level. The grievance will need to be resolved within 1 day. If the grievance cannot be addressed by the INGO and the Social Safeguard Officer. The complainant can lodge complaint related to compensation or delay of payment to the GRC committee. DORP will arrange GRC meeting for resolving the complaint.
- ❖ In reply to the participants concern and or apprehend that it will be difficult for them to purchase land at high price. In fact, most of them have alternative land within and outside of the project area. On the other hand, the participants have alternative income sources and most of them are found to be in business occupation. Nevertheless, they will be paid fairly and they committed that they will be self` relocated. So, the impact is minimal and they will be able to overcome this. APs were advised not to use the compensation money/ resettlement benefits in unproductive ways, they were advised to rebuild/restart their livelihoods with an aim to make their lives better off;
- ❖ Participants have been reminded that just before skill development training they have received vulnerable allowance and that money should have to be utilized in income generating activities. Although, the INGO will try to involve them in local NGO/ micro credit institution for enhancing/raising their fund/capital and to receive technical support in the IGA activities;
- ❖ Participants have been informed about the detail procedure of receiving compensation, additional benefit, entitlement of the lost properties, papers to be submitted to DC office, and there will be no possibility to get any compensation for any construction after declaration of cut-off date.
- ❖ APs will receive IGA training according to their interest and existing skills, so that they can undertake income generating activities and to restart their business for improving their livelihoods.

Interested women will be considered for jobs in construction site on priority basis based on their skills.

**Dhaka Environmentally Sustainable Water Supply Project (DESWSP)  
Summary of the Community Meetings and FGD  
Conducted by DORP  
Cumulative from January to March 2020**

<b>Key Issues of Discussion</b>	<b>Participants Responses</b>	<b>Project Response</b>
<p><b>1. Receiving IGA training under LIRP;</b></p> <p><b>2. Involve in income generating activities;</b></p>	<p>During January to March 2020 a total number of 36 community meetings with a total of 493 participants (M-200, F-293) held in the project site of Arai hazar and Rugganj Area. 2 FGD (special meeting) meeting held with non-paid CCL APs with a total of 90 APs (M-84, F-6) at Arai hazar area. The following issues were raised/discussed in these meetings by the participants: -</p> <p>The following topics were discussed in the meeting and questions/query were raised by the participants In the meetings: -</p> <p><b>1.</b> The meeting participants expressed their interest to receive skill development training on different income generating activities such as: - vegetable cultivation, cultivating seasonal crops, small business, weaving, tailoring, boat business, CNG driving, cow and goat rearing, poultry bird rearing, agriculture etc.</p> <p><b>2.</b> After receiving IGA training they wanted to involve in the income generating activities on the sector they receive</p>	<p>In reply to the query made by the participants in the meeting the following responses were made from the project: -</p> <p><b>1.</b> Regarding receiving training under LIRP the participants were informed that Under Livelihood and Income Restoration Program (LIRP) in coming days several training sessions on different trade based on the scope of marketing and creating employment opportunity and as per the choice/interest of the affected vulnerable and full loss of agriculture based livelihood persons will be organized and provided by DWASA,</p> <p><b>2.</b> The IGA training will be provided to them basically with an aim to re-establish</p>

<p>3. Use of compensation and resettlement benefits in rehabilitation and income generating activities to make lives betteroff;</p>	<p>training. In this regard participants expect that INGO will guide them and assist them so that they can run their activities properly.</p> <p>3. It was discussed in the meeting of using compensation money and other benefits they have received from DC office and WASA as well. It was discussed that the compensation and resettlement benefits were made with an aim to reconstruct and rebuild their lives better off and their economic status has positively been changed compared to their present status. Most of the participants showed their positivity but few were found to be worried that in purchasing land at the locality or nearby place at a time by a huge number of affected persons will be very difficult, they apprehended that the land price will be abnormally goes up. So, in this regard they requested INGO personnel to help them in purchasing land. Although they gave commitment to use their compensation money and resettlement benefits to re-start or re-establish their livelihoods activities at the previous level or for their wellbeing.</p> <p>They have asked and requested DORP to guide them in regards to spending the</p>	<p>or restart the loss of livelihood based activities for enhancing households' income particularly given emphasis on vulnerable women. The INGO assured them that during the project period the INGO DORP, MDSC, Project authority will visit them regularly and during the visit their success and problem will hear by them and will be given consultancy, the INGO will assist them in involving with the local level credit instiyution and NGO's those can provide them technical and financial support.</p> <p>3. In this regard the participants were informed that the money which they will receive as compensation and resettlement benefits will have to be used to rebuild the lost structures and restart their livelihood so that they can bring a positive change in their lives or at least at the level of pre project condition. Affected persons were advised not to use the compensation money/ resettlement benefits in unproductive ways,</p>
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<p>4. Assist to the project activities;</p>	<p>compensation money and other resettlement benefits.</p> <p>4. In the meeting participants were requested to cooperate the contractors during project construction work, especially by making free of the project acquired land. Some of the participants raised questions that they have been not yet compensated for their lost properties, whether they will receive their payment earlier?</p>	<p>4. In the meeting in regards to assist in the project construction work some participants were reluctant to make free of their land as they did not receive payment till then. In this regard they have been notified several times and requested verbally to let the land make free for construction work as their land has already been acquired by the Government for water pipe line installation purposes. Their payment have been delayed mostly due to legal problem and lack of mutation according to RS record etc. So, as long their problems will remain unsettled the compensation money will be kept safe in a separate Escrow account opened for them and as soon as their problems will be solved, they could receive their payments. Ultimate the participants agreed to cooperate the contractors during project construction work, especially by making free of the project acquired land.</p>
<p>5. Receiving compensation from DC office and additional payment/ other resettlement benefits from DWASA;</p>	<p>5. The meeting participants wanted to know how they will receive their compensation money from DC office and additional payment/other resettlement benefits from DWASA, whether their payment will be made by cash or by cheque? They also wanted to know the kind of papers they will need to submit to DC office for compensation and papers to be submitted to INGO DORP for receiving additional payment/other resettlement benefits. Their concern whether they will be fairly compensated.</p>	<p>5. The participants were informed in the meeting that the kind of papers they needed for receiving compensation from DC's office are, Ownership document of the land, updated mutation and land tax receipt, national ID card, bank account number etc. The participants were informed that they will be paid by account payee cheque. DORP will try utmost so that payments are made fair and transparent.</p> <p>The INGO personnel assured the participants that they will be always with them and will guide them in collecting papers accordingly.</p>

<p>6. Explain Escrow Account to the APs;</p>	<p>6. The affected members, who are facing issues regarding the ownership of lands or due to some other reasons, did not receive the payments from the DC office or from the project office, they asked the project authority about payment, they mentioned some cases are in the legal court and some are mutation and shareholder's problem and some will be found to be ownership</p>	<p>In response to the query about papers to be collected for receiving additional payment and other resettlement benefits, the meeting participants were informed that they will receive additional payment according to the current market value and according to the project entitlement matrix. INGO DORP will assist/guide them in preparing/collecting necessary papers to be submitted to DWASA for receiving additional payment and other resettlement benefits. In response to the question whether the project affected persons will be paid by cash or by cheque, they informed that the payment will be made in account payee cheque. In this regard they need to open individual bank account. In reply to another question they have been informed that DORP will try utmost to ensure fair and transparent payment.</p> <p>In response to the participants question they were informed that those have already been received CCL from DC office, all those papers along with affected person's ID card, Photocopy of NID/SMART card, citizenship certificate from Union/Pauroshava Chairman, account number, share sheet etc. to be submitted to DORP local office for payment of additional/resettlement benefits.</p> <p>6. In the meeting in response to the questions raised by the participants they were informed that those affected persons, who are facing issues regarding the ownership of lands or due to some other reasons, did not receive the payments from the DC office or from the project office, their money will be safely kept to</p>
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<p>7. Take away or removal of the structures from the project acquired land;</p> <p>8. Serving notice under section-7(1);</p> <p>9. Changing of</p>	<p>problem, they need record correction. So their question how they will receive their payment, the meeting participants requested the authority to help them in pursuing their cases and to get the mutation encumbrance free.</p> <p>7. On the basis of discussion of the topic the participants asked whether they will be paid of their compensation before shifting of their structures. Unless they fully paid up they will not shift their structures and will not make the project area free for project construction work. The participants conditioned that they must be cleared up of their dues and notified and allow them a reasonable time for shifting, otherwise they will not hand over their land or remove their structures etc.</p> <p>8. In the meetingserving notice under section-7(1) were discussed for section-3 and 5. After serving notice partially under section 7(1) it has been stopped. Participants asked reason behind stopping of serving notice under section 7(1) in the section 3 and 5. They wanted to know when serving notice under section 7(1) will be started and when their compensation will be paid.</p>	<p>the account of DC's office and at the DWASA Project Office separately by opening an Escrow account. Based on the circumstances, even after the project is over, the money will be kept safe in the Escrow account. After the solution of ownership problems and subject to submission of the necessary proper documents, the payment will be made to them from DC office and from the project office Escrow account.</p> <p>7. On the basis of discussion andof the topic the participants were informed that before dismantling of the structures they will be fully paid and they will get one-month time after making all payments meet up to dismantle their structures. Being assured from the project side they agreed to shift their structures and to make the project area free for project construction work. They requested to notify them before dismantling and allow them a reasonable time for shifting, otherwise they will not hand over their land or remove their structures etc.</p> <p>8. In the meetingserving notice under section-7(1) were discussed for section-3 and 5. The participants were informed that after serving notice partially under section 7(1) it has been stopped due to the alignment change. Serving notice under section 7 (1) and 8 (3) (ka) will be started soon. After serving notice under section 8(3) (ka) they will be instructed to submit necessary papers to DC office for receiving compensation. Once serving notice under section 8 (3) (ka) is</p>
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<p>alignment;</p> <p><b>10.</b> Affected person's entitlements;</p> <p><b>11.</b> GRM;</p>	<p><b>9.</b> Due to valid reasons alignment of section-3 and 5 has been changed. So, it will again need to survey of the new plots for updating of the RP section-3 and 5.</p> <p><b>10.</b> In the meeting affected person's entitlements were discussed. The participants asked about whether they will be given compensation for their loss properties/items. The meeting participants showed keen interest to know the details of the entitlements.</p> <p><b>11.</b> In the meetings GRM was discussed elaborately with participants. The participants asked about if they have complaint where they will lodge complaint and how this will be resolved;</p>	<p>completed it will not take much time to receive compensation.</p> <p><b>9.</b> In the meeting participants were informed that due to valid reasons alignment of section-3 and 5 has been changed. So, it will again need to survey of the new plots for updating of the RP section-3 and 5. The participants were informed that based on approved RP additional and other resettlement benefits can be disbursed to the title and non-title affected persons.</p> <p><b>10.</b> It was informed to the meeting participants that as per ADB guideline (SPS 2009) and entitlement matrix they will be paid for their loss items at the current market price including 200% premium on land loss and 100% premium on structures, trees, crops and fish stock from DC office. In addition, they will receive other resettlement benefits according to eligibility and entitlement matrix of resettlement framework</p> <p><b>11.</b> In response to the affected person's query of their grievances they were informed that at first they will share their complaint to the INGO. The implementing NGO will assist the affected households in drafting the grievances. The affected person will first register their complaint with the INGO. Complaints and grievances will be heard by the INGO and focus group discussions at the village level. The grievance will need to be resolved within 1 day. If the grievance cannot be addressed by the INGO and the Social Safeguard Officer,</p>
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<p><b>12.</b> Construction of new structures;</p> <p><b>13.</b> Per decimal payment rate for the affected land;</p>	<p><b>12.</b> DORP staff discussed about illegal constructions on the project acquired land after cut of date. The participants asked about if anybody constructed structures whether he/she will be received any payment they need clarification.</p> <p><b>13.</b> In the meeting among all other discussed topics,it was eagerness of the participants to a particular issue to know about the payment rate for per decimal of affected land.</p>	<p>the complainant can lodge complaint related to compensation or delay of payment to the GRC committee. DORP will arrange GRC meeting for resolving the complaint.</p> <p><b>12.</b> Regarding the issueDORP staff informed the meeting participants that those have constructed structures after cut-off date i.e. serving notice under section 4(1) is quite illegal. For such kind of constructions, they will be not eligible to receive any compensation for this kind of constructions, rather they have to remove these kind of structures at their own cost, otherwise legal action will be taken against them.</p> <p><b>13.</b> The participants were interested to know the per decimal land value they will be paid. In response they have been informed that DC office collected land value<i>mouza</i>and land classification wise for the last one-year sale and purchase rate of the land and the average it according to mouza and land classification. On the other hand, the INGO collect current actual sale and purchase price through interviewing the local different occupational people according to mouza and land classification. APs received difference value between DC rate and INGO current actual rate as additional/to up payment for DWASA in addition to the DC payment.</p>
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### **How APs used their compensation money:**

- ❖ Those have received compensation against affected land by the project, are searching land in suitable place for purchasing. They replied that they have deposited their compensated money to the savings accounts in their name. It is noted that some of the APs purchased land for construction of residential structures and agriculture land.
- ❖ Those have received other benefits as compensation they also have kept deposits their money to their savings accounts with a view to invest the money in income generating programs.
- ❖ The female participants opined that in use of compensated money collective decisions both male and female will be taken.
- ❖ It can be concluded that no one wants to waste their compensated money in unproductive sectors; they are determined to use their compensated money in proper and productive way so that they can make earnings through investing of the money in productive sectors.

(Under Distribution Network Strengthened)

Till March, 2020 total amount of Tk. 9,15,415 has been distributed among the affected persons.

All female headed households, elderly and disable received special benefit from the project.

The SAMAHAR visited 23(50%) shopsowners and women headed households, elderly and disable persons. It is identified that 8 persons left the places and other 15 invest their money in business who are doing well.

Special assistance to disadvantaged/vulnerable women

- After successful completion of training, each affected person has been given BDT 20,000 taka as per entitlement matrix for their livelihood restoration in addition to other resettlement & vulnerable benefits. This is to be mentioned here that male and female APs received equal benefit from the project as per approved resettlement plan.
- All of these 129 training recipients have prepared plan of action to start income generating activities (IGA) by investing training grant money and vulnerable benefit.

Reason for not started IGA in section-4:

- 2 APs have got married
- 2 training recipients are students and they received training in favor of their father.
- 1 AP joined in private service
- Insufficient place for cow & goat rearing
- Shortage of fund

It is noted that 46 APs in section-1 received skill development training in January, 2020. Follow up monitoring on their IGA activities will start from next quarter.

In the project area, a total of 447 HHs (MHHS=321, FHHS=126) are identified as vulnerable in the project. The identified AHs will get compensation and Livelihood and Income Restoration Program benefits as outlined in RP. Nevertheless, women will be given priority in involving income generating activities and receiving jobs in the project area