

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

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

**July to September, 2020**

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

**Date of Update:** October, 2020

**Submission Date:** November, 2020

**Implementing Agency:** Dhaka WASA

**Timeframe:** July 2015–December 2020

**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

Area of Focus, Activities and Targets	Progress of Reporting Quarter July-September 2020	Cumulative Progress up to September 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>41consultation sessions have been conducted in the form of community meeting. Total 500 people participated there among which 391(78%) were female.</p> <p>This is continuous process.</p>	<p>Till 30<sup>th</sup>September 2020, total 741 consultation sessions have been conducted in the form of community meeting, FGDs and public consultations. Total 10442 people participated there among which 4,035 (39%) were female.</p> <p>Till September 2020, total183nos.ofaffected female headed households (FHHHs) are identified and all (100%) are aware about their entitlements and compensation.</p>	<p>Major reasons for not achieved women participation target are attached in annex-1</p> <p>Concern raised by the women during the meetings up to September 2020 attached in annex-1:</p> <p>For this quarter (July-September 2020): Summary of the meetings &amp; concern raised by the women participants and reply by the concern representatives during the meetings are attached in annex-2.</p>

Area of Focus, Activities and Targets	Progress of Reporting Quarter July-September 2020	Cumulative Progress up to September 2020	Qualitative aspects of Accomplished Activities and Comments/Explanations
<p><b>Activity2:</b> Provide equal compensation to households headed by women according to resettlement plan.</p> <ul style="list-style-type: none"> <li>• Special assistance for disadvantaged/vulnerable women APs provided as per resettlement plan.</li> </ul>	<p>No new activities held during this quarter for disadvantaged/ vulnerable women APs as special assistance.</p>	<p>Till September 2020, total identified 2551nos. of HHs for compensation among them 183 nos. of FHHHs of which 138 FHHHs received equal compensation as per resettlement plan. Remaining is under process.</p> <p>Till September 2020, total 183 nos. of disadvantaged/vulnerable women APs identified (including all packages), among them total 138 nos. of women APs have received vulnerable benefit (special assistance) as per resettlement plan. Remaining is under process.</p> <p>Till September 2020, 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 APs (22 from FHHHs &amp; 20 from MHHHs).</p> <p>Till September 2020, total 119 (92%) out of trained 129 vulnerable APs engaged with income generating activities under Livelihood Income Restoration Program (LIRP) among which 38 are female (21 from FHHHs &amp; 17 from MHHHs).</p>	<p><b>How Affected persons (APs) used their compensation money: Details are in annex-1</b></p>

Area of Focus, Activities and Targets	Progress of Reporting Quarter July-September 2020	Cumulative Progress up to September 2020	Qualitative aspects of Accomplished Activities and Comments/Explanations
<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>DWASA Consultants monitor the core labor standards and reporting as well.</p>	<p>Total 43 nos. of staff (PMU-17, Field level INGO staff-26) received draft training out of targeted 56 nos. of staff (PMU-23, field level-33) on gender aspects of resettlement, gender action plan, core labor standards and their roles in monitoring and reporting through different training batches.</p> <p>Total 19 staff (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 staff 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 26 staff (100%) of INGOs have received training on Gender Action Plan (all field staff including head office of INGOs for this project) report, Gender Issues &amp; Resettlement of DESWS Project among which 8 staff (31%) 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>4 staff (100%) staffs of CPCR Division have been oriented.</p> <p>DWASA Consultants monitor the core labor standards and reporting as well.</p>	<p>100% staffs of INGOs 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 Project Director (PD) has agreed training plan.</p> <p>Note: There are two INGO (DORP, SAMAHAR) assigned for performing the resettlement activities in this project.</p> <p>There are two consultancy firm assigned for management, design and supervision of the project activities. These are:</p> <ol style="list-style-type: none"> <li>1. Mott MacDonald for Management, Design and Supervision Consultant (MDSC)</li> <li>2. Design, Development Company (DDC) for Management and Supervision Consultant (MSC).</li> </ol>
<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</li> </ul>		<p>Till 30<sup>th</sup> September 2020, total 6 bidding documents {Package-1, 2, 3.1, 3.2, Package ICB 2.7 (Under Distribution Network) and Package NCB 4.1 (Deep 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</p>	<p>Social and gender clauses are included in the tender document for P 2, P 3.1 &amp; P 3.2. 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>

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and facilities) and their implementation monitored.		facilities) information's are included in all the bidding documents.	
<b>Target-4:</b> All contractors informed on gender-related requirements of core labor standards and submission of periodic progress reports.	9(M-7, F-2) representatives from Contractor and sub-contractors of GWT under package-1 received day long training on ADB core labor standard and gender mainstreaming in the reporting quarter.	Till 30 <sup>th</sup> September 2020, 2 nos. contractors (package-1& ICB-2.7) have been awarded so far and two contractor's representatives received day long training on gender-related requirements of core labor standards. Total 89 representatives participated from contractor& sub-contractor of which 4 (5%) were female.	Learning on gender mainstreaming training is being applied by the Contractor and Sub-contractors as follows: <ul style="list-style-type: none"> <li>• Contractor and sub-contractors applied their learning in the project activities.</li> <li>• In regards to employed unskilled/ semi-skilled labor in construction work due attention have already been paid to engagement of women labor from project areas.</li> </ul>
<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.	Total 25,629 person days of unskilled labor employed among which 3064 (12%) are women labor days.  In addition to that the contractor & sub-contractors hired women as semi-skilled and skilled employees in the construction site as well as at the contractor's office at Dhaka. Women were hired as security guard, Security Supervisor, CCTV Operator, Office Assistant, Office Secretary and Document Controller etc. Following are the status of semi-skilled and skilled women engagement in the project activities:  This quarter, 5,844(37%) person days of semi-skilled and skilled female	Till 30 September 2020, total 180,001 person days of unskilled labor employed among which 31,804 (18%) are women labor days.  In addition to that the contractor & sub-contractors hired women as semi-skilled and skilled employees in the construction site as well as at the contractor's office at Dhaka. Women were hired as security guard, Security Supervisor, CCTV Operator, Office Assistant, Office Secretary and Document Controller etc. Following are the status of semi-skilled and skilled women engagement in the project activities:  Till 30 September 2020, total 11,993(25%) person days of semi-skilled and skilled female employed out of total 47,515 person days under different positions.	

Area of Focus, Activities and Targets	Progress of Reporting Quarter July-September 2020	Cumulative Progress up to September 2020	Qualitative aspects of Accomplished Activities and Comments/Explanations
	employed out of total 15,864 person days under different positions.		
<b>Target-6:</b> Water and sanitation facilities and occupational health and safety measures for women workers at all construction sites available	Water and sanitation facilities are available both for male and female separately. Also provided Personal Protective Equipment's (PPE) to all required staff, security guard & labors.	Water and sanitation facilities are available both for male and female separately. Also provided Personal Protective Equipment's (PPE) to all required staff, security guard & labors.	
<b>Activity-5:</b> Ensure water quality and prevent pollution in the intake area  <b>Target-7:</b> At least 300 households around the intake area have access to safe water supply. <b>Target-8:</b> Consultation with women for site selection of water point and sanitation facilities (50% women participants) <b>Target-9:</b> CBOs with 50% women members on water quality maintenance near the intake area organized and oriented on O&M			Since "activities" are not started yet, no targets and indicators could be measured.
<b>Output 2: Distribution Network Strengthened</b>			
<b>Activity 6:</b> Arrange community consultation in targeted service areas on incremental water services/transfer, construction, O&M of water supply schemes, connection fees, tariffs and other charges.			
<b>Target-10:</b> Women represent 50% participants in community consultations in target areas on design and implementation,	One CBO meeting held at T&T Colony in DMA 611 on 22.8.2020.Total 18 participants were present in the meeting. The participants were CBO's members, Social and Gender officer from PMU	Till September, 2020, total 7,683 meetings were held in the form of household & institution visits (personal contact), Community & Public consultation, CBOs and grievance meetings. Total 24,127 participants were present in those meetings	

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water services connection fees etc.	and contractor's representatives.	among which 13,238 (55%) participants were women.	
<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>	No awareness campaign activity has been done in this quarter	<p>Till December, 2019 the NGO staff distributed 31,818 leaflets 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 persons met 143 (48.32%) are women.</p>	The INGO (SAMAHAR) has completed their contract & assignment on 31 <sup>st</sup> December 2019.
<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>	In this Quarter total 18 new connections (94 HHs) have been given to CBO members at T&T colony under DMA 611. About 300 girl's, women and children will be benefitted (Sources: Contractor FSL, DMA 611)	Till September, 2020 total 3,983 poor households <sup>1</sup> obtained new and legal connection by the contractor including 23 community connections <sup>2</sup> in LICs with benefited 380 women and girl, children, out of total targeted 3,700 (as per revised target) new or legalized households or community connections, which is over the total target.	
<p><b>Activity-9:</b> Establish or strengthen CBOs or committees for the management, O&amp;M of water supply services in LICs.</p>			

<sup>1</sup>This quarter 94 HHs received new connection under 18 community connections in T & T colony but 69 HHs disconnected by the T & T authority from previous connection. So, total 3983 HHs connection are remain under DESWSP.

<sup>2</sup> Up to June 2020, total 18 community connections were obtained legal connection but during this quarter 13 connections were disconnected by the competent authority (T & T authority). During this quarter again 18 community connections have been given to CBO members at another side of T & T colony. So, total 23 community connections are remained in the T & T colony.

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<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>Till 30<sup>th</sup> September 2020, 2 (Two) CBOs established for water management and O&amp;M of water supply services in LICs. Total executive members are 33 where women executive members are 15 (45.45%) and general committee's members are 23 where women members 12 (52%).</p>	<p>The women leaders are able to take decision about the location of water points. They are able to collect money for monthly water bill. They are able to complain to the authority about insufficient quantity and quality of water. They are also able to fix the water points.</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 training held in this quarter</p>	<p>Till September, 2020, total 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>Training completed as per target. The topics of the training were; water supply and sanitation, health and hygiene, Operation and maintenance of minor repairing of water points, monthly bill collection and deposit it to the authority and gender concept. The project authority is agreed to provide tools for fixing water points.</p>
<p><b>Output 3: Project Management and Administration Adequately Supported</b></p>			
<p><b>Activity11:</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, CPRC</p>	<p>Total 5 nos. staff of PMU received gender mainstreaming training of which 2 were women. In addition, 6 nos. of</p>	<p>Total 60 nos. of staff (PMU-23, CPRC-4 and NGO-33) targeted for gender mainstreaming training among them 43 nos. (PMU-15, CPRC division-2, INGOs - 26) staff received gender mainstreaming training of which 12 (100% of total target) were women.</p> <p>In addition, MDSC provided same training to the 13 nos. of consultant (MDSC-10, and MSC-3).</p>	<p>Learning on gender mainstreaming is being applied by the staff 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> </ul>

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Division and NGOs receive training on gender mainstreaming and financial management (Target: 60 staff of which 12 are women)	MDSC Consultant received same training with PMU staff.	35 nos. of staff (PMU-24, MDSC-11) have received day long training on “Basic workplace professionalism and gender sensitive etiquette” of which 6 (17%) were female.	❖ Working environment has been improved both in DORP central office as well as at the field offices.  DESWSP has a plan to provide training to the financial management staffs of PMU.
<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>		Total target is 4 persons as CPCR total staff is 4 for capacity development activities. But total 15 staff (CPCR-13 including MODS zone, PMU-2) received training on “Report writing & documentation” as a part of capacity development of which 2 (13%) were female. Since Maintenance, Operation & Distribution Service (MODS) zone are related with CPCR division they were attended in the said training.	
<p><b>Activity- 13:</b> PMU, CPCR and Partner NGOs specify targets for staffing.</p>			
<p><b>Target-17:</b> Women with equal qualifications with men, prioritized in PMU and CPCR positions (at least 30% women)</p>	Updated information in PMU/CPCR division: Total 65 staff (PMU-54, CPCR-11) are working in PMU & CPCR division among them female staff are 11 (PMU-8+CPCR-3) which indicates 17% are women.	<p><b>Present status as on 30<sup>th</sup> September 2020:</b> Total 65 staff (PMU-54, CPCR-11) are working in PMU &amp; CPCR division among them female staff are 11 (PMU-8+CPCR-3) which indicates 17% are women.</p> <p><b>Staff status up to March 2020:</b> Total 61 staff (PMU-50, CPCR-11) worked in PMU &amp; CPCR division among them female staff are 11 (PMU-8+CPCR-3) which indicates 18% 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>	Updated information in NGO staff: Total 22 staff are working from DORP NGO for this project of which 6 (27%) are female.	<p>There are two INGOs (DORP &amp; SAMAHAR) assigned for implementation of resettlement activities with a total of 36 staff of which 10 (28%) were female.</p> <p>Presently 22 staff are working in DORP NGO of which 6 (27%) are female (as per revised agreement between PMU &amp; DORP).</p>	DORP has been suggested to deploy more female officials. As per revised agreement between PMU & DORP total 22 staff are working from September 2018 of which 6 (27%) are female.

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		<p>Since inception 26 staff worked up to August 2018 in DORP NGO of which 7 (27%) were female.</p> <p>In SAMAHAR 9 staff worked up to June 2019 and 4 staffs were worked from July 2019 to December 2019.</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>19<sup>th</sup>QPRs on GAP have been prepared so far and submitted.</p>	<p>This is DESWSP 19<sup>th</sup>QPR on GAP.</p>

**Acronyms:**

AP: Affected Person, CCL: Cash Compensation under Law, CBO: community Based Organization, CPR: Community Programme and Consumer Relation Division, DBO: Design Build Operator, DESWSP: Dhaka Environmentally Sustainable Water Supply Project, DWASA: Dhaka Environmentally Sustainable Water Supply Project, DORP: Development Organization of the Rural Poor, EGM: Effective Gender Mainstreaming, FHHHs: Female Headed Households, FGD: Focus Group Discussion, GAP: Gender Action Plan, HHs: Households, INGO: Implementing Non-Government Organization, LIC: Low Income Community, MODS: Maintenance, Operation and Distribution Service, MDSC: Management, Design and Supervision Consultant, MSC: Management and Supervision Consultant, NGO: Non- Government Organization, O& M: Operation & Maintenance, PD: Project Director, PPE: Personal Protective Equipment's, PPMS: Project Performance Management System, PMU: Project Management Unit, QPR: Quarterly Progress Report, RP: Resettlement Plan, WTP: Water Intake Area

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 # is 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 leaflets 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.

**Target-1:**

**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.

**Concern raised by the women during the meetings up to September 2020:**

- ❖ 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.
- ❖ Non-paid APs raised questions that whether they will be paid of their compensation before shifting of their structure? Unless they fully paid up, they will not shift their structures and will not make the project area free for project construction work.

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<sup>7</sup> 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.
- ❖ Those did not receive compensation yet from DC office and resettlement benefits from DWASA due to legal issues and mutation problems their amount will be safely deposited to the DC office and DWASA as well in an account (Dedicated) opened separately for them. Being assured from the project side they agreed to shift their structures and to make the project area free for project construction work.

## **Activity 2:**

### **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.
- ❖ Trained vulnerable APs invested their compensation amount in income generating activities. Till September 2020, total 122 (95%) out of trained 129 vulnerable APs engaged with income generating activities under Livelihood Income Restoration Program (LIRP) among which 39 are female (22 from FHHs & 17 from MHHs).
- ❖ 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.

## **Special assistance for disadvantaged/ vulnerable women APs**

- 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- 1 &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

In the project area, a total of 481 HHs (MHHs=341, FHHs=140) are identified as vulnerable including all sections. 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. In addition of that vulnerable 481 HHs, 100 HHs identified who has lost full loss of agriculture-based livelihood due to this project activities. They will also receive skill development training under LIRP as outlined in RP.

**Dhaka Environmentally Sustainable Water Supply Project (DESWSP)**  
**Quarterly summary of the community meetings discussion issues**  
**Conducted by DORP**  
**Period: July to September 2020**

Key Issues of Discussion	Participants Responses	Project Response
	<p>During July to September 2020 a total number of 41 community meetings with a total of 500 participants (M-109, F-391) held in the project site of Araihasar and Rupganj Area. The above 41 meetings held in all of the 6 sections during the reporting quarter. The following topics were discussed in the meetings. The following questions/queries were raised by the participants in the meetings: -</p>	<p>In reply to the query made by the meeting participants in the meeting the following responses were made from the project: -</p>
<p><b>1.</b> Investment of compensation, additional and other resettlement benefits in income generating activities;</p>	<p><b>1.</b> In the meeting using of compensation money and other benefits by the project affected persons were discussed. They have been informed that the compensation from DC office and additional/resettlement benefits from DWASA made with an aim to invest the money in income generating activities so that they can improve their economic status more better off compared to their present status. The participants showed their positivity to use the money in productive sectors. 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 at better off compare to their previous life. The meeting participants requested DORP to guide them in regards to spending the compensation money and other resettlement benefits in proper way.</p>	<p><b>1.</b> In this regard the participants were informed that the money which they have received and yet to be received as compensation and resettlement benefits will have to be used to re-establish and restart their livelihood so that they can bring a positive change in their lives or at least at the level of pre project status. Affected persons were advised from the project personnel that due to the intervention of the project they have lost land, residential and business structures, crops, trees and employment. So, these moneys to be use in purchasing land, construct structures, re-start business and re-establishes livelihoods. They should not be using the compensation money/ resettlement benefits in unproductive ways.</p>
<p><b>2.</b> Providing support to the ongoing/ensuing project construction work by the APs..</p>	<p><b>2.</b> In the meeting participants were requested to cooperate the contractors during project construction work, especially by making free of the project acquired land by removing the structures, trees etc. irrespective those have received resettlement benefits and those did not receive yet due to problems with papers, ownership, shareholders, land record/mutation and court cases.</p> <p>The participants raised questions that they have been not yet compensated for their lost properties, whether they will receive their payment earlier?</p>	<p><b>2.</b> In regards to assist in the project construction work the participants were informed that those have received payment and those did not receive payment yet. Both the groups have been notified several times and requested verbally to let the land make free by removing the structures for the smooth construction work as their land has already been acquired by the Government for pipe line installation purposes. Those did not receive payment yet, payment delayed mostly due to legal problems and lack of mutation according to RS record etc. So, as long as their problems will remain unsettled the compensation money will be kept safe in a separate account (Dedicated) 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><b>3.</b> Papers required in receiving compensation from DC office and</p>	<p><b>3.</b> The meeting participants wanted to know how they will receive their compensation money from DC office and additional payment/other resettlement benefits from</p>	<p><b>3.</b> 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</p>

<p>additional payment/resettlement benefits from DWASA;</p>	<p>DWASA. 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.</p>	<p>receipt, national ID card, bank account number etc. DORP will try utmost so that payments are made fair and transparent. The INGO personnel assured the participants that they will guide them in collecting papers accordingly. 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 this regard they need to open individual bank account. 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 persons ID card, Photocopy of NID/SMART card, citizenship certificate from Union Parishad Chairman or Pauroshava Chairman, account number, share sheet etc. to be submitted to DORP local office for payment of additional/resettlement benefits.</p>
<p>4. Take away or removal of the structures from the project acquired land;</p>	<p>4. On the basis of discussions the participants who have been paid fully and did not remove the structures asked to remove the structures. On this ground non-paid participants raised questions that 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>4. In the meeting the participants were informed that those have already fully paid they have been notified several times (verbally and written) but did not remove structures yet and those did not receive compensation yet from DC office and resettlement benefits from DWASA due to legal issues and mutation problems their amount will be safely deposited to the DC office and DWASA as well in an account (Dedicated) opened separately for them. Being assured from the project side they agreed to shift their structures and to make the project area free for project construction work.</p>
<p>5. Changing of alignment;</p>	<p>5. In the meeting it was discussed that due to valid reasons alignment of section-5 has been changed. So, it will again need to survey of the new plots for updating of the RP section-5.</p>	<p>5. In the meeting participants were informed that due to valid reasons alignment of section-5 has been changed. So, it will again need to survey of the new plots for updating of the RP section-5. The meeting participants were requested to cooperate DORP staff during survey.</p>
<p>6. Affected persons entitlements;</p>	<p>6. In the meeting affected persons 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>6. It was informed to the meeting participants that as per ADB guideline (SPS 2009) and entitlement matrix they will be compensated/paid for their loss items at the current market price including 200% premium on land loss and 100% premium on the loss of structures, trees, crops and fish stock from DC office. In addition, they will receive other resettlement benefits according to eligibility and as per entitlement matrix of resettlement framework.</p>
<p>7. GRM;</p>	<p>7. 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>7. In response to the affected person's query on the grievances they were informed that at first, they will share their complaint to the Implementing NGO (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</p>

		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 be lodged to the Grievance Redress committee (GRC). DORP will arrange GRC meeting for resolving the complaints.
<b>8.</b> Serving notice under section 7(1) and 8 (3) (ka) and commencement of payment.	<b>8.</b> In the meetingserving notice under section-7(1) and 8(3) (ka) were discussed for section-3 and 5. After serving notice under section 8(3) (ka) the affected persons will be determined and payment process in DC office will be started.	<b>8.</b> The meeting participants were informed that through serving the notice under section 8(3) (ka) in section 3 and 5 the project affected persons will be identified and after that payment process will be started, for payment they will be notified by DC office to receive compensation subject to submission of necessary documents against their ownership.

**Acronyms:**

ADB : Asian Development Bank  
AP : Affected Person  
CCL : Cash Compensation under Law  
DESWSP: Dhaka Environmentally Sustainable Water Supply Project  
DORP : Development Organization of the Rural Poor  
ID : Identity  
DC : Deputy Commissioner  
NGO : Non- Government Organization  
NID : National Identity  
INGO : Implementing Non-Government Organization  
RP : Resettlement Plan  
SPS : Safeguard policy Statement.