

Semi-Annual Social Monitoring Report

Project number: 47254-003

Period: January – June 2018
Submission Date: November 2018

BAN: Dhaka Water Supply Network Improvement Project

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CURRENCY EQUIVALENTS
(as of 11 November 2018)

Currency Unit	–	Tk
Tk1.00	=	\$0.01193
\$1.00	=	Tk 83.79

ABBREVIATIONS

ADB	Asian Development Bank
AP	Affected Person
ARIPA	Acquisition and Requisition of Immovable Properties Act
ADD	Average Daily Demand (water supply)
BBS	Bangladesh Bureau of Statistics
BPL	Below Poverty Level
CRO	Complaint Receiving Officer
DC	Deputy Commissioner
DMA	District Metered Area
DMC	Development Member Countries
DPHE	Department of Public Health Engineering
DPP	Development Project Proforma
DTW	Deep Tubewell
DWASA	Dhaka Water Supply and Sewerage Authority
DWSNIP	Dhaka Water Supply Network Improvement Project
EMP	Environmental Management Plan
FGD	Focus Group Discussion
EMP	Environmental Management Plan
GoB	Government of Bangladesh
GRC	Grievance Redress Cell
GRM	Grievance Redress Mechanism
HDD	Horizontal Directional Drilling
HDPE	High-Density Polyethylene
HEED	Health Education and Economic Development
ICB	International Competitive Bidding
IR	Involuntary Resettlement
IEE	Initial Environmental Examination
IRP	Iron Removal plant
IWM	Institute of Water Modeling
JVC	Joint Verification Committee
LGD	Local Government Division
NGO	Nongovernmental Organization
NRW	Non Revenue Water
PB	Pipe Bursting
PDB	Power Development Board
PIU	Project implementation unit
PMU	Project Management Unit
PVAC	Property Valuation Advisory Committee
PPTA	Project Preparatory Technical Assistance
RAC	Resettlement Advisory Committee
RoW	Right of Way
RF	Resettlement Framework
RP	Resettlement Plan
SSMR	Social Safeguards Monitoring Report
SPS	Safeguard Policy Statement

ToR
UPVC

Terms of Reference
Unplasticized Polyvinyl Chloride

WEIGHTS AND MEASURES

- Km - Kilometer
- m² - Square Meter
- Mm - Millimeter
- m³ - Micrograms Per Cubic Meter

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EXECUTIVE SUMMARY

1. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building.¹ DWSNIP impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-2020,² and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.³ The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured. The outputs will be DWASA's (i) distribution network strengthened; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

2. DWASA has made consistent efforts in improving distribution network of water supply, including through ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity to optimize operational and financial performance; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to develop a new surface water scheme to augment water source and reinforce the distribution network. Under these on-going projects, distribution network improvement (DNI) works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water (NRW) reduction in each DMA. Commissioned DMAs have achieved uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15% with the current average of 4.95%,⁴ assured good quality potable water directly from taps without any other treatment, and authorized or legalized 9,500 connections. A remaining challenge for DWASA is to enhance the efficiency gains throughout its service area and reduce overall physical losses and nonrevenue water, which is still estimated to be about 26%.

3. **Updating the Resettlement Plan.** Updating the RPs as per detailed design through a census, survey and consultation meetings and need to be clear by ADB. Implementation of the RP is also mandatory before construction work. However, the Resettlement Expert of DSMC is not in position as well as NGO is not recruited during the reporting tenure (January - June 2018). Once the expert and NGO are deployed, the team will be working together for updating the RPs in the case of unavoidable displacement, and ensure payment for business, income loss and so on.

4. **Category of the Project.** In 2015-2016, the feasibility team developed Resettlement Plans (RPs) for 5 packages in order to collect data whether IR impact- structures and persons

¹ ADB. 2007. *Report and Recommendation of the President to the Board of Directors: Proposed Loans and Technical Assistance Grant to the People's Republic of Bangladesh for the Dhaka Water Supply Sector Development Program* (Loan 2382 and 2383-BAN). Manila; ADB. 2013. *Report and Recommendation of the President to the Board of Directors: Proposed Loan and Administration of Loan to the People's Republic of Bangladesh for the Dhaka Environmentally Sustainable Water Supply Project* (Loan 3051-BAN). Manila. These two loans finance some of feasibility studies of this project.

² Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-FY2020*. Dhaka.

³ Government of Bangladesh, Policy Support Unit, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives. 2014. *National Strategy for Water Supply and Sanitation*. Dhaka.

⁴ Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

could be affected by the sub-projects following Bangladesh government's law and ADB's policy based on best available information. Since construction of pump is being implemented on the land belongs to the Dhaka WASA/Bangladesh government and pipe line will be laid down in the existing Right of Way (RoW), no land acquisition will not be required. Therefore, the impact of the sub-projects would be minimal; some mobile vendors could loss income for some days during construction. It will be addressed in updated RPs and compensation will be made before starting the construction work. All the affected persons can return to the original sites once the construction is completed. That's why, the project has been categorized as **Category-B** for involuntary resettlement.

5. **Institutional Setup.** DWASA is the executing agency for the project. A PMU has been established in DWASA headed by a Project Director. Under the overall guidance of PMU and two Deputy Project Directors will execute the Resettlement Plan. The PMU will be responsible for implementing and monitoring safeguards compliance activities, public relations activities, gender mainstreaming activities, and community participation activities.

A. Project Background

6. Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building.⁵

7. Enhancing efficiency gains. Development of urban infrastructure in Bangladesh has not kept pace with rapid urbanization. The provision of drinking water in Bangladesh's capital city Dhaka has been particularly challenging. Dhaka's population has been growing at 3.6% per annum since 2005, much higher than the national average of 1.1%, leading to increasing demand for drinking water supply.⁶ DWASA, the water utility for Dhaka, serves 13.5 million people,⁷ and has made continuous efforts to improve its distribution network, among others, with support of two ADB-financed projects: (i) Dhaka Water Supply Sector Development Program (DWSSDP), which aims to rehabilitate and reinforce water supply systems and build DWASA's capacity; and (ii) Dhaka Environmentally Sustainable Water Supply Project (DESWSP), which aims to augment surface water source and improve parts of the distribution network (footnote 1).

8. Under these on-going two projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA. Commissioned DMAs show good progress, which record uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15% with the current average of 4.95%,⁸ assured good quality potable water directly from taps without any other treatment and authorized or legalized 9,500 connections.

9. A remaining challenge for DWASA is to enhance the efficiency gains throughout its service area and reduce overall physical losses and nonrevenue water which is still estimated to be about 26%. In areas not covered by the ongoing projects, water losses remain the major cause of insufficient service delivery. Reduction of water losses will increase water availability for households, thereby reducing households' use of suction pumps, and underground storage reservoirs. Reduction in nonrevenue water with appropriate tariff level will also generate additional revenues for DWASA to further improve their services.

⁵ ADB. 2007. *Report and Recommendation of the President to the Board of Directors: Proposed Loans and Technical Assistance Grant to the People's Republic of Bangladesh for the Dhaka Water Supply Sector Development Program* (Loan 2382 and 2383-BAN). Manila; ADB. 2013. *Report and Recommendation of the President to the Board of Directors: Proposed Loan and Administration of Loan to the People's Republic of Bangladesh for the Dhaka Environmentally Sustainable Water Supply Project* (Loan 3051-BAN). Manila. These two loans finance some of feasibility studies of this project.

⁶ United Nations Department of Economic and Social Affairs. 2015. *World Urbanization Prospects: The 2014 Revision*. New York.

⁷ DWASA is a service oriented autonomous commercial organization, entrusted with the responsibility of providing water supply, sewerage disposal, and storm water drainage services to the urban dwellers of Dhaka city.

⁸ Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates).

B. Impacts, Outcome, and Outputs

10. The project impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016 - 2020,⁹ and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.¹⁰ The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured.

11. The outputs will be DWASA's (i) distribution network strengthened; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

- (i) Output 1: Distribution network strengthened. Further to the ongoing work of two ADB-financed projects¹¹ the proposed project will contribute to improving the distribution network in Dhaka city including (i) new DMAs not financed by the ongoing loans in seven zones,¹² and (ii) additional financing to complete civil work contracts of DMAs under DWSSDP.¹³ The project will extend new or regularized connections to low-income communities where they rely on illegal water lines or private vendors and pay higher charges.
- (ii) Output 2: Sustainable DMA management capacity enhanced. Managerial and technical capacity of DWASA will be strengthened to sustain nonrevenue water at a low level. The project will assist DWASA in (i) preparing and implementing a sustainable nonrevenue water reduction plan;¹⁴ (ii) strengthening monitoring capacity at the zone level with renewed standard operating procedures,¹⁵ upgraded training modules, and supervisory control and data acquisition system (SCADA) and piloting automated meter reading; and (iii) enhancing in-house design capacity for sustainable DMA management.
- (iii) Output 3: Capacity for quality service delivery enhanced. The project will support DWASA to (i) prepare and implement operational and financial improvement plan through improving the existing 5-year corporate business plan;¹⁶ (ii) enhance its capacity for planning, design, construction supervision and

⁹ Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016- FY2020*. Dhaka.

¹⁰ Government of Bangladesh, Policy Support Unit, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives. 2014. *National Strategy for Water Supply and Sanitation*. Dhaka.

¹¹ In two on-going projects, DWASA has been rehabilitating existing water supply network in its five zones (Zone-3,4,5,8,10) and part of Zone-9 under DWSSDP; and Zone-6 under DESWSP out of ten administrative zones.

¹² The proposed project will cover DMAs of seven zones (Zone-1, 2, 3, 4, 7, 9, 10) for serving the improved water to 6.5 million people with rehabilitated and new or regularized 234,000 connections.

¹³ The estimated cost of ADB's additional financing portion is \$36.9 million due to increased requirements of work and goods and price escalation.

¹⁴ Sustainable NRW reduction plan will include the long-term and annual targets of NRW; optimal DMA based organizational restructure; incentive mechanism; asset management plan, budget requirement, and training plan.

¹⁵ Standard Operating Procedure will include water loss assessment; water balance calculation; leakage management including pressure management, repairs, and active leakage control; asset management; and smart water management of IT devices.

¹⁶ The existing 5-year corporate business plan comprises of sub-plans such as investment plan, financial plan, tariff plan and human resource development plan. In addition, the proposed project will include the sustainable non-revenue water reduction plan, water quality monitoring plan, and demand management plan in order to address

project management; (iii) prepare and implement public awareness program for demand control, water conservation, and health and hygiene; (iv) enhance quality of service delivery to low-income communities including slums and informal settlements; (v) prepare and implement water quality monitoring system; (vi) implement gender action plan; and (vii) enhance project readiness of future investment.¹⁷

12. **Category of the Project.** In 2015-2016, the feasibility team developed Resettlement Plans (RPs) for 5 packages in order to collect data whether IR impact- structures and persons could be affected by the sub-projects following Bangladesh government's law and ADB's policy based on best available information. Since construction of pump is being implemented on the land belongs to the Dhaka WASA/Bangladesh government and pipe line will be laid down in the existing Right of Way (RoW), no land acquisition will not be required. Therefore, the impact of the sub-projects would be minimal; some mobile vendors could loss income for some days during construction. It will be addressed in updated RPs and compensation will be made before starting the construction work. All the affected persons can return to the original sites once the construction is completed. That's why, the project has been categorized as **Category-B** for involuntary resettlement.

C. Objectives of the Social Safeguards Monitoring Report

13. The social safeguards monitoring report is a protection document of the borrower. In DWSNIP, PMU and PCU are primarily responsible for monitoring, consultation with affected persons, liaison with DMSC's safeguards consultants, contractors, NGOs and other persons involved in the project. DMSC's Resettlement Expert is to assist the PMU and PCU in conducting consultation meetings, and monitoring the safeguard activities on regular basis. This report compiles social and resettlement impacts monitoring results to comply with the spirit of ADB policy to "enhance stakeholders' trust in and ability to engage with ADB, and thereby increase the development impact [of projects]" in which disclosure of safeguard monitoring is a prominent aspect. The monitoring report is also to describe information on identification of APs and their compensation payment status since inception.

D. Scope of Monitoring Reports & Requirements

14. Monitoring is a major part of the social safeguard management system to ensure that its goals are met. Updating the RPs through a census, survey and consultation meetings including implementation of RPs will have the monitoring report. The Resettlement Expert with the assistance of DWASA officials, contractors and NGO will collect data on social safeguard activities through field visit and secondary sources that will describe the progress of the implementation of social safeguard activities, compliance issues and corrective actions. Problems or issues identified will be followed-up (including recommendation of mitigation measures) on regular basis to correct as well as improve the situation.

15. However, the Resettlement Expert of DSMC is not in position as well as NGO is not recruited during the reporting tenure (January – June 2018). Once the expert and NGO are deployed, the team will be working together for updating the RPs with data collected by the contractors and NGO. They will conduct further investigations on IR impacts and social

next challenges for improving the quality of service delivery of DWASA.

¹⁷ DWASA will engage consultants to prepare future projects mainly for sewerage management.

safeguards issues during construction work of the sub-projects under ADB Loan: 47254-003. In connection to the implementation of the project, Resettlement Expert worked together with the PMU engineers and officials of contractors and NGO to carefully ensure compliance of the social safeguards' issues. Meanwhile, the following indicators will be considered by PMU, PCU & DMSC for monitoring.

- Ensure that the standard of living of affected persons/ displaced persons are restored or improved;
- Ascertain whether activities are progressing as per schedule and the timeliness are being met;
- Assess if compensation, rehabilitation measures are sufficient;
- Identify problems or potential issues;
- Identify methods to rapidly mitigate problems
- Take special care for the affected vulnerable and poor persons in terms of compensation and rehabilitations;
- Administrative monitoring to ensure that implementation is on schedule and problems are dealt with on a timely basis;
- Identify resettlement impacts, if any, utilizing baseline information, during and after construction;
- Overall monitoring to assess AP status;
- Performance of GRC.

E. Status of Social Safeguard Team at PMU Level

16. The Resettlement Expert did not recruit through the DMS during the reporting tenure. Resettlement Expert, in association with PMU staff, DMS consultants, contractors and NGO, will provide input to carry out the activities for updating the RPs based on the detailed design. Moreover, the Expert is responsible for overall supervision of the project's safeguard issues including monitoring of RP implementation with necessary reporting as well and to work closely with PMU. It is to be mentioned that, no civil works will begin until all compensation to affected persons is paid. Once the input of Resettlement Expert is required, before starting the execution of works, the expert will be mobilized. In addition, PMU did not employ a safeguard Focal Person at its head quarter. It will designate a safeguard Focal Person at its head quarter shortly for accelerating day to day social safeguards task.

F. Mobilization of DMS Consultants and Kick off Meeting

17. The DMS Consultants headed by the Deputy Team Leader mobilized themselves to the Project on 11 April 2018. The team consisted of Deputy Team Leader from National experts and other seven (7) local key staff. The international Network Modelling Specialist joined on April 25 April, 2018 and the Project Management Specialist/Team Leader joined on May 5, 2018. The kick-off meeting was held on 11th April, 2018 at PD's Office, DWASA where ADB, PMU and DMS representatives participated.

G. Contract Packages of the Project

18. We understand that the activities of the DWSNIP would be carried out through five civil work contract packages noted below:

- 1) ICB 2.8 covering 13 DMAs in Zone 9 in Uttara Area
- 2) ICB 2.9 covering 15 DMAs in Zone 2 in Old Dhaka near Buriganga River
- 3) ICB 2.10 covering 19 DMAs in Zone 1 mainly in Bashaboo, Kadamtola, Ahmadbag, Manda, Jatarabari etc
- 4) ICB 2.11 covering 16 DMAs in Zones 3, 4 and 10 mainly in Kafrul, Mirpur and Danmondi Area and
- 5) ICB 2.12 covering 30 DMAs mainly in Jatrabari, ShonirAkhra, Matuail etc.

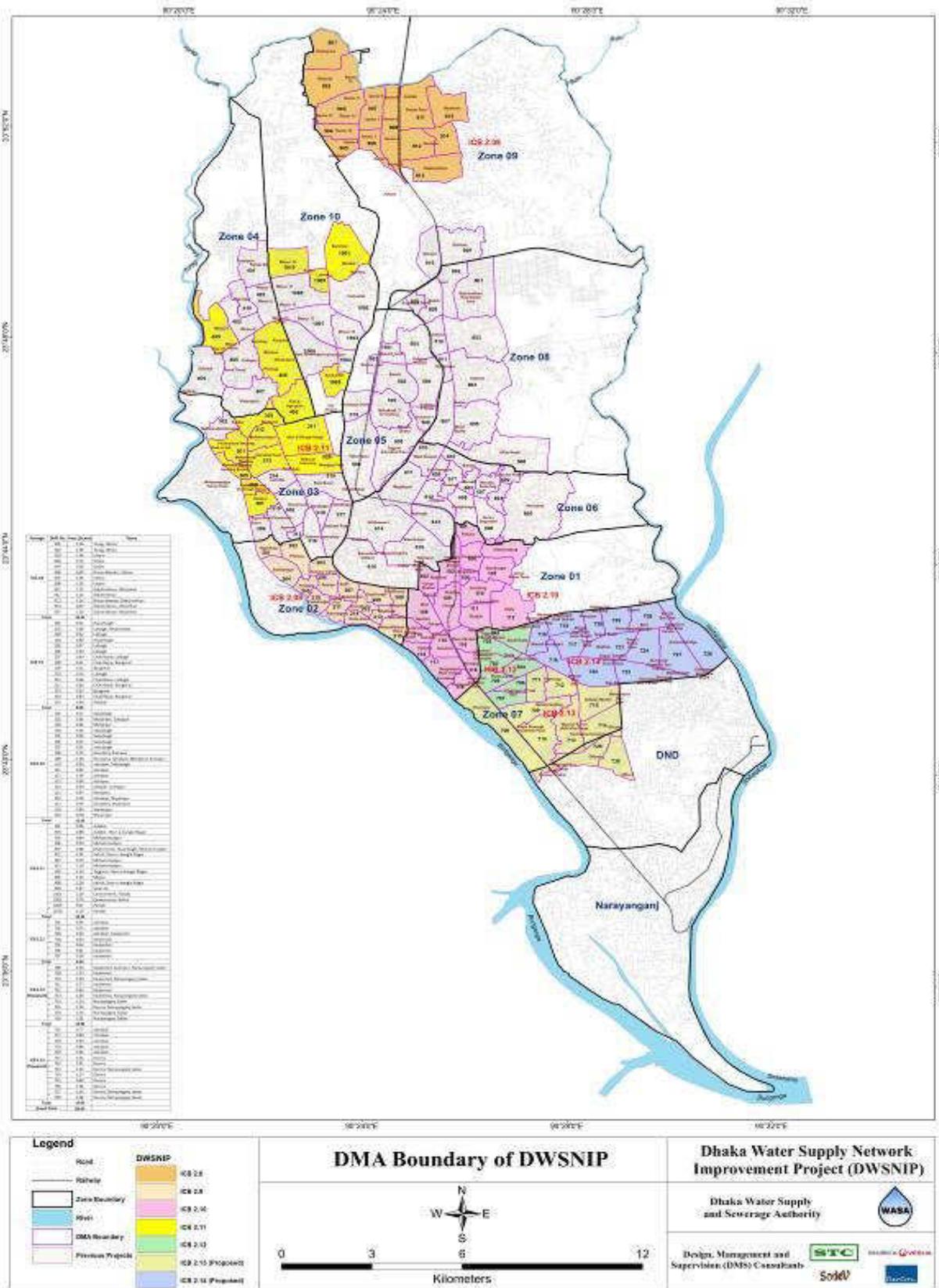
Supplementary components of the project are noted as under:

- SCADA system
- Chlorinator

Table-1: Summary of Construction Works of Five Packages under DWSNIP

Package No.	MODS Zone	DMA Nos.	Design Pipeline Km	Service Connections Nos.	Deep Tubewell Nos.	Contract Amount (US\$ in Million)	Remarks
ICB 2.8	9	13	457	39221	10	46.84	Awarded
ICB 2.9	2	15	249	19,604	10	-	Bid evaluation in process
ICB 2.10	1	19	341.58	32,725	10	-	Bid evaluation in process
ICB 2.11	3,4,10	16	453	41,971	10	53.89	Awarded
ICB 2.12	7	7	164	16,100	10	-	Bid documents prepared for 7 DMAs
Total Civil Works		70	1664.58	149,621	50		

Figure 1: Project Location Map with Zone and DMA locations



H. Overall Project Progress and Status

19. Till 30th June, 2018 construction contract agreement has been signed for two (2) packages under DWSNIP. Among 5 packages, ICB 2.8 signed contract for zone 9 on 9th May and ICB 2.11 signed contract for zone 3, 4 and 10 on 4th April 2018. **Table 2** shows the status of award of different contract packages. Construction activities have not been commenced yet.

Table-2: Status of Sub-project Awarded/Implementation under DWSNIP Upto 30th June 2018

Contractor Name and Contract Package No.	Description	Effective Date of Implementation	Schedule date of Completion	Physical Progress
Chi.na Petroleum Pipeline Engineering Company Ltd.; (CPP)- ICB- 2.8 (Zone -9)	Rehabilitation of Distribution Network for nonrevenue water reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (457km)	20.09.2018		No physical Progress (0%)
Navana- Prathiba JV; ICB-2.11 (Zone 3, 4 and 10)	Rehabilitation of Distribution Network for nonrevenue water reduction (including procurement of equipment/plant, and construction of DTW pump station) with O&M support (453km)	21.06.2018		No physical Progress (0%)

I. Grievance Redress Mechanism (GRM)

20. A project-specific Grievance Redress Mechanism (GRM) has not been established to receive, evaluate, and facilitate the concerns, complaints, and grievances about the social safeguards performance as well as related to construction work during the reporting tenure (Jan-June 2018). The GRM for the project is given time-bound schedules and with responsible persons identified to address grievances and seek appropriate persons' advice at each stage, as required. To ensure impartiality and transparency, hearings on complaints have been remained open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. PIUs have maintained Grievance Registers (**Appendix-1: English and Bengali grievance registers form**).

21. Grievances/suggestions of affected persons can be dropped in suggestion boxes or conveyed through phone or mail. Affected Persons will also be able to register grievances – social, environmental or others issues personally at Complaint Cell of DWASA head quarter

(PMU) and Zonal offices (PCU) of DWASA. The concern designated official will be able to correctly interpret/record verbal grievances of non-literate persons and those received over telephone. The Complaint Cell will also serve as public information centers, where, apart from grievance registration, information on the Project, subprojects, social and environmental safeguards can be provided.

22. Periodic community meetings with affected communities to understand their concerns and help them through the process of grievance redress (including translation from local dialect/language, recording and registering grievances of non-literate affected persons and explaining the process of grievance redress) will be conducted if required. Grievances received and responses provided will be documented and reported back to the affected persons. The number of grievances recorded and resolved and the outcomes will be displayed/disclosed in the offices of the different Zonal office of DWASA and web.

23. PMU will periodically review the functioning of the GRM and effectiveness of the mechanism, especially on the Project's ability to prevent and address grievances. All costs involved in resolving the complaints (meetings, consultations, communication and reporting/information dissemination) will be borne by PMU.

J. Monitoring Results – Findings

24. The overleaf **Table-3** depicts the preparation and upgrading RP, social, gender & safety status of the project during reporting tenure.

Table-3: Monitoring Matrix on the Status of RP, Social, Gender & Safety

Subjects/Indicators	Status	Remarks
Status of updating RP	N.A.	N.A.
Implementation of RP	N.A.	N.A.
Number of APs in the updating RP	N.A.	N.A.
Compensation amount (BDT)	N.A.	N.A.
Number of Indigenous People (IP) affected		
Status of established contractors' site office.	N.A.	N.A.
Status of providing equal pay for equal works for men and women.	N.A.	N.A.
What are the ratios of men- women labors?	N.A.	N.A.
Status of providing separate toilet for male and female	N.A.	N.A.
Is road closed fully during construction	N.A.	N.A.
Available awareness information for public during construction work	N.A.	N.A.
Signboard regarding works with information as per agreements by Contractors?	N.A.	N.A.

Subjects/Indicators	Status	Remarks
Status of statutory provisions on labor like medical first aid box, hamlet, gumboot, etc.	N.A.	N.A.
Is monitored by PIU/ Municipality Staff regularly?	N.A.	N.A.

K. Compliance with Safeguard Covenants of Loan Agreement

25. The covenants to the loan agreement with ADB require that implementation of the project that “projects are designed, constructed, operated and maintained in accordance with ADB’s Safeguard Policy Statements (2009) and agreed between the Borrower and ADB.” Covenants written into the loan agreement that are related to social safeguards are laid in **Table-4**. These refer to actions that have been compiled satisfactory during the implementation of Sub-projects activities under ADB Loan: 47254-003.

Table-4: Status of Resettlement and Social Safeguard issues Related to Loan Covenants

Sl.	Covenant	Status of Compliance
	<u>Project Specific Covenants</u>	
01	Implementation Arrangements: (1 of Schedule 5)	
	<p>(i) The Borrower and DWASA shall ensure that the Project is implemented in accordance with the detailed arrangements set forth in the PAM. Any subsequent change to the PAM shall become effective only after approval of such change by OWASA and AOB. In the event of any discrepancy between the PAM and this Loan Agreement, the provisions of this Loan Agreement shall prevail.</p> <p>(ii) The Borrower shall promptly notify AOB of any proposal to amend, suspend or repeal any provision of the Water Supply & Sewerage Authority Act 1996, which, if implemented, could adversely affect the carrying out of the Project or the operation of the Project facilities. The Borrower shall afford ADB an adequate opportunity to comment on such proposal prior to taking any affirmative action thereon.</p>	Being complied
02	Land Acquisition and Involuntary Resettlement: (6,7 of Schedule 5)	

SI.	Covenant	Status of Compliance
	<p>The Borrower shall ensure, or cause the DWASA to ensure, that</p> <p>a) all land and all rights-of-way required for the project are made available to the Works contractor in accordance with the schedule agreed under the related Works contract and all land acquisition and resettlement activities are implemented in compliance with (i) all applicable laws and regulations of the Borrower relating to land acquisition and involuntary resettlement; (ii) the Involuntary Resettlement Safeguards; and (iii) all measures and requirements set forth in the RP, and any corrective or preventative actions set forth in the Safeguards Monitoring Report.</p> <p>b) no works involving involuntary resettlement impacts are commenced until ADB has cleared the final RP of each package.</p>	<p>Being Complied</p> <p>Updating RPs as per detailed design and implementation of the RPs will be taken place before starting construction work.</p>
	<p>Without limiting the application of the Involuntary Resettlement Safeguards or the RP, the Borrower shall ensure, or cause the DWASA to ensure, that no physical or economic displacement takes place in connection with the project until;</p> <p>(a) Compensation and other entitlements have been provided to affected people in accordance with the RP; and</p> <p>(b) a comprehensive income and livelihood restoration program has been established in accordance with the RP.</p>	<p>Being Complied</p>
03	Indigenous Peoples: (8 of Schedule 5)	
	<p>The Borrower and DWASA shall ensure that the Project does not involve any indigenous peoples risks or impacts within the meaning of the SPS. If due to unforeseen circumstances, the Project involves any such impacts, the Borrower and DWASA shall take all steps necessary or desirable to ensure that the Project complies with all applicable laws and regulations of the Borrower and with the SPS.</p>	<p>Being Complied</p>
04	Human and Financial Resources to Implement Safeguards Requirements: (9 of Schedule 5)	
	<p>The Borrower shall make available, or cause DWASA to make available, necessary budgetary and human resources to fully implement the EMP, the RP.</p>	<p>Being Complied</p>
05	Safeguards Related Provisions in Bidding Documents and Works Contracts: (10 of Schedule 5)	
	<p>The Borrower shall ensure, or cause the DWASA to ensure, that all bidding documents and contracts for Works contain provisions that require contractors to:</p> <p>(a) comply with the measures and requirements relevant to the contractor set forth in the IEE, the EMP, the final RP (to the extent they concern impacts on affected people during construction), and any corrective or preventative actions set out in a Safeguards Monitoring Report;</p> <p>(b) make available a budget for all such environmental</p>	<p>Being Complied</p>

Sl.	Covenant	Status of Compliance
	<p>measures;</p> <p>(c) provide the Borrower with a written notice of any unanticipated environmental risks or impacts that arise during construction, implementation or operation of the Project that were not considered in the IEE, the EMP;</p> <p>(d) adequately record the condition of roads, agricultural land and other infrastructure prior to starting to transport materials and construction; and</p> <p>(e) reinstate pathways, other local infrastructure, and agricultural land to at least their pre-project condition upon the completion of construction.</p>	
06	Safeguard Monitoring and Reporting: (11 of Schedule 5)	
	<p>The Borrower shall do the following or cause DWASA to do the following:</p> <p>(a) submit semi-annual safeguards Monitoring Reports to ADB and disclose relevant Information from such reports to affected persons promptly/upon submission;</p> <p>(b) If any unanticipated environmental and/or social risks and impacts arise during construction, implementation or operation of the project that were not considered in the IEE, the EMP, and the RP, promptly inform ADB of the occurrence of such risks or impacts, with detailed description of the event and proposed corrective action plan; and</p> <p>(c) Report any actual or potential breach of compliance with the measures and requirements set forth in the EMP, and the RP promptly after becoming aware of the breach.</p>	Being Complied
07	Labor Standards; Health and Safety: (13 of Schedule 5)	
	<p>The Borrower shall ensure that the core labor standards and the Borrower's applicable laws and regulations are complied with during Project implementation. The Borrower shall include specific provisions in the bidding documents and contracts financed by ADB under the Project requiring that the contractors, among other things: (a) comply with the Borrower's applicable labor law and regulations and incorporate applicable workplace occupational safety norms; (b) do not use child labor; (c) do not discriminate workers in respect of employment and occupation; (d) do not use forced labor; (e) allow freedom of association and effectively recognize the right to collective bargaining; and (f) disseminate, or engage appropriate service providers to disseminate, information on the risks of sexually transmitted diseases, including HIV/AIDS, to the employees of contractors engaged under the Project and to members of the local communities surrounding the Project area, particularly women. The Borrower shall strictly monitor compliance with the requirements set forth above and provide ADB with regular reports.</p>	Being Complied

SI.	Covenant	Status of Compliance
08	Gender and Development: (14 of Schedule 5)	
	The Borrower shall ensure that (a) the GAP is implemented in accordance with its terms; (b) the bidding documents and contracts include relevant provisions for contractors to comply with the measures set forth in the GAP; (c) adequate resources are allocated for implementation of the GAP; and (d) progress on implementation of the GAP, including progress toward achieving key gender outcome and output targets, are regularly monitored and quarterly progress reports are submitted to ADB.	Being Complied
09	Counterpart Support: (15 of Schedule 5)	
	The Borrower shall make available through budgetary allocations or other means all counterpart funds required for timely and effective implementation of the Project, including funds to mitigate unforeseen environmental and social impacts, and to meet additional costs arising from design changes, price escalation in construction or installation costs or other unforeseen circumstances. In addition to the foregoing, the Borrower shall ensure that DWASA has sufficient funds to satisfy its liabilities arising from any Works, Goods and/or Consulting Services contract.	Being Complied
10	Governance and Anticorruption: (16,17 of Schedule 5)	
	<p>The Borrower shall, and shall ensure that OWASA shall, (a) comply with ADB's Anticorruption Policy (1998, as amended to date) and acknowledge that ADB reserves the right to investigate directly, or through its agents, any alleged corrupt, fraudulent, collusive or coercive practice relating to the Project; and (b) cooperate with any such investigation and extend all necessary assistance for satisfactory completion of such investigation.</p> <p>The Borrower shall, and shall ensure that DWASA shall, ensure that the anticorruption provisions acceptable to ADB are included in all bidding documents and contracts, including provisions specifying the right of ADB to audit and examine the records and accounts of the executing and implementing agencies and all contractors, suppliers, consultants, and other service providers as they relate to the Project.</p>	Being Complied

Appendix-1: Sample Grievance Registration Form

(To be available in Bengali and English)

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

Date	Place of registration				
Contact Information/Personal Details					
Name		Gender	* Male * Female	Age	
Home Address					
Place					
Phone no.					
E-mail					
Complaint/Suggestion/Comment/Question Please provide the details (who, what, where and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					
FOR OFFICIAL USE ONLY					
Registered by: (Name of Official registering grievance)					
Mode of communication: Note/Letter /E-mail /Verbal/Telephonic					
Reviewed by: (Names/Positions of Official(s) reviewing grievance)					
Action Taken:					
Whether Action Taken Disclosed:					
Yes ()					
No ()					
Means of Disclosure:					

AwfþhvM `vwLj I wbimb dþg©i bgybv

cÖKí ev Íevqþbi þýþÍ þh þKvb AvcwË, AwfþhvM, civgk©, cÖkæ Ges gZvgZþK cÖKþí (Project) ^vMZ RvbvB| Avgiv AwfþhvMKvwiþK AwfþhvþMi mvþ_ bvg-I þhvMvþhvþMi wVKvbv w`þZ Drmvm þ`B hvþZ Zvuþ`i AwfþhvM wbimbKþí cÖþqvRbxq þhvMvþhvM KiþþZ I c`þýc mð^þÛ Zvþu`i mgq gþZv Rvbvþbv hvq| Acwb hw` Avcbvi cwiPq RvbvþZ Pvb A_P Zv Rbmð§~þL þMvcb ivLþZ B"Qv þcvlY Kþib Zvnþj þMvcbxq kâwU dþg©i Dcþi DþjþL Kiæb| ab`ev`|

ZvwiLt		þiwRþþkþbi `vbt			
þhvMvþhvþMi wVKvbv/e`w³MZ Z_`t					
bvgt		wj½ t (wUK w`b)	c~iælt <input type="checkbox"/> bvix t <input type="checkbox"/>	eqmt	
eZ©gvb wVKvbvt					
þdvb bs					
B-þgBj (hw` _vþK)					
AvcwË/ AwfþhvM/ civgk©/ cÖkæ /gZvgZ AbyMÖn Kþi Avcbvi AwfþhvþMi mvþ_ we`ÍvwiZ eY©bv (þK, wK, þKv_vq, wKfvþe BZ`vw`) cÖ`vb Kiæb					
hw` Gi mvþ_ þKvb mshyw³/þbvU/wPwV/Qwe þhvM Kiv nq Zv <input type="checkbox"/> UK w`bt					

ïaygvÍ `vßwiK KvþR e`envþii Rþb`

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þh-gva`þg AwfþhvM M,,nxZt (wUK w`b)	1. þbvU /wPwVt <input type="checkbox"/> 2. B-þgBj t <input type="checkbox"/> 3. þUwjþdvþb/mkixþi-þgŠw <input type="checkbox"/>
þh Kg©KZ©v AwfþhvMwU ch©vþjvPbv Kþibt	
GB AwfþhvþMi þcÖwýþZ þh c`þýc MÖnY Kiv nþqþQt	
c`þýcwU Rbmð§~þL cÖPvi Kiv nþqþQ wK ? (wUK w`b)	1. n`u t <input type="checkbox"/> 2. bv t <input type="checkbox"/>
þh-gva`þg c`þýcwU Rbmð§~þL cÖPvi Kiv nþqþQt	

Appendix-2: Monitoring Format for Social Safeguards Compliance

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
A. Pre-construction activities and resettlement plan activities			
1	Approval of final resettlement plan by ADB prior to contract award		
2	Disclosure of final resettlement plan on ADB and EA websites		
3	Circulation of summary RP in the three local languages to all stakeholders		
A. Resettlement plan implementation			
1	Grievance redress committee and telephone hotlines established		
2	Entitlements and grievance redress procedure disclosed		
3	Finalization of list of APs and compensation/assistance/allowances due		
4	Affected persons receive entitlements as per amounts and program specified in RP		
5	Payment of compensation, allowances, and assistance (no. of APs)		
6	Additional assistance for vulnerable households given (no. of vulnerable APs)		
7	Livelihood arrangements provided to vulnerable APs		
8	Reinstallation of affected common facilities		
9	Grievances No. of grievances registered No. of grievances redressed Outstanding complaints Disclosure of grievance redress statistics		
10	Consultation, participation, and disclosure as per plan		
C. Monitoring			
1	Survey on socioeconomic status of APs (including vulnerable APs) completed and compared with baseline survey results		
2	Survey on satisfaction levels of APs with RP implementation completed		
D. Labor			
1	Implementation of all statutory provisions on labor like health, safety, welfare, sanitation, and working conditions by contractors		
2	Equal pay for equal work for men and women		

Appendix-3: Draft Leaflet For Project Information Disclosure

Background

Dhaka Water Supply Network Improvement Project (DWSNIP) aims to improve provision of sustainable, reliable, climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous Asian Development Bank (ADB) financed projects to Dhaka Water Supply and Sewerage Authority (DWASA) for improving service delivery and capacity building. Under these two on-going projects, distribution network improvement works have been implemented in seven out of ten zones of Dhaka city by establishing district metered areas (DMAs) and focusing on nonrevenue water reduction in each DMA.¹⁸ Commissioned DMAs have achieved uninterrupted 24-hour piped water supply, reduced physical water losses from 40% to less than 15%, with the current average of 4.95%,¹⁹ assured good quality potable water directly from taps without any other treatment and authorized or legalized 9,500 connections.

A remaining challenge for DWASA is to enhance the efficiency gains throughout its service area and reduce overall physical losses. In areas not covered by the ongoing projects, water losses remain the major cause of insufficient service delivery. DWASA needs to rehabilitate and replace ageing fixtures and enhance O&M capacity. Investing in water supply network improvement and managerial and operational capacity enhancement can contribute to provision of more reliable and improved water supply services.

Project Description

The project aims to improve provision of sustainable, reliable, and climate-resilient water supply in Dhaka city. It will enhance the distribution network efficiency gains achieved under two previous ADB-financed projects (Loan 2382 (Dhaka Water Supply Sector Development Project [DWSSDP]) and Loan 3051 (Dhaka Environmentally Sustainable Water Supply Project [DESWSP]) for improving service delivery, reduction of nonrevenue water and building capacity of Dhaka Water Supply and Sewerage Authority (DWASA).

The project impact will be (i) safe drinking water made available for all urban population, which is aligned with the Seventh Five-Year Plan, 2016-2020;²⁰ and (ii) coping with disaster and adapting to climate change and safeguard environment in the National Strategy for Water Supply and Sanitation.²¹ The outcome will be sustainable provision of more reliable, improved, and climate-resilient water supply in Dhaka city ensured. The major outputs will be DWASA's (i) distribution network strengthened in seven zones; (ii) sustainable DMA management capacity enhanced; and (iii) capacity for quality service delivery enhanced.

Resettlement Plan: Policy and Principles

Resettlement Plan (RP) for five civil work packages has been prepared for the project based on ADB's Safeguard Policy Statement 2009, and Government of Bangladesh (GOB) *Acquisition and Requisition of Immovable Property Act 2017* (ARIPA). The RP was prepared to mitigate the identified impacts that might occur during the construction of the project components.

¹⁸ DMAs are hydraulically small isolated areas from bulk water transmission mains and rest of the neighboring areas. DMA approach has good advantages in proper management of water leakage, water pressure, and water balance.

¹⁹ Physical losses in thirty commissioned DMAs range from 1.58% to 14.06% (DWASA estimates)

²⁰ Government of Bangladesh, Planning Commission, Ministry of Planning. 2015. *Seventh Five-Year Plan: FY2016-*

FY2020. Dhaka

²¹ Government of Bangladesh, Policy Support Unit, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives. 2014. *National Strategy for Water Supply and Sanitation*. Dhaka

Involuntary Resettlement impact

No private land acquisition will be required for the implementation of the project. Only temporary impacts on structures and livelihood are envisaged. For these components a total XXXX households with the total population of XXX persons will be affected temporarily from the government land or public ROW that they are currently using for their livelihood activities. XXX structure owners, XXX vendors will be affected for temporary period

Entitlement

The project provides for compensation of all potential losses including potential income losses for vendors at replacement value. As required by ADB Safeguards Policy (2009) the project will provide compensation and resettlement assistance for households' lost land, business, structures and other lost assets in connection with the project. The RP approach incorporates (i) compensation for lost assets; (ii) resettlement issues; (iii) impact mitigation with special attention to the women and vulnerable groups; and (iv) income generating support to the members of the physically displaced households and including them in the poverty reduction and livelihood enhancement program. A budgetary provision of USD XXXX for RP implementation is made, including provisional sums of USD XXXX for compensation of lost income and USD XXXX for additional assistance to vulnerable APs.

The eligible DPs for this project are (a) title owner who will lose land partial or total; (b) owners of affected houses, shops, sheds or other types of structures for residential, commercial purposes regardless to their title to the land; (c) owners of affected trees, crops, fish ponds affected by the land acquisition regardless to their titles to the land; (d) any DPs who will lose livelihood income permanent or temporary from any income generating activity affected by the project; (e) DP who will loss access to land or communal facility; (e) any formal and in formal lessee to land, shelters, shops, sharecroppers, shareholders, renters, etc. who will lose their access to land or shops/shelters due to acquisition of such assets by the project and (f) vulnerable DPs as defined by ADB safeguards policy. The people who have legal title of the affected properties will be compensated in two steps. Initially they will receive compensation according to the government policy (ARIPA) from DC office based on their legal documents. In the next step they will receive additional compensation from DWASA. On the other hand the non-title holders identified through census and socioeconomic survey will receive compensation from DWASA through the resettlement assistance NGO directly.

Institutional Arrangement

DWASA has established, for the Project, a PMU headed by a PD, who will be responsible for the overall execution of the Project. The PMU will be supported with an experienced NGO for the implementation of resettlement activities which include livelihood rehabilitation. DWASA will implement the RP through setting a Safeguard Implementation (SIU) headed by DPD at the DWSNIP PMU. The SIU, under the overall responsibility of the PD, will undertake day-to-day activities with the appointed NGO. The concerned Safeguards Officer the level of AE, of SIU will be convener of the JVC (Joint verification committee) and PVAC (Property Valuation Advisory Committee). The PD of SIU will perform as convener of GRC (Grievance Redress Committee) and RAC (Resettlement Advisory Committee). The resettlement assistance NGO will assist APs to put forth grievances and access information on opportunities for employment in project related activities, rights and entitlements and the grievance redress process, and make informed choices.

Grievance Redress Mechanism (GRM)

To resolve all project related grievances and complaints a common social and environmental grievance redress mechanism will be in place. Common and simple grievances will be sorted out at project site level by the Contractor's Resettlement Supervisor, supervision staff of PMU and project NGO within 7 days. More serious complaints will be sent to the safeguard officer at the PMU to be resolved in 14 days. Any unresolved grievances will be forwarded to GRC to be resolved within 21 days. Despite the project GRM, an aggrieved person shall have access to the country's legal system at any stage.

Environmental Management

Five draft initial environmental examination (IEEs) with environmental management plans (EMPs) were prepared for each package (Package No. ICB 2.8, 2.9, 2.10, 2.11 and 2.12). in accordance with ADB's Safeguards Policy Statement (SPS, 2009) and Government of Bangladesh Environmental Conservation Rules (1997). The IEEs and EMPs will be updated and submitted to ADB for review and approval during detailed design, and DWASA will obtain all necessary permits and clearances from relevant government agencies, including Department of Environment. IEEs are available upon request from DWASA. These will also be made available on DWASA's and ADB's websites.

The IEEs concluded that no significant adverse environmental impacts are anticipated and any impacts will be mitigated through measures outlined in the EMP. The EMP will be incorporated into bidding and contract documents and implemented by contractors, and monitored by consultants. There are no sensitive environmental features located in the project area. Environmental management measures defined in the EMP, such as sound construction site management and regular monitoring of the project's environmental performance will reduce these impacts to acceptable levels.

Consultation and public participation will continue throughout project implementation and any environmental complaints or disputes will be handled in accordance with the grievance redress mechanism developed for the project. The PMU will be supported by environmental specialists on the consultant team to assist EMP implementation and environmental monitoring and reporting activities.

DWASA will report progress to ADB on a semi-annual basis. ADB and DWASA will disclose all reports on respective websites.