



## **Government of the People's Republic of Bangladesh**

### **Bangladesh: Enhancing Digital Government & Economy (EDGE) Project**

## **Resettlement Policy Framework (RPF)**

**Prepared By**



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## ABBREVIATIONS

AI	Artificial Intelligence
AP	Affected Person
ARAP	Abbreviated Resettlement Action Plan
ARIPA 2017	Acquisition and Requisition of Immovable Property Act
BCC	Bangladesh Computer Council
BNDA	Bangladesh National Digital Architecture
CEDT	Centre of Excellence on Digital Technologies
CPR	Common Property Resources
CS	Computer Science
DLA	Digital Leadership Academy
DE	Digital Economy
DE Hubs	Digital Economy Hubs
ESMF	Environmental and Social Management Framework
EP	Entitled Person
EMP	ES Management Plan
EA	Environment Assessment
FGD	Focus Group Discussion
GRP	Government Resource Planning
GBV	Gender Based Violence
ICT	Information and Communication Technology
IT	Information Technology
IDA	International Development Association
IPP	Indigenous People Plan
IDP	Integrated Digital Platform
LAN	Local Area Network
LICT	Leveraging ICT for Growth, Employment, and Governance
MOU	Memorandum of Understanding
MOPTIT	Ministry of Post, Telecommunications, and Information Technology
PD	Project Director
PIU	Project Implementation Unit
PSC	Project Steering Committee
SES	Socio-economic survey
TOR	Terms of Reference
WB	World Bank

## Glossary

**“Census”** is a complete count of the population affected by a project activity including collation of demographic and property information. This will identify and determine the number of Project Affected Persons (PAP) and the nature and levels of impact.

**“Cut-off date”** is the date by which PAPs and their affected assets, as relevant, have been identified and new entrants to the site cannot make claims to compensation or resettlement assistance. Persons whose ownership, use of occupancy prior to the cut-off date can be demonstrated remain eligible for assistance, regardless of their identification in the census.

**“Involuntary resettlement”** means the involuntary taking of land resulting in direct economic and social impacts caused by The involuntary taking of land resulting in relocation or loss of shelter; loss of assets or access to assets; or loss of income sources or means of livelihood, whether or not the PAP has moved to another location and causes adverse impacts on the livelihoods of the displaced persons due to Involuntary restriction of access to legally designated parks and protected areas.

**“Livelihood”** refers to the full range of means that individuals, families and communities utilize to make a living, such as wage-based income, agriculture, fishing, foraging, other natural resource- based livelihoods, petty trade and bartering.

**“Negotiated settlements”** refers to situations where the Borrower needs to acquire specific land or restrict its use for project purposes, but rather than doing so through an expropriation proceeding, the Borrower first tries to arrive at a mutually agreeable negotiated settlement with the landowner/user.

**“Project affected persons” (PAPs)** means persons who are impacted by involuntary resettlement as defined below.

**“Resettlement Action Plan (RAP)”** is a resettlement instrument (document) to be prepared when subproject locations are identified. RAPs contain specific and legally binding requirements to be abided by to resettle and compensate the affected party before implementation of the project activities causing adverse impacts.

**“Resettlement Assistance”** means the measures to ensure that project affected persons who may require to be physically relocated are provided with assistance such as moving allowances, residential housing or rentals whichever is feasible and as required, for ease of resettlement during relocation.

**“Voluntary Land Donation”** - means communities or individuals may agree to voluntarily provide land for sub-projects for desired community benefits with “informed consent and power of choice”.

**Informed consent** means the people involved are fully knowledgeable about the project and its implications and consequences and freely agree to participate in the project Power of choice refers to the people involved have option to agree or disagree, without adverse consequences imposed formally or informally by others.

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# Chapter 1: Introduction and Project Description

## 1.1 Introduction

This Resettlement Policy Framework (RPF) is prepared for Enhancing Digital Government & Economy (EDGE) Project. The proposed project is fully aligned with the World Bank Group's Country Partnership Framework (CPF) for FY16 to FY20; and contributes directly to Growth and Competitiveness, and Social Inclusion. The proposed digital economy activities will increase the country's competitiveness by promoting private sector's use of disruptive technologies, diversify Bangladesh's growth sectors ensuring the economic and social dividends that digital technologies can yield. The project will also support GDP growth acceleration, employment generation of youth, rapid poverty reduction, broad-based strategy of inclusiveness with a view to empowering every citizen, especially women, to participate in full and benefit from the development process and sustainable development pathway that is resilient to disaster and climate change as well as pandemics and other health crisis, entails sustainable use of natural resources, and successfully manages the inevitable urbanization transition.

Due to the nature of the activities and interventions, the project is likely to have a positive impact by leveraging the ICT agenda in the country, providing an enabling environment, enhancing collaboration between various ICT providers, strengthening training and lab facilities in select facilities, increasing employability of workers and creating jobs, among other activities. There are no long term or significant impacts anticipated. Given that no large-scale infrastructure development is anticipated at this stage the probability of land acquisition, requisition, relocation, and related impact on squatters or livelihoods is very low. However, renovation and/or expansion of facilities, retrofitting buildings to make those fit for purpose may involve activities that trigger the World Bank's Operational Policy (OP) 4.12 Involuntary Resettlement and Rehabilitation. Thus, OP 4.12 is triggered as a precautionary measure. Since the location and scale of civil works are not known at this stage this a framework approach is adopted and this RPF is prepared following the World Bank's OP 4.12 and relevant government policies and acts. There are no interventions that may have any adverse impact small ethnic communities and minorities . If there are any such students in the selected public universities and/or government/non-government person/s who opt to undertake the trainings and utilize the facilities provided by the project, they will be free to do so with equal access and opportunity as all other users. OP 4.10 is therefore not triggered for the project..

## 1.2 Project components

The project builds on the success of the previous World Bank-supported LICT Project's components on digital government and IT services industry development. Project is built on 4 components and 13 sub-components.

*Table 1: Project components and sub-components*

Component/Subcomponent	Key Activities
<b>Component 1: Enabling Environment for Digital Development</b>	
Subcomponent 1.1: ICT Governance and Sustainability	➤ Review, update, mainstream, and enforce GOB's organizational structure; and refine and mainstream the relevant key policy and legal frameworks

	<ul style="list-style-type: none"> <li>➤ Implement the business plan for the integrated digital platform (IDP) to ensure it technical, operational, climate-resilience, and financial sustainability</li> </ul>
Subcomponent 1.2: Change and Stakeholder Management	<ul style="list-style-type: none"> <li>➤ Process reengineering for facilitation of institutional coordination, ownership, and processes for effective use of the integrated digital platform.</li> <li>➤ Political economy analysis with proposal of needed interventions and organizational structures.</li> <li>➤ Assessment of the impact of digital government on public sector jobs (detailed plan to mitigate negative impacts: training, redeployment, mentorship/handholding for affected personal).</li> </ul>
Subcomponent 1.3: Digital Leadership Academy (DLA)	<ul style="list-style-type: none"> <li>➤ Provide digital government training to 15,000 relevant government officials</li> <li>➤ Strengthen Intellectual Property (IPY) offices of the Ministry of Industries and Ministry of Cultural Affairs.</li> <li>➤ Partner with a leading country and/or institution to sensitize to international best practices.</li> </ul>
<b>Component 2: Integrated Digital Platform and Mainstreaming</b>	
Subcomponent 2.1: Integrated Digital Platform (IDP) for Digital Government and Digital Economy	<p>The IDP will consist of 3 layers on infrastructure, platform and software and those are</p> <ul style="list-style-type: none"> <li>➤ IaaS: Cloud-enable the National Data Center built under the previous project</li> <li>➤ PaaS: Develop a comprehensive platform that provides common or shared backend software, data assets and services for GOB agencies to build their applications and/or public services. This will help GOB to address its siloed, fragmented duplicative and unsecured public investments at the digital platform-level; by moving to an efficient, integrated and secured digital government approach</li> <li>➤ SaaS: Provide 3 common applications for GOB employees: document management system, electronic catalogue-based procurement, and government resource planning</li> </ul>
Subcomponent 2.2: Cybersecurity Strengthening for GOB	<ul style="list-style-type: none"> <li>➤ Assess the cybersecurity gaps in selected GOB agencies.</li> <li>➤ Provide hard/software upgrades to LICT Project's cybersecurity initiatives, including of Cyber Defense Training Center and Computer Incidence Response Team (CIRT) Laboratory and Forensic Laboratory.</li> <li>➤ Install GOB "Defender" cybersecurity package (procurement of needed security tools and hardware and establish the necessary basic security setup).</li> <li>➤ Provide email security for 200,000 email accounts.</li> <li>➤ Provide secure web gateways and/or unidirectional gateways for 10 key ministries.</li> </ul>
Subcomponent 2.3: Mainstreaming Bangladesh National Digital Architecture (BNDA)	<ul style="list-style-type: none"> <li>➤ Institutionalize BNDA as the architectural blueprint and the de-facto guideline for implementation of ICT initiatives across GOB for realizing Digital Bangladesh.</li> <li>➤ Prepare implementation plan for whole-of-government (WOG) roadmap and to ensure interoperability between systems.</li> <li>➤ Sensitize BNDA framework among ministries, industry and academia.</li> </ul>
<b>Component 3: Digital Economy (DE) Development</b>	
Subcomponent 3.1: Digital Economy Coordination	<ul style="list-style-type: none"> <li>➤ Develop strategy, policy and overall coordination amongst the centre of excellences with academia, industry, and selected Government agencies on digital economy.</li> </ul>



	<ul style="list-style-type: none"> <li>➤ Assist GOB in technical assessment of the digital economy-related policies.</li> <li>➤ Provide “Industry Transformation Roadmaps” for 3 strategy sectors; such as manufacturing, education and/or agriculture.</li> </ul>
Subcomponent 3.2: Hire and Train Program for 20,000 Youth and Women	focus on emerging/disruptive or any technology based training ensuring at least 30% women
Subcomponent 3.3: Strengthening and Promoting the ICT/Digital Economy-Enabling Industry	<ul style="list-style-type: none"> <li>➤ Provide international business development support to BCC and relevant stakeholders, including implement a marketing and communication program of activities.</li> <li>➤ Conduct a digital economy survey with a focus on finding gaps in increasing women’s participation vis-à-vis male participation in the IT sector.</li> <li>➤ Establish two Digital Economy Hubs (DE Hubs) for the IT industry with two relevant industry associations.</li> </ul>
Subcomponent 3.4: Digitalization of SMEs	Implement a strategic partnership program (STP), Provide a digital pathway (roadmap), and Leveraging the two DE Hubs to serve as centres for basic advisory
Subcomponent 3.5: Establish Research and Innovation Centers (RICs)	<p>Establish 10 RICs in local public universities to</p> <ul style="list-style-type: none"> <li>➤ Develop emerging technology strategies and plans for research and innovation.</li> <li>➤ Create fund initiatives that strengthen research and innovation capabilities, build up research and innovation capacities.</li> <li>➤ Provide training for 80,000 students (including 24,000 female students) from relevant disciplines in the public universities on emerging/disruptive technologies</li> </ul>
<b>Component 4: Project Management Support</b>	
Subcomponent 4.1: Set up, Operations, and Auditing of Project Implementation Unit	Support the BCC to manage and implement the program effectively and efficiently, and also fund the operating expenses of the PIU over its full implementation period; including costs for supplies, services, repairs and maintenance.
Subcomponent 4.2: Project Management and Implementation Support	Engage a firm to assist PIU,

**1.3 Objective of the RPF**

Due to the nature of the project, there are no long term or significant negative impacts expected. This RPF is prepared as a precautionary measure to ensure that any activities involving civil works are adequately screened and appropriate mitigation measures are undertaken through the preparation and implementation of Resettlement Action Plans (RAP) as and when required, based on the RPF. . The RPF provides policies and procedures to determine requirements of the World Bank’s Operation Policy (OP) 4.12 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement, to assess potential risks and impacts, to identify detailed steps to develop appropriate mitigation measures, including mitigation and compensation for the impact caused under the project. Specifically, the RPF covers the following:

- Reviews the existing national legal and regulatory framework of Bangladesh and compares it with World Bank’s OP 4.12 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement for identifying gaps and providing gap filling measures.

- Describes and defines the process for preparing RAP/s, cut-off dates for title and non-title holders, valuation process of impacted assets/ properties etc.
- Provides the principles and methods to be used in valuation of loses, and a description of eligibility and entitlements.
- Identifies the consultation mechanism and approaches to be adopted while preparing and implementing RAPs including public disclosure.
- Describes and defines monitoring and evaluation arrangement and roles and responsibilities of different stakeholders.
- Outlines the legal framework, eligibility criteria of displaced population, valuation methodology, compensation provision, and entitlement matrix and implementation process.
- Outlines implementation arrangement including schedule and grievance redress mechanism
- Outlines principles and objectives governing resettlement preparation and implementation
- Capacity development of the different stakeholders to identify the impacts and manage the related risks in accordance with Bank policy.

## Chapter 2: Baseline information, potential impacts and risks

### 2.1 Baseline Information:

The current IT/ITeS industry profile of Bangladesh positions the country as an emerging destination for outsourcing of services, currently capable of exporting services in the ITO space, albeit in a smaller scale, and with future capabilities of delivering larger-scale BPO services.

The government has made significant investments including the plan for 28 high-tech parks, major tax breaks and incentives, and vital infrastructure spending to drive the growth of the technology ecosystem in the country. More recently, the government is under discussion with multiple global partners for establishing emerging tech Centres of Excellence (CoE) in Bangladesh. CoEs, which will provide the required state-of-the-art technology platforms and expert mentoring for local companies, will be an important catalyst to drive a vibrant tech ecosystem in the country. The government is preparing for an Artificial Intelligence CoE with a global partner, and it is driving discussions to establish multiple CoEs with global partners going forward in topics such as IoT and analytics.

Supporting Bangladesh's digital vision and driving the lively tech ecosystem in the country is an engine called the Leveraging Information and Communications Technology (LICT) project under the Bangladesh Computer Council (BCC) of the ICT Division. Launched in January 2013, the LICT's initiatives include talent re-skilling and up-skilling, IT and ITeS (IT enabled Services) industry promotion, and building the ecosystem for technology through multiple initiatives (e.g., CoEs for enabling emerging technologies). The LICT project is cognizant of the emerging technologies that will drive the future and is invested in charting the right path for the Bangladeshi tech start-ups and established companies.

The country has distinct supply-side characteristics that if properly utilized, can catalyse more progressive IT/ITeS movement in the country. However, much of this is predicated upon the concerted efforts of stakeholders to not only continue the current momentum of the industry, but likewise, to drive the industry further, and increase both service delivery capacity and capabilities.

LICT has successfully trained more than 34,000 people across different skills by leveraging its engineering talent pool. It now needs to focus on developing right-brained creative talent—the critical skill in an increasingly digital world where change becomes the norm. The ability to keep pace with technological advancements will be a critical success factor for the future of Bangladesh's technology industry.

Improve overall ease of doing business in Bangladesh. Having an infrastructure that facilitates the ease of doing business is an important driver for an economy that is under tremendous growth. This EDGE Project will also support BCC with infrastructure development within the in-built environment. The digital world is driven by customer experience, which requires a simple and friendly environment for businesses to thrive. Finances are constrained in Bangladesh, and the external growth capital is still restricted by the government. Though Bangladesh has shown progress in improving the ease of business, there is a long journey ahead. The government has

recently shown a strong commitment to improving the ease of doing business with the implementation of e-governance measures.

Dhaka has been the centralized hub for the development of emerging technologies in Bangladesh, which has resulted in pressure on the capital city. The government is cognizant of that fact and has started focusing on the development of other cities to distribute and scale-up its digital capabilities. For instance, a technology park has been developed in Kaliakair, and direct train line from Kaliakair to Dhaka is going to be operational soon.

As the digital ecosystem matures, new challenges are emerging multiple fast-growing companies with exciting value propositions have emerged in a short span of time in Bangladesh. The government has been working toward developing guidelines for intellectual property protection and filing patents. Developing and then protecting IP will be critical to success in the digital future.

According to the World Economic Forum, 65 percent of children entering primary school today will ultimately end up working in completely new job types that don't yet exist. Similarly, the competence required to perform new jobs is also not known at the moment and can only be anticipated. Most importantly, it's also the time to create new jobs by leveraging new technology. In such a rapidly evolving employment landscape, the ability to anticipate and prepare for future skill requirements, job content and the aggregate effect on employment is increasingly critical for businesses, governments, and individuals.

## 2.2 Potential Impacts and Risks

The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. It will provide an enabling environment for Digital Development through strengthening governance and sustainability, institute a holistic change and stakeholder management program. The project aims at building an integrated digital platform (IDP) and will contribute directly to and promote climate change adaptation and mitigation; through building and enhancing equipment and locations to be more resilient to risks and purchasing technologies that can improve the energy efficiency of the digital platform. Most project activities are of a technical nature to improve collaboration across various digital platforms in the country and organizations working on them, re-training of workers and redeployment according to appropriate skills. The project will boost identity protection, privacy and cybersecurity. It will provide secure web gateways and/or unidirectional gateways for 10 key ministries with higher security needed for their data and information.

There are no significant or irreversible impacts anticipated in the project. The project will set up a Digital Leadership Academy, in partnership with a leading country and/or institution, to be a center of excellence for digital economy and government human capital development especially for women. It will establish or expand a Centre of Excellence on Digital Technologies (CEDT) to develop strategy, policy and overall coordination amongst the centre of excellences with academia, industry and selected Government agencies on digital economy. Both the centres will be built in spaces provided by the institutions chosen (not determined at this stage) within their existing infrastructure/ campuses.

There may be need for some renovation and refurbishment, in some cases an extra room or two

may be added within the existing boundaries of the institutions. Only few labour engagements are expected. The project will establish two Digital Economy hubs (DE Hubs) for the ICT industry with two relevant industry associations. The hubs will be established using physical space provided by the associations, and the Project will refurbish and place GOB's computers and other equipment that are needed at the hubs. It will also establish 10 Research and Innovation Centres within the premises of local public universities, which are not identified at this stage.

During the consultations with different universities and associations, it was identified that land is available within the existing campus. However, if more land is required, government land will be used. In case land donation is used, the respective organizations/institutes will follow the voluntary land donation procedures which will be subject to prior approval by the World Bank. In all cases, land acquisition, requisition and donation cannot result in a person or household being worse off than pre-project levels and adequate measures will be put into place to compensate the PAPs.

## Chapter 3: Policy, Legal and Principles Governing Resettlement

### 3.1 Land Acquisition policy of Bangladesh Government

The Acquisition and Requisition of Immovable Property Act 2017 (ARIPA) is the principal legislation governing eminent domain for land acquisition and requisition in Bangladesh. ARIPA 2017, detailed the land acquisition process from section 4 to section 19 and land requisition process from section 20 to section 28. According to ARIPA 2017, compensation to be paid for affected land, structures, trees, crops and any other damages caused by such acquisition. Under the ARIPA 2017, The Deputy Commissioner (DC) determines the value of the acquired assets as at the date of issuing the notice of acquisition under section 4(1). The DCs there after enhance the assessed value by 200% and another 100% premium for loss of standing crops, structures and income due to compulsory nature of the acquisition. The compensation such determined is called the Cash Compensation under Law (CCL). If the land acquired has standing crops cultivated by a tenant (Bargadar) under a legally constituted written agreement, the law requires that compensation money be paid in cash to the tenants as per the agreement. ARIPA 2017 under section 4 (13) permits the acquisition of the community properties if it is for a public purpose provided that project for which the land is acquired provides for similar types of assets in some other appropriate place or reconstruct the community properties.

*Table 02: Land Acquisition Process under ARIPA, 2017*

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 4(1)</b>	Publication of preliminary notice of acquisition of property for a public purpose	Deputy Commissioner
<b>Section 4 (3) (1) (i)</b>	Prior to the publication of section 4(1) notice; Identify the present status of the land, structures and trees through videography, still pictures or appropriate technology.	Deputy Commissioner
<b>Section 4 (3) (1) (ii)</b>	After the publication of the section 4(1) notice a joint verification should be conducted with potentially affected households and relevant organizations.	Deputy Commissioner
<b>Section 4 (7)</b>	After publication of preliminary notice under the section 4(1), if any household has changed the status of the land for beneficial purposes, changed status will not be added to the joint verification notice.	Deputy Commissioner
<b>Section 4 (8)</b>	If the affected person is not happy with the joint verification assessment, he/she can complain to Deputy Commissioner within 7 days of issuing sec 4(1) notice.	Affected Person
<b>Section 4 (9)</b>	Hearing by Deputy Commissioner within 15 working days after receiving the complaints. In case of government priority projects, hearing will be within 10 working days.	Deputy Commissioner
<b>Section 5 (1)</b>	Objections to acquisition by interested parties, within 15 days of the issue of section 4 (1) Notice	Affected Person
<b>Section 5 (2)</b>	Deputy Commissioner submits hearing report within 30 working days after the date of the sec 5(1) notice. In the case of government priority projects, it will be within 15 working days.	Deputy Commissioner

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 5 (3)</b>	DC submits his report to the (i) Government (for properties that exceed 16.50 acres; (ii) Divisional Commissioner for properties that do not exceed 50 standard bighas. Deputy Commissioner makes the final decision If no objections were raised within 30 days of inquiry. In case of government priority project, it will be 15 days	Deputy Commissioner
<b>Section 6 (1) (1)</b>	Government makes the final decision on acquisition within 60 working days after receiving report from the Deputy Commissioner under sec 5(3) notice.	Government
<b>Section 6 (1) (2)</b>	Divisional Commissioner makes the decision within 15 days or with reasons within 30 days since the submission of the report by Deputy Commissioner under sec 5(3) notice.	Divisional Commissioner
<b>Section 7 (1)</b>	Publication of the Notice of final decision to acquire the property and notifying the interested parties to submit their claims for compensation	Deputy Commissioner
<b>Section 7 (2)</b>	Interested parties submit their interests in the property and claims for compensation within 15 working days (in case of priority project 7 days).	Affected Person
<b>Section 7 (3)</b>	Individual notices have to be served to all interested persons including the shareholders within 15 days of issuing Section 7(1) notice	Deputy Commissioner
<b>Section 8 (1)</b>	Deputy Commissioner makes a valuation of the property to be acquired as at the date of issuing Section 4 Notice; determine the compensation; and apportionment of compensation among parties interested.	Deputy Commissioner
<b>Section 8 (3)</b>	DC informs the award of compensation to the interested parties and sends the estimate of compensation to the requiring agency/person within 7 days of making the compensation decision	Deputy Commissioner
<b>Section 8 (4)</b>	The requiring agency/person deposits the estimated award of compensation with the Deputy Commissioner within 120 days of receiving the estimate.	Deputy Commissioner
<b>Section 9 (1)</b>	During valuation of assets, Deputy Commissioner will consider the following: (i) Average market price of land of the same category in the last 12 months; (ii) Impact on existing crops and trees; (iii) Impact on other remaining adjacent properties; (iv) Impact on properties and income; and (v) Relocation cost for businesses, residential dwellings etc.	Deputy Commissioner
<b>Section 9 (2)</b>	Additional 200% compensation on current mouza rate is added to the estimated value. If private organizations acquire, added compensation will be 300%.	Deputy Commissioner
<b>Section 9 (3)</b>	Additional 100% compensation on top of the current market price for impacts mentioned under sec 9(1) and (2)	Deputy Commissioner
<b>Section 9 (4)</b>	Appropriate action should be taken for relocation on top of the above mentioned sub-sections.	
<b>Section 10 (2)</b>	If an entitled person does not consent to receive compensation, or if there is no competent person to receive compensation, or in the case of any dispute with the title to receive compensation, Deputy Commissioner deposits the compensation amount in a deposit account in the Public Account of the Republic and Deputy Commissioner acquires	Deputy Commissioner

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
	the land. But if any person complains about the ownership of the land, with appeal, he/she will be able to collect the amount from Deputy Commissioner. There is no fixed time for this.	
<b>Section 11 (1)</b>	Deputy Commissioner awards the compensation to entitled parties within 60 days of receiving the deposit from the requiring agency/person.	Deputy Commissioner
<b>Section 12</b>	When the property acquired contains standing crops cultivated by bargadar (shareholders), such portion of the compensation will be determined by the Deputy Commissioner and will be paid to the bargadar in cash.	Deputy Commissioner

### 3.2 Voluntary Land Donation procedures

There is no specific guideline on voluntary land donation in ARIPA 2017. During stakeholder consultations universities expressed that , the local people or government normally donate the land for construction of any structures that will beneficial for students and people. However, this program discourages Voluntary Land Donation (VLD) from local people. If government land is not available and VLD from local people is unavoidable, voluntary land donation procedures and steps will be followed. A detailed voluntary land donation procedures and steps are attached with **Annex 5**. If donated land is used in this project, BCC will demonstrate that:

- the potential donor or donors have been appropriately informed and consulted about the project and the choices available to them;
- potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation;
- the amount of land being donated is less than 10% of the potential donor’s land holding and that it would not have significant impact on their livelihood
- no household relocation is involved;
- the donor is expected to benefit directly from the project; and
- for community or collective land, donation can only occur with the consent of individuals using or occupying the land. BCC and/or relevant organizations will maintain a transparent record of all consultations and agreements reached.
- all consultations and documentation procedures regarding the donation has to be well documented and preserved.

### 3.3 The World Bank OP 4.12 on involuntary Resettlement

The project triggers the World Bank’s OP 4.12 as precaution on Involuntary Resettlement that requires that the economic and social impacts and risks out of involuntary resettlement are mitigated and livelihoods of the displaced persons are restored. Involuntary resettlement may cause severe long-term hardship, impoverishment, and damage unless appropriate measures are carefully planned and carried out. For these reasons, the overall objectives of the policy of involuntary resettlement are the following:

- (a) Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs.



- (b) Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits.
- (c) Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- (d) Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

The policy requires that the following measures are taken to achieve the above objectives:

- (a) The resettlement action plan includes measures to ensure that the displaced persons are
  - i. informed about their options and rights pertaining to resettlement;
  - ii. consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives; and
  - iii. provided prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project.
- (b) If the impacts include physical relocation, the resettlement action plan or resettlement policy framework includes measures to ensure that the displaced persons are
  - i. provided assistance (such as moving allowances) during relocation; and
  - ii. provided with residential housing, or housing sites, or, as required, agricultural sites for which a combination of productive potential, convenient relocation sites, and other factors is at least equivalent to the advantages of the old site.
- (c) Where necessary to achieve the objectives of the policy, the resettlement action plan also includes measures to ensure that displaced persons are
  - i. offered support after displacement, for a transition period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living; and
  - ii. provided with development assistance in addition to compensation measures such as land preparation, credit facilities, training, or job opportunities.

### 3.4 EDGE Project principles

The legal framework on land acquisition in Bangladesh is only compensatory and lacks any measures for livelihood restoration and social inclusion of the affected persons. It covers only the legal title holders and does not recognize the non-titled persons like squatters/encroachers, informal tenants of acquired lands and lease-holders without legally constituted agreement. The legal framework does not deal with social and economic consequences of land acquisition or population displacement due to vacating project sites for civil works construction. Under legal framework compensation for assets is provided at a market price determined through a legal procedure which does not ensure Replacement Cost (RC) of the property acquired. Payment of compensation is conclusive for the dispossession of the acquired property. Relocation and livelihood restoration rest solely with the affected persons receiving compensation. As a result, land acquisition potentially diminishes productive base of farm families and imposes risks of the impoverishment of those affected and displaced by the project.

Following are the specific gaps in the legal framework in Bangladesh with respect to the WB OP 4.12:

1. Lack of information about resettlement options
2. Lack of Consultation and Communication throughout the life of the project on, among others, participative project design, and technically and economically feasible resettlement alternatives.
3. Lack of relocation assistance - residential housing, or housing sites, or, as required, agricultural sites equivalent to the advantages of the acquired sites.
4. Post displacement assistance - for a transition period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living.
5. Lack of development assistance other than compensation, such as assistance for land preparation, credit facilities, training, or job opportunities.

## Chapter 4: Resettlement planning procedures

### 4.1 Resettlement and Relocation Process

There is a low probability of impacts related to land acquisition and resettlement pertinent to the proposed project. Thus, RAP(s) may not be required to be prepared. However, the components and subcomponents with physical works/interventions require screening to ensure that these will not cause any resettlement impacts. The social screening will occur during the project preparation stage as soon as accurate site location(s) is (are) known for the sub-project.

The social screening will provide a preliminary assessment of the potential impacts of the sub-project. The screening will help to identify issues which can be verified during field investigations and also provide a preliminary idea regarding the nature, extent, and timing of social issues that would need to be handled during the subsequent stages. It will also help to identify opportunities for avoidance or minimization early in the project cycle so that the design process can be informed appropriately. The screening will also help to identify the scope of further assessments and timeframe required for obtaining the regulatory clearances (if any). If further assessments and plans (such as RAP, ARAP, etc.) are deemed necessary, these plans will be prepared according to the guidelines provided in this RPF. So, at the identification stage, BCC will be conducted screening and following steps will be followed:

*Table 03: Screening procedures, responsibility and timing*

Screening and Preparation Step	Responsibility	Timing
<b>Identification of Sub-Project (form provided in Appendix 2 of RPF)</b>	Project Implementation unit (PIC) and Project Implementation Unit (PIU)	After identification of potential location(s) in consultations with the local people.
<b>Social screening of sub-projects (form provided in Appendix 2 of RPF)</b>	PIU and PIC to conduct social screening based on site visits and initial consultations with potential project affected people and local government as well as other agencies working in/near the proposed location(s). PIU to prepare screening report. World Bank safeguard team will review the screening summary reports and suggest, especially for the sub-projects which requires further assessment/plans.	Within 2-5 weeks of identifying potential locations(s).
<b>Preparation of ESIA, specific plans and instruments (RAP, ARAP) for the sub-project where further detailed social studies is required</b>	Based on the outcomes of the screening, PIU with the support of implementation unit will prepare RAP/ARAP if require. A detailed census, IoL, market survey and livelihood assessment will be conducted to prepare RAP and cleared by World Bank.	Within 3 months
<b>Implementation of mitigation measures and plans</b>	PIU will implement the RAP. World Bank	Approximately in one year or as recommended in RAP.

## 4.2 Detailed Assessment and Survey

If Screening report suggest that RAP/ARAP has to be prepared, BCC will conduct census and socioeconomic survey(s), with appropriate socioeconomic baseline data to identify all persons who will be affected by the project and to assess the project's socioeconomic impacts on them. Once the detailed design is finalized, the required social surveys will be conducted by BCC, if necessary, with the support of a consultancy firm. Based on this survey outcomes, a social impact assessment will be done which will include potential social impacts, income and livelihood of displaced persons and gender-disaggregated information pertaining to the economic and socio-cultural conditions of displaced persons. The project's potential social impacts and risks will be assessed against the requirements presented in this RPF and applicable laws and regulations of the jurisdictions in which the project operates that pertain to involuntary resettlement matters.

**Census Survey:** The census will cover 100% of affected persons. The purpose of the census is to: (i) register who the potentially affected persons are; (ii) assess their income and livelihoods; and (iii) inventory of their assets affected due to the project; (iv) gender-disaggregated and where relevant ethnicity-disaggregated in case of presence of small ethnic communities, information pertaining to the economic and socio-cultural conditions of displaced persons. Before census survey, consultation must be conducted with all affected households

**Baseline Socio-economic Survey:** The purpose of the baseline socioeconomic sample survey of affected persons is to establish monitoring and evaluation parameters. It will be used as a benchmark for monitoring the socioeconomic status of affected persons. The survey will cover at least 30% of affected persons and 20% of significantly affected persons and rest 50% may cover samples from the project impact zone. The survey will also collect gender-disaggregated data to address gender issues in resettlement. The survey will carry out the following: (i) preparation of accurate maps of the subproject area; and (ii) analysis of social structures and income resources of the population.

**Preparation of RAP/ARAP:** The RAP will be based on the social impact assessment and meaningful consultation with the affected persons. It will include the results and findings of the census of affected persons, and their entitlements to restore losses, institutional mechanisms and schedules, budgets, assessment of feasible income restoration mechanisms, grievance redress mechanisms, and results monitoring mechanisms. RAPs will comply with the principles outlined in this agreed RPF. These will receive clearance from WB prior to awarding of the contract. Disbursement of compensation payments and entitlements will be made prior to displacement.

RAP will include measures to ensure that the displaced persons are (i) informed about their options and entitlements pertaining to compensation, relocation, and rehabilitation; (ii) consulted on resettlement options and choices; and (iii) provided with resettlement alternatives. During the identification of the impacts of resettlement and resettlement planning, and implementation, the EA will pay adequate attention to gender concerns, including specific measures addressing the need of female headed households, gender-inclusive consultation, information disclosure, and grievance mechanisms, to ensure that both men and women receive adequate and appropriate compensation for their lost property and resettlement assistance, if required, as well as assistance to restore and improve their incomes and living standards. The resettlement plan will specify the income and livelihoods restoration strategy, the institutional arrangements, the monitoring and reporting framework, the budget, and the time-bound implementation schedule. An outline of a RAP is in **Appendix 3**.

An ARAP will be developed when a sub project affects less than 200 people in terms of loss of assets, incomes, employment or business and no HHs will be physically relocated. The ARAP includes the following information: (i) brief description of the sub-projects, location and their impacts; (ii) consultation with PAP and AH; (iii) baseline information of PAP and AH; (iv) category of PAP and AH by degree and type of impacts; (v) entitlement for compensation, allowances and rehabilitation or restoration assistance by category of impacts in a compensation matrix; (vi) information on relocation site, where applicable; (vii) institutional responsibilities for implementation and monitoring; (viii) grievance redress procedures; (ix) estimated cost of resettlement and yearly budget; and (x) time-bound plan for implementation.

### 4.3 Gender Impacts and Mitigation Measures

Female-headed households are considered a vulnerable group. Any negative impact of a sub-project on female-headed households will be treated on a priority basis. The resettlement plan will formulate measures to ensure that socio-economic conditions, needs and priorities of women are identified and the process of land acquisition and resettlement does not disadvantage women. It will ensure that gender impacts are adequately addressed and mitigated. Women's focus groups discussions will be conducted to address specific women's issues. During disbursement of compensation and provision of assistance, priority will be given to female-headed households.

### 4.4 Valuation method

#### 4.4.1 Valuation method for land

In the event of permanent land acquisition of titled land, the first choice is provision of replacement land. In the case where no alternative land is available within a reasonable distance such as to minimize disruption to other aspects of socio-economic life, cash compensation at full replacement value should be provided. This should be valued based on the prevailing market value in the locality to purchase an equally productive plot of land in the same locality. In addition, any associated costs of purchasing the land i.e., taxes, registration fees will need to be included in the compensation.

In addition, the PAP will be compensated for any permanent improvements made to the land (for instance irrigation structures). This will be calculated based on the price of making the permanent improvement at current prevailing market rates for labour, equipment and materials.

Where land lost is only a small proportion of total land owned by the PAP, but renders the remaining land as unusable, the compensation provided should be calculated based on the total land affected (i.e., the actual land lost plus the remaining unusable land). If land is required temporarily, standing crop will be compensated at fully matured market rate or government rate, whichever is higher. The compensation will be paid to the sharecroppers for their losses and to the owner for land loss, where the tiller is not the owner (e.g. tenant or share cropper). There will hence be no adjustment in the terms of the rent of share cropping agreement. Aside from the payment for standing crop, the project will ensure that the land is returned to its original form so it is suitable to resume its former use.

#### 4.4.2 Valuation method for structure

Structures replacement values will be based on:

- Measurements of structures and detail of materials used.

- Average replacement costs of different types of household buildings.
- Structures based on collection of information on the numbers and types of materials used to construct different types of structures (e.g. poles, bricks, rafters, bundles of straw, corrugated iron sheets, doors etc.). Prices of these items collected in different local markets.
- Costs for transportation and delivery of these items to the acquired/ replacement land or building site.
- Estimates of construction of new buildings including labor required.
- Compensation will be made for structures that are (i) abandoned because of relocation or resettlement of an individual or household, or (ii) directly damaged by subproject activities.

#### 4.4.3 Valuation method for trees and crops

The current prices for the crops will be determined taking into account the forest and agricultural department recommended rate and the highest market price, whichever is higher. Where land is rented, 2 seasons or annual crop estimate, depending on the crop will be compensated. Where land is owned, aside from the replacement land or cash compensation for land, the owner will also get compensation for 2 seasons or annual crop estimates depending on the crop. The crops used will be the ones that are currently or have most recently been cultivated on that land. In addition, PAPs will be encouraged to harvest their produce before loss of land. In order to ensure that this is possible, and that appropriate market prices are received for yields, there needs to be consultation beforehand so that harvesting can be properly planned. The value of the labor invested in preparing agricultural land will be compensated at the average wage in the community for the same period of time. The rate used for land compensation should be updated to reflect values at the time compensation is paid.

All the affected trees within the RoW will be identified through census and IOL. For perennial trees, cash compensation at replacement cost is equivalent to current market value given the type, age, and productive value (future production) at the time of compensation. Timber trees will be based on diameter at four feet height at current market value.

Fruit trees will be compensated to the owner based on the price of a replacement sapling along with the annual value of the fruit produced by that tree for the number of years it will take the sapling to reach full maturity, using Government or highest market price, whichever is higher.

#### 4.4.4 Verification process (surveys) to identify land ownership of Voluntary Land Donation:

BCC and local government will ensure that the land study will include specific surveys to understand the type of land rights that exist in the sub-component area, and to identify any particular issue relating to land ownership and use. The specific surveys must be conducted on each parcel of land proposed for donation to identify:

- The owner or owners of the land;
- The users of the land, or any parties that occupy the land (either physically or through ownership of an asset or conduct of livelihood or business activities on the land);
- Any competing claims of ownership or use;

- Structures and assets on the land; and
- Any encumbrances on the land.
- Owners can donate the land for temporary use during construction and operation.

It is important to: (i) identify the right that is being transferred (an ownership right, a use right, a right of way, etc.); and (ii) check whether the transferee actually has the right s/he claims to have. In many circumstances where careful due diligence has not been carried out, significant conflict has arisen at a later stage when another party claims that they have the same or a competing right. In some circumstances – but not all – the transferee will have documentary evidence of such right. Where no such evidence exists, the due diligence can establish rights by speaking with local community officials and neighbours.

Process for land donation includes very clear procedures that explain the process that should be followed to transfer the land, and appropriate ways to formalize the respective transfer. The process includes consideration of the legal and administrative requirements based on government regulations and World Bank Policy. The process will describe a clear and transparent decision-making process. Details are explained with **Annex 5**.

## Chapter 5: Entitlement and Eligibility Criteria

### 5.1 Principle

The involuntary taking of land results in relocation or loss of shelter; and loss of assets or access to assets or loss of income sources or means of livelihood, whether or not the PAPs must move to another location. Meaningful consultations with the affected persons, local authorities and community leaders will therefore allow for establishment of criteria by which displaced persons will be deemed eligible for compensation and other resettlement assistance. Affected persons will be classified as:

- (i) persons who have formal legal rights to land or assets
- (ii) persons who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized or recognizable under national law; or
- (iii) persons who have no recognizable legal right or claim to the land or assets they occupy or use.

Those covered under (a) and (b) above are to be provided compensation for the land they lose, and other assistance in accordance with this RPF. Persons covered under (c) above are to be provided with resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary, to achieve the objectives set out in this RPF, if they occupy the project area prior to a cut-off date established by the project authorities in close consultation with the potential PAPs, local community leaders and the respective local authorities and acceptable to the World Bank.

Persons who encroach on the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. All persons included in (a), (b) or (c) above are to be provided with compensation for loss of assets other than land. It is therefore clear that all project affected persons irrespective of their status or whether they have formal titles, legal rights or not, squatters or otherwise encroaching illegally on land, are eligible for some kind of assistance if they occupied the land or had use of it, before the entitlement cut-off date.

### 5.2 Methods to Determine Cut-Off Date

Cut-off date is the date after which eligibility for compensation or resettlement assistance will not be considered. It will be established to identify the non-land assets that will qualify for compensation and discourage abuse of the mitigation policies by defrauding the project. Date of service of notice under Section 4 of Land Acquisition and Requisition of Property Act (ARIPA 2017) is considered as legal cut-off dates for the land owners. The 1<sup>st</sup> day of the census survey to be the cut-off date for the squatters and encroachers and recognized as social cut off dates.

### 5.3 Eligibility Criteria

The RPF stipulates eligibility and provisions for compensating all types of losses (land, crops/trees, structures, business/employment, and workdays/wages). All PAPs including non-titled or informal dwellers will be compensated for lost assets (crops, structures, trees and/or business losses) and will receive (i) compensation (as required, to match replacement value), and/or (ii) replacement land, structures, seedlings, other resettlement assistance such as shifting allowance, assistance with rebuilding structures, compensation for loss of workdays/income.



The PAPs who are entitled to compensation under the Project include:

- Persons whose structures are in part, or in total, affected temporarily or permanently by the Project;
- Persons whose residential or commercial premises and/or agricultural land (or other productive land) is in part, or in total, affected (permanently or temporarily) by the Project;
- Persons whose businesses are affected in part, or in total, (temporarily or permanently) by the Project;
- Persons whose employment or hired labor or share-cropping agreement is affected, temporarily or permanently, by the Project;
- Persons whose crops (annual and perennial) and/or trees are affected in part, or in total, by the Project;
- Persons whose access to community resources or property is affected in part, or in total, by the Project.

Other than PAPs, any entities affected by the project within the RoW are entitled for the compensation. If any Common Property Resources (CPR) are affected or unavoidable, according to section 4(13) and 20(1) of ARIPA 2017, CPRs can be acquired or requisitioned. However, before affecting any CPRs all compensation has to be paid and ensure that affected CPRs are reconstructed before dismantling or damaged. For example if any schools are affected by the project, a new school has to be constructed before demolishing the affected school.

Where land is to be acquired, titled or legal owner will receive compensation for land acquired by the Project at replacement cost. This will be in cash at replacement value or land-for-land with a combination of productive potential, location advantages, and other factors of which is at least equivalent to the advantages of the land taken to the satisfaction of the PAP (of equal size and/or productive value and be satisfactory to the PAP). Non-titled PAPs are not eligible for compensation for land but will receive compensation for assets attached to land and other assistance as required, in lieu of land compensation.

Households headed by single women with dependents and other vulnerable households will be eligible for further assistance to fully mitigate project impacts. **Table 06** below presents the Project's entitlement matrix, based on potential losses.

Compensation eligibility will be limited by a cut-off date to be set for each subproject and PAPs who settle in the affected areas after the cut-off date will not be eligible for compensation. They, however will be given sufficient advance notice, requested to vacate premises and dismantle affected structures prior to project implementation. Their dismantled structures will not be confiscated and they will not pay any fine or sanction. Forced eviction will only be considered after all other efforts are exhausted.

## 5.4 Entitlement Matrix: Eligible PAPs, Assets and Compensation Guidelines

Table 04: Eligibility and Entitlement Matrix

No	Type of Loss	Application	Entitled Person	Entitlement
A-1	Loss of land (permanent)	Acquisition of Homestead land, agricultural land, or vacant plot	Owner(s) with legal title	<ul style="list-style-type: none"> <li>• Cash compensation equivalent to replacement cost.</li> <li>• Assistance in finding replacement land.</li> <li>• Provision of stamp duty, land registration fee, capital gains tax, and value added tax incurred for replacement land.</li> <li>• Option to be compensated if remaining land is no longer viable.</li> <li>• Access to equivalent common property resources previously accessed</li> <li>• Additional assistance for vulnerable households.</li> </ul>
A-2	Loss of land (temporary)	Requisition/rent of Homestead land, agricultural land, or vacant plot	Owner(s) with legal title	<ul style="list-style-type: none"> <li>• Cash compensation for the requisition/rented period</li> <li>• Option to be compensated if remaining land is no longer viable.</li> <li>• Rental fees will be decided mutually by the contractor and APs/DPs</li> <li>• Access to equivalent common property resources previously accessed</li> <li>• Additional assistance for vulnerable households.</li> </ul>
A-3	Loss of land (temporary donation)	Donation of Homestead land, agricultural land, or vacant plot through Mou between owners and project authority	Owner(s) with legal title	<ul style="list-style-type: none"> <li>• Land has to return to the legal owner and the land restored to pre-project condition within agreed time after use.</li> <li>• If the land is not returned and restored to pre-project condition within agreed time, the affected person will receive compensation at replacement cost for the land. A penalty clause will be included in the contractor's contract to ensure that the cost of such compensation is recovered from the contractor.</li> </ul>
A-4	Loss of land (permanent donation)	Donation of Homestead land, agricultural land, or vacant plot through Mou between owners and project authority	Owner(s) with legal title	<ul style="list-style-type: none"> <li>• Sets out the terms of the transfer as agreed by owner/s;</li> <li>• Confirms that the decision to transfer was freely made, and was not subject to coercion, manipulation, or any form of pressure;</li> <li>• Attaches an accurate map of the land being transferred (boundaries, coordinates);</li> </ul>

				<ul style="list-style-type: none"> <li>• BCC will bear the costs of the transfer (e.g., notarial fees, taxes, title issues) and documenting the residual land rights;</li> <li>• BCC will ensure that the land remaining after the donated land is excised is properly titled, registered or recorded.</li> </ul>
A-4	Loss of land	Homestead land, agricultural land, or vacant plot	Tenant(s) and leaseholder(s)	<ul style="list-style-type: none"> <li>• Compensation equivalent to three months of rental.</li> <li>• Additional Assistance for vulnerable households.</li> <li>• Assistance in finding alternate location</li> </ul>
A-5	Loss of land	Homestead land, agricultural land, or vacant plot	Sharecropper(s)	<ul style="list-style-type: none"> <li>• 60 days advance notice to harvest standing seasonal crops, if harvest is not possible, compensation for share of crops.</li> <li>• Additional compensation for vulnerable households.</li> </ul>
A-6	Loss of land	Homestead land, agricultural land, or vacant plot	DP(s) without legal titles (squatter(s) and encroacher(s))	<ul style="list-style-type: none"> <li>• 60 days advance notice to shift from occupied land.</li> <li>• Additional assistance for vulnerable households.</li> </ul>
B-1	Loss of structure	Residential/commercial structure and other assets (e.g. fences, gates, posts) structure	Owner(s) with legal title	<ul style="list-style-type: none"> <li>• Cash compensation equivalent to replacement value of structure (or part of structure).</li> <li>• Compensation for entire structure if remaining structure is no longer viable.</li> <li>• Rights to salvage materials from structure</li> <li>• Provision of all taxes, registration costs, and other fees incurred for replacement structure.</li> <li>• Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.)</li> <li>• Additional compensation for vulnerable households.</li> <li>• Assistance in finding alternate location.</li> </ul>
B-2	Loss of structure	Residential/commercial structure and other assets (e.g. fences, gates, posts) structure	Tenant(s) and leaseholder(s)	<ul style="list-style-type: none"> <li>• Cash compensation equivalent to replacement value of structure (or part of structure) if the structure is constructed by the affected person.</li> <li>• Rights to salvage materials from structure.</li> <li>• Provision of all taxes, registration costs, and other fees incurred for replacement structure.</li> <li>• Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.).</li> <li>• Additional compensation for vulnerable households.</li> <li>• Assistance in finding alternate location.</li> </ul>
B-3	Loss of structure	Residential/commercial structure and other assets (e.g.	Encroacher(s) and squatter(s)	<ul style="list-style-type: none"> <li>• Cash compensation equivalent to replacement value of structure (or part of structure) constructed by the DP.</li> <li>• Compensation for entire structure if remaining structure is no longer viable.</li> </ul>

		fences, gates, posts) structure		<ul style="list-style-type: none"> <li>• Rights to salvage materials from structure.</li> <li>• Provision of all taxes, registration costs, and other fees incurred for replacement structure.</li> <li>• Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.).</li> <li>• Additional compensation for vulnerable households.</li> <li>• Assistance in finding alternate location.</li> </ul>
C	Loss of Common Property Resources and government Buildings	Religious buildings, government offices, schools, hospitals etc.	Community/ government	Reconstruction/ Cash Compensation at replacement cost.
D	Loss of crops and trees	Standing crops and trees	Owner(s) with legal title, tenant(s), leaseholder(s), sharecropper(s), encroacher(s), squatter(s)	<ul style="list-style-type: none"> <li>• 60 days advance notice to harvest standing seasonal crops, if harvest is not possible, cash compensation for crops (or share of crops) equivalent to prevailing market price.</li> <li>• Cash compensation for perennial crops and fruit bearing trees based on annual net product market value multiplied by remaining productive years.</li> <li>• Cash compensation equivalent to prevailing market price of timber for non-fruit trees.</li> </ul>
E	Loss of livelihood	Livelihood/ source of income	Business owner (s), tenant (s), leaseholder(s), employee(s), agricultural worker(s), hawker(s)/ vendors(s) Squatters	<ul style="list-style-type: none"> <li>• 60 days advance notice.</li> <li>• Assistance in finding alternate location.</li> <li>• One-time assistance for lost income based on three month lost income (at replacement cost) or minimum wage rates (whichever is higher).</li> <li>• Shifting allowance and cost of reestablishing business elsewhere (cost of truck hire, equipment, etc.).</li> <li>• Additional compensation for vulnerable households.</li> <li>• Consideration for project employment.</li> </ul>
F-1	Temporary loss of access	Temporary loss of access to land, structure, utilities, common property resource	Owner(s) with legal title, tenant(s), leaseholder(s), sharecropper(s), encroacher(s), squatter(s)	<ul style="list-style-type: none"> <li>• 60 days advance notice.</li> <li>• Provision of temporary access and relocation where possible.</li> <li>• Restoration/enhancement of affected land, structure, utilities, common property resource.</li> </ul>
F-2	Temporary loss of livelihood	Temporary loss of livelihood/source of income	Business owner (s), tenant (s), leaseholder(s), employee(s), agricultural worker(s), hawker(s)/ vendors(s) squatters	<ul style="list-style-type: none"> <li>• 60 days advance notice.</li> <li>• Provision of temporary access where possible.</li> <li>• Provision of alternative sites for continued economic activity where possible.</li> <li>• Where provision of alternative sites is not feasible, a one-time assistance for lost income for period of disruption (if less than three months) or lump sum for three months lost</li> </ul>

				<p>income (at replacement cost) or minimum wage rates (whichever is higher).</p> <ul style="list-style-type: none"> <li>• Compensation for agricultural losses.</li> <li>• Restoration of affected land, structure, utilities, common property resource.</li> </ul>
G	Impacts on vulnerable APs	All impacts	Vulnerable APs	<ul style="list-style-type: none"> <li>• Additional allowance equivalent to Tk 5,000/- for loss of land or structure.</li> <li>• Preference in project employment.</li> </ul>
H	Any other loss not identified			Unanticipated involuntary impacts shall be documented and mitigated based on the principles provided in this RPF and with compliance with government's and OP4.12

## Chapter 6: Consultation and Participation

### 6.1 Purpose of stakeholder's engagement:

This chapter describes the nature and level of the consultation carried out during preparation of the RPF. The project will involve various institutions, agencies, universities, students and teachers. However, the specific stakeholders are not identified at this stage. The ESMF and RPF are prepared on the basis of consultation with representative sample public university students and teachers and ICT companies, digital platform holders. Special emphasis was laid on consulting with women and minority students (where possible) and persons with disabilities, as ICTs are an area where the latter group can engage in surmounting issues of mobility. Public consultations with all stakeholders, at all stages of project implementation, will be carried out and the nature and number of consultations, location, and type of participants and the summary of findings will be documented.

The key objectives of the consultation meetings are (1) How the consultation were carried out (2) How people were engaged and involved in the process (3) The scope of consultation meetings (4) How the local stakeholders perceive the project and other feedback received. Project aims to provide a two-way communication channel between the stakeholders and the scheme proponents. In keeping with the same, the process of public consultation and participation in the project was initiated and has been an integral part since all studies and assessments are undertaken. Following the objectives the study team conducted 05 consultation meetings with the various stakeholders of the project.

Project will ensure the following engagement procedures:

- Bangladesh Computer Council (BCC) will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project
- BCC will engage in meaningful consultations with all stakeholders and will provide stakeholders with timely, relevant, understandable and accessible information, and

consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

- The process of stakeholder engagement will involve the following, (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders and (v) reporting to stakeholders.

## 6.2 Project Stakeholders consultations

During preparation of RPF, BCC has conducted 05 consultation meetings with different stakeholders. A summary of consultation meetings is given below:

*Table 05: Summary of Consultation Meetings and FGDs*

No.	Date	Venue	Main Participant Groups	No. of Participants	
				Male	Female
1	11 February 2020	Geography Department, Dhaka University, Dhaka	Students and teachers etc	25	30
2	12 February 2020	Civil Engineering Department, BUET, Dhaka	BCC officials, students and teachers etc	12	09
3	13 February 2020	Bangladesh Meteorological Department(BMD), Agargaon, Dhaka	BMD officials	5	3
4	15 February 2020	Bangladesh Water Development Board, Head office, Dhaka	BWDB officials	7	5
5	16 February 2020	Computer Science Department, Dhaka university, Dhaka	students and teachers etc	24	25

## 6.3 Outcomes of consultation meetings

During preparation of RPF, BCC has taken stakeholders opinion and a summary of consultation outcomes is given below:

*Table 06: summary of consultation outcomes*

Issues	Opinion and questions	Reply from BCC
<b>Digital economy development</b>	Are there any steps taken by the project to develop digital economy?	A digital economy development unit will be set up by this project. It will be staffed by Government officials from the BCC's significantly expanded organogram, with the help of the project's consultants in the initial years.

Issues	Opinion and questions	Reply from BCC
<b>Citizens and businesses</b>	Will they be able to access more government services online?	They will be able to access more government services online, in a more reliable and faster manner. They will also be able to receive seamless service either on a self-service basis through digital channels or on a facilitated basis in their neighbourhood, instead of having to engage with fragmented and bureaucratic processes across multiple GOB agencies. Youth (and women) will benefit especially from increased digital skills training provided by the project. They will also benefit from greatly increased employment opportunities in the digital economy that will also provide him higher value-added and digital-oriented jobs.
<b>Scope of the project</b>	Wanted to know about the scope of the project	The project will set up a Digital Leadership Academy, in partnership with a leading country and/or institution, to be a centre of excellence for digital economy and government human capital development especially for women. It will establish or expand a Centre of Excellence on Digital Technologies (CEDT) to develop strategy, policy and overall coordination amongst the centre of excellences with academia, industry and selected Government agencies on digital economy. Both the centres will be built in spaces provided by the institutions chosen (not determined at this stage) within their existing infrastructure/ campuses
<b>Risks and impacts</b>	Wanted to know about the risks and impacts	The project will promote the use of ICTs, the associated environmental risks is low and overall, the project is likely to have positive impact. The project will decrease the burden upon environment by reducing people movement (saving time and energy) and amount of paper used in offices. The ICT equipment like server, computer, LAN may generate e-waste. This issue can be mitigated through proper e-waste disposal, regular training of ICT unit staff and proper record keeping of equipment purchased, reused and auctioned. The also involve minor civil works as repair, renovation, trenches for laying of electrical/data cable. These activities may generate some construction related impacts (air, noise waste problem), but these impacts are mitigated through the preparation and implementation of appropriate management plan. Site specific environmental and social (ES) screening/assessment along with the ES management plan (EMP) will be prepared and implemented to mitigate the impacts.
<b>Project location</b>	Wanted to know about the project location?	The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. Most project activities are of a technical nature to improve collaboration across various digital platforms in the country and organizations working on them, re-training of workers and redeployment according to appropriate skills
<b>Project location</b>	Wanted to know about the project location?	The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. Most project activities are of a technical nature to

Issues	Opinion and questions	Reply from BCC
		improve collaboration across various digital platforms in the country and organizations working on them, re-training of workers and redeployment according to appropriate skills. Some of the activities will be within public universities
<b>Vulnerable groups (Disable)</b>	Severely affected vulnerable communities and individuals	Project will consider special assistance mechanism for the severely affected vulnerable communities and individuals. Disable students will be also benefited from the project
<b>Female groups</b>	Is there any assistance available in the project	Project will consider special assistance mechanism for the severely affected female groups or individuals. Project will create job opportunities and training programs. At least 30 % female will be ensured.
<b>Grievance Redress Mechanisms (GRM)</b>	Is there any GRM under the project?	Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS).

6.4 Description of Information Disclosure Methods

As a standard practice, the RPF released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the PIU in a formal manner. PIU will continue applying the similar approach to disclosure for any additional safeguard appraisal materials that will be prepared as part of the project development.

The PD will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development. The RPF in Bangla, and English will be made available for public review in accordance with the international requirements.

Electronic copies of the safeguard documents will be placed on the project. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties.



### 7.1 Introduction

The ARIPA 2017 allows objections by the landowners to acquisitions at the beginning of the legal process. Once the objections are heard and disposed of, there is virtually no provision to address grievances and complaints that individual landowners may bring up in the later stages of the process. Since the act does not recognize them, there is no mechanism to hear and redress grievances of people who do not have legal titles to the acquired lands. As experienced in past projects, complaints and grievances may range from disputes over ownership and inheritance of the acquired lands to affected persons and assets missed by censuses, the valuation of affected assets, compensation entitlements, complains against noise, pollution, accident, GBV and other social and environmental issues. In view of this, BCC will establish a procedure to deal with and resolve any queries as well as address complaints and grievances about any irregularities in the application of the guidelines adopted in this RAP for assessment and mitigation of social and environmental impacts through grievance redress mechanism (GRM). The GRM will deal with complaints and grievances related to both social/resettlement and environmental issues in this Project. Grievance redress committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal actions. The procedure will, however, not pre-empt a person's right to go to the courts of law.

### 7.2 Objectives of GRM

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

All the sub-project level complaints will be received at the relevant institution or organization level where head of relevant institute or his/her designated official will be the convenor of the sub-project level committee. All cases at the sub-project level complains will be heard within four weeks of their receipt. Project implementation support unit will inform all affected stakeholders and interested group about the program GRM and different committees at local, project, ministry level. However, anybody can complain to World Bank at any stages of the project.

### 7.3.1 Composition of PIU level GRC

If the resolution attempt at the sub-project/local level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to PIU level for further review. With active assistance from the safeguard specialist of implementation support unit, the committee will make a decision and communicate it to the concerned GRC. The PIU will make periodic visit to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books. The decisions on unresolved cases will be communicated to the GRC within one week of the complaint receipt. PD will be the convener, and safeguard specialist/communication specialist will be the member secretary of the PIU level GRC.

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

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

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

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

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

Grievance resolution will be a continuous process in subproject level activities and implementation of those. The PIU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PIU also prepare periodic reports on the grievance resolution process and publish these on the BCC website. The format in **Annex 04** will be used for periodic grievance reporting.

The BCC intends to strengthen the GRM through information and communication technology to ensure that all complaints including those of sexual exploitation and abuse are immediately reported to the Government will integrate the GRM on a web-based dashboard, to adequately and promptly address any potential grievance related to Gender Based Violence and SEA. The complaints registered in this system will be managed by a dedicated administrator that will liaise immediately any GBV and SEA complaints with the contractors, consultant and BCC/PIU for immediate measures. If the GRM receives a case on sexual exploitation and abuse related to the

project, it will be recorded, and the complainant will be referred to the relevant assistance, if needed, for referral to any other service providers. The supervision consultant will keep the information confidential to protect privacy of GBV and SEA complainants. In cases, where the perpetrator(s) is linked to project activities then the contractor will take appropriate actions as per the Code of Conduct signed by the particular person and under the effective law in Bangladesh. BCC will report activities and outcomes of GBV and SEA surveillance and management to the World Bank on a regular basis.

#### 7.4 World Bank Grievance Redress Service (GRS)

Communities and individuals who believe that they are adversely affected by Sub-project interventions may submit complaints to existing project-level GRM or the WB Grievance Redress Service (GRS). Project affected communities and individuals may also submit their complaint to the World Bank's independent Inspection Panel, which determines whether harm occurred, or could occur, because of non-compliance with WB safeguards policies and procedures. Details of the procedures to submit complaints to the WB's corporate GRS, is available in the GRS website: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the WB Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org). Any disclosure instrument on GRM will provide addresses of the GRS and the Inspection Panel.

## Chapter 8: Institutional and Implementation Arrangements

### 8.1 Institutional arrangement

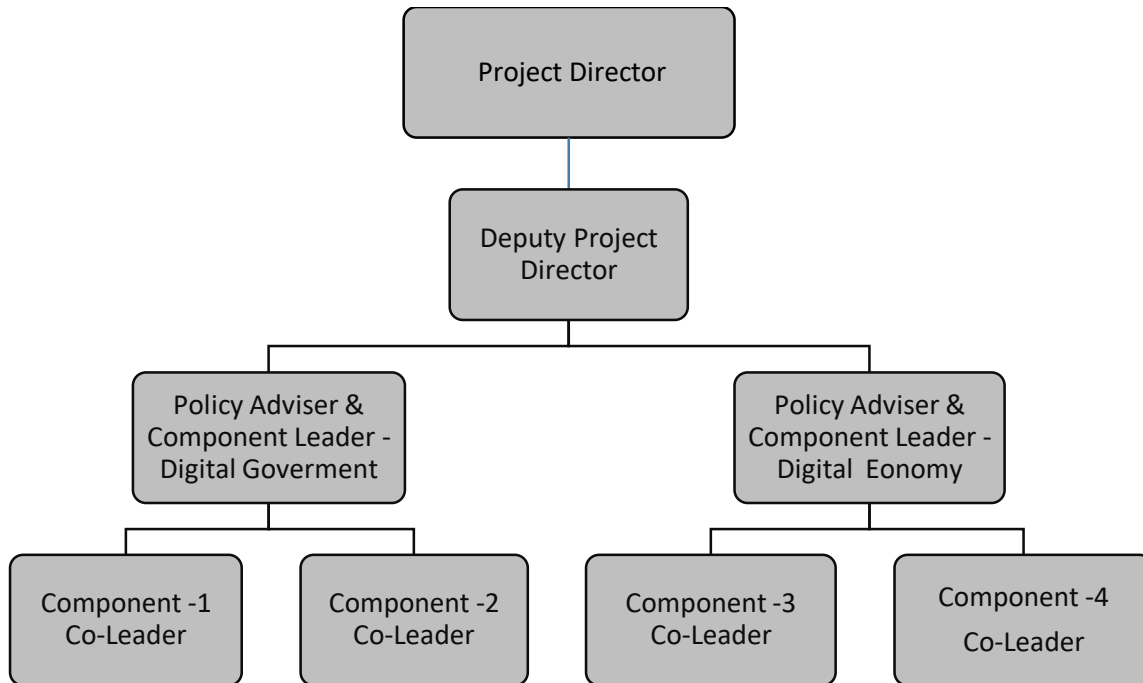
The project will be implemented by the BCC. For efficient and smooth implementation of the project, suitable institutional arrangements are necessary to manage and implement the relevant safeguard document (if required) i.e. RAP. EDGE Institutional arrangement consist of Project Steering Committee (PSC), Secretariat to PSC and PIU. A safeguard specialist will be included with PIU to ensure compliance and implementation of RPF and ESMF.

**Formation and Responsibility of EDGE SC:** GOB will establish an empowered inter-ministerial PSC chaired by the Secretary, ICT Division, which will provide policy directions, oversee overall project implementation, and carry out joint annual reviews. The PSC will include members who are senior Government officials not below the rank of joint secretary from several ministries/agencies including the Finance Division; Planning and Implementation Monitoring and Evaluation Division (IMED); Law; local government; Agriculture; Health; Education; Commerce; National Board of Revenue; Bangladesh Investment Development Authority; Women and Children Affairs; and Digital Security Agency under the same ICT Division as BCC. The ICT Division of MOPTIT will also provide overall guidance and policy support to the project. If high-level policy and regulatory decisions are needed to enhance project outcomes, guidance will be sought from the Executive Committee of the Digital Task Force, chaired by the Principal Secretary to the Prime Minister.

**Formation and responsibility of Secretariat to PSC:** BCC will serve as the Secretariat to the PSC. The Executive Director of the BCC will provide direct guidance to the Project Director (PD) of the PIU and others involved in implementation of different components of the project and resolve implementation issues including the safeguard issues. The main responsibilities of the Secretariat will be to:

- Provide technical and administrative resources for the PSC (preparing consolidated working papers and reports for PSC meetings, finalizing and distributing PSC meeting minutes, and so on);
- Collect progress/monitoring/financial reports from the project for onward transmission to concerned ministries, the IMED, the Economic Relations Division, and the World Bank; and
- To render administrative support and services to the PIU on an as and when required basis

**Formation and responsibility of PIU:** A PIU will be established and will be mainly responsible for: (a) planning, coordination, implementation, and monitoring of project activities; (b) procurement and FM; (c) reporting on project progress and (d) ensure safeguard implementation. PIU will be led by a Project Director and a Deputy Project Director. The PIU will work closely with different units under the Ministry, ICT Division, BCC, and other project beneficiary line agencies. A safeguard specialist will be engaged with PIU to ensure compliances and implementation of RPF and ESMF. The PIU would consist of the following four units, headed by four Component Co- Leaders. Two Policy Advisors & Components Leaders will head the two head units with appropriately staff team members to provide overall implementation support.



**Figure 1. Organization Chart for GOB's EDGE Project Implementation Unit (PIU)**

The PD will be a senior Government cadre official with at least 15 years of experience in administration, be project management certified, and preferably have good knowledge of the ICT sector and digital government. The PD will report to the Executive Director of the BCC and will be contracted by the ICT Division. The PD will be responsible for overall project management including, among other things, operational and fiduciary aspects; technical quality of the project; project resourcing; project reporting; budgeting; complaints handling; M&E; and facilitation of activities.

The Deputy Project Director (DPD) will also be a senior officer from BCC with experience in IT infrastructure and application management including project management related activities; preferably managing projects at the national level. He will have degree in engineering preferably with Master's degree in engineering discipline. The DPD will carry out several functions in the management, technical, financial, reporting, and facilitation and will officiate as the PD in the absence of the latter.

The Policy Advisers and components leaders for Digital Government and Digital Economy will be the technical and management lead for implementing the project's 4 components. They will have strong technical background and at least 10 years of related experience implementing similar projects for GOB. They will provide strategic advice and technical direction for the components, liaise with relevant stakeholders in the public and private sectors, and provide management advice and inputs to the PD and DPD.

The Component Co - Leaders will report to their respective Policy Advisers & Component Leaders and will be responsible for technical and operational implementation of each of the respective project subcomponents that they manage. The Component Co-Leaders will be assisted by both BCC staff and individual consultants with core knowledge and skills related to the components.

The Policy Advisors & Component Leaders will be assisted by Component Co-Leaders. They will provide support to all sub-components within their respective components and across when required. The Component Co-Leaders will be technical experts with deep experience and knowledge on various aspects of the project (subcomponent-wise) hired on a long-term basis to transfer knowledge and to help build BCC's capacity. They will work closely with their respective Policy Advisors & Component Leaders and other Co - leaders with whom they may be assigned at different times to provide cross-support, and provide day-to-day hands-on support to them, and other local and international technical experts on the subcomponents.

The Implementation Support Unit will include a Lead Project Management Specialist Senior Project Accountant, Procurement Specialist, Communications Specialist, safeguard specialist, M&E specialist, and Project Accountant.

The Project Implementation Committee (PIC), headed by the Executive Director of BCC, will monitor project activities, provide guidance on project implementation, and provide the project team with technical and policy support. A major value addition by the PIC will be to provide quick and appropriate decisions towards resolving implementation related problems and/or outstanding issues – whenever those arise.

Members of the PIC will include: (a) Deputy Secretary level officials from the ICT Division; Implementation Monitoring and Evaluation Division; Ministry of Finance, (b) Director of CA Operation, Security, and Data Center of BCC, and (c) representatives from Bangladesh Association of Software and Information Services; Bangladesh Computer Society; and Bangladesh Computer Samity. The PIC may also invite participation of, or co-opt members from, any public-sector organization, business association, academia, and civil society as and when required. The PIC will meet at least four times a year, The Project Director of the IDG Project will be its Member Secretary.

## 8.2 Specialist Responsibility at Construction phase

**Safeguard Specialist in PIU:** The PIU will have a dedicated Safeguard Specialists to ensure implementation of RPF, and other social management responsibilities. Safeguard Specialist will maintain liaison with WB safeguards team, and other stakeholders during the Project implementation. The Specialist will also monitor construction activities to ensure that social mitigation measures are properly implemented. The safeguard specialist will make sure that all contractors workers and counterpart who are involve in project implementation receive both initial and ongoing social safeguard and gender awareness and training sufficient to ensure they are familiar with their social safeguard responsibilities under the ESMP and RPF.

## 8.3 Budget

A tentative budget is proposed below, which may be changed/updated during implementation.

*Table 7: A tentative budget*

Items	Man-month	Total (in USD)
Safeguard Specialist at PIU	12	36,000

Capacity Building for PIU, and relevant agencies	Lump-sum	10,000
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## Chapter 9: MONITORING

Within two months of project effectiveness, the BCC will appoint an M&E expert, financed under project management support, who will report to the PD and be responsible for the overall monitoring and supervision of the implementation and impact of various components including the safeguards. The M&E expert will also design and conduct surveys to measure public and private/citizen beneficiaries satisfied with the capacity building and change management provided under the project and to keep count of gender disaggregated training numbers and satisfaction levels. Digital tools will also be embedded within public services application offerings as a means of citizen engagement and feedback, including the use of Facebook as an engagement medium as used in the previous LICT Project. Such tools will be used to identify priority shared services and public skills development offerings and to provide insights and identify course corrections related to public services applications and private sector/citizen's training as needed.

The PIU will prepare progress reports every six months, in accordance with a format agreed with the World Bank and will cover (a) physical and financial progress achieved against agreed implementation and disbursement indicators; (b) issues and problem areas, including comments on actions to address identified problems; and (c) work programs and cost estimates for the coming year, including revised estimates for the former period.

BCC will conduct regular monitoring and evaluation of the updating and implementation of the resettlement plan if require. Monitoring and evaluation are intended to help ensure that the resettlement action plan is prepared and implemented according to the resettlement policy framework. Moreover, M&E expert of the project will review all the safeguard Reports prepared for this project. M&E expert will establish dialogue with the affected communities and ensure that their concerns and suggestions are incorporated and implemented in the project. M&E expert will work closely with the PIU and internal monitoring team to implement the Resettlement Action Plan (RAP) if require and specifically responsible for implementation of proposed compensation, rehabilitation, and income restoration measures, consultations with affected persons (APs) during rehabilitation activities and assisting in grievance redress.

The following activities are the standard functions of the M&E expert:

- Verification of internal reports, by field check
  - Interview a random sample of PAPs in open-ended discussions to assess their knowledge and concerns regarding the resettlement process, their entitlements and rehabilitation measures.
  - Participate as an observer in public consultations for PAPs
  - Observe the functioning of the resettlement operation at all levels to assess its effectiveness and compliance with the RAP.
  - Check the type of grievance issues and the functioning of grievance redress mechanisms by reviewing processing of appeals at all levels and interviewing aggrieved PAPs.
  - Advise project management unit regarding possible improvements in the implementation of the RAP.

Table 8: Monitoring process of key indicators

Monitoring Aspects	Potential Indicators
<b>Delivery of Entitlements</b>	<ul style="list-style-type: none"> <li>• Entitlements disbursed, compared with number and category of losses set out in the entitlement matrix.</li> <li>• Disbursements against timelines.</li> <li>• Identification of the displaced persons losing land temporarily, e.g. through soil disposal, borrow pits, contractors' camps, been included.</li> <li>• Timely disbursements of the agreed transport costs, relocation costs, income substitution support, and any resettlement allowances, according to schedule.</li> <li>• Documented evidence of land donation</li> <li>• Documented evidence of land acquisition completed with transfer of title</li> <li>• Documented evidence of land requisition/rented</li> <li>• Percentage of compensation paid for land acquisition/requisition or rented</li> <li>• Percentages of compensation paid for the affected structures/assets/crops/trees</li> <li>• Restoration of social infrastructure and services.</li> <li>• Affected businesses receiving entitlements, including transfer and payments for net losses resulting from lost business.</li> </ul>
<b>Consultation</b>	<ul style="list-style-type: none"> <li>• Strategy for consultation and information disclosure is prepared</li> <li>• Consultations organized as scheduled</li> <li>• Project information's are disclosed</li> <li>• Affected, interested, disadvantage and vulnerable groups are identified</li> <li>• views of disadvantage and vulnerable groups are considered during designing the entitlement and special measures are taken</li> <li>• Schedules are planned for the various stakeholder engagement activities</li> <li>• Knowledge of entitlements by the relevant stakeholders including project affected people</li> <li>• If tribal people are affected, separate consultation has to be conducted with them</li> </ul>
<b>Grievances</b>	<ul style="list-style-type: none"> <li>• Operationalization of the grievance redress mechanism proposed with RPF.</li> <li>• Operationalization of the GRM for labor and GBV</li> <li>• Information on the resolution of the grievances</li> <li>• Process by which people affected by the project can voice their grievances and concerns</li> <li>• Process to document complaints and concerns</li> <li>• Grievance recording (e.g. MIS, grievance log book</li> <li>• Stipulated timeframes for acknowledgement and resolution of complaints</li> <li>• Awareness raising, or communications efforts to inform stakeholders about the GM</li> <li>• Appeals process</li> <li>• Provisions to analyze complains and share feedback with management</li> <li>• GM reports published and frequency</li> </ul>
<b>Communications and Participation</b>	<ul style="list-style-type: none"> <li>• Number of general meetings (for both men and women).</li> <li>• Percentage of women out of total participants.</li> <li>• Number of meetings exclusively with women.</li> <li>• Number of meetings exclusively with vulnerable groups.</li> <li>• Number of meetings at new sites.</li> </ul>



Monitoring Aspects	Potential Indicators
	<ul style="list-style-type: none"> <li>• Number of meetings between hosts and the displaced persons.</li> <li>• Level of participation in meetings (of women, men, and vulnerable groups).</li> <li>• Level of information communicated—adequate or inadequate.</li> <li>• Information disclosure.</li> <li>• Translation of information disclosure in the local languages.</li> </ul>
<b>Voluntary Donation</b>	<ul style="list-style-type: none"> <li>• Progress on the process of providing official documentation to those who donated land of their landholding post-donation. In cases where the subproject is classified as B and involves voluntary donation, the voluntary donation report will be attached to the resettlement action plan.</li> </ul>

The PIC and PIU will prepare a monthly report to be submitted to the PSC. These reports will summarize the following:

- Progress in implementing this RAP and subsequent other safeguard documents, etc.;
- Findings of the monitoring programs, with emphasis on any breaches of the control standards, action levels or standards of general site management;
- Summary of any complaints by external bodies and actions taken / to be taken; and
- Relevant changes or possible changes in legislation, regulations and international practices.

Monitoring of and reporting on the project must be complemented by an effective GRM proposed in RPF in order to address issues arising from project implementation. GRM will help to detect unanticipated or recurring problems, and to manage them. The project implementing agency sets up and supports the GRM, in a manner satisfactory to the World Bank, to receive, manage and facilitate resolution of stakeholders’ concerns and grievances in a timely manner. It is important that the GRM is designed to accommodate all issues raised, including issues related to labor influx. The way to make complaints needs to be simple and well publicized. The GRM is usually scaled to the risks and potential adverse impacts of the project. The following factors will be considered in the project for the effective GRM:

- (i) their publicity and accessibility, (ii) the transparency of their operation, (iii) the credibility of their decision-making process and structure, (iv) their confidentiality and hence protection from any potential retaliation, and (v) the effectiveness of the associated business processes to resolve grievances where appropriate.

## Appendix 1: Voluntary Land Donation Form

<b>PIU:</b>	
<b>District:</b>	
<b>Upazila:</b>	
<b>Project:</b>	

<b>Name of land owner:</b>	<b>ID Number:</b>	<b>Beneficiary of the project: Y/N</b>		
<b>Sex:</b>	<b>Age:</b>	<b>Occupation:</b>		
<b>Address:</b>				
<b>Description of land that will be taken for the project:</b>	<b>Area affected:</b>	<b>Total landholding:</b>	<b>Ratio of land affected to total land held:</b>	<b>Map code, if available:</b>
<b>Description of annual crops growing on the land now and project impact:</b>				
	<b>Details</b>	<b>Number</b>		
<b>Trees that will be destroyed</b>				
<b>Fruit trees</b>				
<b>Trees used for other economic or household purposes</b>				
<b>Mature forest trees</b>				
<b>Other</b>				
<b>Describe any other assets that will be lost or must be moved to implement the project:</b>				
<b>Value of donated assets:</b>				

*[If the land user or owner does not want to contribute his/ her assets to the project, he or she should refuse to sign or provide thumb print and ask for compensation instead.]*

	<p><b>With full understanding of the purpose and consequence, I am signing here off this declaration that</b></p> <p><b>[1] I am foregoing the compensation and donating the land fully voluntarily. Yes / No</b></p> <p><b>[2] I am donating this land for agreed compensation of the sum of BDT _____</b>  <b>In words: _____</b></p>
<b>Date: .....</b>	<b>Date: .....</b>
<b>PIU authorized representative</b>	<b>Affected persons</b>
<b>Signature:</b>	<b>Signature:</b>
<b>Name:</b>	<b>Name:</b>
<b>Designation:</b>	<b>Donor      Spouse      First Son/Daughter</b>

## Appendix 2: Social Screening Form

This form will be filled up by the PIU along with the relevant members and must be submitted to PD . Before final selection World Bank approval is required]

### General Information

Title of the project: .....

Complete address of screening locations including coordinates.....

Screening Date: .....

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
-				
<b>Involuntary Acquisition of Land/ Land Donation/ Land Taking</b>				
Will the project require land for the proposed intervention				
1. If yes, will there be any land acquisition?				
2. Is the site for land acquisition known?				
3. Is the ownership status and current usage of land known? If yes, please provide detail information at remarks column.				
4. Is there any possibility of voluntary land donation for the rural roads and market construction? If yes, please provide detail information at remarks column.				
5. Will there be loss of residential and commercial structures due to land acquisition? If yes, please provide detail information at remarks column.				
Is there any presence of squatters within the project ROW? If yes, please provide detail information at remarks column.				
6. Will there be loss of agricultural and other productive assets due to land acquisition? If yes, please provide detail information at remarks column.				
7. Will there be losses of trees, and fixed assets due to land acquisition? If yes, please provide				

<b>Probable Involuntary Resettlement Effects</b>	<b>Yes</b>	<b>No</b>	<b>Not Known</b>	<b>Remarks</b>
- detail information at remarks column.				
8. Will there be loss of businesses or enterprises due to land acquisition? If yes, please provide detail information at remarks column.				
9. Will there be loss of income sources and means of livelihoods due to land acquisition? If yes, please provide detail information at remarks column.				
<b>Involuntary restrictions on land use or on access to legally designated parks and protected areas</b>				
10. Will people lose access to natural resources, communal facilities and services due to project interventions? If yes, please provide detail information at remarks column.				
11. If land use is changed, will it have an adverse impact on social and economic activities? If yes, please provide detail information at remarks column.				
12. Will access to land and resources owned communally or by the state be restricted? If yes, please provide detail information at remarks column.				
<b>Information on Displaced Persons:</b>				
Any estimate of the likely number of persons that will be displaced by the Project? Yes				[ ] No [ ]
If yes, approximately how many?				
Are any of them poor, female-heads of households, or vulnerable to poverty risks? Yes				[ ] No [ ]
Are any displaced persons from indigenous or ethnic minority groups? Yes				[ ] No [ ]
During Screening, project authority will conduct consultation with the primary and secondary stakeholders and provide their observations in the following sections (13 to 18 )				
13: Who are the stakeholders of the project?				

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
Answer:				
14: What social and cultural factors affect the ability of stakeholders to participate or benefit from the proposed policy or project?				
Answer:				
15: Are project objectives consistent with their needs, interests and capacity?				
Answer:				
16: What will be the impact of the project or sub-project on the various stakeholders, especially women and vulnerable groups?				
Answer:				
17: What social risks might affect project or sub-project success?				
<i>Answer:</i>				
18: Has the project authority or any other organizations conducted any consultations with the affected community or people? If yes. Please provide a summary.				
Answer:				

## Appendix 3: Outline of a Resettlement Action Plan

A resettlement plan is required for all projects with involuntary resettlement impacts. Its level of detail and comprehensiveness is commensurate with the significance of potential involuntary resettlement impacts and risks. The substantive aspects of the outline will guide the preparation of the resettlement plans, although not necessarily in the order shown.

### **A. Executive Summary**

This section provides a concise statement of project scope, key survey findings, entitlements and recommended actions.

### **B. Project Description**

This section provides a general description of the project, discusses project components that result in resume of public land, involuntary resettlement, or both and identify the project area. It also describes the alternatives considered to avoid or minimize resettlement. Include a table with quantified data and provide a rationale for the final decision.

### **C. Scope of Involuntary Resettlement**

This section:

- (i) discusses the project's potential impacts, and includes maps of the areas or zone of impact of project components or activities;
- (ii) describes the scope of land acquisition (provide maps) and explains why it is necessary for the main investment project;
- (iii) summarizes the key effects in terms of assets acquired and displaced persons; and
- (iv) provides details of any common property resources that will be acquired.

### **D. Socioeconomic Information and Profile**

This section outlines the results of the social impact assessment, the census survey, and other studies, with information and/or data disaggregated by gender, vulnerability, and other social groupings, including:

- (i) define, identify, and enumerate the people and communities to be affected;
- (ii) describe the likely impacts of land and asset acquisition on the people and communities affected taking social, cultural, and economic parameters into account;
- (iii) discuss the project's impacts on the poor, indigenous and/or ethnic minorities, and other vulnerable groups; and
- (iv) identify gender and resettlement impacts, and the socioeconomic situation, impacts, needs, and priorities of women.

### **E. Information Disclosure, Consultation, and Participation**

This section:

- (i) identifies project stakeholders, especially primary stakeholders;
- (ii) describes the consultation and participation mechanisms to be used during the different stages of the project cycle;
- (iii) describes the activities undertaken to disseminate project and resettlement information

- (iv) during project design and preparation for engaging stakeholders; summarizes the results of consultations with affected persons (including host communities), and discusses how concerns raised and recommendations made were addressed in the resettlement plan;
- (v) confirms disclosure of the draft resettlement plan to affected persons and includes arrangements to disclose any subsequent plans; and
- (vi) describes the planned information disclosure measures (including the type of information to be disseminated and the method of dissemination) and the process for consultation with affected persons during project implementation.

#### **F. Grievance Redress Mechanisms**

This section describes mechanisms to receive and facilitate the resolution of affected persons' concerns and grievances. It explains how the procedures are accessible to affected persons and gender sensitive.

#### **G. Legal Framework**

This section:

- (i) describes national and local laws and regulations that apply to the project and identify gaps between local laws and World Bank's policy requirements; and discuss how any gaps will be addressed.
- (ii) describes the legal and policy commitments from the executing agency for all types of displaced persons;
- (iii) outlines the principles and methodologies used for determining valuations and compensation rates at replacement cost for assets, incomes, and livelihoods; and set out the compensation and assistance eligibility criteria and how and when compensation and assistance will be provided.
- (iv) describes the land acquisition process and prepare a schedule for meeting key procedural requirements.

#### **H. Entitlements, Assistance and Benefits**

This section:

- (i) defines displaced persons' entitlements and eligibility, and describes all resettlement assistance measures (includes an entitlement matrix);
- (ii) specifies all assistance to vulnerable groups, including women, and other special groups; and.
- (iii) outlines opportunities for affected persons to derive appropriate development benefits from the project.

#### **I. Relocation of Housing and Settlements**

This section:

- (i) describes options for relocating housing and other structures, including replacement housing, replacement cash compensation, and/or self-selection (ensure that gender concerns and support to vulnerable groups are identified);
- (ii) describes alternative relocation sites considered; community consultations conducted; and justification for selected sites, including details about location, environmental assessment of sites, and development needs;

- (iii) provides timetables for site preparation and transfer;
- (iv) describes the legal arrangements to regularize tenure and transfer titles to resettled persons;
- (v) outlines measures to assist displaced persons with their transfer and establishment at new sites;
- (vi) describes plans to provide civic infrastructure; and
- (vii) explains how integration with host populations will be carried out.

#### **J. Income Restoration and Rehabilitation**

This section:

- (i) identifies livelihood risks and prepare disaggregated tables based on demographic data and livelihood sources;
- (ii) describes income restoration programs, including multiple options for restoring all types of livelihoods (examples include project benefit sharing, revenue sharing arrangements, joint stock for equity contributions such as land, discuss sustainability and safety nets);
- (iii) outlines measures to provide social safety net through social insurance and/or project special funds;
- (iv) describes special measures to support vulnerable groups;
- (v) explains gender considerations; and
- (vi) describes training programs.

#### **K. Resettlement Budget and Financing Plan**

This section:

- (i) provides an itemized budget for all resettlement activities, including for the resettlement unit, staff training, monitoring and evaluation, and preparation of resettlement plans during loan implementation.
- (ii) describes the flow of funds (the annual resettlement budget should show the budget-scheduled expenditure for key items).
- (iii) includes a justification for all assumptions made in calculating compensation rates and other cost estimates (taking into account both physical and cost contingencies), plus replacement costs.
- (iv) includes information about the source of funding for the resettlement plan budget.

#### **L. Institutional Arrangements**

This section:

- (i) describes institutional arrangement responsibilities and mechanisms for carrying out the measures of the resettlement plan;
- (ii) includes institutional capacity building program, including technical assistance, if required;
- (iii) describes role of non-government organizations, if involved, and organizations of affected persons in resettlement planning and management; and
- (iv) describes how women's groups will be involved in resettlement planning and management,



### M. Implementation Schedule

This section includes a detailed, time bound, implementation schedule for all key resettlement and rehabilitation activities. The implementation schedule should cover all aspects of resettlement activities synchronized with the project schedule of civil works construction, and provide land acquisition process and timeline.

### N. Monitoring and Reporting

This section describes the mechanisms and benchmarks appropriate to the project for monitoring and evaluating the implementation of the resettlement plan. It specifies arrangements for participation of affected persons in the monitoring process. This section will also describe reporting procedures.

#### Appendix 4: Quarterly grievance report

Period from.....to.....20.....

Project Phase:.....

Case No.	Complainant's name, gender and location	Nature of complaints and expectation of complainant	Date of Petition submitted	Method of resolution with dates	Decisions and date of communication to the complainant	Agreement with and commitment to complainant	Progress (solved/pending)	Reason, if pending

#### Appendix 5: Procedures of Voluntary land donation

**Preparation of Land Survey Map and Documentation:** After collecting the information related to land and assets which will be affected by project/sub-project implementation, the responsible official, with assistance from the related persons, will prepare a land survey map. The following conditions will be confirmed by the BCC

- Confirmation that affected people agree to donate land or asset, based on a face to face meeting and stakeholder's consultation
- No one would lose more than 10% of the total productive assets;
- No physical relocation necessary.
- There is an alternative, in case the donor refuses to donate the piece of land in question.

**Verification process (surveys) to identify land ownership and use:** BCC and local government will ensure that the land study will include specific surveys to understand the type of land rights that exist in the sub-component area, and to identify any particular issue relating to land ownership and use. The specific surveys must be conducted on each parcel of land proposed for donation to identify:

- The owner or owners of the land;
- The users of the land, or any parties that occupy the land (either physically or through ownership of an asset or conduct of livelihood or business activities on the land);
- Any competing claims of ownership or use;
- Structures and assets on the land; and
- Any encumbrances on the land.
- Owners can donate the land for temporary use during construction and operation.

It is important to: (i) identify the right that is being transferred (an ownership right, a use right, a right of way, etc.); and (ii) check whether the transferee actually has the right s/he claims to have. In many circumstances where careful due diligence has not been carried out, significant conflict has arisen at a later stage when another party claims that they have the same or a competing right. In some circumstances – but not all – the transferee will have documentary evidence of such right. Where no such evidence exists, the due diligence can establish rights by speaking with local community officials and neighbours.

**Transferring and formalizing the land:** Process for land donation includes very clear procedures that explain the process that should be followed to transfer the land, and appropriate ways to formalize the respective transfer. The process includes consideration of the legal and administrative requirements based on government regulations and World Bank Policy. The process will describe a clear and transparent decision-making process.

**Public consultations and disclosure:** The decision to donate land must be taken based on a full understanding of the sub-projects and the consequences of agreeing to donate the land. Accordingly, the parties that will be affected by the donation (the owners and users of the land) must be provided with accurate and accessible information regarding what the land will be used for, for how long, and the impact the donation will have on them and their families. It is important that prior written notification indicating the location and amount of land that is sought be provided and that its intended use for the sub-project is disclosed.

The right to refuse must be a legitimate right, unconditional, and the potential transferee must be able to exercise it in the local community and political context. For this reason, it is important to be sure that the decision to donate is undertaken without coercion, manipulation, or any form of pressure on the part of public or traditional authorities. For collective or communal land, donation must be based upon the informed consent of all individuals using or occupying the land.

**Documentation:** BCC will ensure that

- Refers to the consultation that has taken place;
- Sets out the terms of the transfer;
- Confirms that the decision to transfer was freely made, and was not subject to coercion, manipulation, or any form of pressure;

- Attaches an accurate map of the land being transferred (boundaries, coordinates);
- Sets out who will bear the costs of the transfer (e.g., notarial fees, taxes, title issues) and documenting the residual land rights;
- Ensure that all necessary parties sign the documents, including obtaining consent from spouses and children over a certain age;
- Ensure that the transfer and title is registered or recorded; and
- Ensure that the land remaining after the donated land is excised is properly titled, registered or recorded.
- confirming that there is no disputed ownership and that there are no claims by renters, users, squatters, or encroachers