



Government of the People's Republic of Bangladesh

**Emergency Multi-Sector Rohingya Crisis Response Project (EMCRP)
and
Additional Financing**

Resettlement Policy Framework

Implementing Agencies:

Ministry of Disaster Management and Relief (MoDMR)

Local Government Engineering Department (LGED)

Department of Public Health Engineering (DPHE)

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ABBREVIATIONS

ARAP	Abbreviated Resettlement Action Plan
BP	Bank Policy
CBO	Community Based Organizations
COI	Corridor of Impact
CSO	Civil Society Organizations
DIA	Designated Implementing Agency
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
GDR	General Department of Resettlement
IDA	International Development Association
IOL	Inventory of Loss
IP	Indigenous Peoples
IPDP	Indigenous Peoples Development Plan
IPPF	Indigenous Peoples Planning Framework
M&E	Monitoring and Evaluation
MEF	Ministry of Economy and Finance
MOE	Ministry of Environment
NGO	Non-Governmental Organizations
NR	National Road
OP	Operational Policy
PAH	Project Affected Households
PAP	Project Affected Persons
PMO	Project Management Office
PMU	Project Management Unit
RAP	Resettlement Action Plan
RCS	Replacement Cost Study
RPF	Resettlement Policy Framework
ROW	Right of Way
RAP	Resettlement Action Plan
TOR	Terms of Reference
WB	World Bank
WBG	World Bank Group

Table of Contents

ABBREVIATIONS	1
1.0 PROJECT DESCRIPTION.....	4
1.1 Introduction	4
1.2 Project Background.....	5
1.3 Project Components	7
1.4 Scope of Potential Impact.....	15
2.0 POLICY, LEGAL AND PRINCIPLES GOVERNING RESETTLEMENT	17
2.1 Land Acquisition Policy of Bangladesh Government	17
2.2. World Bank OP 4.12	19
2.3 Land Taking Principals under the project.....	20
3.0 RESETTLEMENT PROCESS AND APPROVAL	22
4.0 PROCESS OF VOLUNTARY OR TEMPORARY LAND DONATION	24
4.1 Preparation of land survey map and documentation.....	25
4.2 Establishing informed consent.....	26
5.0 STAKEHOLDER ENGAGEMENT AND SUGGESTIONS FOR HANDLING GRIEVANCE MECHANISM	27
5.1Key Stakeholders.....	28
5.2Outcomes of Consultation Meetings	30
5.2 Consultation and Disclosure Roles and Responsibility	33
6.0 GRIEVANCE REDRESS MECHANISM	36
6.1Tracking the Stakeholder Engagement and GRM:.....	41
7.0 ENTITLEMENTS.....	43
7.1 Entitlement for DRP within the camp:.....	43
7.2 Entitlement for Host Communities:.....	43
8.0 INSTITUTIONAL ARRANGEMENTS AND IMPLEMENTATION	51
8.1Project Implementing Unit (PIU).....	53
9.0 MONITORING AND REPORTING	54
Appendix 1: Voluntary Land Donation Form	58
Appendix 2: Social Screening Form.....	59
Appendix 3: Outline of a Resettlement Action Plan	61

List of Tables

Table 01: Summary of Project impacts and its significance.....	15
Table 02: Land Acquisition Process under ARIPA, 2017	17
Table 03: Consultation Meetings Summary.....	28
Table 04: Outcomes of Consultation meetings.....	31
Table 05: Stakeholders influence on project	32
Table 06: Consultation and Disclosure Roles and Responsibilities	34
Table 07: Structure and membership of GRC	31
Figure 01: GRM System.....	40
Table 08: GRM Structure Prior to the commencement of Overall GRM Service by the Specialized Agency.....	41
Table 09: Entitlement Matrix for the Host communities.....	44
Table 10: Entitlement Matrix for the DRP at Camp	41
Table 11: Monitoring process of key indicators.....	55

1.0 PROJECT DESCRIPTION

1.1 Introduction

This updated Resettlement Policy Framework is applicable for both EMCRP (parent project) and Additional Financing (AF). The proposed AF for EMCRP will support the Government of Bangladesh (GoB) in enhancing the displaced Rohingya population's and host communities' resilience to extreme events and increasing access to energy, water, and sanitation. Due to the urgency of the situation, the activities under AF will focus on mitigating the mid-term impact of the situation on refugees and host communities. In addition to the parent project, the IDA-18 Regional Sub-Window's purpose is to help refugee-hosting countries to: (a) mitigate the shocks caused by an influx of refugees, and create social and economic development opportunities for refugees and host communities; (b) facilitate sustainable solutions to protracted refugee situations, including through the socioeconomic inclusion of refugees in the host country and/or their return to their country of origin; and (c) strengthen preparedness for increased or potential new refugee flows. The AF will contribute to a suite of interventions across several priority sectors that will complement humanitarian efforts and support the government in developing a broader strategic response to the socioeconomic dimensions of the ongoing crisis.

Since August 25, 2017, extreme violence in Rakhine State, Myanmar, has driven an estimated 727,000¹ people from the Rohingya community across the border into the Cox's Bazar District of Bangladesh. This exodus brings the total number of Displaced Rohingya Population (DRP) in the district to about 919,000² in what is one of the fastest developing forced displacement crises in the world. Total 85% of the DRP are living in collective sites, 13% in collective sites with host communities, and 2% in dispersed sites in host communities. In Ukhia and Teknaf, the two Upazilas where most of the DRP have settled, they outnumber the host community by over a factor of three.

The Emergency Multi-Sector Rohingya Crisis Response Project (EMRCRP) will strengthen the Government of Bangladesh systems to improve access to basic services and build disaster and social resilience of the displaced Rohingya population. The project will support water supply, sanitation and integrated waste management, hygiene promotion, the construction of multipurpose disaster shelters cum primary schools/community centers, construction of access and evacuation roads and bridges, improvement of roads and footpaths, disaster risk management, strengthening community resilience and institutional system to enhance service provision to the displaced Rohingya population.

This RPF has been prepared as part of the Environmental and Social Management Framework (ESMF) for ECSDRP to provide guidance to client and implementing NGO in situations where sub-component/components may require the use of land on a temporary or permanent basis and/or through voluntary land donations. Accordingly, the RPF has been prepared to set out the policies and procedures for preventing or mitigating adverse impacts related to involuntary land acquisition and resettlement because of proposed project and sub-projects. This RPF set also the process that need to be duly implemented regarding voluntary donation.

The purpose of the resettlement policy is to ensure that people and households affected by the project can maintain or improve their pre-project living standards. The objective of the RPF is to minimize involuntary resettlement and to provide a framework for assessing concerns of PAP and

¹ ISCG: Situation Report Rohingya Refugee Crisis, (September 27, 2018)

² IOM Needs and Population Monitoring round 11

PAH who may be subject to loss of land, assets, livelihoods and well-being or living standards because of the construction of proposed project/sub-projects.

The RPF establishes guidelines for determining land loss eligibility and includes a description of what a voluntary land donation might entail. The RPF does not have comprehensive baseline information to define detailed compensation packages. These determinations can be completed at the Abbreviated Resettlement Action Plan (ARAP) or Resettlement Action Plan (RAP) stage of project implementation when more comprehensive and up-to-date project information is available.

1.2 Project Background

DRP Communities:

Almost all the DRPs are hosted in some of the world's most congested areas, including in the Kutupalong "mega-camp", which has fast become the largest refugee camp in the world. The DRPs account for about one third of the total population in Cox's Bazaar, a district that was already facing severe development challenges. They are sheltered in makeshift shelters and extremely congested settlements, in areas that have minimal access to basic infrastructure and services and are prone to natural disasters, especially cyclones and floods. Setting up of camps has led to rapid deforestation, further increasing vulnerability of the DRPs to disasters and monsoon rains. Relocation of households most at-risk from landslides and flooding is underway, but there is insufficient suitable land available to accommodate even the highest-risk category.

The influx is straining existing infrastructure and degrading an already resource-constrained social service delivery system and the environment in Cox's Bazar District. Stress on existing water points has increased over 20-fold with the new influx, rendering many of them dysfunctional while disposal and treatment of fecal sludge has become a challenge. Over 70 percent of water stored in households is contaminated, and there have been outbreaks of diseases like diphtheria, measles, and diarrhea. The influx has increased strain on referral and inpatient services provided by the District hospital and the two Upazila Health Complexes.

Electricity has been identified as one of the top three priorities requested by refugees¹. Along with refugee households, electricity connection is badly needed for other facilities like health centers, learning centers, food distribution centers, children and women friendly centers etc. Though a main distribution grid is being developed under an ADB funded project, it will be able to connect only a part of those common facilities closer to the grid. There are around 240,000 refugee households, 3,000 learning centers, 27 Primary health centers, 50 health posts and the electricity needed to support basic lighting for evening hours and ceiling fans at common facilities is estimated at 6,870 kWh per day. The Energy and Environment Technical Working Group (EETWG) identifies solar PV nano-grids and mini-grids as the most viable solution in areas having no potential access to the grid and where the cumulative load is too high to be met by solar home systems (SHS). To ensure access to sustainable electrical energy, around 1050 mini-grids/nano-grids would need to be established by 2021 as estimated by EETWG. At present only 50 nano-grids (6kWp each) are under implementation with the support from ADB and two mini-grids (40kWp each) by UNHCR which will provide electricity to around 15000 households.

To help address this need, through the additional financing under subcomponent 1.B aims to construct around one hundred solar PV nano-grids. The capacity of the nano-grids would vary in a range of 4.0kWp to 8.0kWp depending on the load pattern and availability of space. Each nano-grid would connect common facilities and/or upto 200 households within 1 km radius via overhead

distribution lines. Where relevant and viable, small battery storage system would also be included. The solar PV panels would be installed on the roofs of the control unit (around 150 sq-ft for a 4 kWp system) and also could be mounted on roof of the suitable common facilities including planned multipurpose centers financed by the Project. Sites for installing control unit and rooftop space for solar panels will be identified in coordination with Site Management & Site Development (SMSD) and EETWG. The systems would provide electricity for lighting at households, for lighting, cooling and running medical equipment at health facilities, for ceiling fans and lighting at learning centers, as well as for other priority needs of identified beneficiaries. The nano-grid intervention would thus support safety, living conditions and wellbeing of refugees and offset expensive and emission intensive electricity generation from diesel generators in essential common facilities.

Host Communities:

The immediate effect of Bangladesh hosting about a million people is that prices of daily essentials have risen by about 50 percent, wages of day labourers have decreased, some 2,500 households fell below the poverty line, about 5,500 acres of reserve forests have been decimated and 1,500 hectares of wildlife habitat destroyed. Day labourers are bearing the brunt of the refugee influx since cheap labour is available from the Rohingya community and a ban on fishing on the Naf River along the Bangladesh-Myanmar border is causing hardship and threatening livelihoods of some 35,000 fishermen and their dependents. These fisher folk families each had, according to the study, an annual income of around Tk 70,000 per annum which has now all but dried up.

In the face of this massive crisis, governance institutions are becoming even more limited in their effectiveness. Some local administration and sector officials spend 50 per cent or more of their time on Rohingya matters, resulting in delayed if not scaled down public service delivery. They also work on weekends without remuneration. Overlapping roles add to the confusion.

Between August 2017 and March 2018, at least 100 ha of crop land in Teknaf and Ukhiya was damaged by refugee activities, in addition to 76 ha of arable land that has been occupied by refugee settlements and humanitarian agencies. Around 5,000 acres of land have been rendered useless because of sandy soil flowing down from the mountain slopes, which are being used for refugee housing purposes. Grazing lands have been destroyed (UNDP 2019).

To supply water to the refugees, an estimated 5,731 tube wells were installed between August and December 2017 (of which about 21 per cent had become non-functional by the end of January 2018) (ISCG, 2018a). This excessive dependence on groundwater is lowering the water levels in the area. The water levels around the camp areas are reported to have fallen between 5 and 9 m. Freshwater options in the affected areas are extremely limited, particularly in Teknaf, where the bedrock surface at 25–30 m below ground level makes deep tube wells a costly option for the locals. Irrigation wells are slowly drying up as the water table is falling as a result of watershed destruction and a significant reduction in the recharge of groundwater reserves. Continued pressure on the aquifer may result in salt water intrusion, rendering it unusable.

Teknaf has always faced a lack of freshwater for agricultural production. Faecal contamination is now present in more than fourth fifths of sources, and 93 ha of arable land around camps cannot be cultivated. An additional 380 ha cannot be cultivated owing to lack of water for irrigation (UNDP 2019).

The situation of displaced women and girls, who account for 52 percent of the DRP in Bangladesh, is particularly difficult. Women among the DRP had been subjected to gender-based violence (GBV) even before they fled to Bangladesh and remain at risk in the camps, including of trafficking. Psychological distress is highly prevalent, as girls and boys have witnessed horrific violence in Myanmar, including seeing family members killed and their homes burnt down. There is a relatively large share of female-headed households, who would be particularly vulnerable to social exclusion.

The parent project and AF will ensure gender mainstreaming across all the proposed activities (identify gaps, present analyses, incorporate measurable indicators against specific actions for gender outcomes). All proposed infrastructure, facilities and services (latrines and WASH facilities, roads, renewable energy facilities, shelters etc.) will be designed, implemented and delivered in a gender inclusive manner; with the cognizance that in the absence of this there is a risk that the proposed activities may have negative gender impacts. Emphasis will be put on women's safety and privacy. Addressing gender and gender-based violence issues, as well as ensuring inclusion of women, children, youth, elderly and those who are differently abled, as recipients of project benefits in an equitable manner is important to reach satisfactory project outcomes.

1.3 Project Components

There are four components of this project. Among the components, Component 1 and component 3 is scaled up with "Additional financing to the Emergency Multi-sector Rohingya Crisis Response Project" and component 2 is scaled up with "Additional financing to the Social Safety Nets for the Poorest Project". The AF will support the whole Cox's Bazar area.

The project activities under additional financing will scale up activities under component 1 and component 3 to support host communities and DRP. The activities will be piped water supply schemes, rainwater harvesting systems, construction of toilets, integrated fecal sludge and solid waste management system, construction of drainage, rubber dams for irrigation, jetty rehabilitation, climate-resilient primary schools/disaster shelters, and climate-resilient community service centers/disaster shelters, climate-resilient access and evacuation roads and footpaths, awareness program for sanitation etc. Additionally, project will support construction of lightning protection systems, solar street lights, nano-grids, firefighting/search and rescue warehouses which will benefit both Host and DRP communities to reduce the vulnerability. As part of the capacity building, different training programs will be arranged including for the unskilled labors. Training will involve social safeguard compliances, working condition of the labors and labor influx management, occupational health and safety etc.

The four components of the proposed project are described below.

Component 1: Strengthening Delivery of Basic Services, Resilient Infrastructure, Emergency Response, and Gender-Based Violence Prevention

Subcomponent 1.A: Resilient Water, Sanitation and Hygiene

The objective of this subcomponent is to support improved access to safe water and sanitation (with climate resilient features to reduce the risk to climate vulnerability and disasters) as well as hygiene promotion in a gender and socially inclusive manner.

This subcomponent will establish improved water supply service with a combination of community standpoints, rainwater harvesting, and piped water supply systems. The water supply scheme will

comprise of: (i) resilient mini piped water supply schemes (including rehabilitation of existing tube wells connected with solar powered photovoltaic (PV) pumping systems with elevated platforms above flood level); (ii) resilient tube wells (rehabilitation of existing tube wells with elevated platform above flood level); (iii) mobile desalination plants in Teknaf; (iv) water resource mapping and water quality monitoring including water resource availability considering climate vulnerability and extreme weather conditions; (v) resilient rainwater harvesting system and (vi) a feasibility study for climate-resilient surface water treatment options in Teknaf and surrounding areas. These interventions are expected to improve the quality, resilience, and sustainability of water services, as well as help, reduce water losses for DRP and host communities.

These facilities will also serve single or multiple villages in host community through house or shared connections and camp areas through community standpoints based on the needs and viability. O&M of the facilities will be critical which will be in built with construction during the project period. For the O&M of resilient mini piped water scheme, private sector will be engaged through competitive bidding on behalf of the Union Parishads (UPs) in host communities, which would own the asset whereas deep tube wells will be operated and maintained by the community using their own funds after the project period.

This subcomponent will also aim to improve access to resilient and eco-friendly sustainable sanitation. It will finance safe and acceptable sanitation services focusing on the entire sanitation service chain i.e. containment, collection, transport, treatment and safe disposal of fecal matter through: (i) construction of climate resilient improved individual and chamber community latrines (including measures for gender segregation; bath and cloth washing facilities, with water source, septic tanks and solar lighting system) with resilient superstructure and raised platform (above flood level) to enhance resilience against heavy rainfall and flooding; (ii) construction of biogas plants to capture and combust methane for energy in the camps with flood protective measures; (iii) construction of integrated waste and fecal sludge management systems, co-composting plants and waste collection facility with solar energy system, resilient superstructure, and raised platform (above flood level); (iv) design and construction of resilient drainage systems in growth centers for the management of storm water and (v) hygiene promotion, awareness program on sanitation, FSM, and safe water use, training on Operation and Maintenance (O&M) of the WASH interventions including climate vulnerability and disaster risks. Community mobilization will be critical for behavioral change as well as the O&M of the facilities. These interventions will contribute to improve sanitary and hygiene conditions in the camps, soil, and water contamination due to untreated fecal discharge to the environment, and to produce agricultural fertilizer and a clean renewable energy source for community use.

In the host community, the resilient and eco-friendly sustainable sanitation facilities will cover very poor households (around 12% of total population) through grants and moderate poor and non-poor households will be motivated to shift from unimproved to improved facilities through behavior change campaign and sanitation marketing which will include capacity building of local entrepreneurs to further develop a sustainable supply chain for rural sanitation. The behavioral change strategy will be formulated by blending demand creation and awareness raising activities, emphasizing health benefits. These interventions will contribute to improve sanitary and hygiene conditions both in the camps and host community.

Table 1: Summary of scale-up activities under sub-component 1A

Activities	Parent project	Additional Financing
Restoring tube wells	400	1500

Installing mobile desalination plants	4	
Mini piped water supply system (incl. tube wells, pump house, OHT, pipe network, water carriers and solar panel)	28	32
Water quality monitoring including water resource availability	428 wells	
Rehabilitation/New Construction of improved individual latrines	3000	10000 (will benefit additional 83, 500 people)
Construction of HHs bio-fill toilet	500	2000 (will benefit additional 20,500 people)
Construction of chamber community latrines/public toilet (with water source), septic tanks and solar support	70 latrines	20 (will benefit additional 3,400 people)
Construction of a composting and biogas plant	30	
Construction of integrated waste and fecal sludge management (FSM) system	Lump sum	
Drainage installation and Improvements		will benefit 5,500 people
Installation of rain water harvesting system		200 (will benefit additional 1100 people)

Subcomponent 1.B: Basic Services, Resilient Infrastructure, Emergency Response, and Gender-Based Violence Prevention

The objective of this subcomponent is to support improved access to basic services, climate resilient infrastructure, emergency response services, in a gender and socially inclusive manner, and support a scale up of the gender-based violence prevention program. The disaster risk profile of the area will be incorporated in the design and execution of the activities to ensure increased sustainability and resilience.

This subcomponent will finance: (i) construction of all-weather resilient access and evacuation roads as well as internal roads to increase readiness and resilience to natural hazard events, including associated storm-water drainage network and slope protective works to reduce the risk of landslides; (ii) construction of climate resilient culverts and bridges (aligned with the storm water drainage network) to drain the increased surface run-off from extreme precipitation and flooding; (iii) repair, rehabilitation and construction of rural markets for DRPs and jetty in host communities incorporating resilient and environmentally friendly features including elevated platform above flood level; (iv) installation of solar powered street lights in DRP camps and host communities areas to improve energy efficiency, help increase safety, in particular of woman and children; (v) walkways; (vi) construction of climate resilient rubber dams for flood control for DRP and host communities and irrigation for host communities; and (vi) installation of lightning protection systems in DRP camp and host communities areas to decrease vulnerability to lightning strikes resulting from extreme hydro-metrological events; (viii) installation of eco-friendly and energy efficient solar PV nano-grid schemes for increasing access to sustainable electricity to households and shared facilities like health centers, learning centers, children and women friendly spaces having no potential access to the grid and where the cumulative load is too high to be met by solar home systems (SHS); and (ix) support environmental protection works and afforestation to reduce the effects of climate change and damaged biodiversity in the DRP camps and host community. Sealing the surface of roads, storm-water drainage network, culverts and bridges, slope protective works will help prevent washouts while maintain critical access for logistics and resources to the Camps, overall enhance the resilience of road infrastructure. These activities will also benefit to reduce soil erosion and surface water contamination and improve hygiene condition.

This subcomponent will also finance construction of climate resilient multi-purpose disaster shelters/primary schools and climate resilient multi-purpose disaster shelters/community service centers including rainwater harvesting, solar powered lights and climate proofing connecting roads (above flood level) to provide a haven from cyclones, storm surges, and strong winds.

This subcomponent will support improved emergency response services to better prepare for catastrophic events including climatic hazards through: (i) contingency planning for evacuation and emergency preparedness; and (ii) strengthening community based early-warning systems for hydro meteorological hazards; (iii) improved search & rescue operations including equipment and training of the first responders, Fire Service and Civil Defense (FSCD) in the onset of extreme hydro meteorological events and geophysical hazards.

This subcomponent will also finance the establishment and operation of gender-friendly spaces incorporating some resilient features including elevated platforms (above the flood level) which would be linked to the Gender-Based Violence (GBV) referral pathway and be a safe space for women and adolescent girls. This will represent a scale-up of GBV prevention and treatment services to be delivered through the women and children centers, door to door services, and interactive workshops on general and specific topics, assessments to determine barriers including extreme hydrometeorological events as well as geo-physical hazard to access services in the camps and ways to address them, and the development of a GBV referral pathway that will link with the ongoing Bank-financed Health Services Project in support of the DRPs and existing referral pathways being implemented by other development agencies and the development and implementation of a GBV prevention program for adolescent boys.

To ensure that the benefits of the project reach everyone in an inclusive manner, a concerted effort will be made to: (i) design services in a gender-informed manner and reach women and girls through appropriate targeting approaches; (ii) the promotion of child-friendly and disability friendly approaches to service delivery; (iii) mobilize local communities to ensure the participation and inclusion of the most vulnerable groups through the use of the organizations and volunteers described below under component 2; (iv) formation of water and sanitation committees for O&M, and (v) adoption of resilient and climate-friendly features to free from female dependent labors such as collection of firewood for household fuels.

Table 2: Summary of scale-up activities under sub-component 1B

Activities	Parent project	Additional Financing
Construction of climate resilient multi-purpose disaster shelters/ primary schools	23	20
Construction of Climate Resilient Multi-purpose disaster shelter/ community service centers	30	10
Climate resilient access and evacuation roads	205km road	50km
Roads and Footpaths in camps	25km	
Construction of climate resilient access and evacuation bridges	10 bridges	
Local markets improved	6 markets	
Installation of Solar Street Lights	1500	2500
Installation of lightning protection systems	375	600
Construction of warehouses for firefighting and search & rescue equipment	9 stations	2
Construction of Rubber Dam and Jetty rehabilitation		rubber Dam-6

Solar PV nano-grids	130	
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Component 2: Strengthening Community Resilience

This component will address economic and social resilience of the vulnerable through their engagement in community services and workfare schemes. Under this component, DRP households will participate in subprojects and activities intended to enhance community services for the vulnerable (woman, children, disabled and elderly); strengthen their engagement mechanisms (through mobilization, outreach and GRM activities); contribute to climate and environment risk mitigation; improve camp living conditions through cleaner environments, and prevent anti-social behavior. This component will be also scaled up under Safety Net System for the poorest (SNSP)-Additional Financing (IDA18 Regional Sub-Window for Refugees and Host Communities).

Beneficiaries will be selected from among the DRP community to participate in activities and subprojects on a demand basis. Inclusive community services will prioritize subprojects that fill service gaps for vulnerable groups, while the community workfare schemes will be identified by camp authorities based on prevailing needs. Adequate training will be provided to the participating DRP community members on their respective compliance measures – participation in awareness raising/community mobilization sessions or in workfare schemes - and participation will be monitored. Stipends for their participation will provided through a secure, transparent and accessible mechanism that will enable households to purchase food and non-food items in a safe and dignified environment.

Subcomponent 2.A: Community Services

The objective of this subcomponent is to connect and engage women, children, elderly and persons with disabilities in community services catered to the vulnerable population. These community engagement activities will be carried out through a network of Rohingya volunteers and will cover about 60,000 beneficiary households. It will finance: (i) stipends for participants; (ii) supporting materials, and (iii) management activities (which includes planning, selection of beneficiaries, and supervision of participation and delivery of stipends).

The subcomponent will support provision of and participation in awareness generation activities covering issues including: climate and disaster risk resilience or mitigation; community-based early warning systems of cyclones, flood and other natural disasters; adoption of clean energy for cooking which will serve to reduce deforestation for firewood collection; nutrition; prevention of child abuse, child marriage, GBV, sexual harassment, and trafficking of women and children; illegal drug trade. Other activities will include provision of child care and elderly support services; community group facilitation to strengthen social networks; grievance management volunteer groups, and other communication and outreach activities. These activities will be held in small groups in locations identified to be best suited to their delivery and convenient for participants to attend. Payments to participating households will be made through the e-voucher scheme supported by the WFP. Implementation will be supported by a UN agency and or a Civil Society Organization (CSO) and details of sessions, logistics and monitoring will be described in the Project Operations Manual.

Subcomponent 2.B: Community Workfare

This subcomponent aims at reducing the likelihood of at-risk-youths' participation in anti-social behavior by engaging them in workfare on basic infrastructure maintenance that would help to reduce climate vulnerability and disaster risks as well as camp cleaning and maintenance activities.

Engaging the working-age youth can also contribute towards improved mental and emotional wellbeing through their participation in labor-intensive activities that also serve to enhance camp livability. This subcomponent will finance: (i) wages for beneficiaries in exchange for their work in rehabilitating or maintaining the environment where they live or camp assets; (ii) capital inputs for the subprojects, and (iii) supervision of participation and delivery of wages. The wage rate will be set at the prevailing official minimum wage for the DRP and as determined by district authorities and the ISCG. Each beneficiary household representative will work for a maximum of 120 person-days for a period of three years. Simple community workfare, which is unskilled labor intensive by nature includes (minor) slope protective works, storm water drainage network as well as bag gardening/vegetation for soil retention and tree plantation. These interventions will reduce the vulnerability to landslides and soil erosion, provide vegetation cover in the camp sites and carbon sinks, as well as drain the increased surface run-off from excessive rainfall inside the DRP camp area. The use of labor-intensive technologies in the construction and maintenance of these infrastructure also contributes to reduced greenhouse gas emissions in otherwise machine-dominated construction/ maintenance.

The number of beneficiaries in each camp will be selected according to its relative population. Approximately 40,000 households with able-bodied adults (aged 18 to 29) willing to accept the prevailing wage rate will self-select to work. If the number of eligible people willing to participate exceeds the opportunities available, a first-come first-serve approach will be used to select the beneficiaries. A waiting list will be kept for participant turnover. Each household will be allowed to register up to two eligible adults as alternate participants to ensure that on occasions where the primary household representative is not available, the alternate could work in his/her stead to guarantee continuous participation and payment in the works activities.

Community subprojects will be identified by the CiCs in conjunction with the UN agency/CSO that will support implementation. The RRRC will approve subprojects to be implemented subject to meeting the criteria that a minimum of 80 percent of the combined subprojects' expenditure in the camps will be paid as wages using e-vouchers to the participating poor households. Eligible subprojects selected from camps will be validated with communities to ensure that the needs and interests of beneficiary communities are served. As a precondition for eligibility, camps will be required to put in place and record arrangements for asset management, which in turn will generate further work opportunities for households. CSOs will be engaged to provide quality assurance of the assets. Payments to participating households will be made through the e-voucher scheme supported by the WFP. Details of the menu of subprojects and eligibility criteria will be detailed in the Project Operational Manual.

Component 3: Strengthening Institutional Systems to Enhance Service Provision to the Displaced Rohingya Population

The objective of this component is to strengthen the GoB's capacity to plan and coordinate DRP response (including disaster response) and manage and coordinate project implementation. This includes surge capacity increase through equipment, systems, and staffing to address the needs of the DRP including risks to climate vulnerability and disasters. Through the additional Financing, this component will also scale up support strengthening LGED, DPHE and GBV services and construct two training facilities for LGED and DPHE to conduct training for consultants, safeguard experts, unskilled experts and technical experts.

Subcomponent 3.A: Strengthening MoDMR, NTF, RRRC, CiC, and Line Ministry Systems

MoDMR has historically played an important role in similar influx management in Bangladesh. MoDMR's Refugee Cell leads the coordination of refugee-related initiatives and has direct oversight of the Refugee Relief and Repatriation Commissioner (RRRC at the district level which is represented by the CiCs at the camp level). According to GoB's Allocation of Business (revision Dec. 2014)³, MoDMR is mandated to coordinate all activities related to emergency response management besides disaster management. However, to fulfill this central coordinating role in the current influx crisis, MoDMR's capacity needs to be increased through strengthened institutional and administrative systems at the national, district and camp level.

National: At the national level, this subcomponent aims to enhance the capacity of MoDMR and the NTF to plan, coordinate and respond to the needs of the DRP including after extreme hydromet events that affect particularly refugees in the Cox's Bazar area through: (i) policy dialogue on emergency and refugee management, response and coordination support;⁴ (ii) exchange and knowledge sharing with other countries with similar experiences on best practices for refugee management and response; (iii) (v) development of refugee-crisis information management systems as well as benefit transfer mechanism; and (vi) central level communication and reporting mechanism.

RRRC: To strengthen this unit's capacity to coordinate, have oversight and report on field activities in Cox's Bazar (during/after disasters as well) including: (i) technical advice to improve planning and management of multi-agency activities in the camps; (ii) information systems, equipment and training to manage the reporting mechanism, benefit transfer oversight and refugee registry; (iii) logistics and technical support for improved coordination; and (iv) consultant remuneration for coordinator at the RRRC.

Camp-level: To strengthen CiCs' governance and DRP engagement capacity (including emergency response to disasters) as well as fostering community participation through the enhancement of the Rohingya volunteer network. This activity will finance: (i) two staff at the CiC level (one for GRM and one volunteer network supervisor); (ii) training and technical assistance on grievance management, community engagement and gender mainstreaming;

DRP Engagement Structure (Volunteer Network). Presently, the CiC personnel mobilize DRP through a volunteer network comprised of Rohingya community leaders (known as Majhi). This project will support the enhancement of the volunteer network to serve as the Government's main DRP engagement structure which will serve as the last mile delivery tool through which LGED, DPHE, and MoDMR will streamline outreach, behavior change communication (through ToT strategies) as well as the grievance redress mechanism. The volunteers will be chosen in a transparent, inclusive and representative manner giving due consideration to women and other vulnerable groups in this process. The DRP engagement structure will not only provide social resilience activities to the population, particularly women (supported through subcomponent 2A inclusive community service), but it will allow for the contextualization of the messaging and awareness-raising activities to the culture and language of the DRPs. For this purpose, this subcomponent will finance the service of a specialized agency (SCO) to set-up and facilitate the functioning of the DRP engagement system. The SCO will hire experienced staff to be placed at the CiC office for the recording of grievances and providing feedback to the community. The agency will also facilitate, supervise and monitor the DRP engagement mechanism, which includes: (i) selection and training of volunteers; (ii) monitoring and reporting activities; (iii) periodic CiC-volunteer meetings; and (iv) distribution of IEC materials.

³Cabinet Division, Bangladesh.

⁴ The Inter-Ministry Meeting on Execution, Monitoring and Coordination of Humanitarian Assistance activities for Forcibly Displaced Myanmar Nationals (headed by MoDMR) and the National Task Force (led by MoFA).

Subcomponent 3.B: Strengthening LGED, DPHE, and GBV Services

This subcomponent will strengthen the capacity of government agencies to provide essential services to the DRP and respond effectively to potential emergencies and extreme hydro-meteorological events particularly in the Cox's Bazar area. The subcomponent will encourage harmonization or transfer of systems and capacities between UN, other specialized agencies and the GoB, in the provisioning of basic services, infrastructure improvement, and emergency response services for the DRP and will also focus on the gradual transition of service delivery from humanitarian to country systems.

DPHE is the lead agency responsible for drinking water supply and sanitation in the country apart from the jurisdiction of Water and Sewerage Authority (WASA) of Dhaka, Chittagong, and Khulna. Access to improved and climate resilient water supply and sanitation facilities by the DRP is expected to contribute to poverty reduction and gender equality among the DRP by addressing burdens especially borne by women and girls.

This subcomponent will enhance the institutional capacity of DPHE to provide services to the DRP through: (i) technical training of DPHE staff; (ii) strengthening the technical capacity of DPHE to improve the camp sanitation, fecal sludge management, and safe water use; (iii) training of frontline public health workers; (iv) training on community WASH management (v) construction of WASH training facilities; and (vi) training of frontline public health workers.

LGED is the lead agency to develop rural and urban infrastructure as well as small scale-water resources. In addition, they construct primary schools and have been the implementing agency for all Bank-financed multi-purpose disaster shelters. They are also responsible for roads, bridges, culverts as well as emergency construction, repair, and maintenance after a disaster. This subcomponent will enhance the capacity of LGED's staff working in and around the DRP camps through: (i) technical training of LGED staff; (ii) strengthening the technical capacity of LGED to develop risk-informed maintenance guidelines for the roads and associated drainage network in and around the DRP camps and host communities; (iii) develop a training and capacity building program for LGED to evaluate additional resilience-enhancing measures and to prepare guideline to consider resilience in design of road works on geohazards (earthquake and landslides) risks in and around the DRP camps and host communities; and (iv) technical assistance to support new site plans for service delivery to DRP and identify needed infrastructure (internal roads, solar street lights, lightning protection systems, drainage, markets) and (v) construction training facilities. Considering the climate vulnerability and disaster risks of the DRP, this subcomponent will also provide capacity building sessions on (i) hazard, vulnerability and risk; and (ii), emergency crisis response during disasters in the DRP camps and host communities.

Strengthening services for prevention of GBV. Under this subcomponent, LGED will engage a specialized agency to carry out a GBV needs assessment to determine the current needs, coverage, and quality, and gap assessment for GBV services, and address gender-based barriers resulting from climate and disaster risks. This assessment will inform Project activities as well as serve as a basis to design a more comprehensive GBV prevention and treatment approach in Cox's Bazar including among others, local labor participation strategies, and labor recruitment/management strategies which would need to be included in civil contracts. This activity is directly linked with Component 1b intervention, scale-up of the GBV prevention and treatment services program.

Component 4: Contingent Emergency Response Component (CERC)

The objective of this subcomponent is to cater to unforeseen emergency needs. In case of a major natural disaster, the Government may request the Bank to re-allocate project funds to this component (which presently carries a zero allocation) to support response and reconstruction for the benefit of the DRP. Disbursements under CERC will be contingent upon the fulfillment of the following conditions: (i) the Government of Bangladesh has determined that an eligible crisis or emergency has occurred and the Bank has agreed and notified the Government; (ii) the Ministry of Finance has prepared and adopted the Contingent Emergency Response (CER) Implementation Plan that is agreed with the Bank; (iii) LGED, DPHE and MoDMR have prepared, adopted, and disclosed safeguards instruments required as per Bank guidelines for all activities from the CER Implementation Plan for eligible financing under the CERC; and (iv) the expenditures under the component will be to benefit the DRP.

1.4 Scope of Potential Impact

The project may cause social impacts within the camps and outside camps in host communities. Within the camps, project may require to shift or re-align some structures (expected to be few in terms of scale, involving quick rebuilding in nearby spaces within the camps) to make way for the infrastructure and service provision envisioned by the project. All such activities will be done on a purely voluntary basis, and after the shifting and rebuilding activities are completed (the tents and bamboo structures with plastic sheeting for roofs are makeshift in nature and can be quickly rebuilt) by the responsible agencies. No land acquisition will take place within camps.

Within host communities outside camps, Construction/extend the existing roads or bridges, construction of dams, cyclone shelters, mini pipe lines, training centres, fire service and civil defense building construction, may affect some squatters. During construction works, project may affect some agricultural land and assets as well. If land is required, project will try to take those lands on voluntary basis. If private land acquisition is unavoidable within the host communities, acquisition may take place following the guidelines of OP 4.12 and ARIPA 2017. OP 4.12 will be triggered as a precaution and especially for the private lands in case it is necessary to compensate local owners (for crop-losses, or losses accruing from dumping/moving construction materials etc.).

Table 03: Summary of Project impacts and its significance

Impacts	Activities	Significance of Impact
Land	Component 1 and 2 may require land temporarily for different activities like mini piped water schemes and tube-wells (rehabilitating existing tube-wells), mobile desalination plant, fecal sludge management system, community latrines, disaster shelters, improvement and construction of rural roads and culverts, etc. No land acquisition is allowed within camp. Under AF, two training facilities will be constructed.	Project impact will be minimal, as no land acquisition will take place within the camp. If acquisition is unavoidable within the host communities, compensation will be paid according to OP 4.12 and ARIPA 2017. If land taking is required, project will take land on rent or voluntary donation method. Majority of the activities will be carried out within the camp areas. Activities within the host communities will be on the existing roads, culverts etc. Disaster shelters will be constructed either on existing schools or on government land. If project requires any private land for construction of pipe lines under AF and parent project, it will be taken using voluntary donation method with prior consultation with the landowners.

		Training facilities will be constructed on government land.
Residential and commercial structures	Due to the project activities, project may require shifting few makeshift structures within the camps. Project will not conduct any activities that require shifting residential or commercial structures from the host communities.	Project impact will be minimal, as no fixed structures will be impacted by the project. Only makeshift structures may be impacted on a temporary basis during the construction period.
Community Property	No community property will be affected by the project. Project will avoid any activities that may affect community property.	Project impact is insignificant.
Trees	Project will avoid cutting any trees.	Project impact is insignificant. Moreover, project will plant trees within the camp area and local communities.
Squatters	During construction/reconstruction of the existing road or culverts, some squatters may be affected.	Project impacts will be insignificant as if any squatters is affected, it will be temporary basis and project will pay compensation according to World Bank safeguard policies. Affected squatters will be also invited in different training sessions for livelihood, awareness, income restoration, community health and safety etc.
Labor Influx	Project will require labors during construction period	Project impact will be positive as all the unskilled labors will be engaged from DRP and host communities. Labor influx impact will be low. Moreover, unskilled labors will be trained under AF activities.

Moreover, during social assessment (social screening and impact assessment), particular issues of poverty, gender and social risks and impacts including risks of Gender-Based Violence (GBV) and sexual exploitation and abuse (SEA) will be assessed to confirm beneficiary needs, demands, capacities, constraints, willingness to participate in the project. The social assessment will develop baseline socioeconomic and poverty profiles to include population, income, occupation, education, and health conditions and concerns, and issues of gender, GBV and SEA. All data will be disaggregated by income group, ethnic group, and gender.

The survey results will serve as the baseline for poverty and social performance measures which promote social inclusion, gender equity, and women's empowerment; and the monitoring indicators which track the distribution of project benefits, particularly for vulnerable and marginalized groups.

Project will ensure women's representation and participation in decision-making processes and prevent benefit capture of project interventions meant for women, collect sex-disaggregated data to inform gender specific measures used in the project and gender targets, and develop mitigation measures to address potential constraints in access to benefits from project interventions and enhancement measures to support gender equity and empowerment.

2.0 POLICY, LEGAL AND PRINCIPLES GOVERNING RESETTLEMENT

2.1 Land Acquisition Policy of Bangladesh Government

Acquisition and Requisition of Immovable Property Act (ARIPA) 2017 is the legal framework on land acquisition in Bangladesh. 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) of the Act. The DCs thereafter 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. The previous ARIPO of 1982 did not prescribe the acquisition of officially registered places of worship, graveyards and cremation grounds for any purpose. However, the new Act of ARIPA 2017 under section 4 (13) permits the acquisition of those properties if it is for a public purpose provided the project for which the land is acquired provides for similar types of assets in some other appropriate place. Households and assets moved from land already acquired in the past for project purposes and/or government khas land are not included in the acquisition proposal and therefore excluded for considerations for compensation under the law. Lands acquired for a particular public purpose cannot be used for any other purpose. The new Act under section 4 (2) also facilitates the private organizations to request from the government to acquire the land for their development activities. Furthermore, the new Act under its section 15 provides for the acquisition of entire houses/buildings if their owners request to acquire the entire house or building against partial acquisition. The government is obliged to pay compensation for the assets acquired. The previous Ordinance of 1982 did not address social and economic impacts resulting from land acquisition such as compensation and other assistance for non-titleholder project-displaced persons such as informal settlers (squatters), occupiers, and informal tenants and lease-holders without registration document. Furthermore, the Ordinance did not provide for compensation for loss of livelihoods and incomes.

As solar PV panel will be connected through overhead distribution line, safety measures have to be taken according to electricity act 2018 and renewable energy act 2008. Capacities would be 4.0kWp to 8.0kWp. These nano-grids will be for DRP.

Table 04: Land Acquisition Process under ARIPA, 2017

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
Section 4(1)	Publication of preliminary notice of acquisition of property for a public purpose	Deputy Commissioner
Section 4 (3) (1)	Prior to the publication of section 4(1) notice; <ul style="list-style-type: none"> Identify the present status of the land, structures and trees through videography, still pictures or appropriate technology. 	Deputy Commissioner
	After the publication of the section 4(1) notice a joint	Deputy

	verification should be conducted with potentially affected households and relevant organizations.	Commissioner
Section 4 (7)	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
Section 4 (8)	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
Section 4 (9)	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
Section 5 (1)	Objections to acquisition by interested parties, within 15 days of the issue of section 4 (1) Notice	Affected Person
Section 5 (2)	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
Section 5 (3)	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
Section 6 (1) (1)	Government makes the final decision on acquisition within 60 working days after receiving report from the Deputy Commissioner under sec 5(3) notice.	Government
Section 6 (1) (2)	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
Section 7 (1)	Publication of the Notice of final decision to acquire the property and notifying the interested parties to submit their claims for compensation	Deputy Commissioner
Section 7 (2)	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
Section 7 (3)	Individual notices have to be served to all interested persons including the shareholders within 15 days of issuing Section 7(1) notice	Deputy Commissioner
Section 8 (1)	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
Section 8 (3)	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
Section 8 (4)	The requiring agency/person deposits the estimated award of compensation with the Deputy Commissioner within 120 days of receiving the estimate.	Deputy Commissioner
Section 9 (1)	During valuation of assets, Deputy Commissioner will	Deputy

	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.	Commissioner
Section 9 (2)	Additional 200% compensation on current mouza rate is added to the estimated value. If private organizations acquire, added compensation will be 300%.	Deputy Commissioner
Section 9 (3)	Additional 100% compensation on top of the current market price for impacts mentioned under sec 9(1) and (2)	Deputy Commissioner
Section 9 (4)	Appropriate action should be taken for relocation on top of the above mentioned sub-sections.	
Section 11 (1)	Deputy Commissioner awards the compensation to entitled parties within 60 days of receiving the deposit from the requiring agency/person.	Deputy Commissioner
Section 10 (2)	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 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.	Deputy Commissioner
Section 12	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

2.2. World Bank OP 4.12

The objectives of OP 4.12 with regard to involuntary resettlement are: (i) to avoid involuntary resettlement wherever possible; (ii) to minimize involuntary resettlement by exploring project and design alternatives; (iii) to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-project levels; and (iv) to improve the standards of living of the displaced poor and other vulnerable groups. The OP 4.12 covers physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas. It covers displaced persons whether such losses and involuntary restrictions are full or partial, permanent or temporary.

For any WB operation requiring involuntary resettlement, resettlement planning is an integral part of project design, from the early stages of the project cycle, taking into account the following basic principles:

- (i) Involuntary resettlement (IR) will be avoided or minimized as much as possible and where IR is unavoidable, displaced persons (DPs) will be compensated full replacement close for their losses;

- (ii) Improve, or at least restore, the livelihoods of all DPs and provide physically and economically displaced persons with needed assistance.
- (iii) Carry out meaningful consultations with affected persons, host communities, and concerned nongovernment organizations. Inform all displaced persons of their entitlements and resettlement options. Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status.
- (iv) Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets.
- (v) Prepare and disclosure a resettlement plan elaborating on displaced persons' entitlements, the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule.
- (vi) Consider and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits. Pay compensation and provide other resettlement entitlements before physical or economic displacement. Monitor and assess resettlement outcomes, their impacts on the standards of living of displaced persons, and whether the objectives of the resettlement plan have been achieved by taking into account the baseline conditions and the results of resettlement monitoring.
- (vii) Disclose monitoring reports.

2.3 Land Taking Principals Under the Project

Private land may require to use during construction period. No land acquisition will take place within camps. If private land is require to use from host communities, project will try to use those on voluntary basis through MoU between land owners and project. If land acquisition is unavoidable within host communities, project may acquire the land following the guideline of OP 4.12 and ARIPA 2017. Even private land is avoidable within host communities, World Bank safeguard policy OP 4.12 will be triggered as a precaution and especially for the private lands in case it is necessary to compensate local owners (for crop-losses, or losses accruing from dumping/moving construction materials etc.).

The overarching objective of the project/sub-project in relation to land taking is to assist the DRP and community people in restoring their livelihoods at least to the level equal to their pre-project level. Specific principles that apply include:

- Rehabilitate the project activities to avoid community residential areas and tents in the camp wherever possible to minimize physical relocation of people/DPR, and select alignments that minimize acquisition of private land and publicly held productive land;
- Ensure proper steps are followed during land acquisition in host communities (if require), land taking through land donation or land lease.

- Ensure design standards minimize the need to impose land use restrictions on adjoining areas of camp;
- Develop fair and transparent procedures, as defined in the Entitlement Matrix of this RPF to determine compensation for (i) temporary loss of land and/or assets during construction or rehabilitation; (ii) restrictions on use of land that may be applied to areas adjoining the alignment and ROW;
- Upon completion of rehabilitation or repair, restore land as best as possible to its original condition in the event of temporary disruption so as to enable landowners/users/lessees to resume their pre-sub project activities;
- Keep PAP, AH, and communities fully informed about the sub-project(s), the process that will be followed to acquire and compensate for land, and their related rights and avenues for redress;
- Ensure that aggrieved PAP and AH will have redress and recourse options and that solutions are in line with principles stipulated in this RPF and, importantly, are employed;
- All PAP and AH, without regard to legal status of property, will receive support of various kinds, as per the principles set out in the Entitlement Matrix, to assist them in their efforts to maintain their livelihoods and well-being prevailing prior to the sub-project. Squatters will not be compensated for loss of land but will receive compensation for loss of other assets which had been established prior to the cut-off date with their own finances, and for loss of income such that they are assisted in their efforts to maintain their livelihoods and wellbeing. Detailed measures to be implemented will be determined based on a corridor of impact (COI) census and socio-economic baseline survey conducted when the ARAP/RAP is developed;
- PAP and AH will be notified of the sub-project implementation schedule and consulted regarding the principles of land taking mainly voluntary land donation and loss of or damage to assets; and
- Damages to assets, such as standing crops, trees, fences and loss of income (including loss of harvest) will be minimized, however inevitable, and will be compensated without regard to legal status of ownership according to the Entitlement Matrix

3.0 RESETTLEMENT PROCESS AND APPROVAL

The sub-projects with physical works/interventions require screening. The social safeguard screening will occur during the project preparation stage as a soon as fairly accurate site location(s) is (are) known for the sub-project.

The social screening form provides a preliminary assessment of the potential impacts of the sub-project. The forms (provided in 2) 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 forms 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 (for higher risk sub-projects), these plans will be prepared according to ToRs included in ESMF (Appendix 4 and 5) and RPF. If the screening output indicates that a particular sub-project activity is expected to have low negative impacts, then appropriate mitigation measures need to be considered. The specific safeguard instruments and/or Social Screening Form will become part of legal agreement between PIU and a contractor. The steps in the screening process are provided in the table below.

Table 5: Screening procedures, responsibility and timing

Screening Step	Responsibility	Timing
Identification of Sub-Project (form provided in Appendix 2 of RPF and Appendix 1 of ESMF)	Implementing Agency PIU and Safeguard Support firm to complete the form.	After identification of potential location(s) for implementing sub-project
Social screening of sub-projects (form provided in Appendix 2 of ESMF,)	Environmental and social Safeguard Support firm and PIU (and consultants: Social Specialist; Gender Specialist; and Senior Social Specialist) to conduct social screening based on site visits and initial consultations with host community/DRPs as well as other agencies working in/near the proposed location(s). Safeguard Support firm to prepare screening report. World Bank safeguard team will review the samples of screening result, especially for the sub-projects which requires further assessment/plans.	Within 2 weeks of identifying potential locations(s) for implementing sub-project
Preparation of mitigation measures (Appendix 2 of ESMF)- for the sub-project	Environmental and Social Safeguard Support firm and PIU to evaluate feasible mitigation measures for the sub-project where further	Within 1 weeks of impact screening

where further detailed social assessment is not required	detailed social assessment or RAP is not required. World Bank safeguard team will review the samples of the proposed mitigation measures.	
Preparation of specific plans and instruments (RAP, ARAP) for the sub-project where further detailed social studies is required (Appendix 3, 4, 5 of ESMF and RPF)	Environmental and Social Safeguard Support firm, M&E firm and PIU to decide whether further assessment such as full-fledged RAP and related studies (Vulnerability Assessment for gender and GBV, elderly, children and orphans, persons with disabilities, other identified vulnerabilities would be required. Specific safeguard plans/instruments will be prepared according to the ToRs attached to the ESMF and RPF. World Bank safeguards team will review and clear safeguards instruments.	Within 1 weeks of determining mitigation measures and before any bidding documents are issued, contracts signed, or construction activities started
Implementation of mitigation measures and plans	The contractors will carry out the social mitigation measures/management plans/instruments according to the screening form/other safeguard instruments which will become part of the legal agreement between PIU and the contractor. World Bank safeguards team will review the status of mitigation/ESMPs implementation through supervision.	During construction and operation
Monitoring, Supervision and Reporting	The PIU with assistance from environmental and social support firm will supervise and monitor the implementation of mitigation measures/management plans/instruments. PIU will prepare a monthly monitoring report. World Bank safeguards team will review monitoring reports.	Regularly during construction and operations

Once the specific proposed sub-project locations are known, then an ARAP or RAP can be prepared as part of project implementation based on the screening outcomes.. An ARAP is 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. However, a more extensive RAP is conducted when a sub-project will affect more than 200 people, and involve physical relocation of HHs.

For optimum planning, screening will take place during the initial stages of the RPF process so that the Resettlement Specialist is well informed to develop the RAP. The RAP requires site-specific comprehensive information to identify the following parameters:

- Persons who will be affected (positively and adversely) by the sub-projects;
- Persons eligible for compensation and/or assistance; and
- Type of land contribution and assistance and/or assistance required.

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.

A sub-project that affects more than 200 people in terms of loss of assets and livelihoods requires a RAP to be conducted. Typically, the RAP would include the following: (i) brief description of the sub-projects, location and their impacts; (ii) principles and objectives governing resettlement preparation and implementation; (iii) legal framework; (iv) baseline information of PAP and PAH; (v) category of PAP and PAH by degree and type of impact(s); (vi) entitlement to compensation, allowances, and rehabilitation or restoration assistance by category of impacts in a compensation matrix; (vii) information on relocation site together with socio-economic conditions on the secondary PAP and PAH and host communities; (viii) institutional arrangement for planning and implementation; (ix) participatory procedures during planning and implementation; (x) grievance redress procedures; (xi) estimated cost of resettlement and annual budget; (xii) time-bound action plan for implementation; and (xiii) internal and external monitoring procedures, including the terms of reference (TOR) for external monitoring and evaluation.

Due-diligence reports (DDR) in accordance with Resettlement Policy Framework (RPF) for the subprojects as needed will be prepared. If land acquisition is unavoidable within the host communities, compensation must be paid according to current market price following the guidelines of OP 4.12. Implementing agencies will submit all safeguard instruments including social impact assessment and resettlement action plans to the World Bank for review and clearance before contract award and implemented before relocation of the displaced households and persons. Any comments from the World Bank must be incorporated to finalize the instruments. All the safeguard instruments must be disclosed to the affected DRP and host communities through consultation and disclosing in the official websites of the implementing agencies. The World Bank will also disclose the safeguard instruments in the World Bank external website.

4.0 PROCESS OF VOLUNTARY OR TEMPORARY LAND DONATION

Official information and initial assessment: The proposed infrastructure will be developed within the camps sites, host communities and extended areas. The main registered camp at Kutupalong is entirely on public land (various entities including Department of Forest), some of the unregistered camps in Teknaf are on private lands which needs further assessments during the design process to ascertain the amount of private land, specific ownership types, number of DRPs in the different camps. DRPs are in some cases paying nominal rent for staying on these lands.

PIU safeguard team will conduct screening for each component and inform PIU where the activities will be implemented that will require voluntary land donation (VLD). Record and document the reasons of donation of land is appropriate for the project. The safeguard specialist of PIU will take into consideration the following details for such documentation:

- What the land will be used for;
- How much land the project will require on both a permanent and temporary basis;
- How much of the land will be donated;
- What alternatives to donation exist (e.g., right of use, right of way);
- The terms of the donation;
- The identities of the parties who intend to donate;
- The beneficiary of the donation; and
- Any details that are relevant to why donation may be appropriate.

The donation of land should not affect the existing income level and living standards of the potential donor and he/she should have the right to say no to the requested donation.

4.1 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.

Verification of voluntary donations: The following conditions will be confirmed by the PIU

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

Initial Consultation: Under the leadership of PIU and local government, a consultation process will be launched to invite people whose private land is already being used for the camp, additional temporary land required for the construction works at community level for construction of pipelines, disaster shelters at primary schools, waste management etc. Private land owners will be informed about the project interventions and ratify the appropriateness of the voluntary basis of land donation.

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.

Verification process (surveys) to identify land ownership and use: PIU 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-project 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 neighbors.

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.

Where the intention is to deprive the parties affected by the donation of the land permanently, or for a significant length of time, this must be made clear. It should be noted that in many communities the concept of alienation of land is uncommon and difficult to understand, and care needs to be taken to ensure that the implications of this are fully understood. It is also important to decide who else should be consulted about the proposed donation; for example, spouses and older children.

All the measurement costs, documentation and notarial fees, transfer taxes, registration fees etc must be paid by project authority. It should also include the costs of re-measuring/re-titling the transferee's remaining land and any new documentation relating to it.

4.2 Establishing Informed Consent

The PIU, in coordination with local government, verifies the informed consent or power of choice by the people who would donate land or an asset. The following will be verified and documented in the voluntary donation report:

- What the land is going to be used for, by whom and for how long;
- That they will be deprived of the ownership or right to use the land, and what this really means;
- That they have a right to refuse to donate the land;
- Whether there are alternatives to using this land;
- What they will need to do to donate the land (e.g., execute documents, get spousal consents, pay taxes);
- The effect of the donation on their family, and what they can do if they (or their family or heirs) want the land back; and

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.

Proper documentation. During the VLD process for sub-project investments, it is important to distinguish between: (a) the agreement to donate the land; and (b) the document that carries out and evidences the legal transfer of the land. While it is important to have evidence of an intention and agreement to donate the land, it is equally important to ensure, where required and appropriate, that the land is legally transferred. While the process relating to the legal transfer of the land is frequently complicated and time consuming, it must be addressed. [In specific circumstances, for example where the land is being transferred to the community, it may not be necessary to legally transfer the land. However, experience indicates that lack of formal transfer can

create significant uncertainty in the future, which impacts on the sustainability of the infrastructure and services and can have a negative effect on community relations.

PIU will ensure that

- Refers to the consultation 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.

5.0 STAKEHOLDER ENGAGEMENT AND SUGGESTIONS FORHANDLING GRIEVANCE MECHANISM

Considering the potentials impacts and nature of the project, consultation and communication with different stakeholders is essential. As there are different 3 components in this project and implementation agencies are different, developing communication among the different PIU's is important for the successful implementation of this project. As project activities will include small-scale infrastructural development like construction of access and evacuation roads, multi-purpose disaster shelters, WASH intervention, reduction of pressure on fuel wood etc. to reduce the vulnerability of the DRP from natural disaster and fire hazard, provide the basic urban facilities to both DRP and host communities and restore the badly degraded environment both in the short and medium term, stakeholders engagement will be vital for smooth implementation of the project. A robust and well-sequenced consultation and communication strategy will be crucial for better sequencing of the interventions, larger stakeholder support and smoother implementation. This will help mitigate potential resistance and misunderstanding between the DRP and the host community. The strategy will help the stakeholders better understand and adopt the project interventions as well as create support for those at all levels. Consultation will be carried out in preparatory, construction and operational stages.

Community/stakeholder consultations will be conducted throughout the project cycle, with varying focus on issues relating to the subproject activities and the people who may have stakes therein. More formal consultations, focus group discussions and interviews of knowledgeable local persons will start with AP's census for voluntary land donation and impact assessment, and preparation and

implementation of the impact mitigation plans. Focus of consultations will generally shift from wider audience to specific groups who have direct stakes in the project.

Though OP 4.10 will not be triggered in this project, but due to the unique nature and language, consultations with the DRP will be conducted following the principles of OP 4.10. Separate consultations with DRP will be organized for every group identified during implementation. All the project information's will be shared with the DRP through routine publication and dissemination of information on sub-project interventions in communication strategies that are acceptable and understandable to the DRP. Traditional/cultural norms will be followed in any interactions with the DRP.

PIU with the support of NGO's will conduct regular consultation with the all affected landowners. Project must inform land-taking procedures, steps to be followed for land donation, procedures of land lease, impact and mitigation measures for any damages done during construction etc.

5.1 Key Stakeholders

The key stakeholders from safeguards point of view include:

- People/communities directly affected by project activities
- People/communities/organizations within the project influence area indirectly affected by project activities
- Local elected representatives (Union and Upazila levels)
- Government departments/agencies: Dept. of Environment and Forest Department.
- Development Partners
- Local and international NGOs working with local communities/DRP

Safeguard team together with three implementing agencies has conducted several consultation meetings with the DRP, host communities and local government agencies. Host communities and DRP's are in favor of the World Bank support in this crisis. During preparation of the RPF and ESMF, five consultation meetings with DRP communities, two consultation with host communities were conducted. List of consultation meetings carried out are given below.

Table 06: Consultation Meetings Summary

Meeting No.	Date	Venue	Main Participant Groups	No. of Participants	
				Male	Female
1.	September 29, 2018	LGED Office, Cox's bazar District	Govt. Officials, INGOs, NGOs	11	2
2.	September 30, 2018	Nayapara Camp 26	DRP	20	10
3.	September 30, 2018	UNO Office, TeknafUpazila	Host Community	11	5
4.	October 01, 2018	Kutupalong Camp 1e	DRP	5	13
5.	October 01, 2018	Balukhali Camp 9	DRP	15	7
6.	October 01, 2018	Balukhali Sub-Primary Medical center	DRP	0	3

7.	October 01, 2018	UNO Office, Ukhiya Upazila Sadar	Host Community	7	0
8.	November 05, 2018	Ukhiya Camp	DRP	5	3
9.	November 06, 2018	LGED Office, Cox's bazar District	Govt. Officials, ISCG	8	4
10.	July 19, 2019	Palongkhali Union, Ukhiya, Cox's Bazar	UP Chairman, members, host Communities, DPHE and LGED	8	5
11.	July 19, 2019	Whykong Union, Teknaf, Cox's Bazar	UP Chairman, members, host Communities, DPHE and LGED	12	7
12.	July 20, 2019	Hneela Union, Teknaf, Cox's Bazar	UP Chairman, members, host Communities, DPHE and LGED	9	2
13.	July 20, 2019	Baharchhara Union, Teknaf, Cox's Bazar	UP Chairman, members, host Communities, DPHE and LGED	15	11
14.	July 21, 2019	Cox's Bazar	UNHCR Safeguard Expert	04	01
15.	July 21, 2019	DRRO Office, Cox's Bazar	All PIO's from 8 sub-district of Cox' Bazar	10	00
16.	September 18, 2019	District Commissioner's Office, Cox's Bazar	UNO, DRRO, PIO, local government, UP chairmen, and local communities etc.	20	09
17.	September 29, 2019	Symon Beach Resort, Cox's Bazar	RRRC officials, DRRO, PIO, local government, DPHE and LGED UP chairmen, and local communities etc.	35	11
18.	October 7, 2019	Mayor Office, Cox' Bazar	Mayor, local government, host communities and DPHE	13	2
19.	October 7, 2019	Forest Office, Cox' Bazar	Forest Officials	2	2



Meeting 1

Meeting 2

Consultation Meetings with different stakeholders

5.2 Outcomes of Consultation Meetings

Infrastructure in host communities has been affected due to the influx. During the primary stage of the influx, DRPs took shelter on roads, dams and bridges, which resulted in notable damages. Major infrastructural damages occurred due to the movement of DRP in their transit and for the movement of heavy-duty transports used in humanitarian response (UNDP/UN Women). Road congestions have increased massively in the Teknaf – Cox’s Bazar highway, especially from Rajapalong-Ukhiya Bazar-Kutupalong-Balukhali- Whykong- Noapara area and from Dakshin Nhila to Teknaf. Roads with narrow lanes are often blocked by relief- carrying vehicles for humanitarian activities. This results in frequent traffic jams, which were previously unknown to the host community in the area. Besides, the frequent visits by important foreign delegates and/or political leaders often cause suspension of regular transportation. Households in Teknaf and Ukhiya reported that road congestions in their respective localities had increased, while more than two- thirds considered deteriorating road conditions.

The AF will expand the scope to support host communities as well by developing small infrastructure like construction of mini pipe lines, training centres, fire and defense service building, , etc. Host communities together with DRP are also beneficiaries under the AF, and there may be impacts on some members, such as fishing families, farmers for construction of the Dam. However, during consultation host communities opined that excessive dependence on groundwater is lowering the water levels in the area. The water levels in the host community areas are fallen more than 10 m. Freshwater options in the affected areas are extremely limited, particularly in Teknaf, where the bedrock surface at 25–30 m below ground level makes deep tube wells a costly option for the host

communities. Irrigation wells are slowly drying up as the water table is falling as a result of watershed destruction and a significant reduction in the recharge of groundwater reserves. Continued pressure on the aquifer may result in salt water intrusion, rendering it unusable. Host communities requested to use surface water as much as possible and they are positive in construction of dam.

One of the consequences that have most widely been recognized through consultation meetings with different stakeholders is falling wages. This came up in all consultation meetings with the community people that were conducted as part of this study. Many existing secondary documents and qualitative studies have also reported on the changes in labor rate. Most of the community people reported that the labor rate goes down from BDT 500 to BDT 200 which decreasing the livelihood of the community people. Some community labors also claimed that they are receiving around BDT 350. The labor rate in other sub-districts where there is no presence of DRP is same as before, even in some cases higher. One conceivable explanation for this contrasting finding is that the Rohingya are mostly working close to their camp areas. During the field work, road patrols and check posts were found to be in operation, possibly making long- distance travelling difficult for DRPs. On the other hand, undertaking wage work is likely to be much easier in Teknaf and Ukhiya and nearby the camps.

Table 07: Outcomes of Consultation meetings

Issues	DRP	Host Communities
Land	No DRP own any land. Some unregistered DRP are residing on private land through renting to the owners.	<ul style="list-style-type: none"> • 80% people requested to avoid land acquisition • If unavoidable, 60% are willing to rent (requisition) the land with condition that land will be returned at its original condition within the contracted timeframe (if any during implementation). • 30% landowners are willing to donate land for a maximum period of 2 years with the condition that land will be returned at its original condition. If land is used more than 2 years, rent has to be paid. • For the damages of crops, compensation should be paid for entire season.
Structures	<ul style="list-style-type: none"> • During construction works, if residential structures are affected, project should reconstruct the structures immediately. • Requested to construct more toilets and bathroom with water facilities. • Requested tube-wells for the drinking water. 	<ul style="list-style-type: none"> • If structures are affected during construction, compensation is required according to replacement cost • Materials of the residential structures like bricks, tin, wood, cement etc. are high in Cox'bazar. So, any damages of structures will cost them more money than usual. • Project should provide tube-wells to the communities as there is crisis of drinking water in the host communities. • Host communities are expecting cyclone shelters will be constructed in a way that all vulnerable and poor people get shelters during disaster time. • Squatters will be compensated according to the Bank OP 4.12 and entitlement matrix proposed for the project.
Livelihood	<ul style="list-style-type: none"> • 100% DRP and host 	<ul style="list-style-type: none"> • Labors in the host communities requested for the job

	<p>communities (both male and female) requested for the job opportunities during construction period.</p> <ul style="list-style-type: none"> • Educated DRP are interested to work with other project activities like education, electrical, plumber etc. 	<p>opportunities during construction period.</p> <ul style="list-style-type: none"> • During operational stages, if host communities get jobs at the camp, it will avoid more influx in the community. • Host communities are interested to join in tree plantation activities if there is any. • During construction at host communities' areas, unskilled labors will be taken locally to avoid influx. • Livelihood training will be arranged for squatters, fishermen communities and vulnerable groups
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Table 08: Stakeholders influence on project

Stakeholder	Influence/impact on Project	Communications Links
Displaced Rohingya People Major shareholder (90%)	DRP are the beneficiary of the project. Disclosing the project objectives, goal, and implementation plan to all DRP is essential for the smooth implementation. Project information need to be disclosed through the project cycles on a regular basis.	Consultation, FGD, Brochures distribution etc. As the language of the DRP is different, communication must be in Rohingya and Bangla language. All the PIU's are responsible for consultation with support of NGOs and safeguard specialist
Host Community Around 336,000 community people	Host communities that live in the immediate vicinity of the camps, initially welcomed the fleeing people but their prolonged stay has strained relations between the two. Some private land may require during construction on voluntary basis.	Consultation with host communities in presence of local government and NGOs and other relevant stakeholders. All project related information must be disclosed in local language.
Fishermen communities and farmers	Due to construction of the dam, downstream fishermen communities and farmers may be affected.	Impact assessment will be conducted during selection of the dam construction sites. All the project information's will be disclosed to fishermen communities and farmers.
Different Development Partners	Different UN agencies and development partners are engaged on the ground of humanitarian response. For the better outcomes of the projects, regular coordination meeting with the development partners is required.	PIU will share the project updates and progress with the UN agencies and development partners.
INGO's, National NGOs	Different NGOs will support PIU to implement the project. They must acquire the updated information's of the project as they will work directly with the DRP and Host communities	PIU will conduct regular consultation with the NGOs
Affected land owners for voluntarily land donation	They must be informed about the complete policies, procedures of land taking	PIU with the support of NGOs will conduct the consultation with the land owners through all stages of the project.

or land lease		
Local Government	Good relations with local agencies are important for efficient construction and operation of the project	PIU and Project steering committee is responsible for establishing effective communication with local government.
Contractors	During construction, different contractors will be involved in this project. They may hire different labors from different regions which may cause labor influx.	PIU is responsible to inform contractors about the safeguard policies of World Bank and national policies.
Directly or indirectly affected people	During construction, project may require land for temporary or voluntary basis. All the project information's must be disclosed to the project affected people. They will be informed about the GRC policy as well.	PIU, RAP implementing NGO etc.

5.2 Consultation and Disclosure Roles and Responsibility

DPHE, LGED, MoDMR, PIU's, has conducted several consultation meetings with different stakeholders including DP's, NGO's, GoB, ISCG etc. Based on the consultations conducted with different stakeholders, this consultation and communication strategy (CCS) is being prepared.

Consultations with DRP and community people will always include the following as they relate to project preparation and implementation:

- The objectives, scope and implications with respect to the project, socioeconomic impacts, as well as the adverse impacts that are likely to be caused on users of khas and other public lands and private landowners;
- If private land may require to use during construction on voluntary basis. As land acquisition is not allowed in this project, PIU must make a contract with the private land owner ensuring that land will be used voluntary basis for certain period. During consultation PIU must disclose the voluntary land uses.
- Gather community and DRP's inputs/feedbacks as to how adverse impacts could be minimized; and the rights and responsibilities on the parts of the communities themselves and the agencies involved in preparation and implementation, such as GOB, World Bank, the consultant, etc.
- Potential impacts and their sources relating to the location and scope of the civil works required to build infrastructures in order to support the DRP and communities
- Inform the community about Grievance Redress Mechanism and the Grievance Redress Committee that would be constituted at the local level and project level, its membership composition, and explain its functions and limitations and how an aggrieved person could lodge complaints and grievances
- Project will hold separate consultations with community women, female DRP and other vulnerable groups if identified during preparatory stage. The main objective is to explore the possibilities of introducing activity that would benefit the local women and Rohingya women.

During consultation the following steps will be followed by all relevant agencies like DPHE, LGED and MoDMR. The following methodology will be followed during consultation meetings in all stages.

Table 09: Consultation and Disclosure Roles and Responsibilities

Project Process	Participatory Activities/Participants	Responsible Institutions
Preparation <u><i>Pre-feasibility/</i></u> <u><i>Feasibility</i></u>	➤ Briefing of local government officials, and stakeholders about the Project, the resettlement policy, and the activities of the consultants	PIU and Consultants
	➤ Conduct of preliminary census of affected persons and inventory affected assets, and social impact assessment	PIU and Consultants, assisted by local government officials
	<ul style="list-style-type: none"> ➤ Discussion with PIU about the proposed resettlement policy framework ➤ Discussion on voluntary land donation procedures, steps to be followed, ➤ Distribution of information leaflets to affected households, posting of summary resettlement action plan at local government offices 	PIU, and Consultants PIU and Consultants
Implementation Stage	➤ Second disclosure meeting/consultation with affected households to discuss the resettlement policy, entitlements and relocation options	PIU assisted by Consultants
	➤ Updating/revision of the resettlement action plan and project information brochure	PIU assisted by Consultants
	➤ Submission of updated resettlement action plan and project information leaflet to PIU for approval and endorsement to World Bank	PMU
	➤ Distribution of the updated project information brochure to the affected households and posting of summary updated resettlement plan at local government offices, PIUs	PIU
	➤ Implementation of updated resettlement action plan	PIU
	➤ Monitoring of resettlement action plan implementation	PIU (internal) and PMU (external)

During preparation of the safeguard documents, LGED, DPHE and MODMR has conducted several meetings with the local government, different UN agencies, donors, host communities and DRP. All the stakeholders are in favor of the project.

Host communities are facing many problems due to the influx of the DRP. They have requested project owners to involve them with the project, so that they can be benefitted from this project. Project authorities has also disclosed the tentative project interventions. Host communities has also requested to engage local community during the construction stage.

Project owners has also consulted with different UN agencies, as they are also involved in different development actives for the DRP. Through the project cycle, PIU will keep good coordination with the different development partners.

DRP are also been consulted during project preparatory stage. As their language is different from the local language, they have requested to engage Rohingya people with the project for the better communication with the project authority. Project authority has also informed that Rohingya people will be involved with GRC, so that they will be able to raise any issues to the authority. Moreover, Rohingya labors will be engaged during construction.

6.0 GRIEVANCE REDRESS MECHANISM

A well-defined grievance redress mechanism will be established to resolve grievances and complaints in a timely and satisfactory manner for all three components and that GRM will be set-up under component 3 through independent third party. The GRM will be implemented under the following operating principles: i) all cases received should be recorded; ii) resolutions must be communicated to the complainant; iii) ability of the complainants to file a complaint anonymously to prevent any possible retaliation and iv) all cases will be monitored through its completion or countermeasure implementation. This is undertaken in view of the particular vulnerability and precarious conditions of displaced Rohingya people in the camps, and in particular the women and adolescent girls who have suffered and, in many cases, still continue to suffer silently from gender-based abuse and violence. The objective the grievance redress mechanism (GRM) is to resolve complaints as quickly as possible and at the local level through a process of conciliation, counseling and advice. All affected persons will be made fully aware of their rights, and the detailed grievance redress procedures will be publicized through an effective public information campaign. The grievance redress process will include four levels but safeguard related grievances may be redressed within first two levels.

Presently, the CiC personnel mobilize DRP through a volunteer network comprised of Rohingya community leaders (known as Majhi). This project will support the enhancement of the volunteer network to serve as the Government's main DRP engagement structure which will serve as the last mile delivery tool through which LGED, DPHE, and MoDMR will streamline outreach, behavior change communication (through ToT strategies) as well as the grievance redress mechanism. The volunteers will be chosen in a transparent, inclusive and representative manner giving due consideration to women and other vulnerable groups in this process. Project will finance the service of a specialized agency (SA) to set-up and facilitate the functioning of the DRP engagement system. The specialized agency will hire experienced staff to be placed at the CiC office for the recording of grievances and providing feedback to the community. The agency will also facilitate, supervise and monitor the DRP engagement mechanism, which includes: (i) selection and training of volunteers; (ii) monitoring and reporting activities; (iii) periodic CiC-volunteer meetings; and (iv) distribution of IEC materials. In order to set up, monitor and streamline the Project's GRM, following steps will be taken:

(i) protocol design; (ii) setting-up the manual system (manual forms and registers, training and outreach); (iii) develop GRM management capacity; (iv) digital system development (software, computers, printers, telephones, mobile application, internet and electricity); (v) operation space (desks and chairs); and (vi) grievance hotline (service contract).

Project will have some activities within the host communities. LGED will have construction activities on cyclone shelters, roads, bridges, culverts etc. where community people might be affected temporarily. Project may require local labors during constructions which may also create grievances for non-compliances of the labor laws and occupational health and safety issue.

To address DRP and host communities grievances, a four level GRM will be established with the support of LGED, DPHE, MoDMR and specialized agency. Details are given below:

First level (community and camp level grievance reporting): The first level and most accessible and immediate contact for the fast resolution of grievances will be on-site at camp level and community

level. Complaints for components 1 and 2 will be received here. Due to the nature of the project, there will be two grievance reporting procedures.

1. **Grievance reporting by DRP:**The Rohingya volunteer network will serve as the field-level interface for the DRPs to file grievances both in-writing and verbally. Field level DRP volunteers will be trained on GRM and procedures together with project interventions. All the volunteers must be fluent in both Rohingya language and Bangla language. They must be expert to write and document the grievances. Specialist agency will form different groups of volunteers where there will be atleast 2 male and 2 female volunteers. Each group will support 300 to 500 DRP families in receiving, solving and recording the grievances. If the grievances are not solved at this level, will be forwarded to camp level.
2. **Grievance reporting by Host communities:**Grievances may also emerge from host communities primarily due to project activities some of which are expected to take place outside of the camps and implemented by LGED and its contractors, These grievances may be reported to the grievance focal point of specialized agency, representative from INGO/NGO (if any), safeguard focal point from LGED/DPHE, representative from LGED. If the grievances are not resolved at this stage, they will be referred to the camp level. The focal person will fully document the following information: (i) name of the person; (ii) date complaint was received; (iii) nature of complaint; (iv) location; and (v) how the complaint was resolved.

Second level GRM (Camp Level): Should the grievances from DRP remain unresolved at local level (for both DRP); the focal point of specialist agency with assistance from either DPHE, LGED or MoDMR representatives will raise the matter to camp level grievance redress committee (CL-GRC). This committee will be chaired by CiC. Members of the committee will be Majhis, respective Rohingya volunteers, camp level grievance focal point of specialized agency, members from PIU/agency specific participants will be coopted as needed with relevance to grievance cases. For example, if any grievances received from labors, contractor's representative will be invited during the hearing. Grievances will be resolved through continuous interactions with affected persons, and the focal person will answer queries and resolve grievances regarding various issues including environmental or social impacts. A software application and a hotline will also be established to allow grievances to be channeled through electronic means. The CiC office will periodically consolidate and register the grievance cases. A Camp-level Grievance Redress Committee (CL-GRC) will be set-up in each camp and will be responsible for reviewing each case and providing a resolution. In accordance to the resolution, the grievance cases will be referred to the service provider or relevant agency for the implementation of corrective measures.

For Host Community (if remain unresolved at local level), Environmental/Social safeguard specialist (LGED PIU) will raise the matter to Executive Engineer Level Grievance Redress Committee (Xen-GRC) at the LGED Cox's Bazar Executive Engineer's office. Unsolved cases at local level for the DPHE intervention will be transferred to the DPHE Cox's Bazar Executive Engineers office. Executive Engineer will be the designated official as the convener of the GRC at this respective level. Members will be selected to represent the communities and other stakeholders including local administration, Environmental and Social Team (EST) (Consultants) and civil society. The safeguard specialist will fully document the following information: (i) name of the person; (ii) date complaint was received;

(iii) nature of complaint; (iv) location, and (v) how the complaint was resolved. The structure of GRC and membership will be as follows:

Table 10: Structure and membership of GRC

Convener	Executive Engineer
Member-Secretary	Environmental/ Social Safeguard Specialist (PIU)
Member	Representative from Local Administration
	Environmental and Social Team (EST) Consultant's representative
	Civil society representative

Third level (District level-RRR GRC): Should the grievance remain unresolved at camp level/LGED Executive Engineer's Office level, the MoDMR/LGED PIU will activate the third level of the GRM by referring the issue (with written documentation) to a Grievance Redress Committee (GRC) at the RRRR's office, which will, based on review of the grievances, address them in consultation with the DPD, safeguard consultants, program consultant and grievance redress consultant. This will make use of any existing committee at the RRRR's office and engage the RRRR, DC, and district level responsible representatives of relevant agencies: MoDMR, LGED and DPHE, as and when needed. This will be set up at the district level, for its respective review and resolution. A software based system will be developed to register and follow-up grievance cases. Parallely, manual system will be followed to assure functionality in the initial stages of the project, as well as to serve as a fallback system in case of contingencies. As a part of the GRM design, a set of grievance categories will be produced to prioritize cases as well as facilitate their redressal which include several categories related to project grievances, GVB related grievances, safeguard related grievances etc. A software based hotline will also collect and respond to environmental and social safeguard related grievances.

Fourth Level (National Level): If a grievance remains unsolved at district level, it will be referred to the respected agencies at the national level i.e. MoDMR, if the grievance is regarding MoDMR's activities; LGED, if the grievance is regarding LGED's activities; and DPHE, if the grievance is regarding DPHE's activities. Each agency then will address the referred grievances using their existing grievances resolution protocols. Safeguards focal points of relevant agencies will be responsible for facilitating the resolution process. All the meeting minutes of a particular case (level 1-level 3) must be presented before the hearing. Based on the hearing and supporting document, committee will solve the issues. Moreover, in case of any labor elated issues, labors can directly complain to the contractors and contractors are bound to solve the issues immediately by Bangladesh Labor law 2006. Labors, DRP and host communities are also allowed to complain to any level directly.

In addition, communities and individuals who believe that they are adversely affected by this World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond.

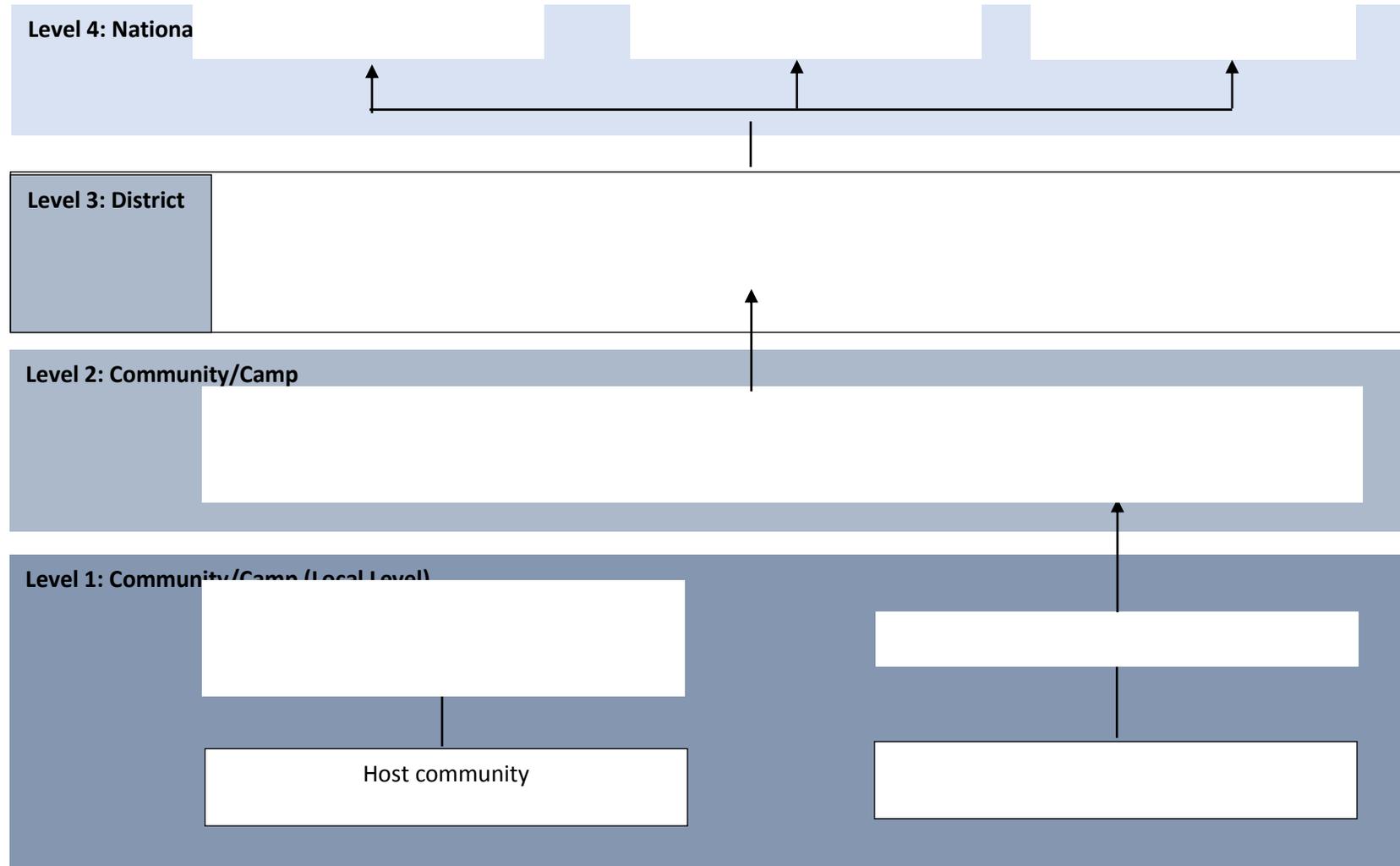


Figure 01: GRM System

Table 11: GRM Structure Prior to the commencement of Overall GRM Service by the Specialized Agency

Level 4 (National Level)	MoDMR (PIU)	LGED (PIU)	DPHE (PIU)
Level 3 (RRRC)	RRRC grievance redress committee (RRC-GRC): RRRC has an existing GRM structure		
Level 2 (Xen GRC): LGED & DPHE (DPHE Xen GRC will be prior to the commencement of overall GRM service by the specialized agency)	Executive Engineer GRC (Xen-GRC): Executive Engineer, safeguard Specialist, representative from EST consultant Team, representative from the communities and other stakeholders including local administration, and civil society. DRP can also place grievances through LGED and DPHE representatives or existing GRM structure at camp level.		
Level 1 (Camp and Host communities):	DRP & Host Community: Safeguards team deployed by LGED/DPHE, local LGED/DPHE representatives		

6.1 Tracking the Stakeholder Engagement and GRM:

A robust and well-sequenced communication strategy will be crucial for better sequencing of the interventions, larger stakeholder support and smoother implementation. This will help mitigate potential resistance and misunderstanding between the DRP and the host community. The strategy will help the stakeholders better understand and adopt the project interventions as well as create support for those at all levels. A Communications Need Assessment will be undertaken first for designing an effective strategy. The assessment will identify all stakeholders and allow a better understanding of the socio-political context, information gaps, attitudes, aspirations, real and perceived concerns and fears as well as barriers to change.

The strategy will have two-prong objectives: i) behavioral change communication and information sharing to ensure the affected communities are aware of and can benefit from the project interventions; and ii) to build consensus of proposed interventions at the local and national level. As the communication will be aimed at multiple stakeholders including different ministries at central and local level, development partners, policy makers, media, and DRPs and host community, it will be important to ensure consistent messaging aimed at managing and mitigating any evolving risks, including domestic violence and trafficking. The project will deploy multiple communication channels to reach different stakeholder groups. To help build public understanding and support for the project and create an enabling environment for the projects implementation.

This standard operating procedure will be followed to manage stakeholder engagement and communications using a simple log in sheet to record (i) date, (ii) stakeholder name, (iii) category of inquiry, (iv) a short description of the issue (logged as a grievance, problem, or question); (v) actions necessary to follow-up the issue; and, finally, (vi) a status (either active or closed) along with a date. A space for optional comments provide space for ‘memos-for-record’ for each entry. The tracking template with instructions is intended for use by safeguard specialists or representatives of PIU’s staff engaged in stakeholder consultations for recordkeeping and tracking purposes.

The tasks of managing the tracking template is assigned to the Social safeguard specialist and the Communication specialist who will consolidate inputs from (1) any members from PIU, INGO or PMU participating in stakeholder consultations; (2) all stakeholders, including individuals and groups who contact PIU directly (phone call, text, Internet, face-to-face meeting) to file a grievance, report a problem, or ask a question. The safeguard specialist will maintain a ‘master’ tracking template of consolidated inputs updated daily and/or as necessary using a simple year, month, date format, plus an identifier consisting of number to establish a sequence for inquiries received as of the same date

along with a letter indicating grievance (G), problem (P), or question (Q): e.g., 2018-10-01-XXXG would indicate that a stakeholder identified by name and cell phone number either has filed a grievance with the Local Grievance Redress Committee.

The Social safeguard specialist and Communication specialist will be responsible for maintaining liaison with PIU or PMU members to update the tracking report to reflect actions as decided by either/both committees necessary to redress grievances; as well as coordinating timely responses to stakeholder problems or requests for information with responsible line units, both on an 'ad hoc' basis, individually, in special meetings, or in a general PIU staff meeting as he/she may decide.

7.0 ENTITLEMENTS

Consistent with Project-specific resettlement principles, policies on compensation and other entitlements are summarized in **Table 06 and 07 below**. Furthermore, compensation to be paid for affected land, assets will be based on the principle of replacement cost, which is the amount needed to replace an affected assets and land without deduction for taxes and/or costs of transaction before displacement and which is operationally defined as follows:

7.1 Entitlement for DRP within the camp:

1. Any land use within the camp for the construction or shifting/relocating the structures temporarily or permanently within the camp must require permission with the adjacent DRP/DRP communities. It must be voluntary basis.
2. As DRP are residing within the camp and land of the camp is provided by the government, DRP are not entitled to receive any compensation for the land if require to use during construction. However, without the consensus /permission of the adjacent DRP/DRPs land cannot be used for any project activities.
3. If structures are required to shift during construction period with prior agreement from the affected DRP through consultation, project will be responsible to shift the structures/assets, land development and reconstruction of the structures at new location with the cost of the project.
4. If any assets are damaged during the shifting the structures or assets, project will replace those assets with their own cost.
5. If any community structures like tube wells or toilets are affected, project will replace those assets with their own cost.
6. Any other damages or impact by the project must be covered by the cost of the project.

7.2 Entitlement for Host Communities:

1. If land is required permanently (as last option), it has to be acquired following the guidelines of OP 4.12 and ARIPA 2017. Compensation has to be paid according to replacement cost. If owners are willing to donate the land to the project, project has to make sure that land donation will not affect their income more than 10% of total income. In case of voluntary land donation, land donation procedures must be followed through MoU between land owners and project authority.
2. For temporary impacts on land, compensation has to be paid in the form of rent or requisition according to ARIPA 2017 and OP 4.12. If owner is willing to provide the land willingly to the project for temporary basis through MoU, land must be returned within the given timeframe at original conditions. 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.
3. If any assets/structures are affected on the acquisition or requisition/rented or voluntary donated land, replacement cost will be paid.
4. Compensation for residential/ commercial/agricultural land will be based on replacement cost that reflect recent land sales, and in the absence of such recent land sales will be based on similar location attributes;
5. Compensation for houses and other related structures will be based on replacement cost reflecting current market prices of materials and labor without depreciation nor deductions for salvaged building materials;

6. Compensation for annual crops will be equivalent to current market value of crops at the time of compensation;
7. For perennial crops and 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.

Table 12: Entitlement Matrix for the Host communities

No	Type of Loss	Application	Entitled Person	Entitlement	Implementation Issues
A-1	Loss of land	Acquisition of Homestead land, agricultural land, or vacant plot	Owner(s) with legal title	<ul style="list-style-type: none"> • Cash compensation equivalent to replacement cost.⁵ • Assistance in finding replacement land. • Provision of stamp duty, land registration fee, capital gains tax, and value added tax incurred for replacement land. • Option to be compensated if remaining land is no longer viable. • Access to equivalent common property resources previously accessed • Additional assistance for vulnerable households. 	<ul style="list-style-type: none"> • Vulnerable households⁶ to be identified through a census of the affected persons as part of the RAP. • Viability of land to be determined in consultation with land owner.
A-2	Loss of land	Requisition/rent of Homestead land, agricultural land, or vacant plot	Owner(s) with legal title	<ul style="list-style-type: none"> • Cash compensation for the requisition/rented period • Option to be compensated if remaining land is no longer viable. • Rental fees will be decided mutually by the 	<ul style="list-style-type: none"> • 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

⁵The rate of compensation for acquired housing, land and other assets will be calculated at full replacement costs. Where market conditions are absent or in a formative stage, the EA/IA will consult with the displaced persons and host populations to obtain adequate information about recent land transactions, land value by types, land titles, land use, cropping patterns and crop production, availability of land in the project area and region, and other related information. The EA/IA will also collect baseline data on housing, house types, and construction materials. Qualified and experienced experts will undertake the valuation of acquired assets. In applying this method of valuation, depreciation of structures and assets is not to be taken into account.

⁶Vulnerable households/DPs may include female-headed households, disable-headed households, indigenous persons/ethnic minority-headed households and Below Poverty Line households

				<p>contractor and APs/DPs</p> <ul style="list-style-type: none"> • Access to equivalent common property resources previously accessed <p>Additional assistance for vulnerable households.</p>	<p>contractor's contract to ensure that the cost of such compensation is recovered from the contractor</p>
A-3	Loss of land	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"> • Land has to return to the legal owner and the land restored to pre-project condition within agreed time after use. • 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. 	<ul style="list-style-type: none"> • Voluntary donation has to be in a way that it is not affecting income loss more than 10%
A-4	Loss of land	Homestead land, agricultural land, or vacant plot	Tenant(s) and leaseholder(s)	<ul style="list-style-type: none"> • Compensation equivalent to three months of rental. • Additional Assistance for vulnerable households. • Assistance in finding alternate location 	<ul style="list-style-type: none"> • Landowners will reimburse tenants and leaseholders land rental deposit or unexpired lease. • Vulnerable households to be identified through a census of the affected persons as part of the RP.
A-5	Loss of land	Homestead land, agricultural land, or vacant plot	Sharecropper (s)	<ul style="list-style-type: none"> • 60 days advance notice to harvest standing seasonal crops, if harvest is not possible, compensation for share of crops. • Additional compensation for vulnerable households. 	<ul style="list-style-type: none"> • Work schedule to allow harvesting prior to acquisition and avoid harvest season. • Vulnerable households to be identified through a census of the affected persons as part of the RP.
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"> • 60 days advance notice to shift from occupied land. • Additional assistance for vulnerable 	<ul style="list-style-type: none"> • Vulnerable households to be identified through a census of the affected persons as part of the RP.

				households.	
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"> • Cash compensation equivalent to replacement value of structure (or part of structure). • Option to be compensated for entire structure if remaining structure is no longer viable. • Rights to salvage materials from structure • Provision of all taxes, registration costs, and other fees incurred for replacement structure. • Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.) • Additional compensation for vulnerable households. • Assistance in finding alternate location. 	<ul style="list-style-type: none"> • Vulnerable households to be identified through a census of the affected persons as part of the RP. • Viability of partially identified structures to be determined by local public works department in consultation with building owner.
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"> • Cash compensation equivalent to replacement value of structure (or part of structure) if the structure is constructed by the affected person. • Rights to salvage materials from structure. • Provision of all taxes, registration costs, and other fees incurred for replacement structure. • Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.). • Additional compensation for vulnerable households. • Assistance in finding alternate location. 	<ul style="list-style-type: none"> • Vulnerable households to be identified through a census of the affected persons as part of the RP • Structure owners will reimburse tenants and leaseholders rental deposit or unexpired lease,
B-3	Loss of	Residential/	Encroacher(s)	• Cash compensation	• Vulnerable households to

	structure	commercial structure and other assets (e.g. fences, gates, posts) structure	and squatter(s)	<p>equivalent to replacement value of structure (or part of structure) constructed by the DP.</p> <ul style="list-style-type: none"> • Rights to salvage materials from structure. • Provision of all taxes, registration costs, and other fees incurred for replacement structure. • Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.). • Additional compensation for vulnerable households. • Assistance in finding alternate location. 	be identified through a census of the affected persons as part of the RP
C	Loss of Common Property Resources and government Buildings	Religious buildings, government offices, schools, hospitals etc.	Community/ government	Reconstruction/ Cash Compensation at replacement cost.	<ul style="list-style-type: none"> • Consultation with community and government for alternate site for reconstruction
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"> • 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. • Cash compensation for perennial crops and fruit bearing trees based on annual net product market value multiplied by remaining productive years. • Cash compensation equivalent to prevailing market price of timber for non-fruit trees. 	<ul style="list-style-type: none"> • Work schedule to allow harvesting prior to acquisition and avoid harvest season • Market value to be determined in consultation with divisional forest department.
E	Loss of livelihood	Livelihood/ source of income	Business owner (s), tenant (s),	<ul style="list-style-type: none"> • 60 days advance notice. • Assistance in finding alternate location. 	<ul style="list-style-type: none"> • Vulnerable households to be identified through a census of the affected

			leaseholder(s), employee(s), agricultural worker(s), hawker(s)/ vendors(s) Squatters	<ul style="list-style-type: none"> • One time assistance for lost income based on one month lost income (at replacement cost) or minimum wage rates (whichever is higher). • Shifting allowance and cost of reestablishing business elsewhere (cost of truck hire, equipment, etc.). • Additional compensation for vulnerable households. • Consideration for project employment. 	<p>persons as part of the RAP.</p> <ul style="list-style-type: none"> • If fishermen communities and farmers are affected due to construction of the dam, livelihood restoration program will be taken.
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"> • 60 days advance notice. • Provision of temporary access and relocation where possible. • Restoration/enhancement of affected land, structure, utilities, common property resource. 	Restoration will be done by the contractor with due consultation with
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"> • 60 days advance notice. • Provision of temporary access where possible. • Provision of alternative sites for continued economic activity where possible. • 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 income (at replacement cost) or minimum wage rates (whichever is higher). • Compensation for agricultural losses. • Restoration of affected land, structure, utilities, common property resource. 	

G	Impacts on vulnerable APs	All impacts	Vulnerable APs	<ul style="list-style-type: none"> • Additional allowance equivalent to Tk 5,000/- for loss of land or structure. • Preference in project employment. 	<ul style="list-style-type: none"> • Vulnerable households to be identified through a census of the affected persons as part of the RP
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	The subproject RP will assess any other unidentified impacts during census and socio-economic surveys

Table 13: Entitlement Matrix for the DRP at Camp

No	Type of Loss	Application	Entitled Person	Entitlement
A-1	Loss of land	Permission to use the land from government/camp authority and existing land user		<ul style="list-style-type: none"> • If project restrict the access, authority has to ensure access to equivalent common property resources previously accessed
A-2	Loss of land (if project has to relocate the DRP on private land temporary during construction period)	Requisition/rent of Homestead land, agricultural land, or vacant plot	Owner(s) with legal title	<ul style="list-style-type: none"> • Cash compensation for the requisition/rented period • Compensation for the loss of crops/trees etc • Option to be compensated if remaining land is no longer viable. • Rental fees will be decided mutually by the contractor and APs/DPs • Access to equivalent common property resources previously accessed <p>Additional compensation for vulnerable households.</p>
B	Loss of structure	Residential/commercial structure and other assets (e.g. fences, gates, posts) structure	Residence DRP or Business DRP	<ul style="list-style-type: none"> • Project will shift all the structures with their own cost • All the relocation will be voluntary basis prior consultation with the DRP. • Project will reconstruct the structures at project cost • Rights to salvage materials from structure

				<ul style="list-style-type: none"> • Any damages to any assets/ structures by the contractors will be compensated through providing similar types of structures/assets. • If any secondary structures are affected, project will reconstruct/buy those structures at its original conditions.
C	Loss of Common Property Resources and government Buildings within the camp	Religious buildings, government offices, schools, hospitals etc.	DRP Community/ government	Reconstruction of those community properties at its original conditions or better off condition.
D	Loss of livelihood	Livelihood/ source of income	DRP Business owner (s), tenant (s), employee(s),	<ul style="list-style-type: none"> • 60 days advance notice. • Assistance in finding alternate location within camp. • One time in kind assistance (according to government regulations) for lost income based on one month lost income (at replacement cost) or minimum wage rates (whichever is higher). • Project will shift the business to some other place at camp with the project cost. • Consideration for project employment.
E	Temporary loss of access	Temporary loss of access to land, structure, utilities, common property resource	DRP communities	<ul style="list-style-type: none"> • 60 days advance notice. • Provision of temporary access and relocation where possible. • Restoration/enhancement of affected land, structure, utilities, common property resource.
F	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 OP 4.12

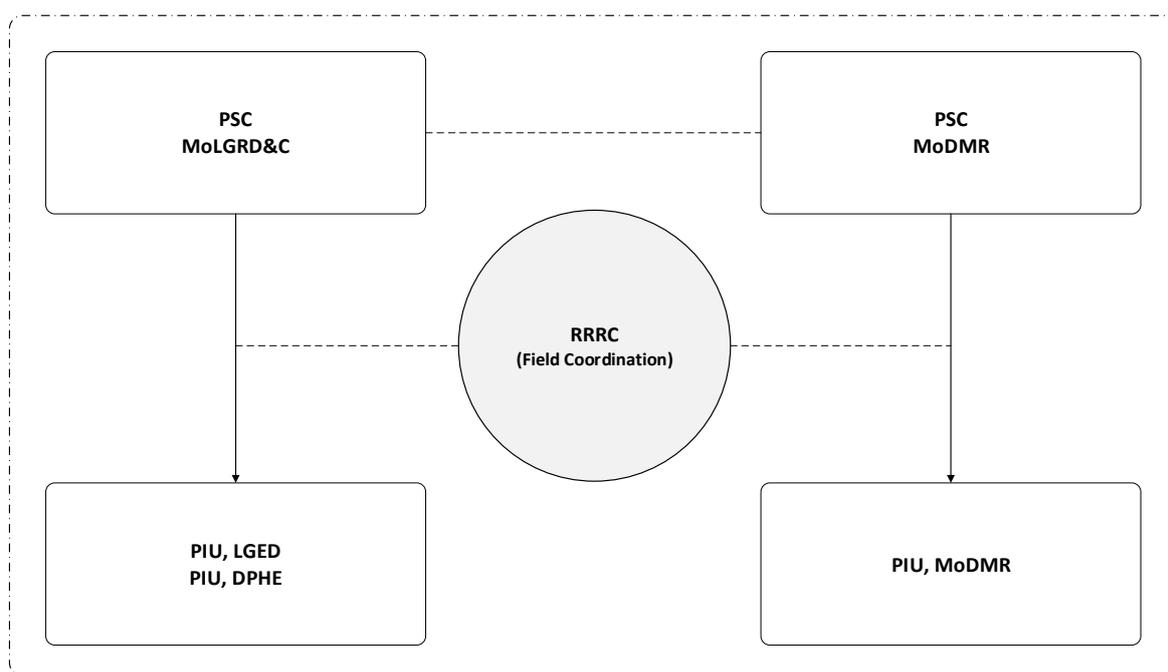
8.0 INSTITUTIONAL ARRANGEMENTS AND IMPLEMENTATION

The Government will have overall responsibility for project implementation and management through its Ministry of Local Government, Rural Development, and Cooperatives (MoLGRD&C) and Ministry of Disaster Management and Relief (MoDMR).

The project will be implemented by LGED, DPHE, and MoDMR through three Project Implementation Units (PIUs). LGED and DPHE are implementing agencies within the MoLGRD&C. All activities will be coordinated by the Refugee, Relief and Repatriation Commissioner (RRRC) at the field level.

The rationale for adopting the proposed implementation structure is to be in accordance with the mandate of government agencies, in-line with the rules of business for DRP assistance and coordination, and to enable most efficient decision making taking into account internal government fiduciary clearance procedures.

Following the GoB’s Rules of Business, Project Directors of the PIUs will be responsible via head of agencies (CE/ Head of Refugee cell) for directly reporting to their respective Ministerial Project Steering Committee (PSC). There will be a PSC chaired by the Sr. Secretary/Secretary, LGD, MoLGRD&C and a PSC chaired by Sr. Secretary/Secretary MoDMR, representatives of each PIU will be present at both PSC meetings.



DPHE will be the implementing agency of Component 1a and a part of Component 3b. DPHE PIU will have a dedicated Project Director and two DPDs.

LGED will be the implementing agency of Component 1b and a part of Component 3b. Currently, as LGED is already implementing the IDA financed US\$375 million Multi-Purpose Disaster Shelter Project (MDSP), with an existing Project Director, PIU and interventions in the Cox’s Bazar District, it was agreed the existing MDSP PD will be the PD of the proposed project’s LGED related component and the existing MDSP PIU and MDSP Procurement Panel would provide necessary support to the project. This setup is not expected to have any implications for the continued successful implementation of MDSP. This existing MDSP PIU would be strengthened to implement additional activities proposed under the proposed Project. MDSP and this proposed Project would maintain separate Deputy Project Directors (DPDs).

MoDMR will be the implementing agency for Component 2 and Component 3a. A dedicated PD, not below the rank of Joint Secretary, and two DPDs will be appointed to ensure smooth project implementation and supervision. A PIU will be set up within the Refugee Cell to assist the PD in project management.

The Refugee Cell and its field level team represented by Camp-in-Charges/Refugee, Relief and

Repatriation Commission (RRRC) will also be supported by qualified service provider(s), including specialized agencies, to coordinate and administer day-to-day activities under this component.

Coordination

The Project will use existing arrangements of the GoB with all implementation coordinated through the existing government mechanism. The existing Development Partner/Multi-Lateral/Bi-Lateral/UN Agencies coordination mechanism in the field will be through the Inter Sector Coordination Group (ISCG) and coordinated in Dhaka by the Strategic Executive Group (SEG). There will be inter-agency field level coordination on project activities with the RRRC, the ISCG, and the implementing agencies.

Overall policy coordination at the national level will be by the National Task Force (NTF), which is an Cabinet approved inter-ministerial body with secretarial services provided by the Ministry of Foreign Affairs. National level coordination will be through MoDMR and field level coordination through the RRRC. This is in-line with the overall coordination and communication arrangements in the country regarding the Rohingya influx. Furthermore, the activities for all the investments will be complementing that of the GoB, Asian Development Bank, and other Agency interventions, to avoid any duplication or overlap.

8.1 Project Implementing Unit (PIU)

The PIU tasks include the following:

- (i) Undertake involuntary resettlement screening and classification of subprojects for submission to PSC and World Bank;
- (ii) Deployment of Social safeguard specialist who is experience of World Bank policies mainly resettlement plan implementation, consultation, social inclusion and labor oriented activities.
- (iii) Prepare the RAP and submit to PSC and World Bank for review;
- (iv) Secure the approval of the resettlement action plan from PSC and concurrence from World Bank;
- (v) Secure the data base of affected households and assets gathered during the preparation and updating of the resettlement plan;
- (vi) Ensure all government requirements are complied with;
- (vii) Facilitate a sustained public information campaign, ensuring that the public, especially the affected households, are updated on any developments regarding the Project and resettlement activities;
- (viii) Updated census of affected persons, including the updating of the rates used in calculating compensation and other entitlements to reflect prevailing market rates at the time of compensation;
- (ix) Lead the selection and preparation of replacement plots if required, including the preparation of a coordinated schedule of delivery of compensation and other entitlements, the relocation of people, harvesting of standing crops, and the start of civil works in a section of the subproject;
- (x) Lead the delivery of compensation and other entitlements to the affected households;
- (xi) Receive and act on the complaints and grievances of affected households in accordance with the project resettlement principles and the resettlement framework; and

- (xii) Maintain a record of all public meetings, grievances, and actions taken to address complaints and grievances.
- (xiii) Monitor and prepare progress reports on resettlement plan implementation.

9.0 MONITORING AND REPORTING

The PIU will conduct regular monitoring and evaluation of the updating and implementation of the resettlement plan. Monitoring and evaluation is intended to help ensure that the resettlement action plan is prepared and implemented according to the resettlement policy framework. Moreover, external monitor of the project will review all the social safeguard Due-diligence reports (DDR) prepared for this project. External monitor will establish dialogue with the affected communities and ensure that their concerns and suggestions are incorporated and implemented in the project. External monitor will work closely with the PMUs/PIU to implement the Resettlement Action Plan (RAP) 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. He or she will prepare resettlement training programs and workshops for the staff of the PIU and contractors; The following key indicators will be monitored periodically by PIUs.

Table 11: Monitoring process of key indicators

Monitoring Aspects	Potential Indicators for host communities	Potential Indicators for DRP communities
Delivery of Entitlements	<ul style="list-style-type: none"> • Entitlements disbursed, compared with number and category of losses set out in the entitlement matrix. • Disbursements against timelines. • Identification of the displaced persons losing land temporarily, e.g. through soil disposal, borrow pits, contractors' camps, been included. • Timely disbursements of the agreed transport costs, relocation costs, income substitution support, and any resettlement allowances, according to schedule. • Documented evidence of land donation • Documented evidence of land acquisition completed with transfer of title • Documented evidence of land requisition/rented • Percentage of compensation paid for land acquisition/requisition or rented • Percentages of compensation paid for the affected structures/assets/crops/trees • Restoration of social infrastructure and services. • Affected businesses receiving entitlements, including transfer and payments for net losses resulting from lost business. • Percentage of vulnerable HHs like squatters, fishermen communities, farmers receives compensation or/and livelihood restoration grant or/and training on income generation. 	<ul style="list-style-type: none"> • Number of DRP structures relocated permanently • Number of DRP structures relocated temporary • Any damages to the DRP structures during relocation • Number of DRP business affected • Amount of cost spend for the relocation
Consultation and Grievances	<ul style="list-style-type: none"> • Consultations organized as scheduled including meetings, groups, and host community activities. • Knowledge of entitlements by the displaced persons at host communities. • Use of the grievance redress mechanism by the host communities. • Information on the resolution of the 	<ul style="list-style-type: none"> • Consultations organized as scheduled including meetings, groups, and DRP community activities.

	<ul style="list-style-type: none"> grievances. Information on the implementation of the social preparation phase. Implementation of special measures for vulnerable persons. 	<ul style="list-style-type: none"> Knowledge of entitlements by the displaced persons at DRP communities. Use of the grievance redress mechanism by the host communities. Number of DRP are volunteers at GRM process Information on the resolution of the grievances written at convenient languages like Rohingya language .
Communications and Participation	<ul style="list-style-type: none"> Number of general meetings (for both men and women). Percentage of women out of total participants. Number of meetings exclusively with women. Number of meetings exclusively with vulnerable groups. Number of meetings at new sites. Number of meetings between hosts and the displaced persons. Level of participation in meetings (of women, men, and vulnerable groups). Level of information communicated—adequate or inadequate. Information disclosure. Translation of information disclosure in the local languages. 	
Budget and Time Frame	<ul style="list-style-type: none"> Social Safeguard Specialist/expert appointed and mobilized on schedule for the field and office work. Capacity building and training activities completed on schedule. Achieving resettlement implementation activities against the agreed implementation plan. Funds allocation for resettlement to implementing agencies on time. Receipt of scheduled funds by resettlement offices. Funds disbursement according to the resettlement action plan. Social preparation phase as per schedule. 	
Livelihood and Income Restoration	<ul style="list-style-type: none"> Types of training and number of participants in each. Number of displaced persons who have restored their income and livelihood patterns (women, men, and vulnerable groups). Number of vulnerable HHs like squatters, fishermen communities and tailed farmers restored their income and 	<ul style="list-style-type: none"> Number of DRP are paid (in kind) volunteers for implementing GRM Number of paid (in kind) volunteers for tree plantation

	<p>livelihood patters</p> <ul style="list-style-type: none"> • Number of new employment activities. • Extent of participation in rehabilitation programs. • Degree of satisfaction with support received for livelihood programs/activities. • Percentage of displaced persons who improved their income (women, men, and vulnerable groups) • Percentage of displaced persons who improved their standard of living (women, men, and vulnerable groups) • Number of displaced persons with replacement agriculture land (women, men, and vulnerable groups) • Quantity of land owned/contracted by displaced persons (women, men and vulnerable groups) 	<ul style="list-style-type: none"> • Number of paid (in kind) labors engaged for different project activities • Number of female DRP got job opportunities in different project activities
Voluntary Donation	<ul style="list-style-type: none"> • 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. 	n/a

Appendix 1: Voluntary Land Donation Form

PIU:	
District:	
Upazila:	
Camp:	
Subproject:	

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

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

Appendix 2: Social Screening Form

Project Intervention

1. Description of sub-project/component interventions
2. Description of project intervention area and project influence area

Land Use Planning

3. Land ownership status of the above
4. Land use status of the above
5. Will the activity affect land use zoning and planning or conflict with prevalent land use patterns?
6. Will the activity involve significant land disturbance or site clearance?
7. Will the interventions affect any structures (residential, commercial, communal, public/private, or any other type), require shifting of the same? Will the activity involve land expropriation or demolition of existing structures? No land acquisition or involuntary resettlement is permitted for the project.
8. Will the activity require the setting up of ancillary/associated facilities?
9. If camps are on private land, have the owners been identified, consulted with, and have requisite permissions/MOUs been signed giving the project permission to operate on those lands?
10. Will there be any crop damage or damage to private property deeming compensation? Will a Resettlement Action Plan (RAP) or an abbreviated version of the same be required?
11. Will there be any voluntary land donation for the construction works? If yes, number of consultation meetings carried out?

Livelihood Impacts

12. Will there be any resultant livelihood impacts? Are these within the camps or outside, or both?
13. Has a socio-economic baseline been carried out for the project area?
14. What are the gender dimensions of the livelihood activities to be affected?
15. Are there any adolescents/Children involved in livelihood activities to be affected?
16. Are there any livelihood activities where elderly, persons with disabilities are involved?
17. Are there any fishermen and farmers involved in livelihood activities to be affected?

Consultation and Communication

18. Has a stakeholder analysis been done?
19. Is there a consultation strategy available?
20. Have adequate levels of consultation taken place with the host and DRP and other stakeholders (please mention how many sessions and participants, if known)?

21. Have any other communication materials been used?
22. Are there secondary sources available from where lessons can be drawn?

Grievance Redress

23. Are there localized, existing grievance redress mechanisms already in place? Are there any assessments/evaluations as to the effectiveness of these?
24. Will the project require a new GRM (built from scratch)?

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 during project design and preparation for engaging stakeholders;
- (iv) 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 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.
- (v) Budget for RAP implementation

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.