

Government of the People's Republic of Bangladesh

Local Government Engineering Department (LGED)
Bangladesh Water Development Board (BWDB)
Department of Agricultural Extension (DAE) and Bangladesh Agricultural
Development Corporation (BADC)

Ministry of Local Government, Rural Development and Co-operatives
(MoLGRD&C)
Ministry of Water Resource (MoWR)
Ministry of Agriculture (MoA)



**Bangladesh Sustainable Recovery, Emergency Preparedness and
Response Project (B-STRONG)**
Project Code: (P508058)

Resettlement Policy Framework (RPF)

October 2025

ABBREVIATIONS

ARIPA	Acquisition and Requisition of Immovable Property Act
BADC	Bangladesh Agricultural Development Corporation
BWDB	Bangladesh Water Development Board
DAE	Department of Agricultural Extension
DDM	Department of Disaster Management
EC	Entitlement Card
EP	Entitled Persons
ESF	Environmental and social Framework
ESS	Environmental and Social Standards
FID	Financial Institutions Division
FPIC	Free Prior Informed Consent
GBV	Gender-Based Violence
GoB	Government of Bangladesh
GRC	Grievance Redress Committees
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
IA	Implementing Agency
IOL	Inventory of Loss
LGED	Local Government Engineering Department
LMP	Labor Management Plan
MIS	Management Information System
MoA	Ministry of Agriculture
MoDMR	Ministry of Disaster Management and Relief
MoLGRD&C	Ministry of Local Government, Rural Development and Cooperatives
MoWR	Ministry of Water Resource
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organizations
PAP	Project Affected Persons
PIU	Project Implementation Unit
PMU	Project Management Unit
PVAC	Property Value Assessment Community Formation
PVS	Property Valuation Survey
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SDF	Social Development Foundation
B-STRONG	Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project
TOR	Terms of Reference
WB	World Bank
WBG	World Bank Group

Glossary

“Associated Facilities” means facilities or activities that are not funded as part of the project but are: (a) directly and significantly related to the project; and (b) carried out, or planned to be carried out, contemporaneously with the project; and (c) necessary for the project to be viable and would not have been constructed, expanded or conducted if the project did not exist.

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

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

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

“Land acquisition” refers to all methods of obtaining land for project purposes, which may include outright purchase, expropriation of property and acquisition of access rights, such as easements or rights of way. Land acquisition may also include: (a) acquisition of unoccupied or unutilized land whether or not the landholder relies upon such land for income or livelihood purposes; (b) repossession of public land that is used or occupied by individuals or households; and (c) project impacts that result in land being submerged or otherwise rendered unusable or inaccessible.

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

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

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

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

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

“Restrictions on land use” refers to limitations or prohibitions on the use of agricultural, residential, commercial or other land that are directly introduced and put into effect as part of the project. These may include restrictions on access to legally designated parks and protected areas, restrictions on access to other common property resources, restrictions on land use within utility easements or safety zones.

“Security of tenure” means that resettled individuals or communities are resettled to a site that they can legally occupy, where they are protected from the risk of eviction and where the tenure rights provided to them are socially and culturally appropriate. In no event will resettled persons be provided tenure rights that are in effect weaker than the rights they had to the land or assets from which they have been displaced.

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

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

A. Introduction

Bangladesh has been experiencing heavy rainfall since mid-August 2024, resulting in significant flooding and severely impacting 11 eastern districts: Noakhali, Sylhet, Maulvibazar, Habiganj, Brahmanbaria, Comilla, Feni, Lakshmipur, Khagrachhari, Chattogram, and Cox's Bazar. The floods have significantly impacted Bangladesh's capacity to respond to the disaster. Based on the IDA 20 CRW, this crisis meets the criteria for accessing CRW resources. The floods destroyed a large amount of the affected region's buildings, infrastructure, critical facilities, and other livelihoods assets such as cropland, agriculture equipment, and livestock and fish farms. The proposed project- **Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG)** is intended to address short-term immediate needs, medium-term recovery, and longer-term resilient reconstruction following a "Build Back Better" approach.

This Resettlement Policy Framework (RPF) is prepared for **Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG)** which is categorized as Substantial Risk project, consistent with requirements of the World Bank Environmental and Social Framework.¹ The Project will be implemented by Local Government Engineering Department (LGED) under Ministry of Local Government, Rural Development and Cooperatives (MoLGRD&C), Bangladesh Water Development Board (BWDB) under the Ministry of Water Resource (MoWR), Department of Agricultural Extension (DAE) and Bangladesh Agricultural Development Corporation (BADC) under Ministry of Agriculture (MoA), Social Development Foundation (SDF) under Financial Institutions Division (FID) and Department of Disaster Management (DDM) under Ministry of Disaster Management and Relief (MoDMR).

The fundamental purpose for the RPF is to establish guidelines, principles and procedures to be used by the LGED, BWDB, DAE and BADC authorities for the preparation of Resettlement Action Plan (RAP) or Resettlement Action Plans (RAPs) if and when required as per the World Bank's ESF.² World Bank approval of RAPs will be required before project authorities invite bids for any contracts in which works are expected to involve physical or economic displacement as a result of land acquisition or restrictions on access or use of natural resources.

The RPF is intended to provide guidance for avoiding or minimizing any adverse impacts associated with physical or economic displacement, or any adverse impacts due to civil works on private land or restrictions on land use, and to ensure arrangements are in place to mitigate any adverse impacts that may occur. The LGED, BWDB, DAE and BADC hereby agree to apply the principles, procedures, and standards incorporated in ESS5 and other relevant standards of the World Bank ESF if obtaining any sites for project use would cause economic displacement³ or physical displacement.⁴ However, **no land**

¹ Specifically, Environmental and Social Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement (ESS5), Annex 1B. The template is primarily intended for use in projects initially classified as Low or Moderate Risk. It may also be appropriate for use in projects with a Substantial Risk classification if risks identified as substantial do not relate directly to ESS5.

² To ensure that the relevant authority is aware of its obligations, it is recommended that the RPF be accompanied by a provision of a transmittal letter, signed by the chief executive (or similar relevant authority) of the implementing agency.

³ As described in ESS5, Paras. 33–36.

⁴ As described in ESS5, Paras. 26–32.

acquisition or major displacement is expected under this project. Some temporary impacts may occur while embankment re-sectioning, hydraulic structure repair, riverbank, slope protection works, rehabilitating roads, irrigation channel repair, re-excavation of waterbodies and other project activities which will be managed through appropriate assessments, consultations, application of this RPF and implementation of RPF/RAPs as needed.

This RPF is intended to utilize the existing legal and policy framework of the Government of Bangladesh (GoB), incorporating any supplementary measures necessary to achieve material consistency with ESS5 principles and standard and other relevant standards of the ESF.⁵

B. Project Objectives and Description

The objective of the B-STRONG project is to rehabilitate and enhance the resilience of critical public infrastructure and support flood-affected households to strengthen livelihoods.

Project Components: There are six components in this project and detail of these six components are depicted below.

Components	
Component 1: People Centric Resilient Infrastructure (Implemented by LGED and BWDB)	Subcomponent 1.1: Resilient Rural Infrastructure (Implemented by LGED) • construction of climate resilient multipurpose disaster shelters on existing footprints; • capacity enhancement and rehabilitation of existing disaster shelters by extending one floor with climate proofing connecting roads (above flood level); • improvement of damaged existing schools affected by flood to climate resilient standards; • rehabilitation of rural roads with minor enhancement of capacity to climate-resilient standards; • rehabilitation and reconstruction of existing bridges and culverts with minor capacity expansion; • slope protection on road alignment to protect against extreme precipitation and wave action exacerbated by climate change; • supply and installation of lightning protection systems to decrease vulnerability to lightning strikes resulting from extreme hydro-metrological events; • supply of search and rescue equipment for the Fire Service and Civil Defence (FSCD) for providing emergency response during extreme climate events (floods, landslides, cyclones, fires); • supply and installation of Emergency Operation Systems for upazilas. Subcomponent 1.2: Flood Protection Rehabilitation (Implemented by BWDB) • flood protection embankment re-sectioning and repair works;

⁵ The RPF does not supersede provisions of ESS5 or the ESF, and the World Bank remains solely responsible for determining what is required to achieve consistency with those requirements throughout the course of project implementation.

	• canal re excavation works to increase the stormwater drainage capacity during flood; • flood control hydraulic structure reparation works; • flood protection river bank and slope protection work; • improvement of the flood forecasting system through expansion of the flood models, forecasting facilities, and technical capacity building.
Component 2 Livelihoods Recovery and Enhancement Support (Implemented by SDF)	Subcomponent 2.1: Community Empowerment and Institutional Strengthening • mobilization efforts at the community level to form community institutions, including Cluster Community Societies (CCS) and Regional Community Societies (RCS); • provision of sub-grants to the Village Development Fund (VDF) and the CCS and RCS to implement community plans, institutional development activities, and activities to improve climate-resilient livelihood facilities; • awareness-raising activities related to hygiene, nutrition, and disaster preparedness. Subcomponent 2.2: Enhancing Sustainable Livelihoods • provision of one-time cash transfers, sub-loans (financed from the VDF), and stipends; • skills development training on market-driven needs and financial literacy; • provision of sub-grants for the Productive Investment Fund to producer alliances to support business development, market linkages, and product promotion.
Component 3 Community Recovery and Resilience to Disasters (Implemented by DDM)	Subcomponent 3.1: Providing Livelihood Opportunities to Communities through EGPP+ • support the Employment Generation Program for the Poorest Plus (EGPP+), which is the shock-responsive window of DDM's national poverty-targeted public works program. Subcomponent 3.2: Strengthening Community Disaster Preparedness and Response • support community preparedness and response to disasters through (i) the supply of rescue boats and equipment, and (ii) training, exercises, and drills (TEDs).
Component 4 Agricultural System Restoration (Implemented by DAE and BADDC)	Subcomponent 4.1: Sustainable Agricultural Production Support (Implemented by DAE) • inputs support, promote high yielding, climate resilient, water saving and sustainable crop production technologies, management methods and practices through technology demonstrations and arranging field days; • technology training to farmers to enhance performance and capacity building of farmers, and entrepreneur; • agricultural machinery support with the objectives to reduce laborious work, compensate labor shortage, enhance productivity and to promote farm mechanization; • establishment of polyshed house and seed village to supply quality seeds and seedlings; • establishment of community vermicompost and tricho-compost plants to improve soil health management;

	- homestead gardening to support women, community gardening targeting the vulnerable and bringing fallow land under crop production; - support for the establishment of farmer groups to disseminate sustainable agricultural crop production technologies. Subcomponent 4.2: Rebuilding Irrigation, Drainage and Storage Facilities (Implemented by BADC) - repair and reconstruction of damaged irrigation equipment, and infrastructure; - re-excavation of filled water bodies, construction of underground drainage channels, and water passes to increase surface water availability for dry season supplementary irrigation; - construction of uPVC drainage pipe line and water passes to increase drainage capacity during flood or excessive rainwater; - construction of uPVC pipe line for buried pipes in existing scheme to increase irrigation water use efficiency, reduce water loss and maintenance work; and - construction and renovation of damaged fertilizer and seed storage go-downs, construction of Sunning Floor, and Loading-Unloading Shades
Component 5: Project Administration, Management, Coordination, Monitoring and Evaluation	Subcomponent 5.1: Project Management, Coordination, Monitoring and Evaluation of LGED, BWDB, and DAE Subcomponent 5.2: Project Management, Monitoring and Evaluation of SDF Subcomponent 5.3: Project Management, Monitoring and Evaluation of DDM
Component 6: Contingent Emergency Response	This component will ensure provision of immediate response to an eligible crisis and contribute to immediate and effective response. Any unused balance under the other components can be reallocated to this Contingent Emergency Response Component, in the event of an emergency. E&S risks under CERC will be managed separately, unless this RPF is relevant for CERC as well.

Project activities in the flood affected districts will utilize government lands and will lease or rent private land should it be needed for temporary storage of materials. The Project will mainly repair and reconstruct existing/damaged infrastructure on existing footprints and use only public lands for any new construction works. It will lease or rent private land for any temporary storage of materials. No land acquisition is expected under the Project. However, there are squatters present adjacent to embankment slopes who may be physically displaced temporarily or permanently. There may be tenant farmers, sharecroppers on public lands. Civil works may disrupt livelihood activities (for example, roadside shops) temporarily. There may be livelihood impacts due to land use changes or restrictions to access.

No land acquisition is expected as all physical works will take place where the infrastructure already exists or existed. However, there are squatters present on the side of the embankment slopes who will be

impacted by the rehabilitation works. All construction sites (once confirmed) will be screened for similar impacts which will be mitigated as per ESS5. The risk of labor influx is expected to be minimal as construction activities are expected to largely employ labor from local communities. The locations of sites for shelters, roads, embankment re-sectioning, waterbodies excavation, as well as the type and current use of land required for construction, will be identified during implementation. Acquisition of private lands will be screened out as given the long process associated with land acquisition in Bangladesh, it would not be a fit modality for this project.

If any non-titled households or roadside shops are found affected through the screening due to roadworks, embankment re-sectioning and repair works, riverbank, slope protection, irrigation channel repair, re-excavation of waterbodies, RAP will be prepared following the guidelines of this RPF. No physical works or occupation of the relevant lands will be conducted before the implementation of the RAP and compensation payment at replacement value for impacted lands (handover of land to requiring body as “acquired” will not suffice) property or livelihoods.

The Project will work in the Brahmanbaria, Cumilla, Feni, Noakhali, Lakshmipur, Chattogram flood affected districts for LGED, BWDB, DAE and BADC. Preliminary consultation with locals including the flood affected communities demonstrate great demand for the rehabilitation works for the roads, shelters, embankment re-sectioning, slope protection, hydraulic structure repair, irrigation channel repair, waterbodies re-excavation etc. The Project would significantly improve people centric resilient rural infrastructure, flood protection rehabilitation, livelihood recovery, agricultural restoration in flood affected districts.

The roads will not need widening beyond the existing alignments on public lands. BWDB and BADC will use existing design for bank, embankment protection works, canal re-excavation, irrigation channel, buried pipe and water pass construction in the project. Any impacts on local people will be addressed through RAPs. However, no adverse impacts on tribal communities, their lands, properties or businesses, or any land acquisition is expected under the Project.

Within the flood affected community, the project may require shifting or re-alignment of some structures (expected to be few in terms of scale, involving quick rebuilding in nearby spaces) to make way for the infrastructure and service provision envisioned by the project. All such activities will be undertaken after consultation with project affected people (PAPs) or entities and full compensation or construction of alternative structures at the preferred location of the PAPs.

The consultation process will involve coordination with them; the preference of PAPs for alternative site for reconstruction will first be identified. Once construction of a similar or improved structure is completed on the agreed upon site and shifting is successfully done, project related civil works can start which require the dismantling of the original structures. For the construction activities in the embankments, 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 be needed. There may also be need for temporary land use for project activities (to keep construction material and set-up labor camps) by the existing rural roads. The extent of such impact will be known upon the confirmation of specific location of subproject and screening of sites and will be managed as per ESS5. In all likelihood the land for such temporary uses will be rented or leased.

C. Key Principles and Definitions

Following the guidelines of World Bank ESF, all four implementing agencies (IAs)- LGED, BWDB, DAE and BADC will take all feasible measures to avoid or minimize adverse impacts due to civil works and any restrictions on land use associated with project activities. The fundamental objective of ESS5 is to ensure that, if physical or economic displacement cannot be avoided, PAPs (Project Affected Persons) are compensated at the replacement cost for land and other assets, and otherwise assisted as necessary to improve or at least restore their incomes and living standards.

Other ESS5 objectives include:

- To avoid forced eviction⁶
- To improve living conditions of poor or vulnerable persons who are physically displaced/affected, through provision of adequate housing, access to services and facilities, and security of tenure⁷
- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable PAPs to benefit directly from the project, as the nature of the project warrants
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

Affected persons are defined as any persons subjected to project-related adverse impacts who (a) have formal legal rights to land or assets; (b) have a claim to land or assets that is recognized or recognizable under national law; or (c) who have no recognizable legal right or claim to the land or assets they occupy or use. The term incorporates all potential categories of persons affected by land acquisition and associated impacts. This Project will not permit any land acquisition, but civil works may cause temporary impacts on businesses or require shifting of non-formal structures on road alignments, bank embankments amongst other impacts.

Replacement cost is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost for land is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement materials and labor for construction of structures or other fixed assets, plus all transaction costs associated with asset replacement. In all instances where physical displacement results in loss of substandard shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets minimum community standards of quality and safety. For clarity, the determination of full replacement cost shall not include any deductions for

⁶ Defined as the removal against the will of individuals, families, and/or communities from the homes and/or land which they occupy without the provision of, and access to, appropriate forms of legal and other protection, including all applicable procedures in ESS5.

⁷ Security of tenure means that affected persons are resettled to a site that they can legally occupy, where they are protected from the risk of eviction and where the tenure rights provided to them are at least as robust as those they had prior to displacement.

depreciation of the asset being replaced or for the value of salvageable materials that may be recovered from demolished or dismantled structures. The compensation amount should reflect the full cost of replacing the asset to its pre-displacement function and standard, regardless of the age or condition of the affected asset. It is to be noted that there is no deduction for depreciation and/or salvage materials.

Based on the potential impacts and risks of the project in terms of resettlement, the following key principles are to be followed in resettlement planning and implementation. These include:

- a) All affected/displaced persons are entitled to compensation for affected assets, or to alternative but equivalent forms of assistance in lieu of compensation; lack of legal rights to the assets lost will not bar displaced persons from entitlement to such compensation or alternative forms of assistance.
- b) Compensation rates refer to amounts to be paid in full to the eligible owner(s) or user(s) of the lost asset, without depreciation or deduction for fees, taxes, or any other purpose.
- c) Compensation for structures, unharvested crops, and all other fixed assets must be paid prior to the time of impact or dispossession.
- d) Community services and facilities will be repaired or restored if affected by the project.
- e) Affected persons must be consulted during preparation of the RAP, so that their preferences are solicited and considered.
- f) The RAP (in draft and final versions) is publicly disclosed in a manner accessible to displaced persons.
- g) A grievance mechanism by which affected persons can pursue grievances will be established and operated in a responsive manner.
- h) Negotiated settlement processes are acceptable as an alternative for legal expropriation if appropriately implemented and documented.⁸
- i) The IAs bears official responsibility for meeting all costs associated with obtaining project sites, including compensation and other considerations due to affected persons. The RAP includes an estimated budget for all costs, including contingencies for price inflation and unforeseen costs, as well as organizational arrangements for meeting financial contingencies.
- j) Monitoring arrangements will be specified in the RAP, to assess the status and effectiveness of RAP implementation.

⁸ Appropriate principles for negotiated settlement transactions include (a) intended project sites are screened to identify competing claims to ownership or use, or other encumbrances that would impede two-party negotiations; (b) if the site is collectively or communally owned or used, the negotiation process includes those individuals or households who directly occupy or use it; (c) prior to negotiations, owners or users are informed by project authorities of their intent to obtain relevant land (and other assets) for project use; (d) owners or users are informed of their rights and options to pursue legal remedies or other actions, and sign a declaration indicating willingness to negotiate; (e) at the onset of negotiations, project negotiators present the owner or user with a proposed package of compensation or other beneficial considerations, along with an explanation as to the basis of this initial offer; (f) owners or users are informed that they may make counterproposals as they may see fit; (g) negotiations are conducted without resort to coercion or intimidation in any form; (h) an agreement establishing payment amounts or other agreed considerations is written, signed, and recorded; (i) payment of compensation and provision of any other agreed considerations is completed prior to taking possession for project use; and (j) owners or users retain the right of access to the grievance mechanism if they have complaints regarding any aspect of the negotiated settlement process.

D. Legal and Regulatory Framework

This section briefly summarizes relevant country constitutional, legal, and regulatory provisions. Relevant provisions include expropriation, compensation standards and procedures, tenurial arrangements, treatment of persons lacking full legal title, and other topics that may be pertinent to the project context and location.

Land Acquisition Policy of Bangladesh Government: Acquisition and Requisition of Immovable Property Act (ARIPA) 2017 is the legal framework on land acquisition in Bangladesh. However, as the land acquisition is not allowed in this project, relevant sections of ARIPA 2017 related to land acquisition will not apply here.

Land Requisition Policy of Bangladesh: For requisition of land for temporary purposes, the Acquisition and Requisition of Immovable Property Act 2017 (ARIPA) is the principal legislation governing eminent domain land acquisition and requisition in Bangladesh. The Act requires compensation to be paid for: (i) vacating the requisitioned property (ii) reoccupying the property upon released from the requisition (iii) damaged the cost to the property during period of requisition including the expenses that may have to be incurred for restoring to the original condition.

Under the ARIPA 2017, The Deputy Commissioner (DC) determines the value of the requisitioned assets under section 22(1) and 22(2) with due consultation with the landowners. According to section 22(6), requisition is allowed only for 2 years. If land is required more than 2 years, a new contract is required with the landowners with an agreed compensation rate. Under section 23, DC will pay the compensation to the landowners. If the land requisitioned 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. Under no circumstances, land requisition is not allowed due affecting residential and community properties. However, under section 20, requisition is only allowed for emergency road repairing. Any losses for structures, trees, and business will follow the provisions of ARIPA 2017.

IAs will ensure implementation of the followings for different interventions:

Compensation and benefits for affected persons: All lands proposed to be requisitioned, affected structures, trees, business, community property and crops under the B-STRONG project will be compensated as per replacement cost consistent with both government policies and ESS5. Compensation rates may be subject to upward adjustment where negotiation strategies are employed. In all cases, a clear basis for calculation of compensation will be documented, and compensation distributed in accordance with transparent procedures.

Impacts on community properties: Project will avoid any sites that may affect community properties. However, if unavoidable and if community properties are expected to be affected due to project interventions the project will undertake adequate community consultations and identify alternative, suitable sites for the reconstruction of such properties of equivalent or improved quality and accessibility to them, provide adequate and free transportation to the facilities/properties if proximity is compromised. The relevant PIUs will rebuild the community properties before dismantling the original or based on consultations provide temporary facilities of acceptable standards while the alternative and enhanced facility/community property is built. compensation to all community groups for respective

community facilities. The PIUs/PMUs will provide all necessary assistance including finding out alternative sites for relocation of the establishments.

Vulnerable PAPs: All vulnerable PAPs including disabled-headed, elderly-headed and poor household etc. are entitled to livelihood restoration/ improvement support in the form of cash, job-placement, and additional financial support in the form of grants for investments in business or re-employment related equipment and buildings, as well as organizational and logistical support to establish the PAP in an alternative income generation activity.

Affected Women and Female headed households : To ensure a clear understanding and due consideration of specific impacts on Project affected women and to safeguard their livelihoods, specific provisions for women will be adopted, including (i) collection of gender disaggregated socio-economic data; (ii) consultation of women in joint or separate meetings; (iii) due consideration of grievances lodged by women; and (iv) provision of compensation and/ or new titles to women if they are titled or recognized owners of lost assets, and provisions of restoration and rehabilitation measures to women, if households are female headed or women's livelihood is directly concerned. The RAP for relevant activities will elaborate the scope of impacts on women and where required gender action plans will be prepared, implemented and monitored within or outside RAPs. A standalone action plan for addressing Sexual Exploitation and Abuse/Sexual Harassment in the Project has been prepared.

E. Preparing a Resettlement Action Plan (RAP)

If project activities causing physical or economic displacement of the non-titled are unavoidable RAP/s (or abbreviated RAPs) will be prepared for World Bank approval. Responsibility for preparation and implementation of the RAPs rests with the respective IAs. As necessary, IAs will exercise its authority to coordinate actions with any other involved agencies to promote timely and effective planning and implementation. At the identification stage of the sub-project, IAs will conduct screening. No land acquisition or major/significant displacement/ resettlement is expected under the Project, and any sites requiring the latter will be screened out as it may not be feasible to accommodate the procedural lengths and delays associated with land acquisition and completing compensation payments within the project period. However, if the screened site is found appropriate but presents cases of minor or temporary resettlement a RAP will be required (these may even be abbreviated versions as the scale is expected to be minor under each agency). RAP preparation will start once potential physical locations are identified. The IAs will identify current usage and tenurial arrangements at the site and choose the site (or sites) that avoids or minimizes physical/economic displacement and other adverse impacts on people. The relevant IAs will subsequently carryout, or cause to be carried out, a census survey to identify and enumerate all affected persons on the selected site (or sites) and to inventory and value assets that are to be impacted by/for project activities.

LGED/BWDB/DAE-BADC will conduct census and socio-economic survey(s), with appropriate socio-economic baseline data to identify all persons who will be affected by the project and to assess the project's socio-economic impacts on them. Once the detailed design is finalized, the required social surveys will be conducted by LGED/BWDB/DAE-BADC, if necessary, with the support of a consultancy firm or NGO. Based on this survey outcomes, a social impact assessment will be done which will include potential social impacts, income and livelihood of displaced persons and gender-disaggregated information pertaining to the economic and socio-cultural conditions of displaced persons. The project's

potential social impacts and risks will be assessed against the requirements presented in this RPF and applicable laws and regulations of the jurisdictions in which the project operates that pertain to involuntary resettlement matters.

The census will cover 100% of affected persons. The purpose of the census is to: (i) register who the potentially affected persons are; (ii) assess their income and livelihoods; and (iii) inventory of their assets affected due to the project; (iv) gender-disaggregated and where relevant ethnicity-disaggregated in case of presence of tribals information pertaining to the economic and socio-cultural conditions of displaced persons. Before census survey, consultation must be conducted with all affected households. The purpose of the baseline socioeconomic sample survey of affected persons is to establish monitoring and evaluation parameters. It will be used as a benchmark for monitoring the socioeconomic status of affected persons. The survey will cover at least 30% of affected persons and 20% of significantly affected persons and rest 50% may cover samples from the project impact zone. The survey will also collect gender-disaggregated data to address gender issues in resettlement.

As part of the social impact assessment, the IAs will identify individuals and groups who may be differentially or disproportionately affected by the program because of their disadvantaged or vulnerable status. Where such individuals and groups are identified, IAs will propose and implement targeted measures, so that adverse impacts do not fall disproportionately on them, and they are not disadvantaged in relation to sharing the benefits and opportunities resulting from development.

The census and socio-economic survey will identify

- ✓ The scope and scale of impacts on structures and other fixed assets;
- ✓ Any project-imposed restrictions on use of, or access to, land or natural resources;
- ✓ Identifying public or community infrastructure, property or services that may be affected;
- ✓ Characteristics of displaced HHs, baseline information's on livelihood and standards of living;
- ✓ land tenure and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the project area;
- ✓ The patterns of social interaction in the affected communities, including social networks and social support systems, and how they will be affected by the project; and
- ✓ Social and cultural characteristics of displaced communities, including a description of formal and informal institutions that may be relevant to the consultation strategy and to designing and implementing the resettlement activities.

Based on the census and Inventory of Losses (IOL), if RAP needs to be prepared, the following contents will be followed:

- a) Description of the project (with appropriate maps and illustrations), including explanation for the necessity of acquiring particular sites for project use and efforts undertaken to avoid or minimize the amount of land acquisition or other potential impacts deemed necessary.
- b) Results of a census survey of displaced persons and inventory and valuation of affected land and assets
- c) Description of any project-related restrictions on resource use or access
- d) Description of tenure arrangements, including collective, communal, or customary use or ownership claims

- e) Review of relevant laws and regulations pertaining to acquisition, compensation, and other assistance to displaced persons, and identification of gap-filling measures needed to achieve ESS5 requirements.
- f) Description of land and asset valuation procedures and compensation standards for all categories of affected assets
- g) Eligibility criteria for compensation and all other forms of assistance, including a cutoff date for eligibility.
- h) Organizational arrangements and responsibilities for RP implementation
- i) Implementation timetable
- j) Estimated budget and financial contingency arrangements.
- k) Consultation and disclosure arrangements
- l) Description of grievance mechanism
- m) Arrangements for monitoring implementation progress.

The RAP will be complemented by a separate set of individual compensation files for each displaced household or persons. These files are to be handled confidentially by the IAs to avoid any prejudice to displaced persons.

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

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

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

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

Eligibility criteria for compensation and all other forms of assistance are summarized with Annex A. Project will avoid physical displacement of the non-titled. However, if unavoidable, the RAP will include planning measures relating to the following:

- a) Description of relocation arrangements, including options available to displaced persons, and including transitional support for moving or other expenses
- b) Measures to improve living standards and otherwise address particular needs of relocating poor or vulnerable households, including measures to ensure that replacement housing is at least consistent with minimum community standards and is provided with security of tenure
- c) Description of project design measures to improve living standards, access to or functioning of community services or facilities, or for providing other project-related benefits
- d) Any measures necessary to address impacts of resettlement on flood affected communities.

F. Institutional Arrangement and Implementation

Institutional arrangements: The GoB will have overall responsibility for project implementation and management through its relevant line ministries. The project will be implemented by LGED, BWDB, SDF, DAE, BADC and DDM. LGED, BWDB, DAE and BADC Project Implementation Units (PIUs) will be responsible to prepare the RAPs if required. 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 flood affected people's assistance and coordination, and in order to enable most efficient decision making taking into account internal government fiduciary clearance procedures.

If RAP/s needs to be prepared, implementation of RAP for affected persons will be carried out in eight (8) steps. PIU will ensure implementation of the RAP with the support of the design and supervision firms and social specialists hired under this project.

Step-1: Formation and Preparation

- Organize inception meeting with relevant stakeholders.
- Provide safeguard orientation to the team according to ESF
- Capacity building through organizing training and workshop
- Institutional Arrangements & Logistics
- Submit inception report and require approval from RAP verification survey

Step-2: Develop Implementation Tools/Mechanism

- Develop tools and materials for information campaign (i.e., Booklet, Leaflet, etc.)
- Develop monitoring tools for implementation progress
- Develop reporting format such as monthly/quarterly/semi-annual/annual
- Develop/update Grievance Redress Committees (GRC) application form
- Develop/update focus group meeting checklist
- Develop format of Entitled Persons (EPs) file and Entitlement Card (EC)
- Develop format of payment debit voucher
- Develop ID card format for the EPs
- Develop computerized Management Information System (MIS)

- Develop internal server for data management, sharing and monitoring

Step-3: Social Preparation and Information Dissemination

- Formation of focused groups with various occupation groups at the field
- Information campaign
- Disclosure of RAP policy
- Regular meetings with affected people for updating record of rights and other documents for receiving compensation from IAs
- Consult the displaced people to get ready for relocation after getting compensation
- Develop ideas, script, and mechanism for organizing and executing awareness campaign outside the RAP implementation
- Organize, follow-up and recap various awareness campaign

Step-4: Payment of Compensation

- Devise ID number for each of the entitled persons
- Preparation of EP file and EC
- Preparation indent (EP payment list)
- Opening Bank Account by the APs (Affected Persons)
- Prepare ID cards for the EPs using photograph
- Calculate Individual entitlement based on category of losses and policy of the RAP
- Prepare Debit voucher and other necessary documents for making payment of additional compensation and other benefits
- Payment of additional grants and resettlement benefits
- Inform PAPs on ways to submit grievances

Step-5: Relocation/Resettlement

- Payment of resettlement benefits to EPs
- Assess relocation options of the PAPs and provide facilities in relocation choices
- Assist displaced households/EPs in relocation and resettlement
- Support APs in retiling and updating of their record of rights

Step 6: Establishment of Grievance Mechanism

- Development/finalization of format for grievance cases following the guidelines of SEP
- Assist PAPs in producing grievances
- Conduct meetings on Grievance Redress Mechanism (GRM)
- Disclose GRM process among the people
- Resolve grievances and report on monthly basis.

Step-7: Submission of Progress Report

- Generate progress reports for real-time monitoring of RAP implementation progress using user-friendly menu driven software.

- Share the draft report with project authority and relevant stakeholders.
- Incorporate feedback and response.
- Submission of final reports.

Social Development Specialist at PIU: The PIU will have a dedicated Social Specialists to ensure implementation of RPF, RAP and other social management responsibilities. The Social Specialists will be field based. The Specialists will also monitor construction activities to ensure that social mitigation measures are properly implemented.

RPF related activities, responsibility and approval authority

Actions	Responsibility	Approval authority
RAP Preparation Stage		
Census, SES, IoL and Property Valuation Survey (PVS) for RAP preparation	Design and Supervision Firm and Social Development Specialist at PIU	Respective PIU
Consultation with affected HHs and relevant Stakeholders	Design and Supervision Firm and Social Development Specialist at PIU	Respective PIU
Preparation of RAP	Design and Supervision Firm and Social Development Specialist at PIU	Respective Ministry and World Bank
RAP Implementation Stage		
Compensation for non-titleholder	PIU with the support of RAP implementing NGO/firm	Respective Ministry and PIU
Property Value Assessment Community formation (PVAC)	PIU	Respective Ministry and PIU
GRC formation	PIU	Respective Ministry and PIU
Implementation of RAP and quarterly implementation report	PIC with the support of implementing NGO/firm	PIU and World Bank
Monitoring		
Internal monitoring report	PIU with the support of PIC	PSC and World Bank

G. Consultation and Disclosure Arrangements

A separate Stakeholder Engagement Plan (SEP) has been prepared for the Project, based on the World Bank's Environmental and Social Standard 10 on Stakeholder Engagement. If RAP needs to be prepared, IAs will follow the guidelines of the SEP to conduct consultations and grievance management.

The RAP will summarize results of measures taken to consult with affected persons regarding the project, its likely impacts, and proposed resettlement measures. It also summarizes the meetings held with affected persons (dates, locations, number of participants), including comments, questions, and concerns expressed by affected persons during these meetings as well as responses provided to them. The IAs will disclose a draft RAP to the affected persons (and the public) after Bank review and solicits comments from affected persons regarding the proposed plan. Disclosure of the final RAP occurs following consideration of comments received and following Bank acceptance.

Stakeholder engagement activities will need to provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them. A separate Stakeholder Engagement Plan (SEP) has been prepared for the Project, based on the World Bank's Environmental and Social Standard 10 on Stakeholder Engagement. The SEP can be found here: <https://pani.bwdb.gov.bd/archive/pdf/16329.pdf;2025-03-25-08-16-2451d7268455f31418a58201c2b3a77f.pdf>

The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

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

The PD will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development. The RPF and RAP in Bangla, and English will be made available for public review in accordance with the World Bank. The RPF will be released in the public domain simultaneously with the E&S documents and will be available for stakeholder review during the same period of time.

Distribution of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the safeguard documents in Bangla and English will be made accessible for the general public at the following locations:

- ✓ IA Headquarters, Dhaka
- ✓ The District Administration office of project area
- ✓ The IAs Project offices;
- ✓ Affected Upazila Headquarters
- ✓ Affected Union Parishad Offices
- ✓ Other designated public locations to ensure wide dissemination of the materials.
- ✓ Brochures, leaflets, posters, nontechnical summary documents and reports;
- ✓ Official correspondence, meetings

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

H. Monitoring and Evaluation

IAs will make arrangements for monitoring implementation and will provide periodic monitoring reports to the Bank regarding the status of land acquisition and implementation of the RAP. For projects with

significant impacts, competent resettlement monitoring professionals will monitor implementation progress and provide advice on any necessary corrective actions and will conduct an implementation review when all mitigation measures in the RAP are substantially complete. The implementation review evaluates the effectiveness of mitigation measures in achieving RAP and ESS5 objectives and recommends corrective measures to meet objectives not yet achieved.

Monitoring of and reporting on the project must be complemented by an effective GRM proposed in SEP in order to address issues arising from project implementation. GRM will help to detect unanticipated or recurring problems, and to manage them. The project implementing agency sets up and supports the GRM, in a manner satisfactory to the World Bank, to receive, manage and facilitate resolution of stakeholders' concerns and grievances in a timely manner. The way to make complaints needs to be simple and well publicized. The GRM is usually scaled to the risks and potential adverse impacts of the project. The following factors will be considered in the project for the effective GRM: (i) their publicity and accessibility, (ii) the transparency of their operation, (iii) the credibility of their decision-making process and structure, (iv) their confidentiality and hence protection from any potential retaliation, and (v) the effectiveness of the associated business processes to resolve grievances where appropriate.

I. Grievance Mechanism

To ensure that affected persons can raise complaints regarding the calculation or payment of compensation, provision of assistance, or other relevant matters, the RAP provides for an accessible and responsive grievance mechanism. The RAP will describe submission procedures, organizational arrangements, and responsive performance standards for handling grievances, and measures to be taken to inform affected persons or communities about grievance initiation and response standards. The grievance mechanism does not preclude affected persons from pursuing other legal remedies available to them.

The IA will keep a record of all complaints referred to the grievance mechanism, including a description of issues raised and the status or outcome of the review process.

A three Tier GM will be established in this project. Detailed grievance management procedures at flood affected areas are described in Annex B, the Labor Management Procedures (LMP) and Annex 5 of the SEP. LGED will operate in Feni, Cumilla, Noakhali, Brahmanbaria, Chattogram, Lakshmipur districts, BWDB, DAE and BADC will operate in Brahmanbaria, Cumilla, Feni, Noakhali, and Lakshmipur. Grievance Redress Mechanism, including local committees will be established before the start of any Project works. Before specialists are hired, existing GMs or designated focal points will handle grievances. Each IA will provide monthly GM reports, compiled into quarterly reports by LGED's and DAE's hired Project M&E Firm. Different steps, process, timeframe and responsibilities of the GRM is attached with Annex B.

Grievance Redress Committees (GRC): Grievance Redress Committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal actions. The procedure will, however, not pre-empt a person's right to go to the courts of law. The GRC will be established at three levels: (i) Local Level, (ii) Project level and (iii) Ministry level

Local Level GRC: All the sub-project/local level complaints will be received at local level GRC committee. This local level GRC will ensure easy accessibility by the PAPs, local communities and interested stakeholders, so that any grievance can be solved directly or within a very short period of time. All cases at the local level complains will be heard within 15 days of their receipt. Local Level GRC Committee given below

Upazila Engineer/Sub- divisional Engineer (for LGED and BWDB)/nominated official by the PD (from Upazila where complaint originates) Upazila Agriculture officer/Additional Agriculture officer/ Agriculture Extension Officer (for DAE)/Assistant Engineer/Sub-Assistant Engineer of the BADC local offices (for BADC)	Convener
Environment Specialist and/or Social Specialist or both, from the PIU (as per nature of the complaint) (LGED, BWDB, DAE, BADC)	Member-Secretary
Environment Specialist and/or Social Specialist from the Supervision Firm hired by IA	Member
Representative from respective Union Parishad (from where the complaint originates; must be female if the complainant is female)	Member
Representative from the community (teacher, NGO, or local person nominated by the complainant)	Member

Project/PIU Level GRC: If the resolution attempt at the local level fails, the grievance will be forwarded to the project level GRC for further review. With active assistance from the social and environmental specialist of PIUs, the committee will make a decision and communicate it to the concerned GRC. The PIUs will make periodic visit to the project sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books. The decisions on unresolved cases will be communicated to the GRC within one week of the complaint receipt. PD will be the convener, and social specialist will be the member secretary of the Project level GRC. Project Level GRC Committee given below-

Project Director (PD)	Convener
Social Specialist and Environmental Specialist at PIU LGED/BWDB/DAE-BADC	Member-Secretary
Local Government Representative	Member
Representative from respective areas Local Women's Group	Member
Representative from the community (teacher, NGO, or local person nominated by the complainant- preferably the same person who was present at the local GRC hearing)-	Member

Ministry/PSC Level GRC: If a decision at district level is again found unacceptable by the aggrieved person(s) or affected persons are not satisfied with the resolution, can appeal to MoLGRD&C, MoWR or

MoA for further investigation. Grievance resolution will be a continuous process in project level activities and implementation of those. The PIUs will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PIUs also prepare periodic reports on the grievance resolution process and publish these on the LGED/BWDB/DAE-BADC website.

Representative of secretary from Respective ministry	Convener
Project Director	Member-Secretary

A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon the respective PIUs. There will be budgetary allocation for local, project and ministry committee members for participating meetings and refreshments during meeting. To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the Convener will apply the following guidelines:

- ✓ Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- ✓ Remove a recommendation by any person that may separately accompany the grievance redress application.
- ✓ Disqualify a GRC member who has made a recommendation on the application or separately before the formal hearing: Where a GRC member is removed, appoint another person in consultation with the Project Director.
- ✓ The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RPF and the mitigation standards, such as compensation rates established through market price surveys.

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

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

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

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

To ensure that grievance redress decisions are made in formal hearings and in a transparent manner, the Convener will apply the following guidelines:

- ✓ A standard application format will be used for receiving grievances which will be available at the office of INGO /Consulting firm. This application format would be concurred by the PD.

- ✓ Reject a grievance redress application with any recommendations written on it by a GRC member or others such as politicians and other influential persons.
- ✓ Remove a recommendation by any person that may separately accompany the grievance redress application.
- ✓ Disqualify a GRC member who has made a recommendation on the application separately before the formal hearing.
- ✓ Where a GRC member is removed, appoint another person in consultation with the Project Director.
- ✓ The Convener will also ensure strict adherence to the impact mitigation policies and guidelines adopted in this RAP and the mitigation standards, such as compensation rates established through market price surveys.

Grievance Logs and Operation: B-STRONG project will maintain a grievance log. This log will include at least the following information:

- ✓ Individual reference number
- ✓ Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously)
- ✓ Details of the complaint, feedback, or question/her location and details of his / her complaint.
- ✓ Date of the complaint.
- ✓ Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.)
- ✓ Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution
- ✓ Date when proposed resolution was communicated to the complainant (unless anonymous)
- ✓ Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution
- ✓ Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out
- ✓ If necessary, details of GRC1 and GRC2 referrals, activities, and decisions date when the resolution is implemented (if any).
- ✓ If AP's are not satisfied with the resolution, can appeal to Ministry for further investigation. Even if the case is not resolved with Ministry, can appeal to court according to the law of the land.

World Bank Grievance Redress System (GRS): Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank'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 Bank's independent Accountability Mechanism (AM). The AM houses the Inspection Panel, which determines whether harm occurred, or could occur, as a result of Bank non-compliance with its policies and procedures, and the Dispute Resolution Service, which provides communities and borrowers with the opportunity to address complaints through dispute resolution. Complaints may be submitted to the AM at any time after concerns have been brought directly to the

attention of Bank Management and after Management has been given an opportunity to respond. For information on how to submit complaints to the Bank's Grievance Redress Service (GRS), visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the Bank's Accountability Mechanism, visit <https://accountability.worldbank.org>.

Annex A - Suggested Entitlement Matrix

Table A.1: Entitlement Matrix

Impact	Application	Affected Person	Entitlement in Principle
Temporary Loss of land	Requisition of land during construction period	Owner(s) with legal title	• Viability of land to be determined in consultation with landowner for the requisition or leased purposes. • 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.
Loss of structure	Residential/ commercial structure and other assets (e.g., fences, gates, posts) structure	Owner(s) with legal title	• 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, as applicable. • Shifting allowance based on actual cost of moving (e.g., truck hire, equipment, etc.) • Additional compensation for vulnerable households. • Assistance in finding alternate location. Cash compensation equivalent to replacement value of structure (or part of structure) if the structure is constructed by the affected person.
		Non-titled Owners	
		Tenants	• Compensation equal to 01 to 03 month of rent as determined by the PAVC • Assistance for residential /business relocation to an agreed site • At least 3 months notice will be provided
Loss of Common Property Resources and government Buildings	Community toilet, tubewells, grazing grounds, community center etc.	Community/ government	Reconstruction/ Cash Compensation at replacement cost.
Loss of crops and trees	Standing crops and trees	Owner(s) with legal title, tenant(s),	• 60 days advance notice to harvest standing seasonal crops, if harvest is not

Impact	Application	Affected Person	Entitlement in Principle
		leaseholder(s), sharecropper(s), non- titled owners	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.
Loss of livelihood	Livelihood/ source of income	Business owner (s), Renters, tenant (s), leaseholder(s), employee(s), agricultural worker(s), hawker(s)/ vendors(s) Squatters	60 days advance notice. - Assistance in finding alternate location. - 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.
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)	60 days advance notice. - Provision of temporary access to alternative sites and relocation where possible. Restoration/enhancement of affected land, structure, utilities, common property resource.
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	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.
Impacts on vulnerable APs	All impacts	Vulnerable APs	- Additional allowance equivalent to Tk 10,000/- - Preference in project employment.

Impact	Application	Affected Person	Entitlement in Principle
Any other loss not identified	All impacts		Unanticipated involuntary impacts shall be documented and mitigated based on the principles provided in this RPF and with compliance with governments and WB ESS5

Annex B: Description of Grievance Mechanism (GM)

Table B.1: Grievance Mechanism

Step	Description of Process	Timeframe	Responsibility
GM Implementation Structure Local level GRC	Flood Affected Communities: Local level GRC Composition (all Upazilas where IA has activities: - Upazila Engineer/Sub-divisional Engineer (for LGED and BWDB)/nominated official by the PD- Convener (from Upazila where complaint originates) - Upazila Agriculture officer/Additional Agriculture officer/ Agriculture Extension Officer (for DAE)/Assistant Engineer/Sub-Assistant Engineer of the BADC local offices (for BADC)/nominated official by the PD- Convener (from Upazila where complaint originates) - Environment Specialist and/or Social Specialist or both, from the PIU (as per nature of the complaint) - Member- Secretary(s) (will be common across the GRCs for that particular IA) - Environment Specialist and/or Social Specialist from the Supervision Firm hired by IAs- member - Representative from respective Union Parishad (from where the complaint originates; must be female if the complainant is female) - Member. - Representative from the community (teacher, NGO, or local person nominated by the complainant) - Member.	Specialists to be hired within 3-6 months of effectiveness. All cases at the local level will be heard within 10 days of their receipt.	All complaints will be received at the Office of the respective Upazila Engineer (LGED/BWDB/DAE-BADC)
PIU Level GRC	- Project Director – Convener - Social Specialist and	The decisions on unresolved cases will be	If the resolution attempt at the local

Step	Description of Process	Timeframe	Responsibility
	Environmental Specialist of PIU- Member-Secretary - Local Government Representative (can be the same representative who was present at the local GRC hearing, or other as required; must be female if the complainant is female) – Member - Representative from the community (teacher, NGO, or local person nominated by the complainant - preferably the same person who was present at the local GRC hearing) - Member	communicated to the PIU level GRC and will be solved within 15 working days.	level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to the project level for further review. With active assistance from the PIU will make a decision and communicate it to the concerned GRC. The Social/Environmental Specialist at PIU with the support of member secretary of local GRC will make periodic visits to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books.
PSC Level GRC	- Representative of secretary from Respective ministry – Convener - Project Director - Member- Secretary	Four weeks	All the unsolved cases at the project level, decisions on unresolved cases, if any, will be made in no more than four weeks representative of the Secretary, respective ministry. A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon IAs.
Grievance uptake	Face-to-Face: There will be a few field offices by the supervision firms/contractors, and each field office will nominate an individual to register complaints. He/She will register to note the complaints and complaint forms to fill up. The form will be signed by both the staff and the Complainant.	Will operate 9 am to 5 pm (at flood affected communities). This information will be disseminated to the public.	- The complaint desk will be manned during working days only. For non-working days, virtual means (SMS, Telephone, email etc.) will be suggested. - The field level staff will welcome the Complainant and make him/her comfortable and begin with

Step	Description of Process	Timeframe	Responsibility
			greetings. The staff will note, fill up the company form, get complainant's signature and sign the form him/herself. • The Staff will also provide estimated timeline and a tracking number. • The Staff will also intimate the local GRC level for eligibility checking. After eligibility check by the local level, the Staff will inform the Complainant if the complaint is eligible to be considered or otherwise. If not eligible, the Complainant will be provided other options (NGO, police, legal etc.).
Telephone:	01711-645509 (LGED) and 01711882100 (BWDB) ----- (DAE) and ----- (BADC) Phone number of the Member Secretaries (this will be a cell phone number which can receive calls, SMS, WhatsApp with voice/picture of damage), and the official number of the Upazila office/Sub-division office (for DAE and BADC) of the respective IAs – (this is a cell phone number which can receive calls, SMS, WhatsApp with voice/picture of damage). All level telephone number is attached with SEP for DAE and BADC. There will be telephone numbers available for all IAs.	Will be operated from 9 AM to 5 PM	Grievance site focal and E&S specialist. Following will be noted (Action 1): Name and address (none required if anonymity sought) Complaint, in summary Nature of Complaints If it is project related. Complaint against, if any. Operator will (Action 2): Register the complaint in a register Provide a tracking number Provide a timeline Fill up Complaint Form for filing (Complainant's copy may not be feasible for virtual filing) Intimate the first level of GRC about the complaint Intimate Central GRC aggregator After eligibility check by first/local level, inform

Step	Description of Process	Timeframe	Responsibility
			the complainant if the complaint is eligible to be considered or otherwise. If not eligible, the complainant will be provided other options (NGO, police, legal etc.).
Email:	Project.GRM@email.com	Will be monitored as per above timing (12 hours)	Will be operated by the Social Development Specialist/Communication Specialist/Any other nominated staff of the PIU at Project Office. If no details are given will request number (Action 1) above. If phone number is given, the Complainants will be called to get the above information, else email will suffice. Then the Staff will carry out Action 2 above.
Website:	www.project.com/GRM	Will be monitored as per above timing (12 hours). The site will provide a format for complaint registration. This will include info required in Action 1 above. The complaint will be redirected to the email above with a Subject GRM From Web – Date and Time.	As Above
Letter:	Social Development Specialist. Environmental Specialist. Restoration of Agricultural system Project Room 713, Rd Krishi khamarsorok, Sector Khamarbari, Farmgate, Dhaka Phone: 01688054786 (DAE/BADC)	Will be received and opened during office hours	After the letter is received, the complaint will be studied and if ineligible, it will be sent to the Complainant including provision of other options. If eligible Action 1 and 2 above will be implemented.
Drop-Box:	Suggestion Boxes will be placed in front of every field office	Will remain open round the clock. Will be opened during the beginning of office hours by the staff responsible to register	As above

Step	Description of Process	Timeframe	Responsibility
		complaints in each field Office	
Sorting, Processing	Any complaint received is forwarded to local GRC office; logged in by member secretary of local Recategorized according to the complaint types	Upon receipt of complaint	Local grievance focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by cell or written as suitable	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	- Investigation of the complaint is led by local GRC. - Member Secretaries document unresolved complaints, promptly address non-project-related grievances and consider anonymous complaints. - SEA/SH/GBV-related complaints go to the Gender and GBV Specialist. - The Convener and Member Secretaries work with site managers to resolve issues. - Unresolved complaints escalate to the full GRC for resolution within 10 days. - Compensation follows RPF/RAP procedures; complainants are notified. - Unresolved issues may go to the PIU Level GRC and then to the Project Steering Committee GRC. - If necessary, the Project Director may conduct field investigations within 15 days. - Complainants can seek legal recourse if issues persist.	Within 5 working days of receipt	Local GRC

Step	Description of Process	Timeframe	Responsibility
	Bank-received complaints are reported to GRS and forwarded to the Project Director. A proposed resolution is formulated by local GRC and communicated to the complainant by cell or email		
Monitoring and evaluation	Supervision Firm hired including: - Environmental Specialist - Social Specialist Both will be members of all the local level GRCs convened at the Upazilas where the IA will be active and where complaints will originate from.	Within 6-9 months of project effectiveness	PIU (LGED, BWDB, DAE and BADC) Monitoring and Supervision Firm
	Data on complaints are collected every month and reported to PIU every month	Every month	PIU ((LGED, BWDB, DAE and BADC) & Monitoring and Supervision Firm
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by monitoring and supervision firm and local GRCs	Every month	Local GRC and Monitoring and Supervision firm
Training	Training needs for staff/consultants in the PIUs, Contractors and Supervision Consultants are grievance uptake, sorting, record, response, address, and feedback mechanism	Every quarter	Monitoring and supervision firm
If relevant, payment of reparations following complaint resolution	Following the guidelines of RPF, ESMF and SECPF	As warranted	Respective PIU and Monitoring and supervision firm
Appeals process	If the aggrieved person is not satisfied with the decision of the local GRC, can appeal to the project level GRC	Within 10 working days of the decision of the local GRC	Aggrieved person with the support of local GRC or directly to the PIU