



Government of the People's Republic of Bangladesh
Ministry of Finance
Bangladesh Municipal Development Fund (BMD F)

SOCIAL MANAGEMENT PLAN

Name of Subproject: Construction of Commercial Complex at South Agrabad.



**CHITTAGONG
CITY CORPORATION**

December 2017

ABBREVIATIONS

ARP	Abbreviated Resettlement Plan
B MDF	Bangladesh Municipal Development Fund
CBO	Community Based Organization
CC	Cement Concrete
CIP	Capital Investment Plan
CUL	Compensation-Under-Law
DC	Deputy Commissioner
DLAC	District Land Acquisition Committee
DUTP	Dhaka Urban Transport Project
GoB	Government of Bangladesh
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HCG	House Construction Grant
HTG	House Transfer Grant
IDA	International Development Association
IP	Indigenous People
IPP	Indigenous Peoples Plan
KII	Key Informants Interviews
FGD	Focus Group Discussion
LGD	Local Government Division
B MDF	Local Government Engineering Department
M&S	Management & Supervision
MGSP	Municipal Governance and Services Project
MOLGRDC	Ministry of Local Government, Rural Development & Cooperatives
MSP	Municipal Services Project
MSL	Mean sea Level
NGO	Non-governmental Organization
PAH	Project Affected Household
PAP	Project Affected Person
PMU	Project Management Unit
RCC	Reinforced Concrete Cement
RP	Resettlement Pan
SIA	Social Impact Assessment
SMP	Social Management Plan
SSS	Social Safeguards Specialist
TLCC	Town Level Coordination Committee
ULB	Urban Local Body
WB	World Bank
WC	Ward Committee

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I. INTRODUCTION

1. **Background.** Cities in Bangladesh are growing at an unprecedented speed. Rapid urbanization, while improving economic productivity through agglomeration benefits, is placing severe strains on the natural environment and is fuelling demand for urban infrastructure and services. One principal cause of such rapid growth is the presence of better opportunities spanning economic, communication, education, health and other social aspects in the urban areas. To cope with the demand of increasing population in the City Corporation area, rapid development of different civic facilities for the city dwellers has now become imperative. Under the circumstances, this sub-project (Commercial Complex) has been proposed. The sub-project comprises interventions proposed as per CIP-9 of the City Corporation.

2. **Legal and Policy Framework.** A Social Management Framework (SMF) has been adopted by BMDF for the project that meets the requirements of the country's legal frameworks in Bangladesh as well as World Bank's guidelines. As per SMF, the sub-project is prepared ensuring inclusion, participation, transparency, and social accountability. The sub-project has been prepared by Chittagong City Corporation in a process complying with the SMF requirements. BMDF reviews the sub-project proposals for technical, engineering, environmental, social development, and safeguards compliance before allocation of the financing to the Chittagong City Corporation.

3. **Description of the Subproject.** The proposed site, South Agrabad is located at ward 27 no. South Agrabad in Chittagong City Corporation. It is situated in a corner plot where Haliashahar Road is laid down at north side and 23 CDA Abashik road is at east side. Land of the Complex is owned by Chittagong City Corporation. At present, ward councilor's office and Chittagong City Corporation's own charitable dispensary are located there. They would be shifted to the 3rd and 4th floor of four storied adjacent building of the City Corporation when needed ensuring no loss of business and livelihood impacts.

4. The sub-project will have positive impacts on creating better business environment for the traders and buyers with the growing population of the Chittagong City Corporation increasing production in the adjoining area, therefore, it is planned to construct a new building complex for commercial purposes.

5. The consultants have visited the proposed Commercial Complex site and organized group discussions with the traders, customers including community people. From the opinions and feedback of them, it is clear that City Corporation are very much interested in constructing the commercial complex and nearby inhabitants have no objection about the construction of the complex. The shifting of ward councilor's office and charitable dispensary to the adjacent building of the City Corporation could not incur any loss of business and livelihood impacts. Stakeholders proposed the following improvements:

- ❖ Construction of new Commercial Complex building with urban facilities
- ❖ Provision of water supply, drainage and sanitation facilities.
- ❖ Improvement of approach road to the Commercial Complex area.
- ❖ Indoor and outdoor lighting system.
- ❖ Trash Bin installation around the Commercial Complex area.
- ❖ Loading and unloading facilities for goods etc.

6. The Social Screening tasks has completed in the visit taken place on November 18, 2017. From the opinions and feedback of stakeholders, it is clear that the existing user of land and local people unanimously welcomed the project and showed positive attitude to the improvement of the proposed sub-project. None was found to oppose the sub-project. The nearby urban residents in surrounding hinterland will be benefited from improvement of the proposed Complex for creating better business and livelihood opportunities. No economic activities will be impeded resulting losses in income or asset during construction period. There is no need to be acquired any land for the construction as required land is available under the possession of City Corporation. Total area of the proposed Commercial Complex site is 72.50 decimal which is fully owned by the Chittagong City Corporation. The proposed site is well communicated to entire City area.

Table-1: Land & Estimated Cost of the Proposed Market

Component	Land Required	Available Area	Estimated Cost (BDT Million)
Commercial Complex	25930 sq feet	31610 sq feet (72.50 decimal)	Investment Cost: Grants: 453.6 million BDT Loan: 113.4 million BDT 20 Matching contribution: 63 million BDT Total: 630 million BDT

II. SCOPE & METHODOLOGY FOR SOCIAL MANAGEMENT PLAN

7. **Objective.** The SMP process took into consideration of the applicability of the World Bank OP 4.12, 4.11 and OP 4.10 and preparing SMP/ SIMP for the sub-project. The primary objective of this SMP is to address and assess potential social safeguard issues. The purpose of the Social Management Plan (SMP) is to demonstrate the all-inclusive consultative process in a responsible and non-detrimental manner has been conducted as well as to provide guidance for social development and safeguards compliance in the implementation process.

8. A Social Management Plan (SMP) has been prepared to address social issues including need for land acquisition, physical displacement of people and loss of livelihood. SMP also deals with participation of communities and use GRC in the sub-project implementation process. In the case of this Sub project this SMP has been prepared as paying compensation to PAPs is not required.

9. The SMP contains a description of the sub-project area, social screening and impacts, consultation process adopted during identification and design, and consultation plan for implementation stage, impact mitigation measures, grievance resolution process, labor management issues and implementation arrangements, and monitoring and supervision. The SMP will guide the social safeguards to achieve sound construction of the sub-project and ensure efficient lines of communication between the PMU, PIU, consultant and the contractors.

10. This SMP has been carried out to meet the following objectives:

- thorough assessment of social safeguard issues and impacts - major objective is to assess and identify all the possible socioeconomic and resettlement impacts including impacts on women, poor and vulnerable;
- to plan to avoid, minimize, mitigate or compensate for the potential adverse impact;
- to assess the extent of land acquisition and involuntary resettlement impacts;
- to inform and consult the affected people to make them aware about the project activities and take feedback to prepare Social Management Plan summarizing mitigation measures, monitoring program/ mechanism, institutional arrangement and presenting budget for resettlement;
- to identify the likely economic impacts and livelihood risks for implementation of the proposed sub-project components;
- to describe the process undertaken during project design to engage stakeholders and the planned information disclosure measures and the process for carrying out consultation with affected people and facilitating their participation during project implementation.

11. **Methodology.** The Social Management Plan (SMP) of the sub-project was carried out as per Social Management Framework of MGSP. A consultation process comprising stakeholder workshops, group discussion, KII and quick survey at the ULB level using participatory approach. The SMP process followed participatory consultation with the local people using the PRA tools like Group Discussion (GD), including Hot Spot consultation with different categories of people such as elected public representatives, local Administrations, teachers, businessmen, NGOs, social workers and civil society members of people who are aware about local situation and needs such as sub-project users.

12. The Social Management Plan (SMP) was based on collection of primary data and information by conducting field survey. A set of structured questionnaires were already

designed in the Social Management Framework of MGSP and these have been supplied to the field officials for obtaining necessary primary data relating to social safeguards issues such as loss of land, displacement of population, income, gender and vulnerability and tribal peoples. The field visit reports on Social Management Plan (SMP) were prepared by the Social Management Officer and reviewed by the Social Management Specialist.

III. KEY FINDINGS

13. **Social Safeguard Status.** Based on Social Screening from the City Corporation, it is confirmed that there is no need of land acquisition, resettlement or compensation payment, thus Social Impact Management Plan (SIMP) is not required. There is no land belonging to private citizens at the proposed site. The land required for the sub project entirely belongs to the City Corporation. Total area of the proposed Commercial Complex site is 72.50 decimal which is fully owned by the Chittagong City Corporation. Social Screening results demonstrated 27 no. South Agrabad ward councilor's office and Chittagong City Corporation's own charitable dispensary to be removed for constructing the Commercial Complex. The ward councilor's office, and charitable dispensary will be shifted to the adjacent 3rd and 4th floor of four storied building of the City Corporation ensuring no loss of business and livelihood.

14. **Loss of Income & Livelihood.** No grievances found that that need to be mitigated. There is no possibility of any adverse impact in terms of losing income or livelihood. None of the community facilities like schools, cemeteries, mosques, temples, or others religious, cultural and historical properties are going to be affected. The proposed site is located in a commercial area where no residence is located around, so no chance to be affected local people by the disturbance during construction. In spite of that, if disturbance occur that will be addressed in the Sub-project E.M.P.

IV. BRIEF PROFILE OF CHITTAGONG CITY CORPORATION

15. Area of Chittagong City Corporation is 160.99 sq km, located in between 22°13' and 22°27' north latitudes and in between 91°40' and 91°53' east longitudes. It is bounded by Sitakunda, Hathazari and Raozan Upazila on the north, Anowara Upazila on the south, Raozan and Boalkhali Upazila on the east, Sitakunda Upazila and Bay of Bengal on the west. Total Population is 2068082; of which male is 1163676 and female is 904406.

16. It straddles the coastal foothills of the Chittagong Hill Tracts in southeastern Bangladesh. The Karnaphuli River runs along the southern banks of the city, including its central business district. The river enters the Bay of Bengal in an estuary located 12 kilometers (7.5 mi) west of downtown Chittagong. Mount Sitakunda is the highest peak in Chittagong District, with an elevation of 351 meters (1,152 ft). Chittagong generates for 40% of Bangladesh's industrial output, 80% of its international trade and 50% of its governmental revenue. The Port of Chittagong is considered ranking 3rd in South Asia after the Port of Mumbai and the Port of Colombo. The Agrabad area is the main central business district of the city.

17. *Administration:* Chittagong Municipality was formed on 22 June 1863 and it was turned into *Chittagong City Corporation* on 31 July 1990.

Table-2: Chittagong City Corporation- at a glance

Municipality was formed	22 June 1863
Municipal Corporation was formed	16 September 1982
Upgraded to City Corporation	31 July 1990
Current Mayor	Abu Jahed Mohammed Nasir Uddin
Number of holding	36,97,00
Population	2068082
Wards	41
Ward Councilor	41
Reserved Seats for Female Councilor	14
Police Station	3
Foot Over Bridge	10
Markets	35
Park	3
Community Center	25
Gymnasium	2
Graveyard and Cemetery	5
Bus Terminals	2
Traffic signal	15



Figure 1: Location Map of the sub-project at Chittagong City corporation area

18. **The Sub-project Location and Area Profile.** The proposed site, South Agrabad is located at ward 27 no. South Agrabad in Chittagong City Corporation. Land of the Complex is owned by Chittagong City Corporation that is used for 27 no. South Agrabad Ward office and charitable dispensary

19. Agrabad is a downtown commercial and financial area in Chittagong, the second largest city of Bangladesh. Located close to the city's harbor, it hosts numerous Bangladeshi and international businesses, banks, financial institutions, and other commercial entities. The Chittagong Chamber of Commerce & Industry, the World Trade Center and Chittagong Stock Exchange are most prominent of them. The area forms part of the Double Mooring precinct and are directly connected to the Port of Chittagong. Badamtali, Agrabad Access Road, Sheikh Mujib Road, Sabdar Ali Road etc. are some of the important commercial streets located in central Agrabad. The city's other commercial hubs Strand Road and Sadarghat are also situated nearby.

20. Many of Bangladesh's largest companies, as well as various multinational firms have their headquarters or branches located in Agrabad. There are many public and private commercial banks are located in Agrabad. There are also located kinds of non-bank financial institution, Insurance Company, Telecommunication Company, multinational companies, Chittagong Chamber of Commerce & Industry, The World Trade Center Chittagong (WTC Chittagong) etc. are located in the Agrabad Commercial Area.



Figure 2: View of the present condition of sub-project area

21. **Beneficiary Communities and Affected Persons.** The sub-project gives service a substantial number of people in the City Corporation will directly be benefited once the sub-project would be constructed. Besides customer, service provider, traders and intermediaries gather here to purchase and sell their goods and services from the people of other district. In the sub-project, there is no need of land acquisition and resettlement issues and thereby no displacement of population. However, 27 no. South Agrabad Ward office and charitable dispensary built by City Corporation, to be removed for Commercial Complex. 27no. South Agrabad Ward Office, and charitable dispensary will be shifted to the adjacent 3rd and 4th floor of four storied building of the City Corporation ensuring no loss of business and livelihood.

22. **Gender and Vulnerability.** Although the sub-project implemented under the MGSP-BMDF, all categories of local stakeholders hence inclusive in nature, some concerns may still remain which may include the following and might be mitigated using the approach shown in the matrix below.

Table-3: Concerns on gender & mitigation measures

SL	Likely Negative Impacts	Suggested Mitigation Measures	Institutional Responsibility
1.	Inequitable access to improved infrastructure (not getting allocation of shop at good location)	a. Allocate shops to woman traders, crafts women, etc. at good location (front row) of Commercial Complex	CCC, BMDF
2.	Wage discrimination	a. Make conditionality in the bid document to ensure equal wage for equal work b. Ensure compliance by close supervision by the ULB with the assistance of consultant as required c. Activate GRC in this regard hearing complaints and resolving them	CCC, BMDF
3.	Eve teasing and sexual abuse	a. Woman-friendly design and implementation b. Proper supervision by CCC with the engagement of woman group. c. Proper lighting and women representative in the committee to supervise the situation	CCC, BMDF

23. **Ethnic Composition and Tribal people.** Social screening of the sites depicts that no tribal peoples are residing along the sub-project area. There is no tribal people listed in the PAPs as per record and recent visit. According to information received from the City Corporation, there is also no tribal people live in and around the area as of November 2017. So no tribal group/ people or any kind of their cultural interest will be affected by the sub-project development works in this area. No tribal peoples plan has therefore been required for this sub-project.

V. SOCIAL IMPACT ASSESSMENT

24. **Benefits of the Sub project.** The advantage of construction of Commercial Complex in this location is i) Easy entrance for sellers, buyers and service provider, ii) Wider approach road will provide easy entrance of trucks/pickups for transportation of goods. iii) Water supply and drainage system will be introduced which is essential for a Complex iv) More spacious well designed display area will be available for the sellers. v) Wider walkway for the buyers will be available. vi) A twelve storied proposed Complex will provide storage facilities for the sellers. vii) Commercial Complex with modern facilities will enhance the income of the ULB. viii) Toilet facilities proposed to provide here will improve hygiene condition as well as separate toilet facilities for women visitors. ix) Once Commercial Complex is built, visit of women at the complex would be increased; facilities considering rising women visitors should be addressed while preparing the plan. x) It is planned to provide numerous of waste collection bins in the market area so that people can dispose solid wastes there which will help to keep market area neat and clean. xi) Adequate lighting facilities will allow market users to meet their requirement even at the night time. xiii) Parking area and goods loading/ unloading facilities will be made available.

25. After completion of the sub-project, it will provide improved facilities for the inhabitant buyers, retail traders and service provider. Land value will be increased. Opportunity for making commercial and residential houses will be increased. It is envisaged that revenue collection of the City Corporation will be increased as an outcome of constructing the Commercial Complex.

26. **Social Safeguard Compliance.** The social screening has provided a rapid assessment of the project characteristics, its beneficiaries, the socio-economic dimensions of the area, and its potential impacts and risks. According to engineering design, implementation of this sub-project will be carried out within the existing land owned by City Corporation.

Results from the social screening are given below.

- No mosques, temples, graveyards and cremation grounds and other places/ objects of religious, cultural and historical significance will be affected;
- No additional public or private lands will be required for the sub-project as the sub-project will be carried out within the existing land owned by City Corporation;
- No threat to cultural tradition and way of life of tribal peoples; or restriction of access to common property resources and livelihood activities are involved;
- Social Screening results demonstrated ward councilor's office and charitable dispensary owned by the City Corporation, to be removed for constructing complex that will be shifted to the adjacent 3rd and 4th floor of four storied building of the City Corporation will not render any loss of business and livelihood.

VI. CONSULTATION AND COMMUNITY PARTICIPATION

27. **Stakeholder Analysis.** As a part of the overall assessment, the Chittagong City Corporation identified the key stakeholders of the proposed sub-project areas and assessed the power relationships as well as influence and interests of stakeholders involved in the development work of the sub-project. Key stakeholders for sub-project were identified in consultation with the Mayor and officials of Chittagong City Corporation, local administration, civil society and local people, representatives of business associations, local contractors for infrastructure development, customers etc., officials, teachers, rickshaw pullers, business men are the prime source of livelihoods or earnings for the people residing in this affected area. Table 3: shows a list of stakeholders.

Table-4: List of stakeholders and benefits anticipated for the groups

Level of consultation	How they become Stakeholders	Benefit	Influence and Interest
Wards councilor	Easy scope and opportunity to go to public door.	To fulfill their commitments to the voters.	High
Officials	To find out the shorter distance to go office and to avail less time to go.	Less time to travel from starting place to destination. Further it will be safety measure for the people.	Medium
Housewife	To take their children to school, do marketing and travel.	Safety of the people to travel	High
City corporation Office	To reduce the O&M cost of the infrastructures	Maintenance cost will be reduced	High
Business men/traders	Easy access to sell and buy the products	Business opportunity will increase and mobility of people will also increase	High

28. **Consultation and Participation Process.** Participatory public consultations were conducted in the sub-project area. Key Informant Interviews (KII) was conducted involving the participants of the Chittagong City Corporation (Mayor, Councilors, City Corporation Officials), representatives of local Communities and civil society members as well as the representatives of local offices and the consultant team in different locations of the sub-project. A walk-through informal group consultation with the local communities was also held. Through the participation process and consultation meetings held in the ULB level, the local communities were informed about sub-project implementation and benefits. Suggestions and recommendations made by the participants have been incorporated in the SMP accordingly. Photographs of the consultation meetings are shown below. The list of the key participants in the meeting is shown in the Appendix-3.

29. **Consultation Outcomes – Issues, Concerns, and Recommendations.** Different issues raised by the participants related to sub-project. Feedback, suggestions and recommendations by the participants are listed below.

- Construction works should be scheduled properly and the quality of construction work should be ensured;
- Local labor will be engaged as much as possible and will ensure participation of local community;

- Ensure that there is no discrimination between the male and female in terms of the wages and getting work opportunity;
- Contractor to be monitored to ensure regular payment to the workers by CCC and consultants;
- By engaging women workers and encouraging their participation gender issues will be addressed.

VII. SOCIAL MANAGEMENT PLAN FOR IMPLEMENTATION

30. After reviewing the social screening report by the consultant, sub-project proposal is submitted to the PMU office. The consultant has carried out a series of site visits and consulted with the Chittagong City corporation officials, a cross section of the beneficiary communities through interview and participation & consultation meetings. The social screening findings and consultation meeting proceedings were validated through social assessment survey.

31. Chittagong City Corporation will ensure participation of the communities and grievance resolution in the process of implementation of the sub-project. This SMP has therefore been prepared to address other social issues related to implementation of sub-project. SMP will ensure the compliance of social management requirements including social safeguards for the sub-project implementation of Chittagong City Corporation in a participatory process. This plan will assist Project Implementation Unit (PIU) of the Chittagong City corporation by providing importance covering sub-project selection, design, institutional arrangement for implementation, participation and consultation process, grievance resolution process, labor management issues, monitoring and supervision with the assistance of consultant, etc.

32. **Sub-project Selection Process.** According to the opinions and views of the Mayor - Chittagong City Corporation, Councilors, Community people, local administration, relevant stakeholders, and civil society members followed a participatory approach in different stages of sub-project selection to ensure inclusion. Female Ward Councilors participated actively in the selection process. Moreover, the representatives of TLCC and WC of the Chittagong City Corporation have contributed in the sub-project selection process with an analysis of the inclusiveness of the selection process.

33. At the time of selecting this sub-project, Social Screening was conducted by the Chittagong City corporation officials and Consultants from consultant, Views and opinions of these consultations were to explain the sub-project objectives and sought feedback from the participants to maximize the social and economic benefits as well as to minimize the adverse impacts of the sub-project.

34. **Sub-project Design Process.** After final selection of the sub-project from the Chittagong City Corporation, the consultant, Consultant designed the proposed sub-project. This sub-project will be constructed under the Chittagong City Corporation's own land. Despite the inclusion and participatory consultations, if any person has a grievance relating to the implementation of the sub-project, the City Corporation will mitigate it. The Consultant and City corporation officials conducted a number of consultation meetings in the sub-project areas discussing the implementation procedures and mitigation measures, if any, required to be taken in implementing the proposed sub-project.

35. **Implementation.** Institutional Arrangement: consultant has initially completed social screening for the sub-project and there is no problem for the improvement of sub-project in regards to social safeguard issues. Accordingly, PMU, MGSP has processed the procurement procedures.

36. Chittagong City Corporation is responsible to implement the sub-project in time in close coordination with the PMU of the project and also with the technical assistance of consultant; engineering section of Chittagong City Corporation and local representative of Consultancy team will ensure quality of construction of the sub-project. In addition, Consultant team from Head Quarter consultant will ensure close monitoring of the implementation of sub-project. In the implementation process, Social safeguard Team will ensure monitoring of social safeguard management before civil works starts. It has been ensured that during construction, the communities will not be affected and following World Bank guidelines the sub project will avoid and minimize the loss of communities through proper monitoring. Construction works will be implemented within right of way where there is no need for LA and involuntary resettlement. Although fences/ shutter of three shops, boundary wall/ fences of eight houses etc. encroached to City corporation road will need removal, these will be done willingly by the PAPs without any compensation. Accordingly, No budget for Social Management will be required for this sub-project.

37. In addition, starting the civil works, Chittagong City Corporation will make a video film for the sub-project area. During construction, consultant, in coordination with the Chittagong City Corporation and PMU office will ensure monitoring of social management issues.

38. **Grievance Redress Mechanism (GRM).** GRM has already operational for Chittagong City Corporation. Accordingly, the City Corporation has formed Grievance Redress Committee (GRC). The committee will be headed by the Mayor of the Chittagong City corporation and consist of 7 members. The committee will responsible;

- to handle any grievance raised due to implementation of the sub-project.
- to sub-project-related queries and address complaints and grievances about any irregularities in application of the guidelines adopted for assessment and mitigation of social and environmental impacts.
- Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly without resorting to any expensive, time-consuming legal actions.
- It will ensure proper presentation of complaints and grievances, as well as impartial hearings and transparent decisions.

Chittagong City Corporation has already appointed Focal Point of GRC who is at the level of Assistant Engineer.

39. **Surprise Complaints.** During the sub-project implementation, different kind of problem may arise in terms of social safeguard issues and quality. PIU of the City corporation will mitigate the problem with the assistance of PMU and consultant, by ensuring community participation. But the PIU of the City corporation will ensure to minimize adverse social effects and maximize sub-project benefits to the community. The project also ensures transparency and social accountability at each stage of the sub-project execution through engaging communities in the process of suggestion and complaint and grievance redress mechanism (GRM). As a continued process of participation, Chittagong City Corporation has included

consultation and Participation Plan and Grievance Redress Mechanism for further inclusion, participation, transparency and social accountability in the implementation process.

40. **Labor Management.** Chittagong City Corporation will ensure the labor rights. Project Implementation Unit (PIU) of the City Corporation will monitor the labor management with the assistance of consultant. Chittagong City Corporation will ensure the following issues:

- No child (age group 0 to below18) will be engaged in the infrastructure activities as labor and no labor of age group of more than 65-years old will be engaged in the sub-project site
- No gender discrimination regarding payment of sub-project site
- Availability of safe drinking water and sanitation to the workers of sub-project site
- Separate restroom and toilet for the women including breast feeding corner
- Equal payment for equal work in due time for the male and female labor.

VIII. MONITORING AND EVALUATION

41. **Monitoring Strategy.** Monitoring in the MGSP will be done in a participatory manner and will be a bottom up process. The participants in monitoring and evaluation particularly in reporting the grassroots level activities on social management in sub-project planning and implementation will be the beneficiary communities including the residents of Chittagong City corporation, traders, marketers, pedestrians and visitors in the City corporation areas. During construction, consultant, in coordination with the Chittagong City Corporation and PMU office will ensure monitoring of social management issues. Self-monitoring by communities through WCs will be a main input to both internal and external monitoring.

42. **Internal Monitoring.** Social management focal point of PMU will carry out internal monitoring with assistance from respective consultants. Social Development Focal Point of the Chittagong City Corporation will be responsible for internal monitoring of the social management actions. Monitoring formats which will be filled in by the social development officer (SDO) at Chittagong City Corporation. The internal monitoring will broadly involve

- ❖ Administrative monitoring
- ❖ Social management issues
- ❖ Impact evaluation:

43. **External Review and Evaluation.** External review and evaluation will be carried out to assess how effectively and efficiently social development and social safeguards issues have been identified, management and mitigation measures planned and implemented. An independent consultant (individual expert or an organization) will be employed by both BMDF for carrying out independent evaluation.

44. Indicators for Social Management

Table-5: Process of the social monitoring

Indicators/ Issues	Actions taken/ Results	Responsibility	Review and monitoring frequency
Inclusiveness	<ul style="list-style-type: none"> ❖ Ensured access to vulnerable communities considered in sub-project identification and implementation period. ❖ Sub-project budget and components, construction time table and contractors information are discussed in TLCC meetings and will display on board at work place. 	❖ Chittagong City corporation	<ul style="list-style-type: none"> ❖ PMU/Consultant ❖ One in a month
Participation	<ul style="list-style-type: none"> ❖ Representation of women and vulnerable groups in GRCs ❖ Representation of women, and vulnerable groups, occupational groups, men and women in consultation process, ❖ Beneficiary options reflected in sub-project design and implementation 	❖ Chittagong City corporation	<ul style="list-style-type: none"> ❖ PMU/Consultant ❖ One in a month
Transparency	<ul style="list-style-type: none"> ❖ Disclosure of project information in SMF ❖ Community awareness about the sub-project and the social management issues and policies are discussed through consultation/ meeting 	❖ Chittagong City corporation	<ul style="list-style-type: none"> ❖ PMU/Consultant ❖ One in a month
Social accountability	<ul style="list-style-type: none"> ❖ Feedback from communities carried for design and Implementation support by ULBs ❖ Grievance cases resolved at the entry level at WC ❖ Representation of community peoples in monitoring process 	❖ Chittagong City corporation	<ul style="list-style-type: none"> ❖ PMU/Consultant ❖ One in a month
Social Safeguards	<ul style="list-style-type: none"> ❖ Land Acquisition ❖ RAP 	❖ Chittagong City corporation	<ul style="list-style-type: none"> ❖ PMU/Consultant ❖ One in a month

45. **Reporting.** Chittagong City Corporation will provide monthly progress reports to the PMUs at BMDF on progress and achievements in social management issues:

- Quarterly, semi-annual and annual Progress Report indicating progress on social development issues, and social safeguards including and implementation of any impact mitigation plans (with and without land acquisition) adopted by the Chittagong City corporation;
- The independent social review and evaluation consultant will produce a baseline; a mid-term review and an end-term evaluation report.

IX. CONCLUSIONS AND RECOMMENDATIONS

46. The people of City corporation area and the retailers will be benefited from this Commercial Complex having adequate space and improved hygiene condition.

- The ground floor have design for Community centre, Substation, Generator, Sanitary box parking (9no)
- Basement for Water tank, Chiller Space, Parking (44no)
- Basement for Water tank, Pump house, Chiller space,(48no)
- First floor for Super shop, Lounge, Lobby, Plaza

- Second floor have design for super shop
- Third floor Community centre
- Fourth floor 5 Conference room, Pantry, Toilet, Lounge,
- Fifth floor 3 Training room, office, Teachers room, Library, Pantry, Toilet, Lounge, Open to sky terrace
- Sixth floor for Beauty parlor, Day-care centre
- Seventh floor is for Food court
- Eight floor 2 Indoor exhibition room
- Ninth floor for 3 Workshop, toilet, Reception, Lounge, Office, Computer Lab
- Tenth floor 4 Incubator, Meeting room, Payer room, Toilet, Lounge, Centre Maintenance Office, Pantry, Swimming, Pool
- Eleventh floor for Swimming Pool, Gymnasium, Sports zone, YOGA centre, Lounge,
- 12th floor for Restaurant DHWT

47. The sub-project site is entirely located on City corporation land and it will not affect any community property, cultural heritage, indigenous people and no community groups' access to common property or livelihoods will be affected. Local stakeholders are highly supportive of implementing the project and the expanded Commercial Complex will be a good source of earning of the City Corporation.

X. Annexure

APPENDIX-1: Layout Plan of the Proposed Commercial Complex

চট্টগ্রাম সিটি কর্পোরেশন

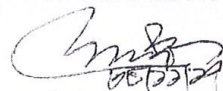
স্মারক নং : ১১০৪৬ বিজ্ঞপ্তি/প্রতিষ্ঠা-২০/১১/১৭ তারিখ: ৩০/১১/১৭

বাংলাদেশ মিউনিসিপ্যাল ডেভেলপমেন্ট ফান্ড (বিএমডিএফ) এর মাধ্যমে বিশ্বব্যাংক এবং চট্টগ্রাম সিটি কর্পোরেশনের অর্থায়নে গৃহিত ২৭নং দক্ষিন আত্মবাদ ওয়ার্ড অফিসের জায়গায় বহুতল বিশিষ্ট বহুমুখী বাণিজ্যিক ভবন নির্মান এবং ৩৫নং বস্ত্রিহাট ওয়ার্ডে বাকলিয়ায় স্পোর্টস কমপ্লেক্স নির্মান প্রকল্প বাস্তবায়ন বিষয়ে চট্টগ্রামের মাননীয় মেয়র জনাব আ জ ম নাছির উদ্দীন মহোদয়ের সভাপতিত্বে ২৭নং দক্ষিন আত্মবাদ ওয়ার্ড কাউন্সিলর জনাব এইচ এম সোহেল, সংরক্ষিত কাউন্সিলর বেগম আফরোজা কালাম এবং ৩৫নং বস্ত্রিহাট ওয়ার্ড কাউন্সিলর জনাব হাজী নুরুল হক, সংরক্ষিত কাউন্সিলর বেগম লুৎফুল্লাহা দোভাষ বেবীর সাথে এক সভা সিটি কর্পোরেশনের কেবি আবদুস সাত্তার মিলয়ানতনে গত ২০-১১-২০১৭ইং তারিখ সোমবারে অনুষ্ঠিত হয়। উক্ত সভায় সিটি কর্পোরেশনের প্রধান নির্বাহী কর্মকর্তা জনাব মোঃ সামসুদ্দোহা, সচিব জনাব আবুল হোসেন, প্রকল্প পরিচালক ও অতিঃ প্রধান প্রকৌশলী রফিকুল ইসলাম, উপ প্রকল্প পরিচালক ও নির্বাহী প্রকৌশলী বিপ্লব দাশ, স্থপতি মোঃ ওমর, সহঃ প্রকৌশলী মোঃ আনোয়ার জাহান সহ অন্যান্য কর্মকর্তাবৃন্দ উপস্থিত ছিলেন।

সভায় উপস্থিতির তালিকা এতদসঙ্গে সংযুক্ত করা হল। সভায় বিএমডিএফ এর মাধ্যমে বিশ্বব্যাংক ও সিটি কর্পোরেশনের অর্থায়নে জনস্বার্থে দক্ষিন আত্মবাদ ওয়ার্ড অফিসের জায়গায় বহুতল বিশিষ্ট বহুমুখী বাণিজ্যিক ভবন নির্মান এবং বস্ত্রিহাট ওয়ার্ডে বাকলিয়ায় স্পোর্টস কমপ্লেক্স নির্মান বিষয়ে বিস্তারিত আলোচনা হয়। সভায় এতদসংক্রান্ত বিষয়ে সর্বসম্মতিক্রমে নিম্নবর্ণিত সিদ্ধান্ত সমূহ গৃহিত হয়।

১. ২৭নং দক্ষিন আত্মবাদ ওয়ার্ড অফিস, দাতব্য চিকিৎসালয় এবং নার্সারী সিটি কর্পোরেশনের নিজস্ব বিধায় প্রকল্প গুণের আগে তা অন্যত্র সরানোর সিদ্ধান্ত গৃহিত হয়।
২. ৩৫নং বস্ত্রিহাট ওয়ার্ডে বাকলিয়ায় সিটি কর্পোরেশনের নিজস্ব জায়গাটি বর্তমানে সীমানা প্রাচীর ঘেরা খালি বিধায় তথায় জনস্বার্থে আধুনিক স্পোর্টস কমপ্লেক্স নির্মানের সিদ্ধান্ত গৃহিত হয়।

সভায় আর কোন আলোচনা না থাকায় সভাপতি মহোদয় সকলকে ধন্যবাদ জানিয়ে সভার সমাপ্তি ঘোষণা করলেন।


(মোঃ সামসুদ্দোহা)
প্রধান নির্বাহী কর্মকর্তা
চট্টগ্রাম সিটি কর্পোরেশন

অনুলিপি : (জ্যেষ্ঠতার ভিত্তিতে নহে)

১. জনাব এইচ এম সোহেল, কাউন্সিলর, ২৭নং দক্ষিন আত্মবাদ ওয়ার্ড
২. জনাব হাজী নুরুল হক, কাউন্সিলর, ৩৫নং বস্ত্রিহাট ওয়ার্ড
৩. বেগম লুৎফুল্লাহা দোভাষ বেবি, সংরক্ষিত কাউন্সিলর, ৩৩, ৩৪ ও ৩৫নং ওয়ার্ড
৪. বেগম আফরোজা কালাম, ২৭, ৩৭ ও ৩৮নং ওয়ার্ড
৫. সচিব, চট্টগ্রাম সিটি কর্পোরেশন
৬. মেয়র মহোদয়ের সদয় অবগতির জন্য তাঁর একান্ত সচিব, চট্টগ্রাম সিটি কর্পোরেশন
৭. প্রকল্প পরিচালক ও অতিঃ প্রধান প্রকৌশলী, চট্টগ্রাম সিটি কর্পোরেশন
৮. উপ প্রকল্প পরিচালক ও নির্বাহী প্রকৌশলী, চট্টগ্রাম সিটি কর্পোরেশন
৯. প্রধান প্রকৌশলীর সদয় অবগতির জন্য তাঁর একান্ত সহকারী, চট্টগ্রাম সিটি কর্পোরেশন

APPENDIX: 2 Meeting Minutes of the City Corporation

চট্টগ্রাম সিটি কর্পোরেশন

স্মারক নং : ১১০৪৮ ডিসেম্বর ২০১৩-১৪


তারিখ: ৩০/১১/১৩

বাংলাদেশ মিউনিসিপ্যাল ডেভেলপমেন্ট ফান্ড (বিএমডিএফ) এর মাধ্যমে বিশ্বব্যাংক এবং চট্টগ্রাম সিটি কর্পোরেশনের অর্থায়নে গৃহিত ২৭নং দক্ষিণ আত্মবাদ ওয়ার্ড অফিসের জায়গায় বহুতল বিশিষ্ট বহুমুখী বাণিজ্যিক ভবন নির্মাণ এবং ৩৫নং বস্ত্রহাট ওয়ার্ডে বাকলিয়ায় স্পোর্টস কমপ্লেক্স নির্মাণ প্রকল্প বাস্তবায়ন বিষয়ে চট্টগ্রামের মাননীয় মেয়র জনাব আ জ ম নাছির উদ্দীন মহোদয়ের সভাপতিত্বে ২৭নং দক্ষিণ আত্মবাদ ওয়ার্ড কাউন্সিলর জনাব এইচ এম সোহেল, সংরক্ষিত কাউন্সিলর বেগম আফরোজা কালাম এবং ৩৫নং বস্ত্রহাট ওয়ার্ড কাউন্সিলর জনাব হাজী নুরুল হক, সংরক্ষিত কাউন্সিলর বেগম লুৎফুল্লাহা দোভাষ বেবীর সাথে এক সভা সিটি কর্পোরেশনের কেবি আবদুস সাব্বার মিলিয়নতনে গত ২০-১১-২০১৩ইং তারিখ সোমবারে অনুষ্ঠিত হয়। উক্ত সভায় সিটি কর্পোরেশনের প্রধান নির্বাহী কর্মকর্তা জনাব মোঃ সামসুদ্দোহা, সচিব জনাব আবুল হোসেন, প্রকল্প পরিচালক ও অতিঃ প্রধান প্রকৌশলী রফিকুল ইসলাম, উপ প্রকল্প পরিচালক ও নির্বাহী প্রকৌশলী বিপ্লব দাশ, স্থপতি মোঃ ওমর, সহঃ প্রকৌশলী মোঃ আনোয়ার জাহান সহ অন্যান্য কর্মকর্তাবৃন্দ উপস্থিত ছিলেন।

সভায় উপস্থিতির তালিকা এতদসঙ্গে সংযুক্ত করা হল। সভায় বিএমডিএফ এর মাধ্যমে বিশ্বব্যাংক ও সিটি কর্পোরেশনের অর্থায়নে জনস্বার্থে দক্ষিণ আত্মবাদ ওয়ার্ড অফিসের জায়গায় বহুতল বিশিষ্ট বহুমুখী বাণিজ্যিক ভবন নির্মাণ এবং বস্ত্রহাট ওয়ার্ডে বাকলিয়ায় স্পোর্টস কমপ্লেক্স নির্মাণ বিষয়ে বিস্তারিত আলোচনা হয়। সভায় এতদসংক্রান্ত বিষয়ে সর্বসম্মতিক্রমে নিম্নবর্ণিত সিদ্ধান্ত সমূহ গৃহিত হয়।

১. ২৭নং দক্ষিণ আত্মবাদ ওয়ার্ড অফিস, দাতব্য চিকিৎসালয় এবং নার্সারী সিটি কর্পোরেশনের নিজস্ব বিধায় প্রকল্প শুরু করে আগে তা অন্যত্র সরানোর সিদ্ধান্ত গৃহিত হয়।
২. ৩৫নং বস্ত্রহাট ওয়ার্ডে বাকলিয়ায় সিটি কর্পোরেশনের নিজস্ব জায়গাটি বর্তমানে সীমানা প্রাচীর ঘেরা খালি বিধায় তথায় জনস্বার্থে আধুনিক স্পোর্টস কমপ্লেক্স নির্মাণের সিদ্ধান্ত গৃহিত হয়।

সভায় আর কোন আলোচনা না থাকায় সভাপতি মহোদয় সকলকে ধন্যবাদ জানিয়ে সভার সমাপ্তি ঘোষণা করলেন।


(মোঃ সামসুদ্দোহা)

প্রধান নির্বাহী কর্মকর্তা
চট্টগ্রাম সিটি কর্পোরেশন

অনুলিপি : (জ্যেষ্ঠতার ভিত্তিতে নহে)

১. জনাব এইচ এম সোহেল, কাউন্সিলর, ২৭নং দক্ষিণ আত্মবাদ ওয়ার্ড
২. জনাব হাজী নুরুল হক, কাউন্সিলর, ৩৫নং বস্ত্রহাট ওয়ার্ড
৩. বেগম লুৎফুল্লাহা দোভাষ বেবি, সংরক্ষিত কাউন্সিলর, ৩৩, ৩৪ ও ৩৫নং ওয়ার্ড
৪. বেগম আফরোজা কালাম, ২৭, ৩৭ ও ৩৮নং ওয়ার্ড
৫. সচিব, চট্টগ্রাম সিটি কর্পোরেশন
৬. মেয়র মহোদয়ের সদয় অবগতির জন্য তাঁর একান্ত সচিব, চট্টগ্রাম সিটি কর্পোরেশন
৭. প্রকল্প পরিচালক ও অতিঃ প্রধান প্রকৌশলী, চট্টগ্রাম সিটি কর্পোরেশন
৮. উপ প্রকল্প পরিচালক ও নির্বাহী প্রকৌশলী, চট্টগ্রাম সিটি কর্পোরেশন
৯. প্রধান প্রকৌশলীর সদয় অবগতির জন্য তাঁর একান্ত সহকারী, চট্টগ্রাম সিটি কর্পোরেশন

APPENDIX: 3 Attendance of the Consultation Meeting

CHITTAGONG CITY CORPORATION

Date - 20-11-2017

Name of the Subproject: 1) Construction of Multistoried Multipurpose Commercial Building at 27 No. South Agrabad Ward
2) Construction of sports complex at Bakalia, 35 No. Boxihat Ward.

Name of the ULB: Chittagong City Corporation Upazila:

District: Chittagong


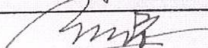
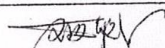
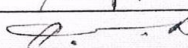
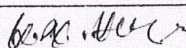
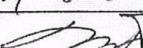
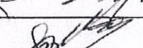
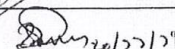

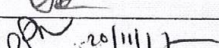
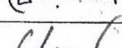
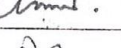
Mauza:

Ward/ Mahalla: 1) 27 NO. SOUTH AGRABAD WARD

2) 35 NO. Boxirhat Ward

Attendance of Local Participants in the Screening Exercise
Local Stakeholders, Community Members and WC/CBO

Local Stakeholders, Community Members and WC/CBO

Sl. No.	Name	Gender (M/F)	Social Status	Contract Number	Signature
1	A. J. MOHAMMAD NASIRUDDIN	M	MAYOR	01713120860	
2	Md. Shamsuddoha	Male	CEO, cc	01711196688	
3	Mohammed Akul Hossain	Male	Secretary, cc	01558561093	
4	H. M. SHOHEL	MALE	counsellor	01711444016	
5	HONURUL Haque M	M	C. C. C.	01861500199	
6	AFROZA KHALAM	Female	"	01819-940399	
7	LUTFONNESA DAVASTI BABY	FEMALE	counsellor	017280450	
8	Engr Rafiqul Islam	M	ADD CE & PD Cty City Corp.	01819 328023	
9	Engr. Biplab Das	M	XEN Cty. City Corp.	01819-349087	
10	Abu Sodat Md. Tuly	M	XEN/CCC	01758-313144	
11	Ar. Abdullah Al Omar	M	Architect, cc	01717117913	
12	Anowar Jahan	AF	AE, CCC	01670317374	
13	EKhas uddin Ahmed M	M	E.O, cc	01913-631751	