

Land Acquisition and Involuntary Resettlement Due Diligence Report

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Bhutan: Green and Resilient Affordable Housing
Sector Project – Samdrup Jongkhar (Toed and
Dradulthang)

CURRENCY EQUIVALENTS

(as of November 2022)

Currency unit	–	Bhutanese Ngultrum (Nu.)
Nu. 1.00	=	\$ 0.012
\$1.00	=	Nu. 81.75

ABBREVIATIONS

ADB	–	Asian Development Bank
ADB SPS	–	ADB Safeguard Policy Statement
AHDP	–	Affordable Housing Development Project
BHRM	–	Bhutan Resident Mission (of ADB)
BPC	–	Bhutan Power Corporation
COVID	–	Corona Virus Disease
DDR	–	Due Diligence Report
DPR	–	Detailed Project Report
FGD	–	Focus Group Discussion
FGD	–	Focus Group Discussions
GBV	–	Gender based Violence
GRC	–	Grievance Redressal Committee
GRM	–	Grievance Redress Mechanism
HSE	–	Health Safety Environment Officer
KHEL	–	Kholongchhu Hydro Energy Ltd.
NHDCL	–	National Housing Development Corporation Ltd.
NKRA	–	National Key Result Area
NOC	–	No Objection Certificate
PIAC	–	Project Implementation Assistance Consultants
PIC	–	Project Implementation Consultant
PIU	–	Project Implementation Unit
PMU	–	Project Management Unit
PSC	–	Project Steering Committee
ROW	–	right-of-way
SPS	–	Safeguard Policy Statement, 2009

NOTE

In this report, "\$" refers to United States dollars.

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I. INTRODUCTION

A. Project Overview

1. The Green Resilient and Affordable Housing Sector Project (GRAHSP) will assist the Royal Government of Bhutan (RGoB) to establish housing infrastructure (i.e., shelters and other facilities) and provide services i.e., business development, child care centers (crèches), to marginalized urban workers including survivors of gender-based violence (GBV), vulnerable women (victims/survivors of violence, poor working mothers caring for children and marginalized informal sector workers) in Thimphu, Phuentsholing municipalities (*thromde*), and in Nganglam, Trashiyangtse and Samdrup Jongkhar while also adopting climate adaptation and disaster risk reduction in housing projects. The Project is in line with ADB's Strategy 2030, the Country Partnership Strategy (2019-2023), and the 12th Five-Year Plan's national key result area (NKRA) of sustainable human settlements and gender equality. In the 12th Five-Year Plan, one of the aims is to remove barriers (including Gender Based Violence) that limit the opportunities and potentials of women and girls by creating enabling policies and providing adequate support services.¹ The Project is also aligned with the Disaster Management Act (2013) and supports a systematic approach to disaster risk management.

2. The project investments will include (1) housing for marginalized urban workers in Thimphu, Phuentsholing, Trashiyangtse, Samdrup Jongkhar, and Nganglam comprising of civil servants, workers from corporations and private companies who earn low incomes and for whom the affordable housing is intended. Housing will also be allocated to all Bhutanese who have re-settled in Phuentsholing from Jaigaon due to COVID-19. As an interim measure, they are lodged in temporary housing at the Kidu² Colony at Amochu, near Phuentsholing. (2) Integrated service centers in affordable housing colonies comprising facilities with services such as crèches for working mothers (operated on the PPP model), health services including awareness campaigns on preventive measures for COVID-19 infection and similar diseases, psychological counseling, legal assistance, court representation, police protection, temporary shelter, livelihood and employment skills development, and assistance in community reintegration to be operated by the National Commission for Women and Children, an autonomous agency in Bhutan. (3) investment in disaster and climate resilient designs and related technologies. The implementing agency is the National Housing Development Corporation Ltd. (NHDCL).

B. Objectives and Scope of this Report

3. The proposed subproject under GRAHSP in Samdrup Jongkhar comprises two sites namely (a) Dradulthang and (b) Samdrup Jongkhar Toed, where impact has been assessed and it is confirmed that there are no involuntary resettlement impacts. The main objective of the due diligence exercise is to confirm that the subproject is free of involuntary resettlement impacts such as land acquisition, physical displacement, economic displacement, adverse impact on livelihood, community properties, or any other impacts, based on a review of land records, stakeholder consultations and field visits to proposed project locations. This document describes the findings and provides copies of relevant documents, minutes of meetings, and photographs.

¹ Gross National Happiness Commission. 2019. 12th Five Year plan. 2018-2023. Thimphu.

² Kidu is welfare.

4. Due diligence was carried out for all sub-project components that include:(i) construction of eight blocks of double-storey housing units. These eight blocks will in total hold 32 units (apartments). Each block (building) will have four units occupied by four families;(ii) a bitumen-topped parking lot for tenants; (iii) a bitumen-topped access road to the housing sites at Dradulthang and Samdrup Jongkhar Toed.

5. Due diligence involved site visits and discussions with relevant local government offices for land records, ownership details, and permissions/approvals required, if any, for use of land. This was followed by a detailed public consultation to gather views of current tenants of government housing, those awaiting allotment of government housing, and staff earning low income from private companies and industries. The presentation followed by discussions revolved around the housing sites, housing stock to be constructed, the size and layout of apartments, and rents. Other points of discussion were eliciting the participants' experience while living in current housing (government-owned housing, corporation-owned housing, and privately-owned housing, suggestions related to designs, affordability of future rental among others for National Housing Development Corporation Ltd. (NHDCL), and also the grievance redressal mechanism presented to the people.

6. During the project preparation stage, site visits and consultations were conducted by a team comprising the social safeguards and environmental safeguards consultants recruited for project preparation by ADB and NHDCL Head Office. They were accompanied by the NHDCL Liaison Officer based in Samdrup Jongkhar.

7. Further site visit was conducted by the social safeguard consultant from PIAC on 18 November 2022 to re-access the involuntary resettlement impacts for both sites at Samdrup Jongkhar (Dradulthang and Toed). It is confirmed that the proposed subproject will not involve any temporary or permanent land acquisition and involuntary resettlement impacts for both project sites.

8. This due diligence report has been prepared after finalization of the detailed design and detailed measurement survey. Prior to the start of civil work, in case any involuntary resettlement impacts are identified, accordingly, this report will be revised (including revision of the project impact category) and submitted to ADB for approval and will be published in ADB and NHDCL website for public disclosure.

II. DESCRIPTION OF SUBPROJECT AREA

9. Samdrup Jongkhar district with an area of 1877.94 sq. km is located in the south eastern region of Bhutan bounded by the Indian state in the east and south, Trashigang district in the north, and Pemagatshel district in the west. The altitude ranges from an elevation of 200-3600 meters above sea level suggesting variation in the district's topography and associated vegetation and agro-ecology. Administratively, Samdrup Jongkhar comprises two sub-divisions (Dungkhags) at Bhangtar and Daifam and 11 gewogs (counties).

10. The district had a population of 35,079 persons as of 2017 with 52.25% being males and 47.75% females. The total dependency ratio as of 2017 is 51.8%, implying that the elderly (those above 65 years of age) and children (below 14 years) as compared to the economically active population comprise of 61.5% of the total population. The population of Samdrup Jongkhar projected for 2022 is 34,908 a decrease of 0.5% between 2017 (the year of the census) and

2022.³ In 2017, the urban population was 12,174 of whom 6,518 were males and 5,656 were females.

11. There are 8,053 households with an average household size of 3.7 household members in the Samdrup Jongkhar district. The district received 5,054 migrants while 13,794 persons have migrated out of Samdrup Jongkhar suggesting that Samdrup Jongkhar is a net recipient of migrants from other districts. Within the district, the most common form of migration is from rural to rural (22.8%) followed by rural-urban migration (7.3%) and finally urban-rural migration (3.5%).⁴

12. The overall literacy rate in Samdrup Jongkhar is 65.9%, with males having a literacy rate of 73.7% and females 57.2%. In total, there are 34 schools comprising six higher secondary schools, four middle secondary schools, two lower secondary schools, 17 primary schools, and five extended classrooms. In total, there were 15,519 students attending schools in Samdrup Jongkhar as of 2017. Within the Thromde, there are 2 Higher Secondary Schools, and three Primary Schools with a total student population of 1,923 of whom 1,002 are female and 931 are male students.⁵ There are two hospitals (Samdrup Jongkhar town and Dewathang urban settlement) in Samdrup Jongkhar.⁶

13. The majority of the population (98.2%) in Samdrup Jongkhar has access to drinking water. The remaining 1.8% of the households do not have access to improved water sources while more than a fifth of the households lack reliable water sources and 1.2 % of the households have to travel at least half an hour to the nearest water source. In terms of sanitation coverage, 82.7% have access to sanitation facilities. Of those who have toilets, 76.4% use flush toilets while 23.6% use other types of toilets such as improved pit latrines among others. Most (94.7%) of households use electricity for lighting. The remaining households use kerosene and solar power for lighting. The majority (93.4%) use electricity for cooking while 55.1% use LPG. The majority (86%) have access to a motorable road and access to health facilities (88.2%). Currently, a water project supported by ADB (BHU- Secondary Town Urban Development Project - Loan 3674) is rehabilitating the drinking water system at Samdrup Jongkhar town and Dewathang urban settlement as well as installing a sewer network for Samdrup Jongkhar town.

14. In 2020, in the Dzongkhag, there were a total of 15,975 employed persons of whom 51.9% were males and 48.1% were females. The overall unemployment rate was 2.4% with 14.5% of youth being unemployed.⁷

15. According to the Economic Census of Bhutan, 2017 there are a total of 624 business establishments in Samdrup Jongkhar. Approximately 62.3% of the businesses are wholesale, retail, and auto repair businesses, while 23.4% comprise accommodation and food services businesses and 12.2% are other economic sectors. Samdrup Jongkhar Thromde had 12 cottage-size firms, 10 small and one medium size firm, and one large-size firm. Similarly, the majority, 157 of industries are cottage scale while there are 66 small industries, and no medium, or large industries. As of June 2021, a total of 278 trade and business licenses have been issued in

³ Royal Government of Bhutan, National Statistics Bureau. 2017. *Dzongkhag Population Projections 2017–2027*. Thimphu Bhutan.

⁴ Royal Government of Bhutan, National Statistics Bureau. 2017. *Population and Housing Census of Bhutan, 2017-Samdrup Jongkhar Dzongkhag*. Bhutan

⁵ Royal Government of Bhutan, Policy and Planning Division Ministry of Education. 2021. *Annual Education Statistics 2021*. Bhutan

⁶ Royal Government of Bhutan, National Statistics Bureau, 2020. *2020 Labour Force Survey Report*, Thimphu Bhutan.

⁷ Royal Government of Bhutan, National Statistics Bureau, 2020. *2020 Labour Force Survey Report*, Thimphu Bhutan.

Samdrup Jongkhar. There are 76 contract firms in SamdrupJongkhar.⁸ The incidence of poverty in Samdrup Jongkhar is 6.2% but it is low at 0.3% in the Thromde. Around 12 households face poverty in Samdrup Jongkhar Thromde⁹

16. Samdrup Jongkhar Thromde (Municipality) established as one of the four Class A Thromdes by the Parliament in August 2010, extends from Samdrup Jongkhar main gate to Dewathang town. The Thromde stretches down from Dewathang to the India-Bhutan gateway in the south, sharing its border with the Indian state of Assam. The Thromde occupies a total area of 4.47 km. sq.

III. SUBPROJECT DESCRIPTION

A. Present housing situation in the town

17. Samdrup Jongkhar town has always been the gateway to eastern Bhutan and is traditionally called '*Gudhama*' meaning a godown that served as a trade center for the people of Eastern Bhutan, along with the adjoining settlement of Darranga Mela in India. There are now additional entry points to eastern Bhutan from Nganglam and Daifam.

18. There is an existing housing colony established by NHDCL with 17 buildings and 98 units. located at lower Dradulthang and old PWD colony (occupied by grade 10 and below officials) and at New Colony (occupied by 7,8 and 9 grade officials). Of these, nine buildings have six units per building with a total of 54 units, five buildings with four units totalling 20 units, and three buildings with 8 units totalling 24 units. However, the housing challenge is more acute for low-income staff who have difficulty finding affordable housing. There are more than 200 persons who have applied for government housing and are awaiting allotment as of May 2022. There is clearly a demand and need for affordable housing in Samdrup Jongkhar, especially for low-income staff and workers.

B. Proposed Subproject Components

19. There are two locations where housing will be developed under this project. Both the sites are accessible and within a distance of less than 3 km away from the town and have therefore good access to commercial centers, offices, schools, and hospitals.

20. The first is at Dradulthang, a few kilometres away from the present town. Dradulthang is located near the Royal Bhutan Police Housing colony. The site photograph of Dradulthang, Samdrup Jongkhar is attached in **Appendix 5**.

⁸ Royal Government of Bhutan, National Statistics Bureau, October 2021. *Statistical Yearbook of Bhutan, 2021*. Bhutan

⁹ The Royal Government of Bhutan and The World Bank, 2017. *Bhutan Poverty Analysis Report, 2017*. Thimphu Bhutan

Figure 1: Proposed NHDCL Housing subproject site- Dradulthang



21. The details of the works to be carried out in the project at the Dradulthang housing site in Samdrup Jongkhar are summarized in Table 1 below:

Table 1: Proposed Subproject Components (Dradulthang)

S. No	Sub-project Components	Quantity of Structure	Land coverage in (sq. meters) required by each structure
1	Housing Blocks (Category III)	Construction of 4 blocks of 8 units each totaling 32 units housing apartments on government land. The building is of the dimensions: 19.9m x 8.8m for Category III.	804.13
2	Parking lot	Parking for 25 light vehicles and 8 2-wheelers	312
3	Approach and internal road	Road of total length 0.059 km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by ADB to NHDCL	297.27
4	Septic tank and soak pit	Septic tank of (6.75m x 2.5) and soak pit (2.5m dia) are located within the demarcated plot registered in NHDCL's name.	43.54
5	Pedestrian footpath	Footpath of total length 0.05237 km located within the demarcated plot registered in NHDCL's name	621.58
6	Nature-based drainage (bio-swale)	Drainage of a total length of 0.07284 km located within the demarcated plot registered in NHDCL's name	34.52

S. No	Sub-project Components	Quantity of Structure	Land coverage in (sq. meters) required by each structure
7	Rainwater harvesting tank	The tank of capacity 2000L is placed for each building.	-
8	Drinking water tank	The tank of dimensions 4mm dia located within the demarcated plot registered in NHDCL's name	59.7 (Water Tank Area)
9	Substation	Substation of dimensions (6m x 6m) located within the demarcated plot registered in NHDCL's name	36

Source: NHDCL

22. The site at Dradulthang has a plot bounded by existing urban roads on the southern and northern sides while to the east is land owned by Dantak and on the west is private land on which two buildings owned by one owner are located. The current plot at Dradulthang is owned by NHDCL. Land use certificate is appended in **Appendix 2**, the proposed plot is vacant, and is not used for any purpose by any private individual, group, or government agency.

Figure 2: Location of Proposed Housing Site at Samdrup Jongkhar (Dradulthang) on Google Map



Source: NHDCL

23. The layout plan of existing and proposed works in the housing site at Dradulthang is presented in Figure 3.

Figure 3: Layout plan of Existing and Proposed Works at Samdrup Jongkhar (Dradulthang)



Source: NHDCL

24. The second location is near the Primary School along the bypass road leading to the national highway. The photograph below shows the plot as it is currently. The temporary access road to the archery range shown in the photo constructed by the Thromde is aligned through the single housing plot owned by NHDCL. The Thromde has assured that the road will be realigned so that there is no hindrance to construction activities during implementation while still providing alternative access to the archery range. Site photographs of Toed, Samdrup Jongkhar is attached in **Appendix 6**.

Figure 4: Proposed NHDCL Housing subproject site- Toed



Source: SS photo during field visit on 18 November 2022

25. The details of works to be carried out at Samdrup Jongkhar Toed housing site are summarized in Table 2 below:

Table 2: Proposed Subproject Components (Samdrup Jongkhar Toed)

S. No	Sub-project Components	Quantity of Structure	Land coverage in (sq. meters) required by each structure
1	Housing Blocks (Category III, Category IV) & Service Center Block)	Construction of Category III - 5 blocks with 40 units & Category IV - 6 blocks with 48 units totaling 88 units/housing apartments with a service center block and a Mani Dungk or on government land. The buildings are of the following dimensions: 19.9m x 8.8m for Category III, 16.9m x 7.1m for Category IV, 19.5m x 10.2m for Service Center and 3.5m x 3.5m for Mani Dungkor	1963.08
2	Parking lot	Parking for 46 light vehicles and 19 2-wheelers	586.92
3	Approach and internal road	Road of total length 0.11465 km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by ADB to NHDCL	673.23
4	Septic tank and soak pit	Septic tanks of (7.65m x 2.8m) & (6.75m x 2.5) and soak pits (3m dia) & (2.5m dia) respectively are located within the demarcated plot registered in NHDCL's name	122.27
5	Pedestrian footpath	Footpath of total length 0.396 km located within the demarcated plot registered in NHDCL's name	621.58
6	Nature based drainage (bio-swale)	Drainage of a total length of 0.1115 km located within the demarcated plot registered in NHDCL's name	51.53
7	Rainwater harvesting tank	Tank of capacity 2000L placed for each building	-
8	Drinking water tank	Tank of dimensions 4mm dia located within the demarcated plot registered in NHDCL's name	59.7 (Water Tank Area)
9	Substation	Substation of dimensions (6m x 6m) located within the demarcated plot registered in NHDCL's name	36

Source: NHDCL

26. The plot is bounded by an urban road on the south side. In the north is government land on which some sheds have been constructed for the archery range by the Thromde. There is a stream that borders the plot on one side while on the other side of the stream is the Primary School to the east. The current plot at Samdrup Jongkhar Toed is owned by NHDCL as supported by Land use Certificate. Land use certificate is appended in **Appendix 3**, the proposed plot is vacant, and is not used by any private individual, group, or government agency for any purpose. Also, there is a temporary road cutting across the plot to provide access to the archery range.

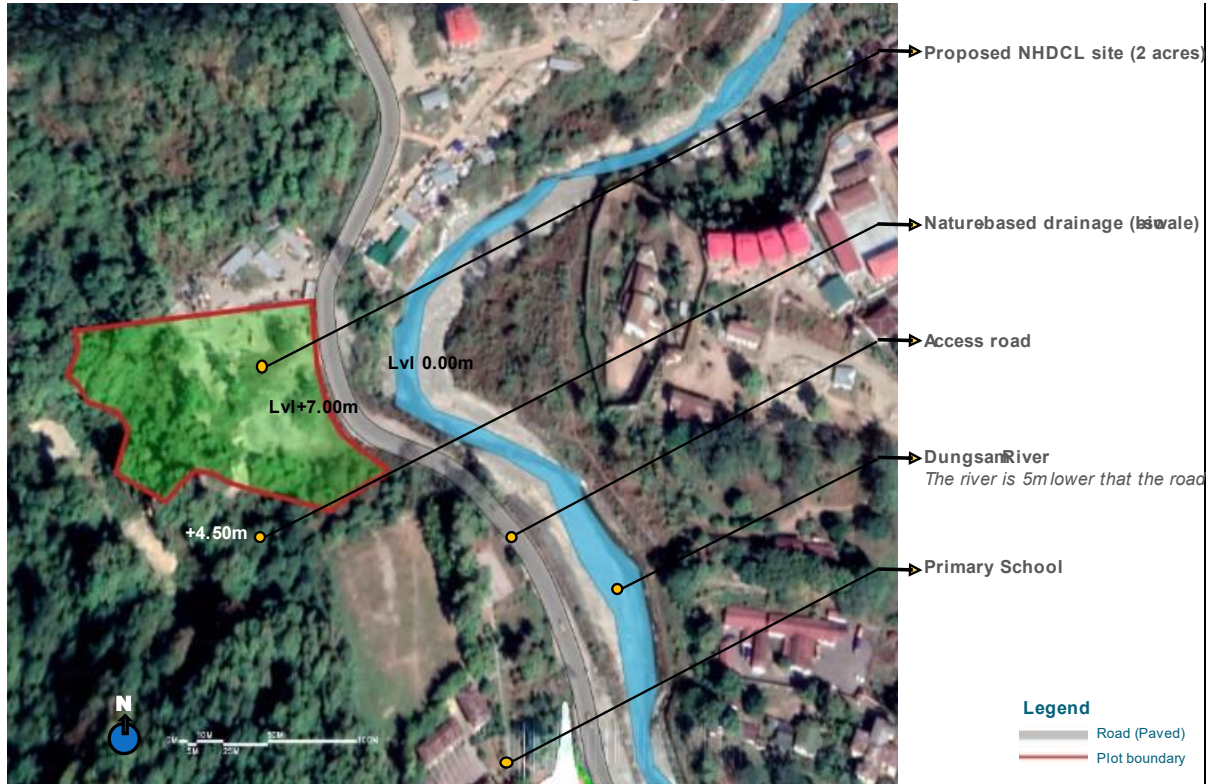
The Thromde has assured, and this also has been documented during the consultations held with them (**Appendix 1**), that this road is temporary and will be realigned prior to the commencement of proposed construction activities so that no issue can be raised due to loss of access during construction period. The realigned access road will not cause any hindrance to the housing project. Figure 5 shows the current alignment of the temporary access road vis-à-vis the realignment proposed and the housing site.

Figure 5: Google image showing the temporary access road, proposed realignment, and housing plot



27. During site visit on 18 November 2022, one stone crusher plant was observed adjacent to the project site and NHDCL officials have confirmed that the plant is located outside the project boundary hence the proposed project activities will not impact the crusher plant's day to day work.

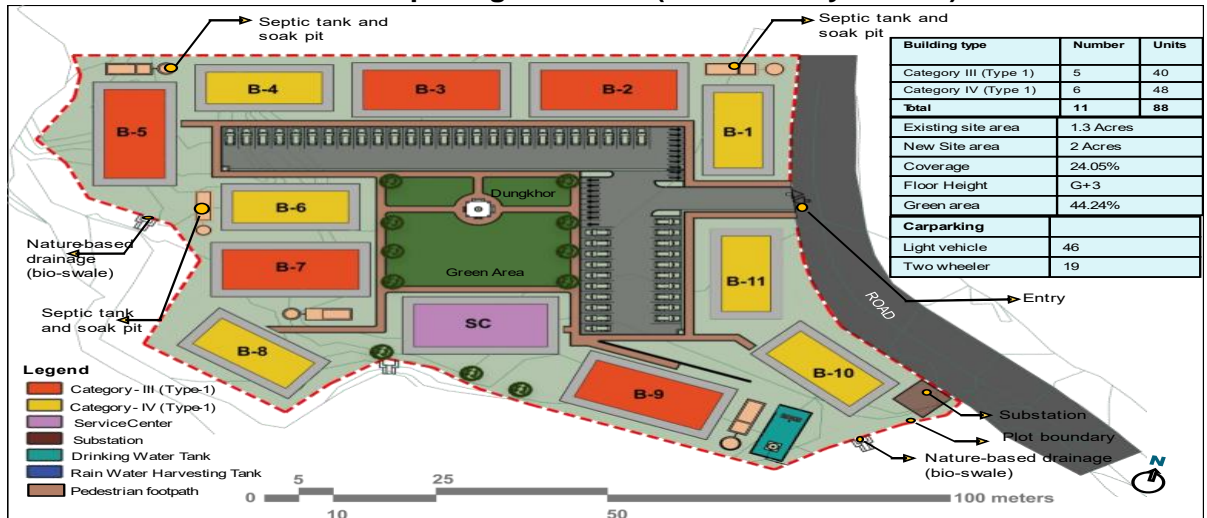
Figure 6: Location of Proposed Housing Site at Samdrup Jongkhar (near Primary School) on Google Map



Source: NHDCL

28. The layout plan below shows in perspective the housing area and structures at the Samdrup Jongkhar Toed site that would exist in the future once the housing project is completed.

Figure 7: Layout plan of Existing and Proposed Works of Proposed Housing Site at Samdrup Jongkhar Toed (near Primary School)



Source: NHDCL, 2022

IV. FIELD WORK - SURVEYS AND PUBLIC CONSULTATIONS

29. ADB DPR Consultants, the NHDCL Liaison Office Representative from Samdrup Jongkhar, and the surveyors from the Liaison Office visited the two housing sites at Dradulthang and Toed. The team observed that both the proposed sites are owned by the NHDCL, and were vacant, unused, and free of encumbrances. Hence, no involuntary resettlement impact is foreseen in both of these locations.

30. The consultation meeting revealed that workers and staff engaged with the private sector and corporations, with lower incomes have to pay high rents to the extent that two families are even sharing one housing unit to save on rent. The planned government housing apartment's space, layout, and proposed rents are reasonable according to them and preferred over private housing because of low rents and hassle free otherwise faced due to private building owners.


31. Further consultation was conducted on 18 November 2022 in NHDCL hall to grasp more information to substantiate the information gathered in the earlier consultation meeting. The outcome of the discussion was as follows; (i) People support the project and encouraged that corporate and private sector staff too may be considered eligible to be project beneficiaries. (ii) NHDCL received feedback on design considerations to include in Samdrup Jongkhar housing designs before finalization. (iii) Dradulthang site is close to the river, construction of a retaining wall is required. (iv) There is not adequate water supply in existing NHDCL housing (water supply timing is 7 to 9 AM) therefore, supply of water is an issue. (v) Waste management is done twice a week (Monday and Wednesday) hence there is no issue related to it and (vi) Sewerage (wastewater disposal) is not perceived as an issue as the on-going ADB project will solve the problem. Details of the consultation meeting are highlighted in Table 3. The participant's list is appended in Appendix 8.

Table 3: Consolidated Summary of Consultations (Samdrup Jongkhar)

S. No	Number of Persons consulted	Male	Female	Issues Discussed	Outcome
1	24	14	10	<ul style="list-style-type: none"> • Site observations and potential environmental and social impacts • Housing sites, buildings, apartments type, and rents. • Current experience with water and waste disposal facilities and in living in government and private housing and suggestions for new housing designs based on climate and environmental conditions in Samdrup Jongkhar. 	<ul style="list-style-type: none"> • Consultants communicated observations and Thromde agreed to identify the waste disposal site and provide assurance letters for water, and sewerage provision and to realign the road across the Toed housing plot. • Future potential tenants were informed and aware of housing facilities and contributed suggestions for designs. • Neighboring land owners and institutions also recommend solutions for possible impacts they may face as a result of the construction process.

Source: Consultations Minutes during field visits

Table 4: Details of Consultations

No	Date	Name of Persons	Location	Topic Discussed	Outcome	Photos
1	16.05.2022	Thinley Namgay Nima Dorji Karma Wangchuk Buddham Rai Deki P. Yonten Saroj K. Nepal Nima Dorji	Thromde Office Samdrup Jongkhar	<ol style="list-style-type: none"> 1. Scope of work for environmental and social safeguards 2. Observation of the environmental and social consultants at the 2 sites 3. Discussions on the observations raised 	Thromde agreed to identify waste disposal sites and provide assurance letters for water, and sewerage provisions. The current access road across the Toed housing plot will be realigned.	
2	17.05.2022	Sonam Choden Yangdon Tenzin Chopel Karma Wangchu Dorji Gyaltsen Dorji Wangmo Seema Uraon Yonten Tshering Karma Wangdi Kinzang Wangmo Rinchen Zangmo Buddham Rai Saroj K. Nepal Deki P. Yonten	Hotel Karmaling, Trashi yangtse	<ol style="list-style-type: none"> 1. Views on presented designs, layout, and rent 2. Experience of tenants living in private and corporate housing 3. Contracts, Security payments and payment of rental charges 4. Suggestions for the design of new NHDCL housing 5. Water supply and storage to the housing colony 6. Waste disposal and flooding 7. NHDCL Housing Management 	<ol style="list-style-type: none"> 1. People support the project and requested that corporate and private sector staff too may be considered as eligible. 2. NHDCL received feedback on design considerations to include in Samdrup Jongkhar housing designs before finalization. 	




No	Date	Name of Persons	Location	Topic Discussed	Outcome	Photos
3	16/05/22	Ms. Choden	Dradulthang	1. Concerns with the construction of housing nearby	<ol style="list-style-type: none"> 1. Requested for the wall on the boundary on completion. 2. Ensure no spillage of construction material to her site. 3. Request Thromde for better access to her plot. 	
4	18/05/22	Principal, Primary School	Samdrup Jongkhar Toed	1. Concerns with construction impact on Primary Schools nearby	4. Requested adequate signages and measures to reduce the speed of loaded trucks along the highway adjacent to the Primary School for the safety of young school children	Meeting done telephonically

Table 5: Details of Consultation on 18 November 2022

No	Date	Name of Persons	Location	Topic Discussed	Outcome	Photos
	18.11.2022	Lennith Lepcha, Yeshi Choden, Tenzin Chopel, Phuntsho Choden, Tshering Ihamo, Pema Wangdi, Om prasad Gautam, Kinley Wangmo, Seema Uraon, Yonten Tshering, Buddham Rai, Rajesh Pradhan	NHDCL Office at Samdrup Jongkhar	<ol style="list-style-type: none"> 1.Scope of work for environmental and social safeguards. 2.Observation of the social consultant at the 2 sites. 3.Experience of tenants living in private and corporate housing. 4.Suggestions for the design of new NHDCL housing. 5.Water supply and storage to the housing colony. 6.Waste disposal and flooding 	<ul style="list-style-type: none"> • People support the project and encouraged that corporate and private sector staff too may be eligible. • NHDCL received feedback on design considerations to include in Samdrup Jongkhar housing designs before finalization. • The Dradulthang site is close to the river, and construction of a retaining wall is required. • There is not adequate water supply in NHDCL housing (water supply timing is 7 to 9 AM) therefore, water is an issue. • Waste management is twice a week (Monday and Wednesday) hence no issue. • Sewerage is not an issue as the on-going ADB project will solve this problem. 	 <p>FGD at NHDCL office, Samdrup Jongkhar</p>  <p>Group photo after FGD</p>

32. Community engagement, public consultations, and disclosure will be an ongoing exercise through the subproject planning and implementation phase. An indicative list of consultations to be conducted in the future and schedule is presented in table 6. Progress of achievements in this respect will be reported in the semi-annual social monitoring reports by the PIAC Social Safeguards Consultant.

Table 6: Schedule of Consultation and Disclosure Activities

Activities	Target Group	Responsible Agency	Timeline
Awareness generation about the project activities	Key stakeholder agencies namely business representatives, the corporate and industries who have their office nearby, Thromde and staff of government offices, and elected representatives of local government. For the Dradulthang site, the landowner with land and two buildings on one of the sides of the housing plot will have to be invited to the meeting. Similarly, for the Samdrup Jongkhar Toed site, the Principal of the Primary School located near the site should also be invited to these consultations.	PIU at Samdrup Jongkhar, PMU from NHDCL Head Office, Municipality staff, and the contractor	During detailed design, before the start of construction, and continuously, during construction
Disclosure of construction schedule, potential temporary disturbances, and GRM	Beneficiaries (site-specific consultations)	PIU/Contractor	During construction
City-wide stakeholder consultations	Dissemination of project-related technical and other information to representatives of all key stakeholders (at one platform), disclosure of a summary of social safeguard documents in local languages, roles, and responsibilities of stakeholders.	PIU/Contractor with PMU support	Once a year during the project implementation cycle

V. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

33. At the Dradulthang housing site, private land for the implementation of proposed subproject components will not be acquired. All the project components namely the housing blocks, parking lots, approach and internal roads, septic tank and soak pit, footpath, rainwater harvesting and drinking water tanks as well as electricity substations will all be constructed and located within the plot allotted to NHDCL by the National Land Commission. Other details of the plot in which the housing will be developed are presented in Table 7.

Table 7: Details of the plot allocated for developing the housing project at Samdrup Jongkhar (Dradulthang)

Name of village/town	Name of Urban authority	Plot No.	Area of Plot (sq. m)	Present land use
Samdrup Jongkhar town	Samdrup Jongkhar Thromde	SGT-5298	3,246	Vacant and unused land

Source: NHDCL

34. The details of the sub-components which will be developed as part of the housing project at the Dradulthang site are presented in Table 8.

Table 8: Subproject Components and their Land Acquisition and Resettlement Impacts for the Dradulthang housing site

No.	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
1	Construction of 4 blocks of 8 units residential/housing buildings totaling 32 units covering an area of 804 m ²	No	No	The housing blocks will be constructed on unused and vacant government land, the ownership of which is with NHDCL as supported by Land Use Certificate in Appendix 2.
2	The parking lot for housing colony tenants with spaces for 25 light vehicles and 8 two-wheelers covering an area of 312 m ²	No	No	The parking lot will be constructed within the plot (around the middle of the plot flanked by the approach road, housing buildings, and a green area. The plot has been demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
3	Approach and internal roads covering an area of 0.059 m ²	No	No	The approach and internal roads will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is already bounded by a road on one side so the approach road can be developed as off-takes from these roads. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
4	Septic tank and soak pit covering an area of 43.54 m ²	No	No	The septic tank and soak pit will be constructed within the plot demarcated (at the boundaries flanked by the approach road) for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.

No.	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
5	Pedestrian footpath covering an area of 621.58m ²	No	No	The pedestrian footpath will be constructed within the plot demarcated for developing the housing sub-project (around the parking lot with access to the buildings), the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
6	Nature-based drainage (bio-swale) covering an area of 34.52m ²	No	No	The nature-based drainage (bio-swale) will be constructed within the plot demarcated for developing the housing sub-project areas (in the green on one side of the parking lot), the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
7	Rainwater harvesting tank	No	No	The rainwater harvesting tanks will be constructed within the plot demarcated for developing the housing sub-project (at the back of the buildings), the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
8	Drinking water tank covering an area of 59.7m ²	No	No	The drinking water tank will be constructed within the plot demarcated for developing the housing sub-project (at the corner on one of the boundaries flanked by the sub-station and green area), the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
9	The substation covers an area of 36 m ²	No	No	The Substation will be constructed within the plot demarcated for developing the housing sub-project (near the green area), the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.

Source: NHDCL, 2022

35. For each sub-components of the project, details of land available to establish each structure, the status of ownership of the land, the area of the plot on which the structure will be constructed and the status of no objection certification for use of each plot for structures is presented in Table 9.




Table 9: Details of land availability, ownership, and status of No Objection Certificate (NOC) for the Dradulthang housing site

Project Component	Location	Ownership	Area of government land available at the location (m ²)	Area required (m ²)	NOC Status
Construction of 4 blocks of ground floor + 3 stores housing blocks	Allotted plots, Samdrup Jongkhar town	NHDCL	804.13	804.13	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing structures
The parking lot for housing colony tenants	Allotted plots SamdrupJongkhar town	NHDCL	312	312	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Approach and internal roads	Allotted plots SamdrupJongkhar town	NHDCL	297.27	297.27	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Septic tank and soak pit	Allotted plots SamdrupJongkhar town	NHDCL	43.54	43.54	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Pedestrian footpath	Allotted plots SamdrupJongkhar town	NHDCL	621.58	621.58	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Nature based drainage (bio-swale)	Allotted plots SamdrupJongkhar town	NHDCL	34.52	34.52	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Rainwater harvesting tank	Allotted plots SamdrupJongkhar town	NHDCL	-	-	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Drinking water tank	Allotted plots SamdrupJongkhar town	NHDCL	59.7	59.7	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities
Substation	Allotted plots SamdrupJongkhar town	NHDCL	36.00	36.00	No NOC is required. The land is owned by NHDCL. Adequate land is available for housing amenities

Source: NHDCL

36. Site visit and physical verification of the entire plot were examined on 18 November 2022 to re-assess if any of the project subcomponents would impact structures or common property resources. It is confirmed that there will be no structural loss or any kind of adverse impact on common property resources. Further, no involuntary resettlement impact such as loss of livelihood (temporary or permanent, full or partial) is anticipated under the subproject.

Figure 8: Photographs of the area where the housing complex parking lot and roads are proposed at the Dradulthang housing site

<p>Name of Area – Dradulthang NHDCL plot, Samdrup Jongkhar</p> <p>Housing area – 804.13 m. sq.</p>	
<p>Name of Area-The plot is vacant and is not used by any person/entity.</p> <p>Parking lot area – 312 m. sq.</p>	
<p>Name of Area-The plot is vacant and is not used by any person/entity.</p> <p>Internal roads Road length –0.059 km</p>	

Source: NHDCL and images taken by SS during a site visit on 18 November 2022

37. At the Samdrup Jongkhar Toed housing site, private land for the implementation of proposed subproject components will not be acquired. All the project components namely the housing blocks, parking lots and approach and internal roads, parking lot, septic tank and soak pit, footpath, rainwater harvesting and drinking water tanks as well as electricity substations will all be constructed and located within the plot allotted to NHDCL by the National Land Commission. Other details of the plot in which the housing will be developed are presented below: -

Table 10: Details of the plot allocated for developing the housing project at Samdrup Jongkhar (Samdrup Jongkhar Toed)

Name of village/town	Name of Urban authority	Plot No.	Area of Plot (sq. m)	Present land use
Samdrup town	Jongkhar Thromde	SGT-5292	8,093.71	Vacant

Table 11: Subproject Components and their Land Acquisition and Resettlement Impacts for Samdrup Jongkhar Toed housing site

S N	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
1	Construction of 12 blocks of ground + three-storied residential/housing buildings	No	No	The housing blocks will be constructed on unused and vacant land, under the ownership of NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
2	Parking lot for housing colony tenants with spaces for 46 light vehicles and 19 two-wheelers	No	No	The parking lot will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
3	Approach and internal roads	No	No	The approach and internal roads will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is already bounded by an existing town road (bypass road to the national highway) on one side – north and south so approach road can be developed as off-takes from these roads. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
4	Septic tank and soak pit	No	No	The septic tank and soak pit will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
5	Pedestrian footpath	No	No	The pedestrian footpath will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
6	Nature based drainage (bio-swale)	No	No	The nature-based drainage (bio-swale) will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is

S N	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
				vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
7	Rainwater harvesting tank	No	No	The rainwater harvesting tank will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
8	Drinking water tank	No	No	The drinking water tank will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.
9	Substation	No	No	The Substation will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which is with NHDCL. The plot is vacant and is not used by any person/entity. No involuntary resettlement impact is anticipated.



Table 12: Details of land availability, ownership, and status of No Objection Certificate (NOC) for the Samdrup Jongkhar Toed housing site

Project Component	Location	Ownership	Area of government land available at the location (m ²)	Area required (m ²)	NOC Status
Construction of 12 blocks of ground + three-storied residential/housing buildings	Allotted plots, Samdrup Jongkhar town	NHDCL	1963.08	1963.08	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures
Parking lot for housing colony tenants with spaces for 46 light vehicles and 19 two-wheelers	Allotted plots Samdrup Jongkhar town	NHDCL	586.92	586.92	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures
Approach and internal roads	Allotted plots Samdrup Jongkhar town	NHDCL	673.23	673.23	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures

Septic tank and soak pit	Allotted plots Samdrup Jongkhar town	NHDCL	122.27	122.27	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures
Pedestrian footpath	Allotted plots Samdrup Jongkhar town	NHDCL	621.58	621.58	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures
Nature based drainage (bio-swale)	Allotted plots Samdrup Jongkhar town	NHDCL	51.53	51.53	No NOC is required. The land was transferred to and is owned by NHDCL. Adequate land for housing structures
Rainwater harvesting tank	Allotted plots Samdrup Jongkhar town	NHDCL	-	-	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures
Drinking water tank	Allotted plots Samdrup Jongkhar town	NHDCL	59.7	59.7	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures
Substation	Allotted plots Samdrup Jongkhar town	NHDCL	36.00	36.00	No NOC is required. The land is owned by NHDCL. Adequate land for housing structures

Source: NHDCL

Figure 9: Photographs of the area where the housing complex parking lot and roads are proposed at Samdrup Jongkhar (Toed) housing site

<p>Name of Area – Samdrup Jongkhar Toed NHDCL plot, Samdrup Jongkhar</p> <p>Housing area – 1963.08 m. sq.</p>	
<p>Name of Area-NHDCL plot, Samdrup Jongkhar Toed</p> <p>Parking lot area – 586.92 m. sq.</p>	

<p>Name of Area-NHDCL plot, Samdrup Jongkhar Toed</p> <p>Internal roads Road length –0.114 km</p>	
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Source: NHDCL and images taken by SSE during the site visit

38. It is anticipated that there will be little impact on local traffic. The entire plot will be cordoned off with a green netting barrier around the plot to deter the entry of any vehicles but also to ensure that dust and rubble are contained within the construction precinct and do not spill over to the roads to the south in the case Samdrup Jongkhar Toed and eastern side of the plot in the case of Dradulthang. Further, the barrier is expected to reduce dust pollution in the private residential and office buildings on one side of the plot in Dradulthang. Excavated material from the approach and internal roads as well as from the housing plots will be back filled within the stipulated timeline or dumped on sites designated by the municipality.

39. In order that the existing residents living proximate to the construction site are not disturbed during phases of sleep and rest, the contractor will be asked to maintain a work schedule strictly not earlier than 7 AM and not beyond 6 PM. Alternatively, timings will be discussed with the residents in a consultation session timing mutually acceptable will be agreed upon. The Contractor will institute and follow strictly all safety norms which will be monitored for compliance by the PIU.

40. There will not be any land acquisition or involuntary resettlement impacts now or in the future because of the implementation of the subprojects at Samdrup Jongkhar Toed and Dradulthang.

VI. IMPACT ON INDIGENOUS PEOPLES

41. No impacts to indigenous people/communities due to the subproject involving direct or indirect impacts to the dignity, human rights, livelihood systems or territories, or natural or cultural resources that are used, owned, occupied, or claimed by indigenous peoples as their ancestral domain or asset, are assessed. The implementation of the project will not affect areas that are culturally sensitive to indigenous peoples or infringe on their customary rights.

42. Samdrup Jongkhar town holds the district head office where people from all over the country have come to work in the district administration and other service provider agencies as well as the industries and factories which have come up in Samdrup Jongkhar. People have migrated from nearby eastern districts to conduct business. As such, Samdrup Jongkhar town does not project any characteristics of indigenous peoples' groups but is quite diverse in terms of the people from different socio-cultural groups who have come to live and work in Samdrup Jongkhar.¹⁰

¹⁰ ADB SPS, 2009 uses the term indigenous peoples in a generic sense to refer to a distinct, vulnerable, social and cultural group possessing the following characteristics: (i) self-identification as members of a distinct indigenous cultural group and recognition of this identity by others; (ii) collective attachment to geographically distinct habitats

VII. INFORMATION DISSEMINATION

43. The project implementation authorities will ensure that the DDR is available in the offices of the Samdrup Jongkhar Project Implementation Unit, Samdrup JongkharThromde (Municipality) Office, Project Management Unit (PMU) at NHDCL Head Office and posted on ADB's website as well as in the website of NHDCL for easy access to all stakeholders including the local community of the town.

VIII. GRIEVANCE REDRESS MECHANISM

44. A common grievance redress mechanism (GRM) will be established to receive, evaluate, and facilitate the resolution of social, environmental, or any other project-related grievances. The GRM provides a time-bound and transparent mechanism for the aggrieved to voice and resolve their concerns. The GRM developed in consultation with stakeholders requires to be further disseminated for awareness of the project and its grievance redress procedures also among the poor and vulnerable and others to avail of the GRM. The multi-tier GRM has time-bound schedules and designated persons to address grievances at each stage. The Environmental and Social Safeguard Officer of PMU will oversee timely grievance redress on environmental and social safeguards issues.

45. Complainants are stakeholders who are directly or indirectly affected by the project by themselves or a recognized representative who can register comments, complaints, queries, and suggestions about safeguard compliance, design-related issues, compensation, service delivery, or any other issues or concerns related to the project.

46. The complaint must provide details of the name, date, address/contact details of the complainant, and location of the problem area, along with the problem. A sample grievance registration form is provided in Appendix 4. The primary unit for receiving and lodging a complaint is the Contractors' field office but also dropped in suggestion boxes or conveyed through phone or e-mails. Complainants may also register grievances personally to the Central Complaint Cell located at PMU /PIU offices which will represent NHDCL to handle grievances including that of non-literate persons and those received over the telephone. The concerned NHDCL staff (deputed at PMU, PIU) /contractor's site engineer/ Environment Health & Safety (HSE) Officer of the Contractor will monitor the grievance record books and take necessary actions to redress minor complaints.

47. PMU will maintain a Central Complaint Cell at the NHDCL office headed by a designated Grievance Officer. The Complaint Cell will also serve as Public Information Centre, where, apart from grievance registration, information on the project and its social and environmental safeguards can be provided. Under ADB Guidelines, an independent Grievance Redressal Committee (GRC) has to be established under NHDCL to address the grievance of persons affected due to the implementation of the project.

48. PMU with the support of PIU will have the overall responsibility for timely grievance redress, registration of grievances, related disclosure, and communication with the aggrieved party. In case of grievances that are immediate and urgent in the perception of the complainant, the Contractor and supervision personnel from the PIU will provide the most easily accessible or

or ancestral territories in the project area and to the natural resources in these habitats or territories; (iii) customary cultural, economic, social or political institutions that are separate from those of the dominant society and culture; and (iv) a distinct language, often different from the official language of the country or region.

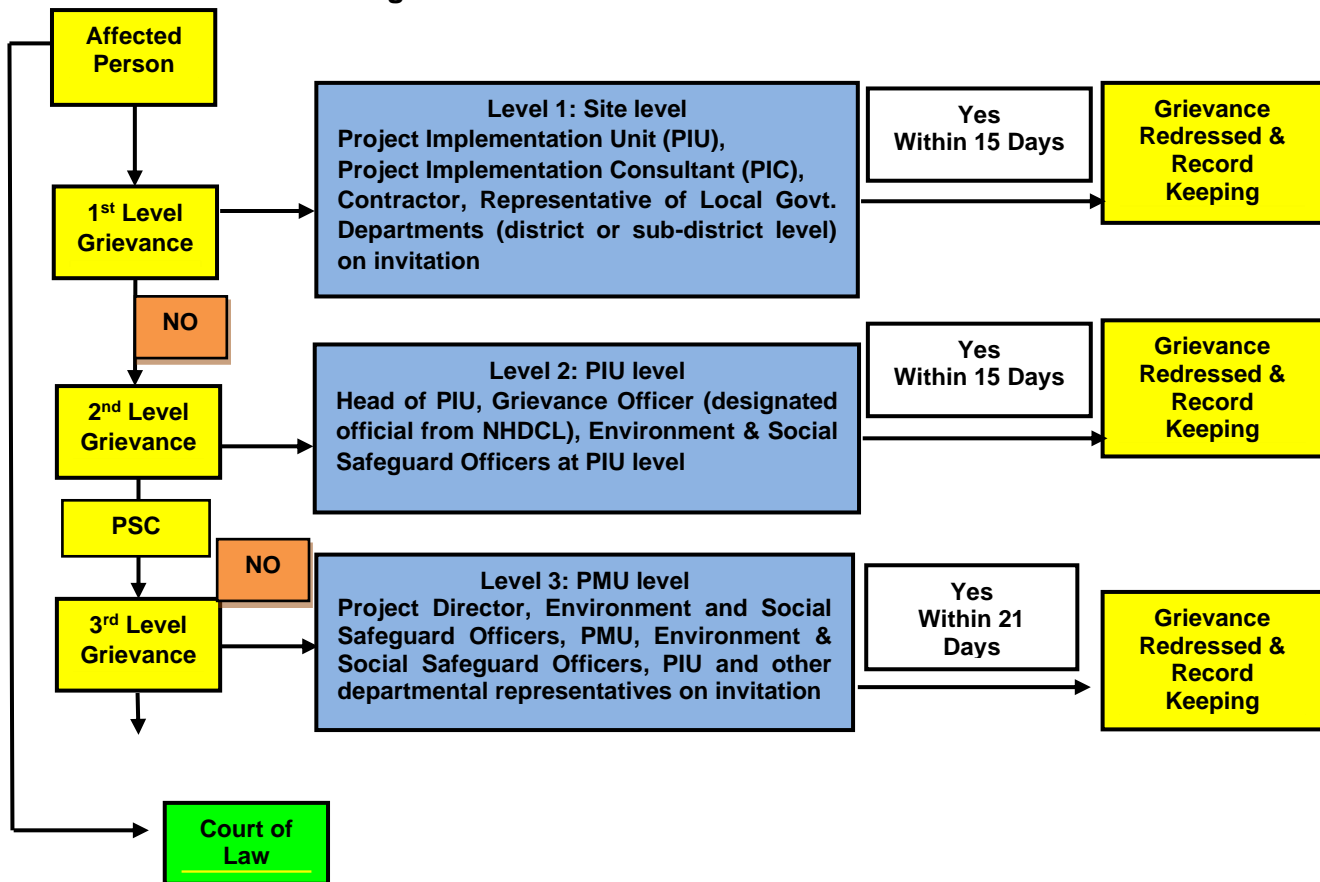
first level of contact for the quick resolution of grievances. Contact phone numbers and names of the concerned staff and contractors will be posted conspicuously at all construction sites.

49. **Process and Timeframe:** The grievance redress process and timeframe involved in the GRM are described below:

- (i) **1st Level Grievance (Field Level):** For immediate and urgent grievances concerned officer of PIU will direct the contractor to resolve the complaint and ensure that it is resolved. If the grievance is not under the contractor's scope, the Project Implementation Consultant (PIC) will resolve this issue with the support of the respective PIU and will resolve all grievances within fifteen days from the date of receipt of a complaint/grievance. The government and other representatives can be consulted as and when required.
- (ii) **2nd Level Grievance (PIU):** Grievances unresolved at the first level within fifteen days can be referred to the Complaint Cell at the PIU level. The designated officer (of NHDCL), namely the Project Manager based at the PIU, will try to resolve the grievance/ complaint within a timeframe of 15 days with the assistance of the Environment and Social Safeguard Officers at the PMU level. The government and other representatives can be consulted as and when required. Any unresolved complaint at the second level will be taken up to the third level.
- (iii) **3rd Level Grievance (PMU):** Grievances unresolved at the first level and 2nd level by PIU will be brought to the third level which will meet once a month to determine the merit of each grievance brought to the committee. The GRC, led by the Project Director, at PMU will resolve the grievance within twenty-one days of receiving the complaint from the second level. The Social Safeguards Officer, PMU will provide feedback to the complainant. Any critical or unresolved matter may be taken to the Project Steering Committee (PSC) for a solution.

50. The process of the grievance redressal mechanism (GRM) is given in **Figure 10**. The figure below shows the process of GRM lists at each level (in the blue shaded boxes), the individuals or agencies who will be involved at the site (level 1), PIU (level 2), and PMU (level 3). These designated officers will comprise the Grievance Redressal Committee members at each level.

Figure 10: Grievance Redressal Mechanism



GRC=grievance redress committee; GRM=grievance redress mechanism, NHDCL=National Housing Development Corporation Ltd. Limited, PIC = project implementation consultant, PIU= project implementation unit, PMU =project management unit, PSC= project steering committee

Source: SSE

51. **Information Dissemination Methods about GRM.** The above Grievance Redress Process will be discussed with the different stakeholders during stakeholder consultation meetings. These meetings will be held with affected persons and community members (beneficiaries) and the concerned local government representatives where civil works are proposed. The process and timelines for grievance redress and contact details of the persons responsible for grievance redress will be shared in the stakeholder meetings. Action taken in respect of all complaints will be communicated to the complainant by letter, over the phone or e-mail, or text messaging as the case may be.

52. **Consultation Arrangements for GRM.** This will include group meetings and discussions with affected persons, to be announced in advance and conducted at the time of day agreed on with affected persons and conducted to address general/common grievances; and if required with the Environment/Social Specialist of PMU/PIU for one-on-one consultations. Non-literate affected persons/vulnerable affected persons will be assisted to understand the grievance redress process, at the site office of the Social Safeguards Officer of the contractor, and at the PIU level, the Grievance Officer or any other official appointed to receive grievances will assist the non-literate affected persons to register complaints and follow-up with actions at different stages in the process.

53. **Record Keeping.** Records of all grievances received, including contact details of the complainant, date of receiving complaint/grievance, nature of the grievance, agreed actions and measures, the date these were affected and the outcome will be kept by PIU. The number of grievances recorded and resolved, and the outcomes will be displayed/disclosed in the PIU office, and on the website of PMU, as well as reported in the semi-annual social and environmental monitoring reports to be submitted to ADB. The Environmental Officer and the Social Safeguard Officer will be responsible for maintaining the grievance record.

54. **Periodic Review and Documentation of Lessons Learned.** The PMU, and PIUs, supported by the PIAC specialist will periodically review the functioning of the GRM and record information on the effectiveness of the mechanism, especially on the PIU's ability to prevent and address grievances.

55. **Costs.** All costs involved in resolving the complaints (meetings, consultations, communication, and reporting/information dissemination) will be borne by the PMU. Cost estimates for grievance redress are included in resettlement cost estimates.

56. **ADB Accountability Mechanism.** If the established GRM is not in a position to resolve the issue, the affected person can use the ADB Accountability Mechanism to directly contact (in writing) the Complaint Receiving Officer at ADB headquarters or the ADB Resident Mission in Bhutan (BHRM). Before submitting a complaint to the Accountability Mechanism, it is recommended that affected people make effort in good faith to resolve their problems by working with the concerned ADB operations department (in this case, the BHRM). Only after doing that, and if they are still dissatisfied, they could approach the Accountability Mechanism. The ADB Accountability Mechanism information will be included in the project-relevant information to be distributed to the affected communities, as part of the project GRM.

57. The project GRM, notwithstanding, would ensure that an aggrieved person shall have access to the country's legal system at any stage, and accessing the country's legal system can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM. In case of grievance related to land acquisition, resettlement, and rehabilitation, the affected persons if not satisfied with the land or monetary compensation, or both, as provided by the implementing agency together with the local government (dzongkhag, dungkhag or gewog), they have recourse to the legal system in the country namely the district court and appellate courts which are the High Court and Supreme Court.

58. People who are, or may in the future be, adversely affected by the project may submit complaints to ADB's Accountability Mechanism. The Accountability Mechanism provides an independent forum and process whereby people adversely affected by ADB-assisted projects can voice, and seek a resolution of their problems, as well as report alleged violations of ADB's operational policies and procedures. Before submitting a complaint to the Accountability Mechanism, affected people should try in good faith to solve their problems by working with the concerned ADB operations department. Only after doing that, and if they are still dissatisfied, should they approach the Accountability Mechanism.¹¹

IX. CONCLUSION

59. The field visit, public consultation and stakeholder consultations, initial screening for resettlement impacts, and impact indigenous people findings at Samdrup Jongkhar namely the Dradulthang and Samdrup Jongkhar Toed sites suggest that the subprojects implementation will

¹¹Accountability Mechanism. <http://www.adb.org/Accountability-Mechanism/default.asp>.

neither cause involuntary resettlement impact nor any impact on indigenous peoples. Nevertheless, the impacts of the subprojects have been re-assessed (before the start of civil work) upon finalization of the detailed design (given the final designs and scope of work) and conduct of a detailed measurement survey. In case any involuntary resettlement impact is identified at any stage of the subproject implementation, the DDR will be updated (with appropriate revision of project category) following ADB's Safeguards Policy statement 2009.

60. During the implementation of the civil works, the project implementation team will pursue a participatory approach and adhere to the dissemination of information at all times. A grievance redress mechanism will also be established in the project. The Executing Agency will ensure compliance with all applicable laws and the ADB SPS, 2009.

X. NEXT STEPS

61. This due diligence report has been prepared after finalization of the detailed design and detailed measurement survey. During the time of the start of civil work, in case any unforeseen involuntary resettlement impacts are identified, accordingly, this report will be revised (including revision of the project impact category) and submitted to ADB for approval.

62. The temporary access road to the archery range will be realigned as soon as NHDCL starts site development works and access to the archery range will be ensured during construction phase also.

63. Formal and informal consultations will be carried out including, but not limited to: focus group discussions (FGDs), public meetings, community discussions, and in-depth and key informant interviews. An intensive information dissemination campaign will also be conducted. Once the contract work is awarded to the contractor, PIU and contractor will be given training on GRM and other ADB policies based on ADB SPS 2009.

64. ADB's approval of the updated social safeguards document is required before the start of civil works.

Appendix 1: Minutes of the Consultations conducted with (i) Thromde (Municipality), (ii) NHDCL housing tenants and staff living in housing provided by corporations employed with and those living in private housing; (iii) Landowner of plot adjoining housing site at Dradulthang and (iv) Principal, Samdrup Jongkhar Primary School with photographs and participant list

1. Consultations: Thromde (Municipality Officials) of Samdrup Jongkhar Thromde		
Location: NHDCL Office	Date: 16.05.2022	Dzongkhag: Samdrup Jongkhar
Thromde: Samdrup Jongkhar		
Group description: The Thrompon (Mayor) and officials namely Project Engineer and Urban Planning Head		
Time	Activity	Responsible
2.15AM	Welcome	Mr. Buddham Rai, LO, NHDCL
2.15 – 2.30	Explanation of the respective scope of work of the Environmental and Social Safeguards Consultants	Deki P. Yonten (ADB Environmental Safeguards Consultant) Saroj K. Nepal (ADB Social Safeguards Consultant)
2.30 - 3.30	Discussion of findings of the Consultants for both the sites namely Dradulthang and Samdrup Jongkhar Toed Housing Sites	ADB Environmental and Social Safeguards Consultant Mr. Buddham Rai, LO, NHDCL Samdrup Jongkhar Thromde officials
Total number of people: 6	Total males: 5 males	Total females: 1 female
Purpose: To present the observations made at the site on environmental and social safeguards aspects and discuss information and data requirements for completion of the safeguard's documents for submission to NEC and ADB.		
OVERALL DISCUSSIONS AND CONCLUSIONS		
<ol style="list-style-type: none"> 1. The ADB Consultants (Environmental and Social) presented in brief the areas of investigation that they would be focusing on at the Samdrup Jongkhar and Nganglam housing sites. 2. The Environmental Safeguards Consultant presented her observations: housing sites are adequately far enough (>30 m) from the river, with additional 120 units proposed, water supply to the units needs to be provided, and inquiry on plans for this from Thromde, location of worker camps, waste management during constructions namely excavated soil and construction waste, provision of storm water drainage, provision of sewerage, electricity supply, disaster management protocols, religious sites, Thromde Plan and assurance letters for water supply, sewage, and waste disposal facilities. Thromde inquired about housing allotment and the need to follow the Samdrup Jongkhar Structural Plan by architects 3. Thromde responded to the observations that buffer from the river will be maintained as a planning requirement and further soil tests done reveal no issues. The water supply system has been constructed but the problematic source prone to blockage will be shifted after which water supply to all areas will be addressed under ADB STUDP and Water Flagship Project. With new compactor trucks received there will be an increase in the frequency of waste collection and dedicated trucks for Samdrup Jongkhar and Dewathang so coverage 		

of housing sites will not be an issue. Worker camps will be contained at the site for which the Contractor will seek Thromde approval and directives. Thromde will identify waste disposal sites for excavated soil and construction-generated waste. Existing drains near the highway (site 2) and access road (site 1) and natural gullies will be used to drain storm water. For sewerage, septic tanks should be constructed but architects should refer to the sewerage network plan being done so that later connection to the network can be done. BPC will prepare the IEE and submit it for approval for subsequent construction of the substation. Disaster issues are being managed by trained Thromde officials who can coordinate with NHDCL and share the protocols. The main religious site is the Dzong and Mani Dungkor in town. Additional religious monuments are planned for LAP 4 to reduce congestion to other existing religious sites. The Thromde was requested to share and will provide the Thromde Structural Plan and assurance letters for water and sewerage facilities and identify and provide the location for waste disposal which have to be reflected in the report.

4. The Social Safeguards Consultant presented his observations namely: the request of an adjoining plot owner with two buildings at the Dradulthang site who requests widening of access to her parking area, the steep slope to the river below one side of the housing plot and therefore risk to small children and need for protection for Dradulthang and existing access road to archery range cutting across the housing plot.
5. Thromde responded that the landowner can approach Thromde for the widening of access through a letter. Further, for the protective measures to mitigate risk for small children and slope towards the river, the Thromde would be developing a footpath as part of the riverside development below and some protective measures will be instituted. As for the access road to the archery range at Toed, the road will be aligned and will not cause any hindrance to house construction activities.

2. Consultations: NHDCL housing tenants and staff living in housing provided by corporations employed with and those living in private housing

Location: <i>NHDCL Office</i>	Date: <i>17.05.2022</i>	Dzongkhag: <i>Samdrup Jongkhar</i>
Thromde: <i>Samdrup Jongkhar</i>		
Group description: Current residents of NHDCL colony, those in waiting for NHDCL housing allotment, and private company employees and facilitators of meeting.		
Time	Activity	Responsible
2.30 PM	Registration	NHDCL
2.30 – 2.40	Welcome Address	Mr. Buddham Rai, LO, NHDCL
2.40 - 3.00	Purpose of meeting & presentation of Samdrup Jongkhar proposed housing sites, buildings, class of apartments, designs, and layout	Mr. Buddham Rai, LO, NHDCL
3.15 – 4.00	Feedback from participants on the presentation of housing details	Mr. Saroj K. Nepal, ADB Consultant (Social Safeguards)

	Experiences living in private and corporate housing Current management of NHDCL housing and suggestions for future Views and suggestions on designs compatibility with the place and climate of Samdrup Jongkhar Water supply, waste disposal	Ms. Deki P. Yonten, ADB Consultant (Environmental Safeguards)
4.00 – 4.15 PM	Closing Remarks	Mr. Buddham Rai, LO, NHDCL
Total number of people: 14	Total males: 7 males	Total females: 7 females
<p>Purpose: To inform people of project sites, scope, and facilities (buildings, design, apartment layout, and rental rates) To get feedback on the project's facilities, exiting housing situation, management of current housing, water supply, and waste collection situation, and to inform of grievance redressal mechanism.</p>		
<p>OVERALL DISCUSSIONS AND CONCLUSIONS</p> <ol style="list-style-type: none"> 1. Participants were encouraged that low-cost housing will provide alternatives to existing high rentals they pay in private housing in Samdrup Jongkhar and also that corporate and private sectors are also included as eligible for housing. Concern that minimum wage workers may be left out of this scheme as even subsidized housing may not be affordable. 2. The small size of apartments is designed to make them more affordable for especially low-income staff working in government, SOEs, and private companies and industries 3. Tenancy contracts are not widely drawn up by private owners with tenants living in private housing and rental increase often do not follow rules (max 10% rental increase after two years of lease). New owners invariably raise the rent even if the previous contract has not expired and tenants are helpless. 4. NHDCL can institute management measures to improve tenancy and O&M management of facilities such as retaining 15 days for making ready the housing unit for carrying out repairs before a new tenant can occupy the unit; ensuring there is a network map of all services (water, telephone, electricity, etc.) to ease future maintenance. Electrical and water fittings of good quality, functional, and locally available are better for future replacement 5. On the environment, side water issues are to be solved e.g., through providing storage tanks and rain water harvesting which this project will incorporate in designs to supply water during times the main water supply fails to provide water to housing residents. The sewerage network being developed under another project will resolve issues of sewerage disposal for the housing colony. 6. Waste collection is being done but disposal in communal waste bins has not worked in the past. frequency to be enhanced in the housing colony 7. BPC will be installing a sub-station so no issues are expected concerning power supply. 8. For emergencies, the Thromde will be requested for the disaster management plan to which the NHC would comply with the SOPs in the event of emergencies occurring 9. In adapting to the hot and humid climatic conditions, participants suggested that window frames, etc should be made of steel rather than wood which can decay due to the effects of rain in summer. 		

10. Clarified service delivery from the Service Centre to be established at the housing colony. The Centre would be operated by RENEW. The Centre will contain an early childhood care centre as well as a shelter home for women facing domestic violence as well as other services for women's development.

Consultations 3: Landowner owning buildings on one side of the proposed housing site at Dradulthang		
Location: Housing Site (Dradulthang)	Date: 16.05.2022	Dzongkhag: Samdrup Jongkhar
Thromde: Samdrup Jongkhar		
Details of Consultation		
Green Resilient Affordable Housing Sector Project, Samdrup Jongkhar		Date: 16.05.2022
Meeting Location: Dradulthang Housing Site, Samdrup Jongkhar		Thromde: Samdrup Jongkhar, Dzongkhag: Samdrup Jongkhar
Group description: 1 Female and ADB Consultant.		
Time	Activity	Responsible
11.00 AM	Discussion with landowner	Landowner and Consultant
Total number of people: 2		
Purpose: To understand if the land owner who shared the boundary with the housing site had any concerns concerning the construction activities which would commence soon.		
OVERALL DISCUSSIONS AND CONCLUSIONS		
<ol style="list-style-type: none"> 1. The Owner of the two buildings sharing a border on one side with the housing site was consulted to inquire about any concerns she had once the construction commenced. 2. The owner indicated that she had no objection to the construction of the housing colony since it was being done on NHDCL's land. 3. She expressed that once construction starts, construction materials may spill-over to her plot and the site management staff may look into avoiding such spillage to her plot. 4. She also requested that once the construction is complete that a wall is built by NHDCL along the boundary of her plot to avoid trespassing on her plot and vice versa. 5. She requested if she could be proper access through the existing approach to her plot since the entry point was too narrow and trucks cannot come into her parking. She was advised to write to Samdrup Jongkhar Thromde who would be informed of her request by NHDCL and who would review her request. 		

Consultations 4: Principal of Samdrup Jongkhar Primary School which adjoins the Samdrup Jongkhar Toed Housing Site		
Location: <i>Housing Site (Dradulthang)</i>	Date: 17.05.2022	Dzongkhag: <i>Samdrup Jongkhar</i>
Thromde: <i>Samdrup Jongkhar</i>		
Details of Consultation		
Green Resilient Affordable Housing Sector Project, Samdrup Jongkhar		Date: 17.05.2022
Meeting Location: Samdrup Jongkhar Toed Housing Site, Samdrup Jongkhar		Thromde: Samdrup Jongkhar, Dzongkhag: Samdrup Jongkhar
Group description: 1 Male		
Total number of people: 2		
Purpose: To understand and get feedback from the Primary School which is located near the housing site would have any concerns concerning the construction activities which would commence soon.		
Note: The discussion was held telephonically since the principal was not available during the site visit as he was busy with a workshop at Dewathang.		
OVERALL DISCUSSIONS AND CONCLUSIONS		
<ol style="list-style-type: none"> 1. The Principal of the Primary School who shared a border on one side with the housing site was consulted to inquire about any concerns he had once the construction commenced. 2. The owner indicated that he had no objection to the construction of the housing colony 3. However, he expressed that the school mainly had young students who would be at risk especially with the heavy traffic of trucks plying along the Primary School transporting construction materials, etc. He advised that the project could put up signages on the road for reducing the speed of load trucks while approaching and driving along the school since students would be at risk of being hit and since the children are too young to properly cross over the road. 4. Besides this, the school had no other concerns. The Consultant agreed to put forward the concerns expressed in favour of the safety of children. 		

Photographs of Stakeholder Meetings/Consultations at Samdrup Jongkhar & with the landowner of an adjoining plot at Dradulthang



BAHP: Attendance Sheet Consultative Meeting (17/05/2022)–Samdrup Jongkhar

SAMDROUP JONGKHAR LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHP, PHUNTSHOLING FOCUS GROUP DISCUSSIONS (NHDC RESIDENTS, WAITING LIST & CORPORATE EMPLOYEES)						
No	Name	CID No.	Male/Female	Designation	Organization	Contact No.
1	Soram Choden	11507004488	F	Sales Tax Inspector	RRCO	17436975
2	Yangdon	11606000713	F	"	"	17590512
→	Tenzin Chophel	11107005312	M	Karma T/dy	-	17729702
4	Kam Wangmo	10716002550	M	U-planner	SJ Throude	22771676
5	Dorji Gyeltshen	10602000596	M	ANCO	SJ Throude	13628528
6	Dorji Wangmo	11603002987	F	JE	NHDCL	17804682
7	Seema Urdan	11215002346	F	OA	NHDCL	17696526
8	Yonten Tshering	11603004011	M	Mason	NHDCL	17737030
9	Karma Wangdi	11214001914	M	Driver	NHDCL	17760072
10	Kiazang Wangmo	11102007040	F		-	17102881
11	Rinchen Zangmo	10707001521	F	sweeper	NHDCL	17738204
12	Buddham Rai	11309001847	M	Liaison office	NHDCL	17873760
13	Saroj K. Nepal	11311003022	M	Consultant	ADP	17624566
14	Deki P Yonten	10811000570	F	Consultant	KDSB	7711028

Date: 17/05/2022

Place: SAMDRUP JONGKHAR
NHDC OFFICE

Note: 7 women and 7 men participants

Consultation with Samdrup Jongkhar Thromde

Date: 16 May, 2022
 Time: 2:15 PM
 Venue: Thromde Office

Officials present:

1. Thinley Namgay, Thrompon, SJ Thromde
2. Buddham Rai, Liaison Officer, NHDCL
3. Saroj Nepal, Social Consultant, ADB
4. Deki P Yonten, Environment Consultant, ADB

Minutes of Meeting

S. No.	Agenda Items	Clarification/ Response from Thromde
1	Introduction of meeting participants	The Liaison Officer briefed Thrompon on the purpose of the visit and consultants introduced themselves and briefed the meeting on the TOR, purpose of the site visit and reports to be prepared for ADB and NEC approval.
2	Social safeguard Site #1 Dradulthang: The consultant was informed by the landlady of the building next to the site that she would like to widen her access.	The building owner already has access to her site/building. As the access road area does not fall in NHDCL land, the building owner can submit an application to Thromde for consideration.
3	Site #1: As the site is in close proximity to the river, the consultant recommended considering a wall as a safeguard for children during the operation phase.	Clarification from Thromde: Thromde has plans to construct a footpath along the river for the general public. The NHDCL design will incorporate retaining wall and railing for security purposes
4	Site #2 Toed (near School): The proposed NHDCL housing complex will restrict the current access to the archery ground so this access must be resolved prior to the construction as it might cause hindrance to the contractor.	Clarification from Thromde: The current access is a temporary access route to the archery ground and the Thromde already has plans to construct an alternative route to the site (towards the northern boundary of the plot). The current road is not the permanent road so there will be no issues of obstructing access to the archery ground in the future.
5	Environmental aspects Due to the proximity to the river, it is clear that the buildings are located more than 30m from the river in terms of safety	The Thromde is responsible for the Urban Planning, so the required buffer will be maintained. However thromde will consider less than 30m distance between river and structure if found genuine Soil tests for both sites have been completed and there are no issues with Site 1.





		For site 2, the building structure will take into consideration the result of the study
6	<p>Water supply</p> <p>With an additional of 120 units clustered in one location, the concern regarding water supply to the two sites was raised, as the Thromde is already facing water shortage at the moment.</p> <p>Clarification was sought on the plans for water supply for the Thromde</p>	<p>In summer, the key issue with water shortage is due to the blockage due to heavy rains and flooding during the rainy season.</p> <p>Thromde informed that most of the required infrastructure for the water supply has already been constructed as ADB project and alternative source is being identified.</p> <p>Although the thromde is facing water supply issues at the moment, these issues will be resolved once the water supply project has been completed</p> <p>There is no issue with water source and a reservoir is being constructed under the Water Flagship Project funded by ADB. The Thromde assured that water supply will be available by the time the housing complex is completed in 2 years as there is adequate water at the source.</p>
7	Location of construction worker camps	<p>The NHDCL clarified that the current practice is that NHDCL will put up a letter to Thromde for construction of temporary structure for project office and worker camp. The structure will be located on the area where the green space or parking has been identified within the project site.</p> <p>The built up area is less than 50% so the circulation area will be processed for approval as camp area with the Project Site.</p>
8	<p>Waste management</p> <p>While the waste truck provides services to Site #1 4 times a week (2 for general waste and 2 for organic waste), currently services to Site #2 is only provided once a week. Clarification was sought on whether provisions will be made to increase the waste pick up services for Site #2, given the huge increase in population there in 2 years</p>	<p>Thromde clarified that so far the waste services are being shared between Samdrup Jongkhar Town area and Deothang and services were limited to the limited number of waste collection trucks. However, recently, the Thromde has received 2 additional waste collection trucks so services can be adequate now.</p> <p>Also, it was clarified that the frequency of services is based on population, so as the population of Site #2 increases, the frequency of waste collection will also be increased by the Thromde accordingly.</p>
9	Thromde was requested to Identify waste disposal sites for disposal of excavated soil and construction waste that will be generated during the	So far, to date, the excavated soil is used for leveling the site and no specific site has been identified for waste disposal

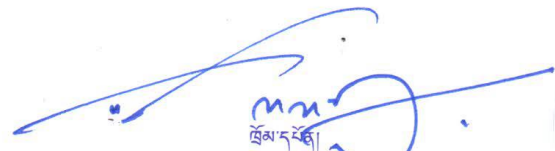
	construction period (including post construction camp closure)	<p>The current waste disposal site is located atwhere all types of waste is disposed, and not specific site has yet been identified for excavated soil or construction waste.</p> <p>The Thromde informed the meeting that to accommodate the requirements for waste disposal, the Environment Officer will identify specific sites within the thromde to dispose a) Excavation waste and b) Construction waste, and the area and capacity of the sites will be communicated to NHDCL In the meantime, the NHDCL will share with the Thromde, the estimate quantities of waste to be disposed and excavated soil to be disposed, so that appropriate sites can be identified</p>
10	Is there storm water drainage for the Thromde that the sites can be connected?	<p>The Thromde clarified that there is no stormwater drainage specifically for Site #2 as there are not many buildings in the area apart from the Primary School.</p> <p>Site #2 has a drain alongside the highway, and the water from the site can be connected to the gully on the west side For site #1, there is a drain running along the access road (towards the eastern part of the site).</p>
11	Sewerage	<p>There is an ongoing ADB funded Sewerage Project so there will be no need for septic tanks at Site #1.</p> <p>Thromde has recommended that the NHDCL architects refer to the sewerage network plan so that septic tanks can be removed for the operation phase.</p> <p>Thromde has agreed to share the sewerage plan with NHDCL</p> <p>Site 1 is close to the sewerage treatment plant and can be connected to the STP. For Site #2, the septic tanks will be still required for the time being until the sewerage network is connected in the future.</p> <p>However, during the construction phase, both sites will require septic tanks, as this site will not have been connected yet, although the contract for the sewerage has already been contracted out and is expected to be completed by 2026?</p>
12	Electricity	<p>NHDCL will outsource the construction of the sub-station to the BPC who will prepare the IEE and submit this to the NEC for approval</p>

13	Disaster process- Are there any required protocols for Disaster	<p>The Disaster management plan categorizes the type of disaster.</p> <p>The Thromde has trained officials and focal persons to cover 15 different areas within the Thromde. NHDCL will work with the Focal person and follow the protocols. Thromde was requested to share the norms and protocols with NHDCL</p>
14	Religious sites	<p>The most popular religious site is the Dzong. The most popular is the Mani Dungkor area in the center of town.</p> <p>Thromde is having plans to come up with other monuments in LAP 4 to reduce the pressure on the town center</p>
15	Samdrup Jongkhar Thromde Plan	The Thromde was requested to share the thromde plan (jurisdiction boundary) with the NHDCL
16	Assurance letter	<p>ADB consultants and NHDCL requested Thromde for an assurance letter for</p> <ol style="list-style-type: none"> To ensure that adequate water supply for the housing complexes (source, quantity and availability to the two sites, given the number of units at each site (32units at Site #1, and 88units and a Service center at Site #2) That sewerage facilities are being provided under a separate ADB project and therefore Site #1 can be connected to the sewerage line by the time the site has completed construction Waste disposal facilities will be identified by the thromde to dispose a) excavated soil, construction waste and post construction waste (increase in pick up services for Site #2)
17	Thromde's concerns about the project	<p>Thromde acknowledges that there is a housing constraints and the housing project will definitely address the necessary housing</p> <p>NHDCL clarified with Thromde on the allotment procedures and processes. 30% of the housing will be provided for the private sector under this project and allotment will be done first come first basis.</p>
	Approval of the	<p>Thromde informed NHDCL that to minimize delays in the approval of the project, the architects must follow the required Thromde's structural plan requirements- as per</p> <p>Site #1- RI- Residential one (Thromde to confirm) - G+3</p> <p>Site #2 - UPE (Urban Periphery Enclave)- earmarked for NHDCL,- G+3</p>

		<p>The Thromde informed that the site plan is a valid documents that is approved and issued to NHDCL. Therefore the designs must be based on the site plan</p> <p>NHDCL clarified that currently, based on the soil test for Site #2 there are few minor details to be finalized. Once the decision is been made NHDCL will discuss the design with Thromde before formally putting up for approval.</p> <p>Thromde requested NHDCL to follow up and discuss with Thromde before formally submitting it for approval</p>
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Signed


Poudelham Rai
CO, SJ NHDCL


བསམ་གྲུབ་ལྷོང་མ་འབར་ལྷོང་མ་ལྷོང་
THROMPON
SAMDRUP JONGKHAR THROMDE

Appendix 2: Land Use Certificate issued by National Land Commission to NHDCL for the Housing plot, Samdrup Jongkhar (Dradulthang)



རྒྱལ་ཁྲིམས་ལྷན་ཁག་གི་ རྒྱལ་ཡོངས་ལམ་ཚུན་ཚིག་ལ།

སྤྱི་དོན་གཤམ་ཚུགས་ལྷན་ཁག་གི་



Location Detail Thromde: Samdrupjongkhar Thromde Village: Samdrupjongkhar LUC No: 628	LUC Owner Detail Name of User: NHDCL CID No: NA	LUC Owner Permanent Address Dzongkhag: Gewog/Thromde: Thram No: House No: Unique HH No:
LUC Ownership Type "Government Institutions"	Co-Owners	

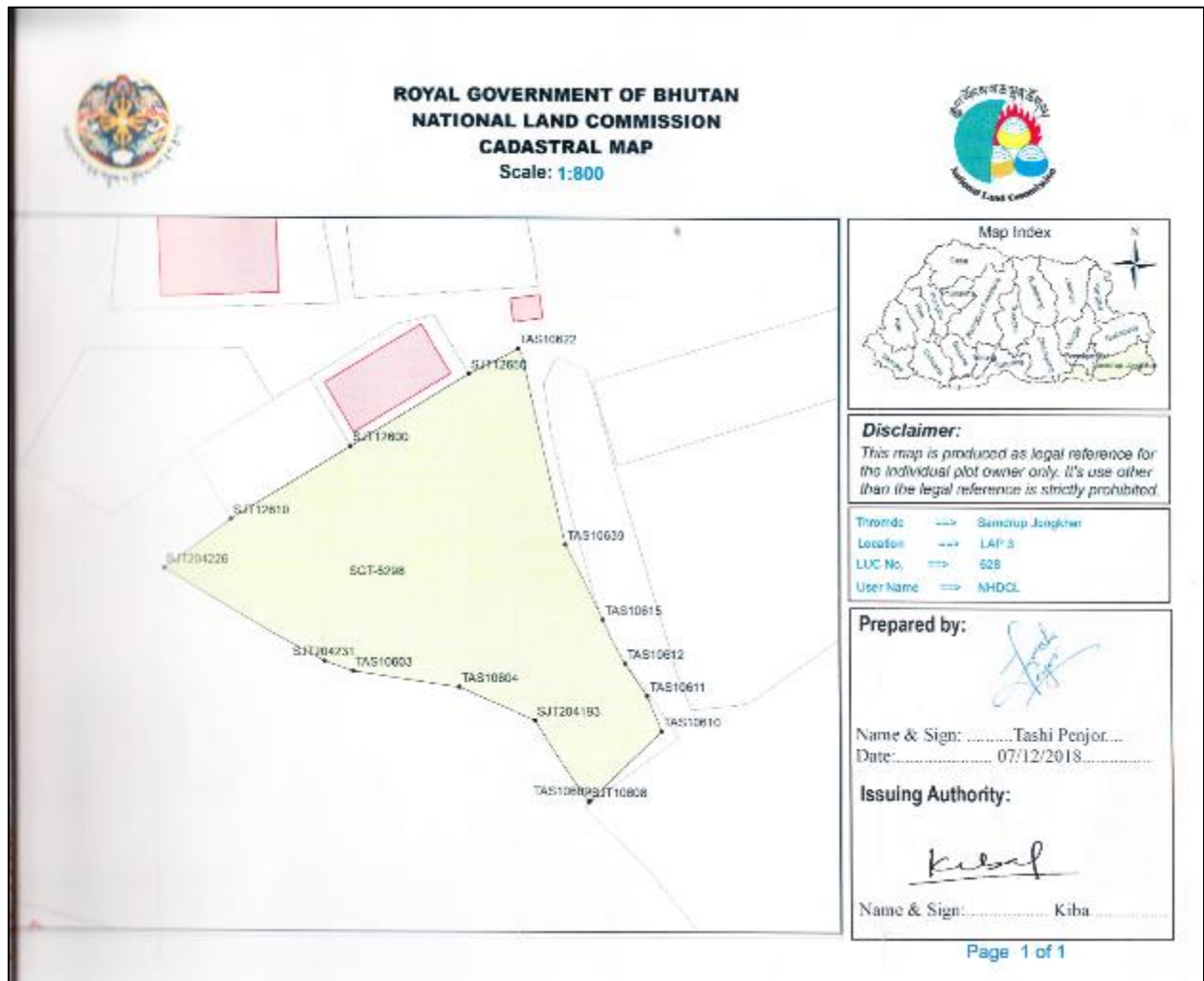
Urban Village	Location	Precinct	Plot No	Area (Sq.ft)	Purpose
	(AP)3	R1	SGT-6298	34945	For Housing Complex




National Land Commission




སྤྱི་དོན་གཤམ་ལྷན་ཁག་གི་
Region Head
Urban Land Division
 Region III




Appendix 3: Land Use Certificate issued by National Land Commission to NHDCL for the housing plot, Samdrup Jongkhar (Toed)




དཔལ་ལྷན་འབྲུག་གཞུང་།
 རྒྱལ་ཡོངས་ས་ཆ་ལྷན་ཚོགས།
 ས་ཆ་བཀོད་སྤྲོད་ལག་ཁྱེར།

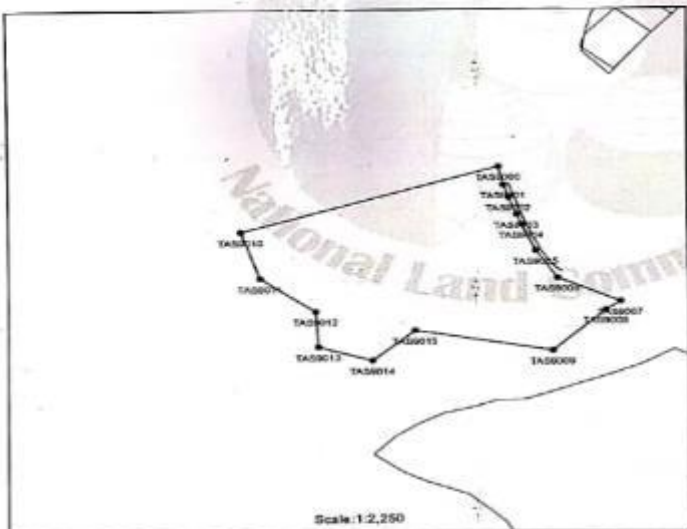


སྤྲོད་མིའི་སྐབས་མཛུགས།	རྒྱལ་ཡོངས་རྒྱུ་ལོན་ལེན་ལས་ལམ་ལཱ་ལེན།
ཁྲིམ་ཐུ།	བསམ་གྲུབ་རྒྱུང་ལུགས།
བཀོད་སྤྲོད་ལུགས་ལཱ་ལེན།	ཆེད།
སྤྲོད་མིའི་ལག་ཁྱེར་ལཱ་ལེན།	ལས་ལཱ་ལེན།



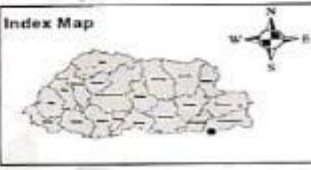


ས་གནས།	ས་ཁེལ།	ས་ཁེལ་གྱི་ལོ།	སྡེ་ལུགས།
བསམ་གྲུབ་རྒྱུང་ལུགས་ལཱ་ལེན།	SJT-5292	Urban Periphery Enclave	46790
གནད་དོན།			



Scale: 1:2,250

Index Map



Coordinates:

Plot ID:	SJT-5292	
Point ID	Easting	Northing
TAS9005	399081.65	2966910.32
TAS9004	399076.09	2966923.52
TAS9007	399114.63	2966936.96
TAS9013	399098.29	2966951.61
TAS9012	399097.1	2966979.62
TAS9015	399035.49	2966970.13
TAS9014	399019.23	2966954.8
TAS9003	399095.81	2966950.03
TAS9008	399109.13	2966980.56
TAS9011	399075.64	2966996.27
TAS9010	398966.05	2966919.72
TAS9002	399074.2	2966928.59
INS9006	399066.95	2966952.84
TAS9008	399050.14	2966996.53
TAS9007	399070.97	2966937.21
TAS9001	399060.98	2966943.64

22/12/2020
 རྒྱལ་ཡོངས་ས་ཆ་ལྷན་ཚོགས།

(Signature)
 རྒྱལ་ཡོངས་ས་ཆ་ལྷན་ཚོགས།

Transcript

Royal Government of Bhutan
National Land Commission
Land Use Certificate

Land details		Land details	
Dzongkhag:	Samdrup Jongkhar	Name of owner:	NHDCL
Gewog:	Samdrup Jongkhar	Gewog:	
Land use certificate no.:	628	Village:	
Name of land owner:	NHDCL	Land use certificate no.:	628

Appendix 4: Grievance Registration Format
(To be translated and made available in local language(s))

The _____Project welcomes complaints, suggestions, queries and comments regarding project implementation.

Aggravated persons may provide grievance with their name and contact information to enable us to get in touch for clarification and feedback.

In case, someone chooses not to include personal details and wants that the information provided to remain confidential, please indicate by writing/typing ***(CONFIDENTIAL)*** above Grievance Format.

Thank you.

Date		Place of registration			
Contact Information/Personal Details					
Name		Gender	* Male *Female	Age	
Home Address					
Place					
Phone no.					
E-mail					
Complaint/Suggestion/Comment/Question Please provide the details (who, what, where and how) of your grievance below: If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of Official registering grievance)	
Mode of communication: Note/Letter E-mail Verbal/Telephonic	
Reviewed by: (Names/Positions of Official(s) reviewing grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	

Appendix 5: Site Photographs—Samdrup Jongkhar (Dradulthang)



Appendix 6: Site Photographs –Samdrup Jongkhar (Samdrup Jongkhar Toed)



Appendix 7: Letter from LO, NHDCL Samdrup Jongkhar clarifying impending actions on the realignment of temporary access road at Samdrup Jongkhar Toed site



ལྷ་སྐྱུ་ཡོངས་ཁྲིམ་བཞེས་པའི་འཕེལ་ལས་འཛིན་ཚད།
National Housing Development Corporation Limited
Liaison Office, Samdrup Jongkhar
Real Estate Management Division



NHDCL-SJ/GEN(04)/2022/ 193

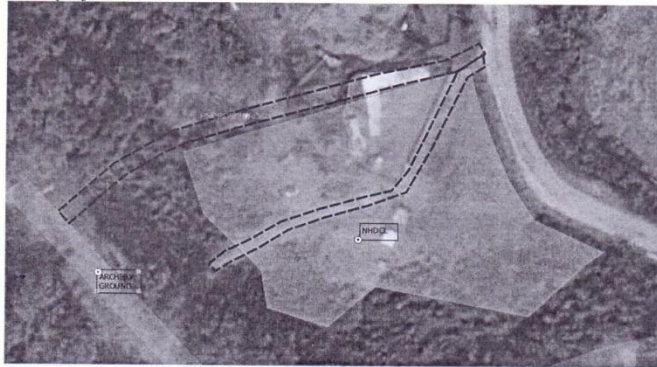
29th Nov, 2022

The Project Director
ADB Project, NHDCL
Thimphu

Subject: - Clarification of ADB site at Toe

Sir,

With discussion and assurance from Samdrup Jongkhar Thromde Administration, we could like to confirm that the approach road connecting archery ground via NHDCL plot will be realigned and the work will start as soon as our ADB project starts.



With this we would like to request Sir to kindly process for floating the tender for the work.

Thanking you

Yours Sincerely

(Badham Rai)
Liaison Officer, LAISON OFFICER
NHDCL, Samdrup Jongkhar Corporation Limit
National Housing Development Corporation Limited
Samdrupjongkhar

Copy to:

1. The Chief Executive Officer, NHDCL for kind information please.
2. The General Manager, REMS, NHDCL for kind information please.
3. The ADB Consultant, NHDCL for kind information please
4. Guard file

Contact us: (Liaison Office phones -07-251693 and fax no 07-251252.)
Head office: Post Box No.1439. Tel # (PABX: 00975-2- 323147/332734/332735)
Fax: 331703, 332733, 329095
Website: www.nhdcl.bt

Appendix 8: GRAHSP: Attendance Sheet Consultative Meeting (18/11/2022)–Samdrup Jongkhar

ADB Project Number - 54355-001: Bhutan: Green and Resilient Affordable Housing Sector Project,
GRAHSP, NHDCL

Date: 18/11/2022

Location: NHDCL, Office, S/Jongkhar

PARTICIPANTS LIST (FOCUS GROUP DISCUSSION)

Sl. No	Name	Position	Department/ Organization	Mobile No.	Signature
1	Lemwith Lepela	Resemat Manager	Green Bhutan/ Cooperatives	17800493	
2	Yeshi Choden	Despatcher	DOR, MOHS	16933041	
3	Tenzin Chophel	Accountant	Karma Tshanglhey	17729702	
4	Phuntsho Choden	Youth Manager	DYS, SJ Thrombe	17959476	
5	Tshering Uanso	Admin Asst.	DYS, SJ Thrombe	17678502	
6	Amma Wangdi	DIVER	NHDCL	17760072	
7	Om prasad Gautam	Mason	NHDCL	17941138	

1

8	Kinley Wangmo	JE	NHDCL	17889515	
9	Seema Urban	Office Assistant	NHDCL	17696526	
10	Yonten Tshering	Mason	NHDCL	17737030	
11	Buddham Rai	Liaison Officer	NHDCL	17973760	
12	Rajesh Pradhan	Self-employed Consultant	PIZC	17603661	
13					
14					
15					

Male: 4, Female: 8