

# Land Acquisition and Involuntary Resettlement Due Diligence Report

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## Bhutan: Green and Resilient Affordable Housing Sector Project – Nganglam

Prepared by National Housing Development Corporation Ltd. for the Asian Development Bank.



## 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
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

## NOTES

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

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## I. INTRODUCTION

### A. Project Overview

1. The Affordable Housing Development Project (AHDP) 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 SamdrupJongkhar 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 12<sup>th</sup> 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<sup>1</sup>. 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, SamdrupJongkhar, 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 Kidu<sup>2</sup> Colony at Amochhu, 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.

### B. Objectives and Scope of this Report

3. The proposed Green and Resilient Affordable Housing Subproject have been assessed in Nganglam 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.

4. The land acquisition and resettlement due diligence were carried out for all sub-project components that include (i) construction of eight blocks of double-storey housing units totalling 32 units with each block consisting of four units to accommodate four families in one block;(ii)

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

<sup>2</sup>Kidu is welfare

bitumen-topped parking lot for tenants to accommodate 27 light vehicles and 10 two-wheelers; (iii) bitumen-topped access and approach roads to and within housing site; septic tanks and soak pits, pedestrian footpaths, nature-based drainage (bio-swales), rainwater harvesting tanks, drinking water tank and electric substation.

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 and those awaiting allotment of government housing on their experiences with 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).

6. Site visits and consultations were conducted by a team comprising the social safeguards consultant and the environmental safeguards consultant recruited for project preparation by ADB and NHDCL Head Office in November 2022. They were accompanied by the NHDCL Liaison Officer based in Samdrup Jongkhar.

7. This due diligence report (DDR) has been prepared in November 2022 by assimilating the details of the Detailed Project Report (DPR), findings from the field visits and discussions with relevant government officials, and information gathered during one-to-one consultations aligned with ADB's safeguards requirements. The DDR has been prepared based on a detailed measurement survey conducted in November 2022 after the finalization of the DPR. It has been confirmed through physical verification during site visits in November 2022 that the proposed works will not involve any temporary or permanent land acquisition and involuntary resettlement impacts.

## II. DESCRIPTION OF SUBPROJECT AREA

8. Pemagatshel district is located in the eastern region of Bhutan bounded by SamdrupJongkhar district in the east, Mongar to the north and west, Zhemgang in the west, and the state of Assam of India in the south. It covers an area of 517.8 square kilometers. The altitude ranges from 1000-3500 meters above sea level suggesting that the district's topography is mostly mountainous. Administratively, Pemagatshel comprises 11 gewogs (counties).

9. Nganglam is an urban settlement under Pemagatshel located in the south east-east part of Bhutan, south of the Pemagatshel district adjoining the border with the state of Assam in India. Nganglam is 140 km away south of the Pemagatshel district head office taking about five hours of travel by car. Due to its location and road access, Nganglam is strategically placed for overall current and future economic development. In the 1960s, Nganglam was a small trading post used by farmers from Nganglam and surrounding districts trading with farmers from India. It has maintained this tradition and is expected to be a prominent economic hub of eastern Bhutan.

10. In 2017, the population of Nganglam town was 5,201 with slightly more males than females<sup>3</sup>. While there were 2,650 males, there were 2,551 females. Over 15 years (2020 to 2035), the population is expected to grow by 149% owing to the high in-migration of people, especially from the eastern region. This growth would mean a concurrent need for the development of infrastructural facilities to sustain this increased population (e.g., liveable spaces and amenities which will be addressed by the Regional Hub Development Plan developed in 2017. However,

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<sup>3</sup>National Housing & Population Census 2017, National Statistical Bureau, Royal Government of Bhutan



since this plan is still in the process of being developed, the demand for affordable housing is high, while supply is limited which has pushed housing rentals to a level comparable with rents in Thimphu which is that a two-bedroom apartment costs a minimum of Nu. 10,000 a month and can even go up to Nu. 12,000 a month.

11. In 2019, there were 111 business establishments in Nganglam.<sup>4</sup> From a trading post in the 1960s, Nganglam developed into a hub, especially after the establishment of a cement factory in Nganglam in 2014 (more than 40% employed in the cement factory are from the Pemagatshel district) which attracted people to come to Nganglam for trade and employment. It is estimated that 70% of businesses in Nganglam are owned by residents from Nganglam and 30% are owned by people from other districts.

12. Nganglam dungkhag has one higher secondary school, one middle secondary school, and one primary school.<sup>5</sup>The literacy rate for Pemagatshel, at 62%, is based on a population of 21,247 which shows that 13,359 were literate with male literacy at 71.4% and female at 54.1%. Also, substantially larger urban populations (78.9%) are literate as compared to rural. There is one Grade I Primary Health Centre in Nganglam with a resident doctor. A 20-bedded hospital is being planned for Nganglam.

13. The dialect spoken by the people in Nganglam is Tshangla and the national language is Dzongkha. The people are of Sharchogpa ethnic group. There are no groups that can be defined as indigenous in Nganglam. People from other regions of Bhutan have come to live and work in Nganglam.

### III. SUBPROJECT DESCRIPTION

#### A. Present status of the housing situation in the town

14. Nganglam town is categorized as among the smaller district towns in terms of area (2.83 km<sup>2</sup>), population (5,201), and state of development. A draft structure urban plan was developed and endorsed in 2016 to accommodate a population of 18,000 in the future. The town received more importance, and which triggered its development after the establishment of the Dungsam Cement factory and later the Druk Polymers and Dragon Cement factory which led to a surge in population and the local economy.

15. The proposed development projects planned in Nganglam, and the consequent increase in population migrating to Nganglam for work and business opportunities are expected to only exacerbate the housing problem in Nganglam since the shortage of affordable housing for people working in Nganglam will continue to be a concern. Housing is a challenge for low-income staff because of this a project for creating affordable housing in Nganglam has been prioritized and is expected to alleviate the housing crunch to a certain extent.

#### B. Proposed Subproject Components

16. The details of the works to be carried out in the project are summarized in Table 1 below:

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<sup>4</sup> Economic Census of Bhutan 2018-2019, National Statistical Bureau, Royal Government of Bhutan

<sup>5</sup>Source: Annual Education Statistics 2020, Ministry of Education, Royal Government of Bhutan

**Table 1: Proposed Subproject Components (Nganglam Housing Development Site)**

<b>S. No</b>	<b>Sub-project Components</b>	<b>Quantity of Structure</b>	<b>Land coverage in (sq. meters) required by each structure</b>
1	Housing Blocks (Category III& Category IV)	Construction of 8 blocks of 4 units each totaling 32 units housing apartments with a Service Center on government land. The building is of the dimensions: 19.5m x 8.8m for Category III.	1455.82
2	Parking lot	Parking for 27 light vehicles and 10 2-wheelers	368
3.	Approach and internal road	Road of total length 0.1866km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by ADB to NHDCL	871.7
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 allocated for NHDCL's use by National Land Commission, Royal Government of Bhutan (RGoB).	65.31
5.	Pedestrian footpath	Footpath of total length 0.270km located within the demarcated plot allocated for NHDCL's use by National Land Commission, RGoB.	564.85
6.	Nature-based drainage (bio-swale)	Drainage of a total length of 0.145 km located within the demarcated plot allocated for NHDCL's use by National Land Commission, RGoB.	66.41
7.	Drinking water tank	The tank of dimensions 4mmdia located within the demarcated plot allocated for NHDCL's use by National Land Commission, RGoB.	59.7 (Water Tank Area)
8.	Substation	Substation of dimensions (6m x 6m) located within the demarcated plot allocated for NHDCL's use by National Land Commission, RGoB.	36

Source: NHDCL

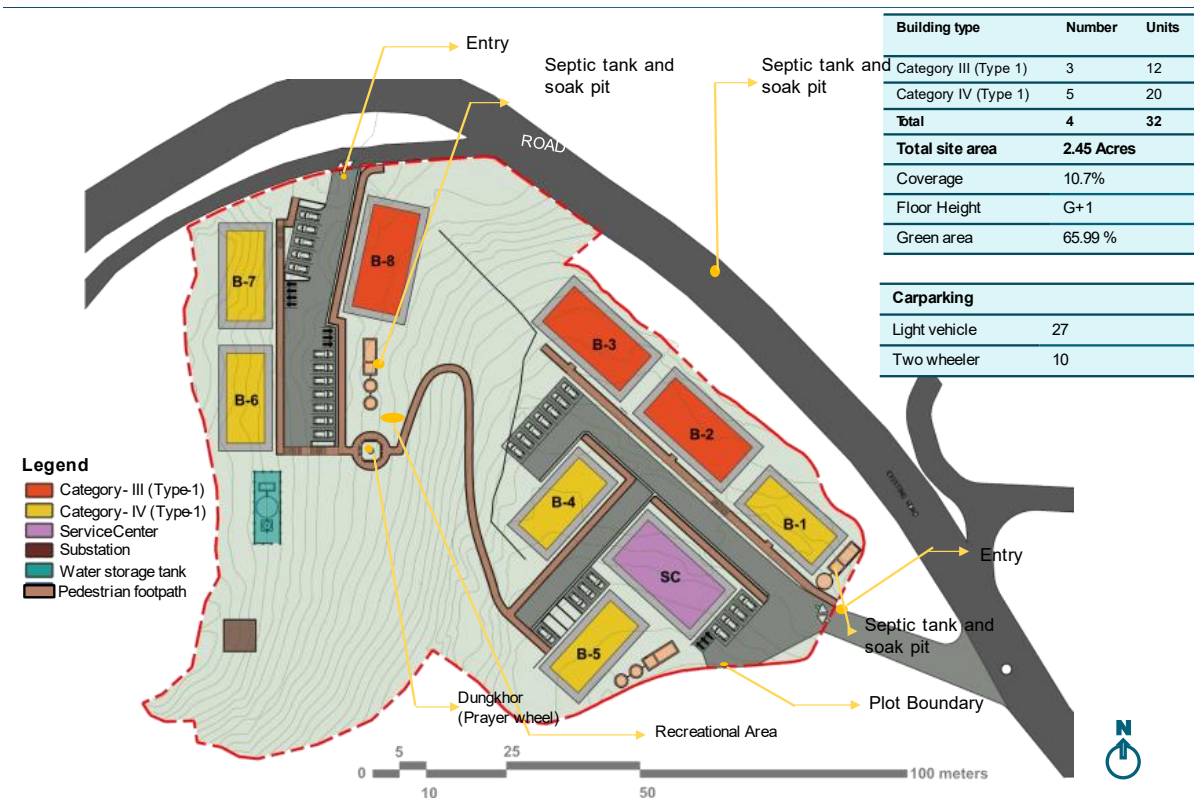
**Figure 1: Location of Proposed Housing Site at Nganglam on Google Map**



Source: NHDCL

17. The current location for developing affordable housing is a few kilometers away from the present town. It is located just below a slope above which is the existing Dzongkhag Guest House. The plot is bounded by the Dungkhag Guest House on the western side, government land mainly State Reserved Forest (SRF) on the southern side, and the existing national highway to Gyalposhing on the north and eastern side. The site consists mainly of thick bushes and trees and signs of earlier temporary structures which have been dismantled, removed, and disposed of at another disposal site designated by the Municipality for construction waste (see **Appendix 4**). The housing site has been allocated by the National Land Commission for NHDCL's use, is vacant, unused, and free of any hindrance that may potentially be posed by any private or commercial entities. There are no existing structures along the plot boundary as evident in Figure 1. The map below shows in perspective the housing area that would exist in the future once the housing project is completed.

**Figure 2: Layout plan of Existing and Proposed Works (Nganglam Housing Development Site)**



Source: NHDCL

#### IV. FIELDWORK - SURVEYS AND PUBLIC CONSULTATIONS

18. ADB DPR Consultants, the NHDCL Liaison Office Representative from Samdrup Jongkhar and the NHDCL focal point based in Nganglam visited the housing site in 2021. The team observed that the proposed site is found to be vacant, unused, and free of encumbrance. Hence, no involuntary resettlement impact is foreseen in this location. During site visit in November 2022, it was confirmed that there are no Involuntary Resettlement impacts and the site is free of encumbrances.

19. The consultative meetings revealed the anticipation of the local administration to commence this long-awaited project and full support from their side to move the project ahead. In the meeting with government and private sector staff with lower incomes, they too prefer government housing (with NHDCL if available) because of low rents and more flexible terms and conditions regarding rent increase, and maintenance regimes among others. Details of public consultation are presented in Table 2a and 2b below.

20. During site visit on 14 November 2022, one-on-one consultations with government officials and private people were consulted regarding the upcoming housing project. Altogether 5 people were consulted of which 3 were female and 2 were male. The consolidated information from the one-to-one meeting reveals that they prefer NHDCL government housing (if available) as the

rental amount is high in private housing. Further, they shared that for allotting government housing, preference is given only to civil servants and not to the private sector. Therefore, their expectation from the project is that preference will be given to the people working in the private sector also. Consultation details with their photographs are attached in **Appendix 6**.

**Table 2: Consolidated Summary of Consultations**

S. No	Number of Persons consulted	Male	Female	Issues Discussed	Outcome
1	5	4	1	<p>Consultations were held with the Dungpa (Divisional Administrator) and Chief Engineer. Issues discussed revolved around:-</p> <ul style="list-style-type: none"> <li>• Understanding the water scarcity issue in Nganglam and the scope for provision to a housing colony</li> <li>• Need to identify the site for dumping muck from the excavation</li> <li>• Disaster management in Nganglam</li> <li>• Need for crash barriers foreseen as the entrance to the site and one side of the housing colony is very close to the highway which could be a risk of cars falling into the housing site compound if there are accidents.</li> </ul>	<p>Dungkhag committed that water will be supplied to the housing site from existing water tanks During construction, if water is not enough water from Kerongchu will be pumped.</p> <p>Sewage will be channeled to septic tanks as per the structural plan.</p> <p>The Dungkhag Administration, the agency which manages the Dungkhag Guest House also confirmed that at the time of the visit of eminent guests, the construction work will be managed and scheduled to ensure that there is minimal disturbance to guests.</p> <p>Excavated soil will be disposed of in areas needing soil fill-up in the school area. The Nganglam Middle Secondary School Principal had requested the Municipal office for assistance in filling up areas near the school premises with soil.</p> <p>Disaster management activities coordinated in Dzongkhag by trained focal point Dungkhag were recommended to issue assurance letters for the identification of waste disposal site for muck and construction waste as well as for the supply of drinking water to the housing colony.</p>

S. No	Number of Persons consulted	Male	Female	Issues Discussed	Outcome
2	13	9	4	<ul style="list-style-type: none"> <li>• New housing unit designs. Affordability of rent.</li> <li>• Issues faced with private housing at Ngangam.</li> <li>• Recommendations for design in new housing.</li> <li>• Water, waste, and flooding.</li> <li>• GRM</li> </ul>	<p>Participants consisted of current tenants of existing NHDCL housing, staff working in corporations provided housing by their employers, and staff living in private housing.</p> <p>Participants were encouraged that a housing proposal is coming up to address current housing scarcity and high rentals. They were also happy that provision for private and corporate employees besides government employees has been kept.</p> <p>Suggest that better drainage be incorporated around the colony and wind barriers as it is very windy in winter. It was discussed that tree plantations at the edge of the plots may be good as barriers.</p> <p>To address water shortages in dry and lean months rainwater harvesting reservoirs will be constructed to address such seasonal shortages. Discussed that the drinking water project currently being implemented should cater to the housing colony as well</p> <p>Waste collection is done twice weekly for unsegregated waste. The existing disposal site is 10 km away at Yangola which does not have people or private land nearby and therefore free of any possible impact on people and land. Public cleaning of the surroundings is also done twice a month.</p> <p>The Grievance Redressal Mechanism for the project was also explained to the meeting and informed that it is a platform for them to raise grievances on the implementation of the project, especially on the environmental and social safeguards.</p>
<b>Total</b>	<b>18</b>	<b>13</b>	<b>5</b>		

Source: Minutes of Consultations

**Table 3: Details of Consultations**

S. No	Date	Name of Persons	Location	Topic Discussed	Outcome
1.	20/05/2022	SherabZangpo (Dungpa) SamtenChoeda (Dungkhag Engineer) BuddhamRai (NHDCL Liaison Officer) Deki P. Yonten (ADB Consultant) Saroj K. Nepal (ADB Consultant)  (4 men & 1 woman)	Dungkhag Office, Nganglam	<ol style="list-style-type: none"> <li>1. Inclusion of a new housing colony as the beneficiary of the drinking water project facilities being currently undertaken and rainwater harvesting</li> <li>2. Sewerage and waste collection for the colony</li> <li>3. Waste disposal</li> <li>4. Cultural properties near the housing site</li> <li>5. Safety issues at the colony post-construction</li> <li>6. The entry point to the colony</li> </ol>	<ol style="list-style-type: none"> <li>1. Dungkhag assured that the colony will also receive water from the new drinking water system being constructed. Also informed about provisions for rainwater harvesting facilities in design which will be constructed.</li> <li>2. Sewerage will be managed through septic tanks as drainage form is not included in the structure plan</li> <li>3. Construction waste will be disposed of in identified (yet to be finalized) site while excavated soil will be dumped in areas near the school needing earth fill.</li> <li>4. No cultural properties are within the construction zone of the housing colony</li> <li>5. Roadside crash barriers are proposed to avert vehicle accident impact in the housing colony</li> </ol>
1	19.05.2022	MinduGyaltshen PemaRinzin SonamWangyel JamyangWangchuk TshewangPhuntshok AjitRai LekiDorji LhamCheki SonamTshomo Bedha Maya Deki P. Yonten Saroj K. Nepal BuddhamRai	Hotel Garab, Nganglam	<ol style="list-style-type: none"> <li>1. Experience of tenants living in private and corporate housing, rental charges, demand for housing</li> <li>2. Suggestions for the design of new NHDCL housing</li> </ol>	<ol style="list-style-type: none"> <li>1. The project was welcomed as experiences of dealing with private owners were not good and the house rents are also high and sometimes increased by the owners not conforming to laws. People support the proposed project and</li> </ol>

S. No	Date	Name of Persons	Location	Topic Discussed	Outcome
		(9 men and 3 women)		3. Water supply and sewerage to the housing colony 4. Waste disposal and flooding	encouraged that corporate staff too may be considered as eligible for the project. 2. NHDCL received feedback on design considerations to include in Nganglam housing designs before finalization namely that heavy summers and windy winters would require better waterproofing of windows and wind barriers (trees at plot borders) 3. Water is abundant in summer but scarce in lean months but being addressed through new projects. Sewerage is disposed of in septic tanks constructed for each building. 4. Unsegregated waste is collected twice a week and disposed of 10 km away at the landfill site. Disaster aspects such as flooding taken care of by Dungkhag

Source: Minutes of Consultations

20. In terms of waste disposal, the Dungkhag said that there is natural land depression in the Lower Secondary School that formed into an artificial lagoon due to storm water. The principal of the said school had requested for soil for filling the area. In its response and in case this request will be pursued in the future, Dungkhag will ask the school to submit a request for excavated soil and accordingly, the excavated material from the housing complex can be transported and utilized for the school site. However, prior to approving this use of excess excavated soil from the subproject, the PIU and Dungkhag are required to ensure that such use of the soil will not result to impendance of natural flow of water in the area or will not cause any flooding as a result of the soil filling.

21. 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 4. Progress of achievements in this respect will be reported in the semi-annual social monitoring reports by the PIAC safeguards consultant.



**Table 4: 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 KHEL hydropower management who have their office nearby, tenants living in the housing colony nearby, forest and national park staff, and elected representatives of local government)	PIU (District), PMU from NHDCL Head Office, Municipality staff, and the contractor	During detailed design, prior to 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

22. Private land acquisition is not anticipated for the implementation of proposed subproject components. All the project components namely the (i) construction of eight blocks of double-storey housing units totaling 32 units with each block consisting of four units to accommodate four families in one block; (ii) bitumen-topped parking lot for tenants to accommodate 27 light vehicles and 10 two-wheelers; (iii) bitumen-topped access and approach roads to and within housing site; septic tanks and soak pits, pedestrian footpaths, nature-based drainage (bio-swales), rainwater harvesting tanks, drinking water tank and electric substation will be constructed and located within the plot allotted to NHDCL by the National Land Commission. The land use certificate is attached in **Appendix 3**. **Other** details of the plot in which the housing will be developed are presented below: -

**Table 5: Details of the plot allocated for developing the housing project at Nganglam**

Name of village/town	Name of Urban authority	Plot No.	Area of Plot (sft)	Present land use
Nganglam town	Nganglam municipality	NOR-5761 NOR-7841	13,764.96 (0.316 ac.) 108,900 (2.500 ac.)	The plot does not have any structures and is currently vacant and unused.

Source: NHDCL. Derived from land use certificates (in Appendix 3) issued by National Land Commission

23. The details of the sub-components which will be developed as part of the housing project at Nganglam are presented in Table 6.

**Table 6: Subproject Components and their Land Acquisition and Resettlement Impacts  
(Nganglam Housing Development Site)**

<b>S N</b>	<b>Name of the Components</b>	<b>Permanent Impact on Land Acquisition and Resettlement</b>	<b>Temporary Impact</b>	<b>Remarks</b>
1	Housing Blocks (Category III & Category IV)	No	No	The housing blocks will be constructed on unused and vacant government land, the ownership of which has been transferred to NHDCL.
2	Parking lot	No	No	The parking lot will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. No involuntary resettlement impact is anticipated
3	Approach and internal road	No	No	The approach and internal roads will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. The plot is already bounded by the existing town on two sides – north and south so the approach road can be developed as off-takes from these roads. 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 has been transferred to NHDCL. 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 has been transferred to NHDCL. 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 has been transferred to NHDCL. 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 has been transferred to

S N	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
				NHDCL. 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 has been transferred to NHDCL. 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 has been transferred to NHDCL. No involuntary resettlement impact is anticipated.

Source: Preliminary Detailed Project Report,2020, NHDCL

24. For each sub-component of the project, details of land availability for each component, present ownership of the land, total area of the plot and the status of no objection certification for use of each plot for structures is presented in Table 7.

**Table 7: Details of land availability, ownership, and status of No Objection Certificate (NOC) for site**




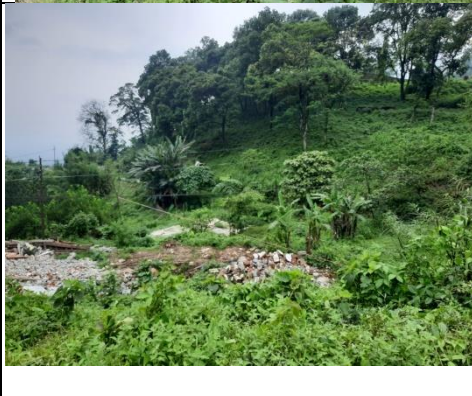
Project Component	Location	Ownership	Area of government land available at the location (m <sup>2</sup> )	Area required (m <sup>2</sup> )	NOC Status
Housing Blocks (Category III & Category IV)	The allotted plot, Nganglam town	NHDCL	1455.82	1455.82	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB.
Parking lot	The allotted plot, Nganglam town	NHDCL	368.00	368.00	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities
Approach and internal road	The allotted plot, Nganglam town	NHDCL	871.70	871.70	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities
Septic tank and soak pit	The allotted plot, Nganglam town	NHDCL	65.31	65.31	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There

					is adequate land for housing amenities
Pedestrian footpath	Allotted plot, Nganglam town	NHDCL	564.85	564.85	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities
Nature-based drainage (bio-swale)	Allotted plot, Nganglam town	NHDCL	66.41	66.41	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities
Rainwater harvesting tank	Allotted plot, Nganglam town	NHDCL	-	-	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities
Drinking water tank	Allotted plot, Nganglam town	NHDCL	59.70 (Water Tank Area)	59.70 (Water Tank Area)	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities
Substation	Allotted plot, Nganglam town	NHDCL	36.00	36.00	No NOC is required. The land is allocated to NHDCL by National Land Commission, RGoB. There is adequate land for housing amenities

Source: NHDCL

25. During site visit and physical verification on 14 November 2022, the entire plot was examined from the road point and walk-through from the project site to assess if any of the project subcomponents would impact structures or common property resources. It is confirmed that there will be no loss of any kind of common property resources. Further, no other involuntary resettlement impact such as loss of livelihood (temporary or permanent, full or partial) is anticipated under the subproject.

**Figure 3: Photographs of area where housing complex parking lot and roads are proposed at Nganglam housing site**

Name of Area-NHDCL plot, Nganglam	
Housing area – 1445.82 m. sq.	
Name of Area-NHDCL plot, Nganglam Parking lot area – 368 m. sq.	
Name of Area-NHDCL plot, Nganglam Internal roads – 871.70	

Source: NHDCL and photos taken by SSE during field visit

26. Not with standing any other approved secondary use of the excess excavated soil from the subproject site, the Dungkhag office confirmed that the primary disposal site will be the existing waste disposal site that is 10km away. This disposal site is about one acre and can adequately accept construction wastes. This waste will be required to be dumped in the same area but

separately from general waste. The Dungkhag said that the project must incorporate the requirement to transport, compact and level the area after waste dumping for both excavated soil and construction waste. Post construction waste from camp closure can also be disposed at the same site as the construction waste."

27. It is anticipated that there will be little impact on local traffic during construction period which can be mitigated by careful implementation of provisions as stated in EMP. The housing site is located beside a highway from which access to the housing plot can be taken easily. The entire plot will be cordoned off with a green netting barrier 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 north. Further, the barrier is expected to reduce dust pollution for commuters and travellers along the highway. 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. Part of the excess muck excavated and not used for filling will be transported to the government-run Nganglam Middle Secondary School. The principal of the school had informed the Nganglam Municipal office requesting to fill up some areas near the school premises. The principal has been requested to officially put in a request through a letter to the Nganglam Municipality Office. Impact on private land or people's homesteads due to indiscriminate dumping of muck is therefore not anticipated. The environmental safeguards team has confirmed that there will be no impact since the muck will be used for filling up pits which otherwise could be a risk for smaller children.

28. There are no existing residents living proximate to the construction site, hence people are not expected to be disturbed. The Contractor will institute and strictly follow all safety norms which will be monitored for compliance by the PIU.

29. Based on Detailed Measurement Survey, no land acquisition or involuntary resettlement impact is assessed during implementation period of the subproject.

## VI. IMPACT ON INDIGENOUS PEOPLES

30. No adverse impacts to indigenous people/communities is anticipated due to the construction of subproject components 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. Nganglam is the sub-district head office and town where people from all over the country have come to work in the district administration and other service provider agencies as well as the cement factories and other ancillary industries which have come up in Nganglam. People have migrated from nearby eastern districts as well as Zhemgang and other districts to conduct business. As such, Nganglam 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 Nganglam.<sup>67</sup>

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<sup>6</sup> Dungkhag is an administrative sub-division consisting of several gewogs which are administered by a Dungkhag especially if the District is large in area and some gewogs become too remote to administer from the Dzongkhag head office. Nganglam also has a Dungkhag office headed by the Dungpa (Administrator)

<sup>7</sup> 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 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.

Further, the implementation of the project will not affect areas that are culturally sensitive to indigenous peoples or infringe on their customary rights.

## VII. INFORMATION DISSEMINATION

31. The project implementation authorities will ensure that the draft DDR is available in the offices of the Nganglam Project Implementation Unit, Nganglam Municipality Office, and Project Management Unit (PMU) at NHDCL Head Office and posted on the ADB website and the website of NHDCL for easy access to all stakeholders including the local community of the town.

## VIII. GRIEVANCE REDRESS MECHANISM

32. 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 dissemination 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.

33. Complainants are stakeholders who are directly or indirectly affected by the project by themselves or are cognized representatives 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.

34. 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 3**. 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.

35. 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. Pursuant to 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.

36. 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 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.

37. **Process and Time frame:** The grievance redress process and timeframe involved in the GRM is described below:

(i) **1<sup>st</sup> 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.

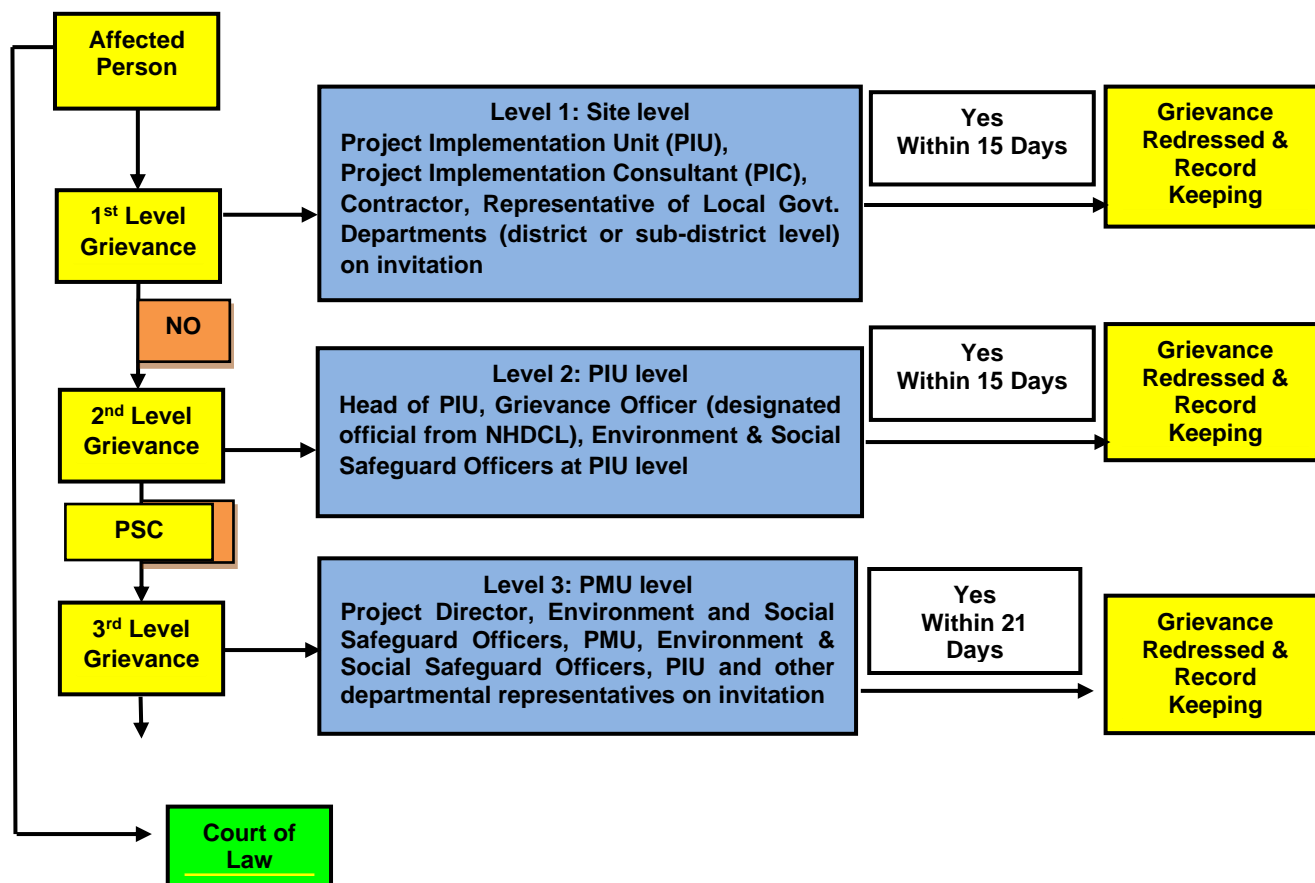
(ii) **2<sup>nd</sup> Level Grievance (PIU):** Grievances unresolved at the first level within fifteen days can be referred to the Complaint Cell at the PIU level. The designated officer (of NHDCL), the Project Manager overseeing the Project will try to resolve the grievance/ complaint within a timeframe 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) **3<sup>rd</sup> 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, headed by the Project Director, 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.

38. The process of the grievance redressal mechanism (GRM) is given in **Figure 4**.



Figure 4: Grievance Redressal Mechanism



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

The figure above 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.

39. **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.

40. **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.

41. **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 semiannual 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.

42. **Periodic Review and Documentation of Lessons Learned.** The PMU, and PIUs, supported by the PIC 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.

43. **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.

44. **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.

45. 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.

46. 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.<sup>8</sup>

## **IX. CONCLUSION**

47. The field visit, public consultation and stakeholder consultations, initial screening for resettlement impacts, and impact indigenous people findings suggest that the subproject implementation will neither cause involuntary resettlement impact nor any impact on indigenous peoples. Nevertheless, the impacts of the subproject have been re-assessed in November 2022 (prior to the start of civil work) upon finalization of the detailed design (given 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 subproject implementation, this safeguard document will be revised (with appropriate revision of project category) in accordance with ADB's Safeguards Policy statement 2009.

48. 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 to all applicable laws and the ADBSPS2009.

## **X. NEXT STEPS**

49. 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 involuntary resettlement impacts are further identified, this report will be revised (including revision of the project impact category) and submitted to ADB for approval.

50. Details of identified landfill sites for muck disposal of construction waste will be updated along with NOC from the competent authority that the sites will not pose overflow of waste and impact to any human settlement. Further, the DDR will be updated with the consent/request letter from the Principal requesting the Municipality for filling up the soil in the identified area within the school premises. Also, the Dungkhag will issue a No Objection Certificate (NOC) that the identified landfilling sites are government land and that there is no objection to the land being used for landfilling since the site is away from any human settlement and private land.

51. 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.

52. ADB's approval of the updated social safeguards document will be required before the start of civil works.

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<sup>8</sup>Accountability Mechanism. <http://www.adb.org/Accountability-Mechanism/default.asp>.

## Appendix 1: Minutes of the Consultation Meetings conducted in 2021 with Dungkhag Officials for the Nganglam Housing Site

### Consultation with Nganglam Dungkhag on the NHDCL Housing Project at Nganglam

Date : 20<sup>th</sup> May, 2022  
 Time : 07:30 PM  
 Venue : Dungkhag Office

Officials present:

1. Sherab Zangpo, Sr. Dungpa
2. Samten Choeda, Dungkhag Engineer
3. Buddham Rai, Liaison Officer, NHDCL, Samdrup Jongkhar
4. Saroj Nepal, Social Consultant, ADB
5. Deki P. Yonten, Environment Consultant, ADB

Minutes of Meeting

Sl. No.	Agenda Items	Clarification/Response from the Dungkhag
1	Introduction of meeting participants	The Liaison Officer, NHDCL, S/J briefed Dungpa on the purpose of the visit and the 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	Site Location The Consultant enquired about the site location and if the NHDCL site falls within the new township area.	The Dungkhag has confirmed that the site falls within the township area
3	Water supply The project team requested the Dungkhag for inclusion of the housing colony into the new water supply distribution network (Water Flagship Program) that has been initiated.	The Dungkhag agreed to do so but it was suggested that in case there are problems during the construction and operation phase, the project can also pump water to the site from the Kerong river, as it has been practiced by the most constructions.  The Dungkhag was informed that the housing complex design will also incorporate the rainwater harvesting facility to mitigate the issue of water shortage but the Dungkhag officials felt that this might not be necessary as discussed above.
4	Sewerage The clarification was sought on the sewerage system in the Dungkhag	The Dungkhag clarified that there is currently no sewerage system and most houses/buildings have their own septic tanks and there are no plans to have a sewerage network anytime in the near future. Currently





Sl. No.	Agenda Items	Clarification/Response from the Dungkhag
	1	the Dungkhag hires the vacuum tanker from Samdrup Jongkhar Thromde to empty the septic tank whenever required to do so.
5	Waste Clarification was sought on the collection and dumping site of organic waste, construction waste and excavated waste.	<p>With only one Garbage Collection Truck, currently the organic wastes are collected twice a week and the practice might remain same for next few years unless the Dungkhag gets an additional Garbage Collection Truck from the Government.</p> <p>For excavated waste, the Dungkhag informed that there is a lake adjacent to the Middle Secondary School (about 400 meters away from the site) and Principal has requested soil for filling the area. The school will be asked to submit a request and accordingly, the excavated soil from the housing complex site can be transported and utilized for the school site.</p> <p>For construction waste, the Dungkhag informed that the existing waste site, which is 10-km away, is about an acre and this site can adequately accept construction waste. This waste will be required to be dumped in the same area but separately from general waste. The Dungkhag is also in the process of identifying other vacant SRF area for the excavated and construction waste disposal. The Dungkhag informed that the project must incorporate the requirement to transport, compact and level the area after waste dumping for both excavated soil and construction waste. Post construction waste from camp closure can also be disposed at the same site as the construction waste. The NHDCL informed the meeting that the contractor who dismantled the site has agreed to dispose of the rubble and demolition waste at the site from previously dismantled structures.</p>
6	Religious Sites	The Dungkhag informed that there are no special sites of national significance within the Dungkhag apart from the religious sites like the Dratshang, Dungkhag Chorten, Throelma Lhakhang and Chortens at the tri-junction. The Dungkhag Chorten lies just nearby the site across Nganglam-Panbang National Highway while the rest of the religious sites are located more than 500 meters away.

Sl. No.	Agenda Items	Clarification/Response from the Dungkhag
7	Emergency	The Dungkhag informed that there is Disaster Focal Officer, who is responsible for coordinating all disaster emergencies measures. The public and private sectors are required to abide by the measures led by the Disaster Focal Officer in liaison and coordination with the Dungkhag.
8	Safety	The earmarked site for the housing colony lies just adjacent to Nganglam-Panbang National Highway and the Dungkhag recommended the construction of crash barriers along the highway to prevent accidents and causing inconvenience to the future residents of the colony and the public in general.
9	Entry points The discussion of the second entry/exit point on the upper slopes near the Dungkhag Guesthouse could cause disturbances to the visitors at the guesthouse due to construction works and whether the proposed entry/exit will cause any obstruction to the Dungkhag Guesthouse access road.	The Dungkhag informed that the second entry/exit road on the upper slope near the guesthouse may be dropped so as to avoid vehicular noise disturbances to the important guests/visitors at the guesthouse.  In terms of disturbance during the construction period, as the guests/visitors will only stay in the Dungkhag for very short periods, there will not be much issue of noise disturbances. However, the Contractor executing the project, should be informed by the NHDCL to abide by the certain rules and regulations stipulated by the Dungkhag during construction period.
10	Any other matters	The Dungkhag informed that they have allotted land to the NHDCL more than three years ago considering the housing was an issue especially as the rent is higher than other larger urban towns. Therefore, in view of relaxation of restrictions by the Government by now, the Dungkhag requested the NDHCL to commence to construction works as soon as possible to address the housing shortage in Nganglam.  The Dungkhag recommended the NHDCL to consider the window lids of the buildings from outside to stop rain water dipping inside and the use of iron rods to the extent possible in lieu of timbers for durability.

  
Buddham Rai  
LD, SJ

  
Page 3 of 3  
Engineer



**Appendix 2: Minutes of the Consultations conducted in 2021 with Tenants of Government and Corporate housing, those waiting in line for NHDCL housing and potential NHDCL tenants for the Nganglam Housing Site**

Topic	Discussion summary
Introduction	<ul style="list-style-type: none"> <li>• The Liaison Officer of NHDCL Office, SamdrupJongkhar welcomed all to the meeting. He explained the scope of work of the Consultants and the aim of the meeting which is to inform people of the specifications of buildings, apartments, sizes, rents etc.</li> <li>• He explained the scope of work of the Consultants and the aim of the meeting which is to inform people of the specifications of buildings, apartments, sizes, rents etc. then asked the Consultants to take over the discussions</li> </ul>
Feedback sought from participants on the Liaison Officers presentation	<ul style="list-style-type: none"> <li>• The participants expressed satisfaction that a housing project aimed at low-income workers was being designed</li> <li>• They expressed inconveniences in dealing with owners of housing they were living in with regard to high rents (Nu. 10,000-Nu.12,000) for a small two-room apartment, absence of tenancy agreements, non-compliance with regard to rent and frequency of rent increases and absence of government housing for staff</li> </ul>
Suggestions for changes in design of housing components	<ul style="list-style-type: none"> <li>• Due to heavy rainfall in summer, they expressed a need for better drainage</li> <li>• Due to heavy wind in winter, they expressed a need for wind barriers to which it was suggested that planting trees near the boundary would be useful to break wind</li> </ul>
Situation of urban amenities	<ul style="list-style-type: none"> <li>• Summer time there are numerous water springs so water supply is sufficient but in other seasons water is scarce and lean season worse. They were informed that rainwater harvesting would to a certain extent resolve water problems</li> <li>• The drinking water supply project being developed for the town would also cover the housing colony</li> <li>• Sewerage is disposed in septic tanks for all buildings and the new housing colony would also have their own septic tanks.</li> <li>• Waste is collected twice a week in the town but waste is not segregated by people before collection</li> <li>• Waste is disposed at landfill site 10 km away from Nganglam along the Gyalposhing highway</li> <li>• The Grievance Redressal Mechanism as a mandatory requirement under the project was explained to the participants and the procedure for using GRM explained.</li> </ul>

**Photographs of Stakeholder Meetings/Consultations at Nganglam in 2021**





## Attendance Sheet Consultative Meeting – Nganglam

NGANGLAM						
LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHF,						
FOCUS GROUP DISCUSSIONS ( NGANGLAM )						
No	Name	CID No. Contact No.	Male/Female	Designation	Organization	Signature
1	Mindun Gyeltshen	17660382	male	Dlm	Dlm	
2	Pema Rinzin	17678584	male	Forest	DoFPS	
3	Soram Wangyel	17988373	Male.	Pvt.	-	
4	Jamyang Wangchuk	<del>77435834</del> 773938470	male	Pvt	-	
5	Tshewang Rigphel Phuentshok	17511995	male	Pvt.	-	
6.	Ajit Rai	17841401	m	Govt.	DoFPS	
7	Leki Dorji	17651795	"	"	"	
8	Lhasan Cheki	17920604	Female	"	"	
9	Soram Tshomo	17508869	"	"	"	
10	Bhedha mayin	17630002	"	"	"	
11	Deki Pionka	77110028	F	Consultant	K9B Gulphu	
12	Saroj k. Nepal	17624568	m	Consultant	ADB	
13	Buddham Rai	17973760	M	Liaison Officer	NHDCL	

Date: 19/05/2022 Place: NGANGLAM

4 Women &amp; 9 Men




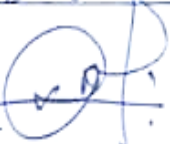






## Appendix 3: One-on-One consultation-Nganglam

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

Date: 14/11/2022

Location: Nganglam

(One to One Consultation)

Sl No.	Name	Position	Department	Mobile No.	Photograph	Signature
1.	Ms. Dawen Shelda (Fashion)	Shop owner (Shyoon)	private	77669243		
2.	Mr. Dorji Wangyel	(Tailor) Shyoon.	private	17344584		
3.	Mr. Pubs Khan	Worker	private	17616662		
4.	Ms. Ugyen Chenu	Hotel worker	private	77346404		
5.	Mr. Pratab Tamay	RSTA	Govt	17890505		



Transcript

Royal Government of Bhutan

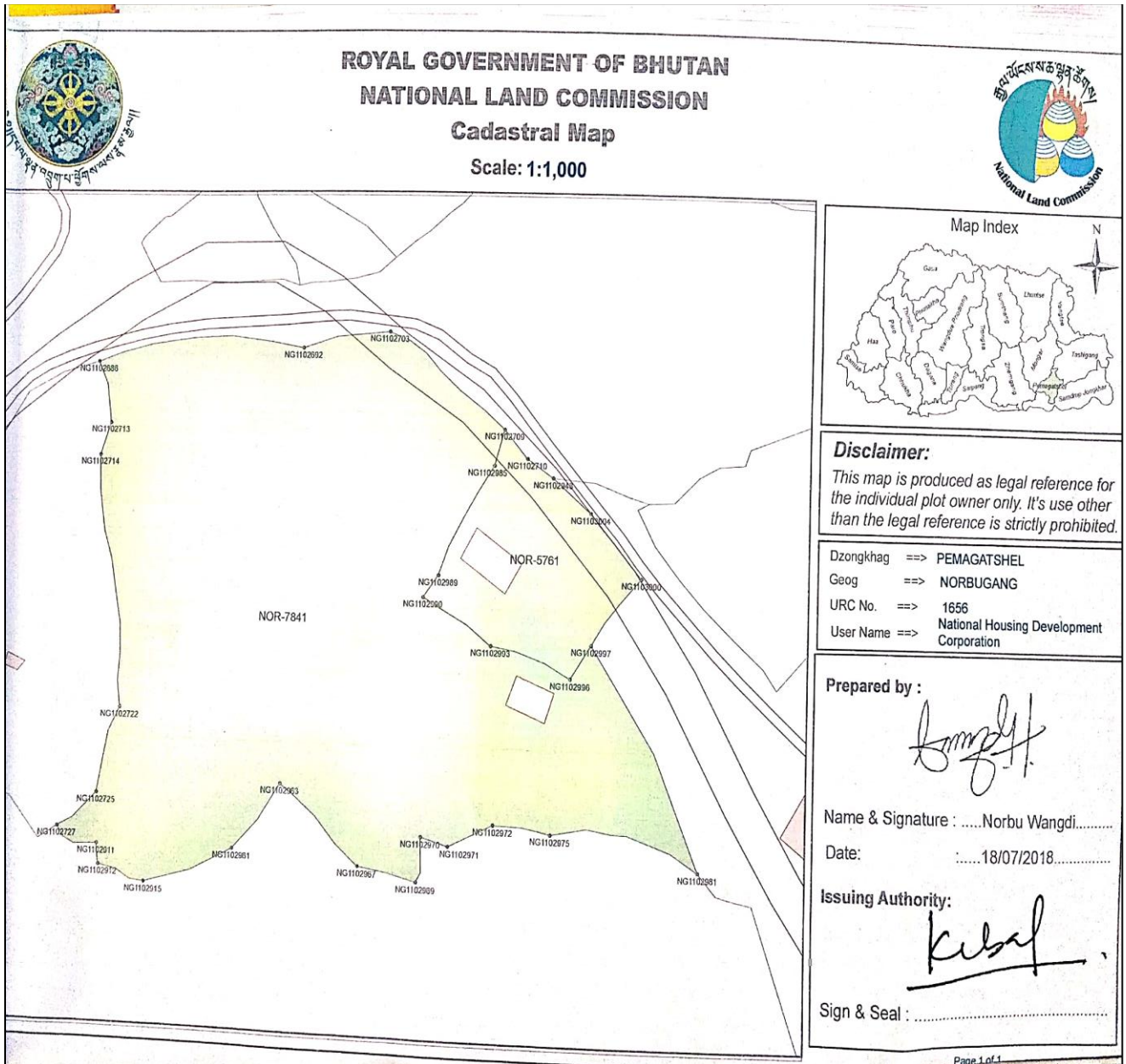
National Land Commission

Land Use Certificate

<b>Land details</b>		<b>Land details</b>	
Dzongkhag:	Pemagatshel	Name of user:	NHDCL
Gewog:	Norbugang	Gewog:	
Village:	Nganglam	Village:	
Land use certificate no.:	1656	Land use certificate no.:	
Name of land user:	Corporation		

Land No.	Land category	Name of land	Details of location	Acreage	Remarks
NOR-5761		Below Old guest house	Nganglam	0.316	NHDCL
NOR-7841		Below Old guest house (A)	Nganglam	2.500	NHDCL
<b>Total</b>				2.816	

### Appendix 5: Cadastral Map issued with the Land Registration Certificate



**Appendix 6: 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.

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

**FOR OFFICIAL USE ONLY**

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

**Appendix 7: Site Photographs–Nganglam Housing Site**

