

Resettlement Plan

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Bhutan: Green and Resilient Affordable Housing Sector Project– Phuentsholing

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CURRENCY EQUIVALENTS

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ABBREVIATIONS

ADB	–	Asian Development Bank
BAHP	–	Bhutan Affordable Housing Development Project
BHRM	–	Bhutan Resident Mission
BSR	–	Bhutan Schedule Rates
ASO	–	Assistant Safeguards Officer
CAPPC	–	Community Awareness and Public Participation Consultant
CBO	–	Community based Organization
CMSC	–	Construction Management and Supervision Consultants
CRO	–	Complaint Receiving Officer
DBO	–	Design Built Operation
DDR	–	Due Diligence Report
DLAC	–	Dzongkhag Land Acquisition Committees
DMS	–	Detailed Measurement Survey
DP	–	Displaced Persons
DPR	–	Detail Project Report
EA	–	Executing Agency
EARF	–	Environmental Assessment and Review Framework
EMP	–	Environmental Management Plan
ESP	–	Elementary Service Personnel
ESSU	–	Environmental and Social Safeguards Unit
GAP	–	Gender Action Plan
GBV	–	Gender based Violence
GESI	–	Gender Equality & Social Inclusion
GRC	–	Grievance Redressal Committee
GRAHSP	–	Green and Resilient Affordable Housing Sector Project
GRM	–	Grievance Redress Mechanism
HSE	–	Health & Safety
IA	–	Implementing Agency
IEC	–	Information Education & Communication
ILCS	–	Institute of Language & Cultural Studies
LPRR	–	Land Pooling and Readjustment Regulation
MOF	–	Ministry of Finance
NGO	–	Non-governmental Organization
NHDCL	–	National Housing Development Corporation Limited
NKRA	–	National Key Result Areas
NLC	–	National Land Commission
NMC	–	National Mushroom Centre
NOC	–	No Objection Certificate
PAM	–	Project Administration Manual
PAVA	–	Property Assessment and Valuation Agency
PIAC	–	Project Implementation Assistance Consultants

PIU	–	Project Implementation Unit
PMU	–	Project Management Unit
PSC	–	Project Steering Committee
QPR	–	Quarterly Progress Report
RGOB	–	Royal Government of Bhutan
RIM	–	Royal Institute of Management
RIPP	–	Resettlement and Indigenous Peoples Plan
R&R	–	Resettlement & Rehabilitation
RP	–	Resettlement Plan
ROW	–	right-of-way
SSMR	–	Semi-annual Social Safeguard Monitoring Reports
SGC	–	Safeguards and Gender cell
SPS	–	Safeguard Policy Statement, 2009
TOR	–	Terms of Reference

WEIGHTS AND MEASURES

km	-	kilometer
m	-	meter
km ²	-	square kilometer
m ²	-	square meter

NOTE

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

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EXECUTIVE SUMMARY

Background: The Green and Resilient 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*), Nganglam, and Samdrup 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.

Subproject Description: The project will be implemented in several towns, one of which is Phuentsholing. In Phuentsholing, housing will be developed in three locations. The components per location are: Drungpa's residence: (i) Housing blocks of category III (1 building), 2 BHK (2 buildings) and IV (1 buildings) in total having 96 apartments; (ii) parking lot; (iii) approach and internal roads; (iv) septic tank and soak pit, (v) pedestrian footpath, (vi) nature-based drainage (bio-swale); (vii) rainwater harvesting tank; (viii) drinking water tank. At the second location – the Amochu sub-project the components are: Housing blocks of category III, Type-I (1 building), category III, Type-II (1 building), and category IV (3 buildings) in total having 108 apartments. At the third location – Rinchending subproject, the components are: (i) Housing blocks of category III (10 buildings) and category IV (8 buildings) totalling 108 apartments. Other components are: (ii) parking lot; (iii) approach and internal roads; (iii) septic tank and soak pit, (iv) pedestrian footpath; (v) rainwater harvesting tank; (vii) sub-station.

Scope of Land Acquisition and Resettlement: No involuntary acquisition of private land is anticipated for this subproject. Land for developing housing in all three sites in Phuentsholing have been allotted by the government to National Housing Development Corporation Limited (NHDCL) and awarded the land use certificates in its name. At the Drungpa's residence housing site, it is currently occupied by the sub-divisional executive (Drungpa) who is living in a bungalow allotted by the government as his residence. On this site, another non-titleholder person has constructed a shed from where he operates a café. In the other housing site at Amochu, while most of the plot is vacant, a temporary structure has been constructed by a non-titleholder from where she operates a shop and resides within the same structure. Also, another person owning land adjacent to the housing plot in Amochu has constructed a couple of temporary storerooms. Further, a person owning land near the housing plot identified at Rinchending has encroached on some portion of the land which is under the ownership of NHDCL and has grown a number of cash crops such as moringa and ball chilies which he sells in the local market.

Involuntary Resettlement Impact: Based on transect walk and survey at all the project locations, under Phuentsholing, involuntary resettlement impacts have been identified. The survey has identified six (6) affected households having 23 household members. Of these, 3 households (9 members) face significant impact, one of them being a government employee (Drungpa) with 5 household members at Drungpa's residence facing relocation. The remaining 3 households in

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

Phuentsholing (14 members) are assessed to face non-significant impact. The Drungpa and his family will be relocated to an alternate transitional residential premises which has been arranged by NHDCL, and subsequently to a house constructed by NHDCL. At Drungpa's residence housing site an affected household will lose a commercial structure (resulting into income loss) and another household will lose a cement platform for keeping water tanks (which has not been in use by the affected person for a long time), both are non-titleholders and have encroached on government land. At Amochu housing site one temporary residence cum commercial structure will be impacted resulting into relocation, structural loss and income loss of one household assessed as vulnerable; another household at Amochu will lose temporary structures used as storerooms. At Rinchending housing site, a landowner living adjacent to the plot has encroached, planted and grown crops of commercial value. The landowner will lose crops and trees. This resettlement plan is based on 100% survey of all the three housing project sites. A socio-economic survey, inventory of assets and losses was carried out with all affected persons. The resettlement plan will be updated based on detailed design, detailed measurement survey (DMS) and census survey, site specific consultations at each location in Phuentsholing, prior to start of the construction work by the PIUs and Contractors to identify additional impacts once the project footprint on-the-ground has been fixed to assess losses and document socio-economic status of affected persons within subproject impact area. The updated plan can be reviewed and validated by project implementation unit (PIU) / project management unit (PMU) during project implementation before submission to the ADB for approval. Also, the contractor will be directed, and monitored, so that noise within permissible levels is maintained as well as other construction rules in force for controlling dust pollution, waste management among others will be followed.

Consultation and Disclosure: During the project preparation phase, goals and objectives of the project have been shared with stakeholders (including, beneficiaries, affected persons, and institutional stakeholders) through consultation meetings. Stakeholders were briefed on technical details of the project, implementation cycle, project benefits and adverse impacts. A program of continuous consultation and disclosure is proposed. A summary of resettlement plan in local language will be disclosed to affected persons and key stakeholders.

Grievance Redress Mechanism: The resettlement plan will follow a three-tier project-specific grievance redress mechanism (GRM) as required by the resettlement framework for this project. The GRM will aim to provide a time-bound and transparent mechanism for grievance resolution.

Resettlement Budget and Financing Plan: For this subproject, a resettlement budget estimated at Nu. 1,257,656.03/- is proposed. PIU will issue release payment order to affected persons and transfer funds through bank cheque to affected persons.

Institutional Setup: The Ministry of Finance of the Royal Government of Bhutan (RGOB) will be the Project Executing Agency, responsible for overall strategic approvals, guidance and monitoring the project. NHDCL will be the Implementing Agency for the project. The Project Management Unit (PMU) is housed in the NHDCL. Resettlement plan implementation will be closely monitored by PMU and PIU. Social safeguards monitoring reports prepared by PIUs will be compiled by PMU on a semi-annual basis for its due submissions to ADB.

I. INTRODUCTION

A. Subproject Description

1. The proposed Green and Resilient Affordable Housing Sector Project (GRAHSP) is initial assistance sought by the National Housing Development Corporation Limited (NHDCL) of the Royal Government of Bhutan (RGOB) from ADB 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 towns 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.² The Project is also aligned with the Disaster Management Act (2013) and supports a systematic approach to disaster risk management.

2. The GRAHSP is the first phase of assistance to support the RGOB to provide affordable housing to low-income earners in five towns in Bhutan with populations ranging from a lowest of 8,719 (Trashiyangtse) to 138,736 in Thimphu. The project will support continued programmes for augmenting the housing programme of the Government which it has so far funded from its own resources and external assistance namely Government of India funding for developing housing in several districts around the country. The project will invest in: (1) housing for marginalized urban workers in Thimphu and Phuentsholing comprising of civil servants, workers from corporations and private companies who earn low incomes and for whom the affordable housing is intended. A certain percentage of the housing will also be allocated to Bhutanese who have resettled in Phuentsholing from Jaigaon due to COVID-19, are without housing and lodged in temporary housing at the Kidu³ Colony at Amochu, near Phuentsholing. (2) Integrated service centers in affordable housing colonies comprising of facilities with services such as crèches for working mothers (operated on 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.

3. Phuentsholing lies 180 km south away from Thimphu. It is the second largest city in terms of population (27,658 persons, 2017) but is the main commercial and industrial hub of the country due to its proximity to the border with India to the south. Phuentsholing lies at an altitude of 293 meters above sea level in the south-western region of the country. The city covers an area of 26 km² and administratively falls under Chukha district but it has an autonomous Thromde (municipality) which oversees all affairs of the city. Phuentsholing is located 150 km away from Paro where the international airport is located. As the main commercial hub of the country, most trade, commerce passes through Phuentsholing besides having most of the large industries

² Gross National Happiness Commission. 2019. 12th Five Year plan. 2018-2023. Thimphu.

³ 'Kidu' is welfare

located in Phuentsholing thereby attracting substantial population. In 2017 the population of Phuentsholing was 27,658 which is 3.8% of the total population of Bhutan.

4. Phuentsholing is among those towns in Bhutan which is relatively well provided with urban infrastructure and amenities as compared to other towns. The town has 2,263 buildings. The town also has substantial stock of housing dwellings constructed by the NHDCL, the National Pension and Provident Fund (NPPF) as well as housing provided by corporations and some ministries of the RGOB. However, considering growing migration to Phuentsholing for economic opportunities presented by the large number of enterprises and industries, there is burgeoning population leading to increased need for housing which continues to be short of demand. There is huge demand for NHDCL housing, as rents are exorbitantly charged by private real estate owners for the same floor space. Lower grade employees in the civil service and those with lower positions in state owned corporations, private enterprises and industries therefore continue to face the challenge for in-affordable housing. There is currently a waiting list of around 460 persons⁴ for government housing in Phuentsholing.

B. Proposed Subproject Components

5. **Subproject Description:** There are three locations where the subproject will be developed. The components at the Amochu site comprise of housing blocks of category III, type-I buildings, Category III, Type-II buildings and Category IV buildings, a Service Centre Building, parking lot for tenants, approach and internal roads with internal pedestrian pathways, septic tanks and soak pits, drinking water and rainwater harvesting tanks, nature-based drainage and sub-station. Similarly, the Rinchending housing site has similar components such as Category III and IV buildings, parking lot for tenants, approach and internal roads with internal pedestrian pathways, septic tanks and soak pits, drinking water and rainwater harvesting tanks, nature-based drainage and sub-station. The Drungpa's Residence housing site will have the following components: Category III, Type-1 buildings, 1 BHK buildings and Category IV buildings as well as having parking lot for tenants, approach and internal roads with internal pedestrian pathways, septic tanks and soak pits, drinking water and rainwater harvesting tanks, nature-based drainage and sub-station.

6. Details regarding the housing complexes and number of units by category which will be developed in the targeted towns are presented in Table 1. As observed in the Table, Phuentsholing will receive 84 (68%) out of the total 123 buildings to be developed under this project and 724 (71%) of the total 1,018 housing units (apartments) to be developed under this project.

Table 1: Details of housing blocks by town, category and number of units to be developed under BAHF

S. No	Location	No. of buildings	No. of units
1.	Thimphu	8	110
2. Phuentsholing & Samtse			
2a	Drungpa's Residence	4	96
2b	Ammochu (Bangay)	5	120
2c	Tading	57	400

⁴ Source: NHDCL

S. No	Location	No. of buildings	No. of units
2d	Rinchending	18	108
3.	Samdrup Jongkhar		
3a	Dradulthang	4	32
3b	Toed	11	88
4.	Nganglam	8	32
5.	Trashiyangtse	8	32
	Total	123	1,018

Source: Design & Planning Unit, NHDCL

7. The following figures in table 2a, 2b and 2c describe the different infrastructural components proposed to be constructed at the three housing sites under the Phuentsholing subproject.⁵

Table 2a: Details of subproject components at Drungpa's Residence

S. No	Subproject Components	Quantity of Structure	Land coverage in (square meters) required by each structure
1.	Housing Blocks A. Category III-Type-I B. 1 BHK C. Category IV	I. Construction of 1 nos. of Category-III type-I building of 24 units of housing apartments on government land. The buildings are of the following dimensions: 21.65M X 19.1M. II. Construction of 2 nos. of 1 Bedroom unit building of 48 units of housing apartments on government land. The buildings are of the following dimensions: 19.5M X9.95M III. Construction of 1 nos. of Category-IV building of 24 units of housing apartments on government land. The buildings are of the following dimensions: 20M X16.5M	413.515 m ² 350.2 m ² 330 m ²
2.	Parking lot	Parking lot of area – sq. feet on government land	109.67 m ²
3.	Approach and internal road	Road of total length 0.109 km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by ADB to NHDCL	545 m ²
5.	Pedestrian footpath	Footpath of total length 0.106 km located within the demarcated plot registered in NHDCL's name	159 m ²

⁵ The fourth site, Tading under Phuentsholing is considered as a separate subproject.

S. No	Subproject Components	Quantity of Structure	Land coverage in (square meters) required by each structure
6.	Nature based drainage (bio-swale)	Drainage located within the demarcated plot registered in NHDCL's name	
7.	Rainwater harvesting tank	Tank of dimensions 1500 MM Dia located within the demarcated plot registered in NHDCL's name	5.31 m ²
8.	Drinking water tank	Tank of dimensions 1400 MM Dia located within the demarcated plot registered in NHDCL's name	

Note: The total government land available at Drungpa's residence is 0.86 acres (approximately 3480 square meters), which is adequate to accommodate all proposed components.

Table 2b: Details of subproject components at housing colony at Amochu

Subproject Components	Quantity of Structure	Land coverage in (square meters) required by each structure
Housing Blocks	I. Construction of 1 nos. of Category-III type 1 building of 24 units of housing apartments on government land. The buildings are of the following dimensions: 21.65M X 19.1M.	416.9 m ²
A. Category III (Type 1)		
B. Category IV (Type 2)	II. Construction of 3 nos. of Category-IV building of 72 units of housing apartments on government land. The buildings are of the following dimensions: 20M X 16.5M	300.62 m ²
C. 1 BHK	III. Construction of 1nos. of 1BHK building of 24 units of housing apartments on government land. The buildings are of the following dimensions: 19.5M X 9.95M	218.1m ²
Parking lot	Parking lot of area – sq. feet on government land	610.35 m ²
Approach and internal road	Road of total length 0.109 km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by ADB to NHDCL	715.71 m ²
Septic tank and soak pit	Septic tank (6.3M x 2.4 M) and soak pit (2M Dia) of dimensions are located within the demarcated plot registered in NHDCL's name	75.6 m ²

Subproject Components	Quantity of Structure	Land coverage in (square meters) required by each structure
Pedestrian footpath	Footpath of total length 0.106km located within the demarcated plot registered in NHDCL's name	284.8 m ²
Nature based drainage (bio-swale)	Drainage located within the demarcated plot registered in NHDCL's name	35.72m ²
Rainwater harvesting tank	Tank of dimensions 1500MM Dia located within the demarcated plot registered in NHDCL's name	20 m ²
Drinking water tank	Tank of dimensions 1400MM Dia located within the demarcated plot registered in NHDCL's name	86.86 m ²
Substation	Substation of dimensions 7Mx7M located within the demarcated plot registered in NHDCL's name	49 m ²

Note: The total government land available at Amochu is 0.98 acres (approximately 3900 square meters), which is adequate to accommodate all proposed components.

Table 2c: Details of subproject components at housing colony at Rinchending

S. No	Subproject Components	Quantity of Structure	Land coverage in (square meters) required by each structure
1	Housing Blocks A. Category III (Type 1) B. Category IV (Type 1)	I. Construction of 10 nos. of Category III, Type 1 building of 60units of housing apartments on government land. The buildings are of the following dimensions: 21.65M X 19.1M. II. Construction of 8 nos. of Category-IV building of 48units of housing apartments on government land. The buildings are of the following dimensions: 20M X16.5 M	413.515 m ² 330 m ²
2	Parking lot	Parking lot of area – sq. feet on government land	109.67 m ²
3.	Approach and internal road	Road of total length 0.109 km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by ADB to NHDCL	545 m ²
4.	Pedestrian footpath	Footpath of total length 0.106 km located within the demarcated plot registered in NHDCL's name	159 m ²

S. No	Subproject Components	Quantity of Structure	Land coverage in (square meters) required by each structure
5.	Nature based drainage (bio-swale)	Drainage located within the demarcated plot registered in NHDCL's name	
6.	Rainwater harvesting tank	Tank of dimensions 1500 MM Dia located within the demarcated plot registered in NHDCL's name	5.31 m ²
7.	Drinking water tank	Tank of dimensions 1400MM Dia located within the demarcated plot registered in NHDCL's name	

Note: The total government land available at Rinchening is 5 acres (approximately 20200 square meters), which is adequate to accommodate all proposed components.

8. The draft resettlement plan for the Phuentsholing housing project is prepared based on the available preliminary design for the subproject. This document will be updated and reconfirmed for final involuntary resettlement impacts after completion of detailed measurement surveys (DMS) in sections ready for implementation.⁶ If the DMS reveal further involuntary resettlement impacts, all persons affected will be surveyed. The draft and final resettlement plan will be reviewed and upon receipt of ADB's approval, disclosed on the websites of the implementing agency and ADB. Civil work will be taken up only after compensation payment to affected persons, as per entitlement matrix. The implementing agency will be responsible for handing over the project land/site to the contractor free of encumbrance.

9. **Measures to Avoid and Minimize Involuntary Resettlement Impacts:** To avoid and minimize involuntary resettlement impacts, the subproject proposes to use government land which is already available and registered in the name of NHDCL (Appendix 2). The project will also use the existing right-of-way of government roads within the existing available ROW for aligning the proposed approach roads to the site and existing service points and ducts. The Contractor will also ensure that access on the public roads adjacent to the housing plot is not hindered.

10. To minimize construction impacts, works will be executed between 8 AM and 6 PM especially on the eastern border of the plot which has private residential buildings. This is to avoid inconveniences to the public residing nearby. All safety norms will be strictly adhered to, taking into consideration that the sites are located in areas with dense settlements (in the case of Drungpa's Residence, Amochu) and in residential areas (Rinchening). The Project Implementation Unit (PIU) will also ensure that all necessary rules related to safety and security of the public and residents are followed by the contractor. The construction schedule in terms of the total construction period, actual work hours and off-days for labourers will be discussed with stakeholders living proximate to the housing site such as private landowners and residents living in private housing or company residential areas. It is also standard practice to display such project

⁶ Detailed measurement survey will be jointly conducted by Social Safeguard team (specialist and support staff) of construction management and supervision consultant (CMSC) and contractors prior to implementation at each site/stretch of alignment. PIU, CMSC and contractor will be responsible for conduct of DMS and Social Safeguard Specialist of CMSC will update Resettlement Plans prior to implementation.

details on large boards at visible points near the project site, and the same will be done in this project, to inform public of the project.

11. These measures will be part of the contract document of the Contractor and will be implemented with careful monitoring by the concerned PIU.

C. Objectives of Resettlement Plan

12. This draft resettlement plan is prepared for proposed construction of housing and ancillary facilities within the plot allotted for developing affordable housing at the Phuentsholing sites namely Drungpa's Residence, Amochu, and Richending under the Bhutan Green and Resilient Affordable Housing Sector Project (GRAHSP) based on preliminary design. It addresses the potential involuntary resettlement impacts of the proposed subproject components and is consistent with the agreed resettlement framework for the Project, prepared in accordance with national laws and ADB SPS (2009).

13. This Resettlement Plan is prepared in accordance with ADB SPS, 2009 requirements for involuntary resettlement Category B projects and to meet the following objectives:

- (i) to describe the identified scope and extent of land acquisition and involuntary resettlement impacts because of identified project components, and address them through appropriate recommendations and mitigation measures in the Resettlement Plan;
- (ii) to present the socio-economic profile of the population in the project area, identify social impacts, including impacts on the poor and vulnerable, and the needs and priorities of different sections of the population, including women, poor and vulnerable;
- (iii) to describe the likely economic impacts and identified livelihood risks of the proposed project components;
- (iv) to describe the process undertaken during project design to engage stakeholders and the planned information disclosure measures and the process for carrying out consultation with affected people and facilitating their participation during project implementation;
- (v) to establish a framework for grievance redressal for affected persons that is appropriate to the local context, in consultation with stakeholders;
- (vi) to describe the applicable national and local legal framework for the project, and define the involuntary resettlement policy principles applicable to the project;
- (vii) to define entitlements of affected persons, and assistance and benefits available under the project;
- (viii) to present a budget for resettlement and define institutional arrangements, implementation responsibilities and implementation schedule for resettlement implementation; and
- (ix) to describe the monitoring mechanism that will be used to monitor resettlement plan implementation

II. SCOPE OF LAND ACQUISITION AND INVOLUNTARY RESETTLEMENT

A. Land Acquisition and Involuntary Resettlement

14. As explained in earlier sections several components are planned at each housing site. Most of the components are common to all sites such as the residential buildings, internal roads, pedestrian footpath, and parking as well as drinking water and rainwater harvesting tanks and sub-stations. Service center blocks will be constructed in a couple of the sites but not all. Presented below is a brief description of components followed by summary of impacts anticipated due to the construction of these project components: -

1. Housing buildings

15. **Construction of Housing Blocks:** Under this project and in the identified land plots at Phuentsholing namely at the Drungpa's Residence, Amochu, and Rinchending in total 27 buildings will be constructed comprising 324 housing units. No land acquisition is envisaged for the proposed subproject components because the plots measuring 0.86 acres in Drungpa's Residence, 0.98 acres in Amochu, and 5 acres in Rinchending are owned by the Government. All these plots registration have been transferred and now are officially registered in the name of the NHDCL. Therefore, no land acquisition is necessary.

2. Service Centre Block

16. A Service Centre Block is also proposed to be constructed in addition to the residential blocks. The Service Centre Block is a three-storey building which will contain a site office of the NHDCL, an integrated service center to provide services for women and children which will be managed by the National Commission for Women & Children. While no land acquisition is required as explained earlier for any of the facilities proposed on this plot, the Service Centre Block will be constructed on the plot which may contain existing houses inhabited or from which commercial activities are carried out or commercial crops are grown. The number of affected persons, livelihoods and crops can be determined once the detailed project designs and locations of structures have been finalized and the detailed measurement survey have been carried out.

3. Internal roads, pedestrian foot path and parking

17. Under the project internal roads, pedestrian footpath and parking area will be provided to ease both mobility within the housing colony and for parking of vehicles for residents in a dedicated parking space. Similar to the other facilities which will be provided within the housing plot allocated to NHDCL, no land acquisition is foreseen.

4. Drinking water storage tank and rainwater harvesting tank

18. The project will also install a drinking water storage tank and a rainwater harvesting tank within the housing plot allotted to NHDCL. No land acquisition is expected since the plot is already registered in the name of NHDCL.

19. In terms of impacts triggered by the project components on each of the sites, it is foreseen that on three of the plots, the land is currently occupied by either people, structures or crops which will have to be removed before construction can start. At the Drungpa's Residence, a person owning land has a commercial shed and another has a cement structure for holding a water tank. In Amochu, within the plot there is a woman who has constructed a temporary structure in which she lives and carries out business (a retail shop) while another landowner has constructed temporary storerooms. In Rinchending, a landowner living adjacent to the plot has planted crops with commercial value in a section of the housing plot. The Drunpa's Residence contains a

bungalow and garage which will be dismantled because of which the Drungpa who is occupying the premises, has to relocate.

20. Existing buildings which are inhabited will be dismantled (Drungpa's Residence and squatter in Amochu) rendering occupants to relocate for 2 households having 7 household members, while some will lose their private structures (one private temporary residence and commercial space (Amochu), one commercial shed, a cement structure (Drungpa's residence), one will lose two temporary structures used as storerooms (Amochu) and one household will lose crops (Rinchending). Summary table on the land availability, ownership status, dimensions and photographs are attached as Appendix 1. The land registration certificates issued by the National Land Commission (NLC) are attached in Appendix 2. The Google Maps depicting proposed sites are attached in Appendix 3.

21. In Table 3, the land requirement details for each component is summarized for the Phuentsholing subproject. It is evident that all the land on which the structures will be constructed is state-owned.

Table 3a: Land requirement for proposed housing project at Drungpa's Residence, Phuentsholing

S. No	Description	Location	Required Area in m ²	Land Area Available for the component (in m ²)	Ownership/Possession
Residential buildings & Service Centre Block					
1.	Residential buildings (Category III; Type-I)	NHDCL housing area, Drungpa's Residence, Phuentsholing	413.52 m ²	413.52 m ²	NHDCL
2.	Residential buildings (1 BHK)	NHDCL housing area, Drungpa's Residence, Phuentsholing	350.2 m ²	350.2 m ²	
3.	Residential buildings (Category IV)	NHDCL housing area, Drungpa's Residence, Phuentsholing	330 m ²	330 m ²	NHDCL
Internal roads, pedestrian foot path and parking lot					
1.	Approach and internal roads	NHDCL housing area, Drungpa's Residence, Phuentsholing	545 m ²	545 m ²	NHDCL
2.	Pedestrian footpath)	NHDCL housing area, Drungpa's Residence, Phuentsholing	159 m ²	159 m ²	NHDCL
3.	Parking lot	NHDCL housing area, Drungpa's Residence, Phuentsholing	109.67 m ²	109.67 m ²	NHDCL
Drinking water storage tank and rainwater harvesting tank					

S. No	Description	Location	Required Area in m ²	Land Area Available for the component (in m ²)	Ownership/Possession
1.	Drinking water storage tank	NHDCL housing area, Drungpa's Residence, Phuentsholing			NHDCL
2.	Rain-water harvesting tank	NHDCL housing area, Drungpa's Residence, Phuentsholing			NHDCL

Source: NHDCL, 2021

Table 3b: Land requirement for proposed housing project at Amochu, Phuentsholing

S. No	Description	Location	Required Area in m ²	Land Area Available for the component (in m ²)	Ownership/Possession
Residential buildings & Service Centre Block					
1.	Residential buildings (Category III, Type-I)	NHDCL housing area, Amochu. Phuentsholing	416.9m ²	416.9m ²	NHDCL
2.	Residential buildings (1 BHK)	NHDCL housing area, Amochu. Phuentsholing	218.1 m ²	218.1 m ²	NHDCL
3.	Residential buildings (Category IV, Type II)	NHDCL housing area, Amochu. Phuentsholing	300.62 m ²	300.62 m ²	NHDCL
Internal roads, pedestrian foot path and parking					
1.	Approach and internal roads	NHDCL housing area, Amochu. Phuentsholing	715.71 m ²	715.71 m ²	NHDCL
2.	Pedestrian footpath)	NHDCL housing area, Amochu. Phuentsholing	284.8 m ²	284.8 m ²	NHDCL
3.	Parking	NHDCL housing area, Amochu. Phuentsholing	601.035 m ²	601.035 m ²	NHDCL
Drinking water storage tank, rainwater harvesting tank& drainage					
1.	Drinking water storage tank	NHDCL housing area, Amochu. Phuentsholing	86.86 m ²	86.86 m ²	NHDCL
2.	Rain-water harvesting tank	NHDCL housing area, Amochu. Phuentsholing	20 m ²	20 m ²	NHDCL

S. No	Description	Location	Required Area in m ²	Land Area Available for the component (in m ²)	Ownership/Possession
	Nature based drainage (bio-swale)	NHDCL housing area, Amochu. Phuentsholing	35.72 m ²	35.72 m ²	NHDCL
Substation					
1.	Substation	NHDCL housing area, Amochu. Phuentsholing	36 m ²	36 m ²	NHDCL

Source: NHDCL, 2021

Table 3c: Land requirement for proposed housing project at Rinchening, Phuentsholing

S. No	Description	Location	Required Area in m ²	Land Area Available for the component (in m ²)	Ownership/Possession
Residential buildings					
1.	Residential buildings (Category III)	NHDCL housing area, Rinchening, Phuentsholing	1751.2 m ²	1751.2 m ²	NHDCL
2.	Residential buildings (Category IV)	NHDCL housing area, Rinchening, Phuentsholing	959.9 m ²	959.9 m ²	NHDCL
Internal roads, pedestrian foot path and parking					
1.	Approach and internal roads	NHDCL housing area, Rinchening, Phuentsholing	3032.51 m ²	3032.51 m ²	NHDCL
2.	Pedestrian footpath)	NHDCL housing area, Rinchening, Phuentsholing	502.08 m ²	502.08 m ²	NHDCL
3.	Parking	NHDCL housing area, Rinchening, Phuentsholing	1206.4 m ²	1206.4 m ²	NHDCL
Drinking water storage tank and rainwater harvesting tank					
1.	Drinking water storage tank	NHDCL housing area, Rinchening, Phuentsholing			NHDCL
2.	Rain-water harvesting tank	NHDCL housing area, Rinchening, Phuentsholing			NHDCL
Substation					
1.	Substation	NHDCL housing area,	49 m ²	49 m ²	NHDCL

S. No	Description	Location	Required Area in m ²	Land Area Available for the component (in m ²)	Ownership/Possession
		Rinchending, Phuentsholing			

Source: NHDCL, 2021

Note: The total land available at three housing project locations in Phuentsholing is 6.84 acres (approximately 27,700 square meters), which is adequate to accommodate all proposed components.

22. Table 4 below presents the ownership status of land, and the assessed involuntary resettlement impacts of the subproject components. In sum, a total of 6 households (23 members) are affected in Phuentsholing: (i) 1 household of a government employee (Drungpa) with 5 members faces physical relocation from government housing; (ii) 1 non-titled, vulnerable household (2 members) faces physical and economic displacement; (iii) 1 business owner (2 members) faces loss of livelihood; and (iv) 3 households (14 members) face insignificant loss of trees/crops and/or structures.

Table 4: Subproject Components and Involuntary Resettlement Impacts

S. N	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
1. Drungpa's Residence housing site				
1.	Construction of residential buildings, approach and internal roads, pedestrian footpaths, parking lot, drinking water storage tank. Rainwater harvesting tank	No land acquisition required since plot owned by NHDCL. -Current tenant (only 1 family) will have to relocate since residence occupied will be dismantled so involuntary resettlement is invoked. -One affected person will also lose a commercial structure (café) constructed on government land. -One affected person will lose a cement structure for holding water tanks constructed on government land. The impact on the housing structure, café and platform for holding water	None.	All the buildings and other components will be constructed on government land allotted to NHDCL to develop the housing facilities at the Drungpa's Residence area, Phuentsholing. Currently there are: (i) One government bungalow and garage (ii) one commercial structure (café); and (iii) one concrete structure for holding water, tank, which will be dismantled. Land details with photographs are presented in Appendix 1. The Drungpa and his family will have to relocate to alternate transitional residential premises which has been arranged by NHDCL. Site for constructing replacement residential facilities for Drungpa has been identified. Removal of structure will cause physical displacement.

S. N	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
		tank, which will be dismantled will be permanent and irreversible.		The person operating the café will be compensated for loss of structures and loss of income.
2. Amochu housing site				
2.	Construction of residential buildings, approach and internal roads, pedestrian footpath, parking lot, drinking water storage tank, rain water harvesting tank, nature-based drainage and sub-station will be established within the plot allotted by the Government for developing the housing sub-project.	No land acquisition required since plot owned by NHDCL. One squatter will have to relocate since the temporary structure she resides and conducts her business from will be dismantled. One person who has built temporary storerooms that will be dismantled for the project. These will trigger involuntary resettlement. The affected households will incur structural loss, loss of income and physical displacement.	None.	All the buildings and other components will be constructed on government land allotted to NHDCL to develop the housing facilities at Amochu, Phuentsholing. Currently on site there is: (i) One temporary residence-cum commercial structure. The affected household will be compensated for loss of structures as well as for loss of income and relocation; (ii) two temporary storerooms which will be dismantled. The person losing these structures will be compensated for loss of these structures. Land details with photographs are presented in Appendix 1.
3. Rinchending housing site				
3.	Construction residential buildings, approach and internal roads, pedestrian footpath and parking lots, drinking water and rainwater harvesting tanks and a sub-station	No land acquisition required since plot owned by NHDCL. A landowner living adjacent to the plot has illegally planted commercial crops on land falling within the demarcated housing plot which will be removed	None.	All the buildings and other components will be constructed on government land allotted to NHDCL to develop the housing facilities at Rinchending, Phuentsholing. The person who planted commercial crops on certain section of the plot of land will lose: (i) 26 moringa trees and (ii) 1500 ball chili plants He will be compensated for the loss of these fruit trees and cash crops.

Source: NHDCL, 2021 and Field visit

23. During construction of the residential buildings and ancillary facilities, no impact or inconvenience is foreseen as the site will be cleared and made available to the contractor prior to construction. The affected persons due to involuntary resettlement impacts will be resettled and compensated after all due diligence processes have been arranged.

24. To assess impacts, a site visit with NHDCL staff covering the entire plot was conducted to assess the boundaries and to assess the impacts on the structures (temporary) built by current occupants and cash crops that would be affected. Inventory of loss assets was conducted and requested NHDCL Liaison Office surveyors to carry out basic measurement and description of all structures as basis for subsequent detailed estimation of structures which was later done by NHDCL engineers. An assessment on the loss of cash crops and calculated compensation for the crops and trees which will be acquired by the project was also conducted. The exercise confirms that there will be permanent impacts by proposed subproject components. The affected persons are mostly legal occupants having land adjacent to the housing plots but who have constructed structures, through encroachment, (Drungpa's residence, Amochu) or are squatting on government land (Amochu) or have encroached on government land and are carrying out cultivation.

25. After the field visits, a census of affected people was carried out from 10 March 2021 (which is considered as the survey cut-off-date for the Phuentsholing housing sites) for both titled and non-titled impacted persons to determine the impact on them entailing inquiries on socio-economy, losses and perceptions on relocation.⁷ The census revealed that six affected households with a population of 23 persons will be permanently affected. Summary of socio-economic profile of permanently affected persons are attached in Appendix 4.

26. The socio-economic survey started on 10 March 2021 which also has been fixed as the cut-off date for all non-titled affected persons.

Table 5: Summary of Involuntary Resettlement Impact

Sl. No.	Details	No. of Affected HHs/Persons	Remarks
1.	Permanent land acquisition	None	Not required.
2.	Permanent Relocation	2 Households (7 HH members)	The following households will be relocated: <ul style="list-style-type: none"> • One residential bungalow and garage (Drungpa's residence); members of 1 HH (government employee) will have to relocate. Alternate government housing will be provided; and • One temporary structure used as residence and shop (Amochu). One vulnerable HH with 2 members will face relocation impact.
3.	Permanent loss of structure		
3.a	On Government land	4 Households (16 HH members)	Privately constructed structures: <ul style="list-style-type: none"> • One semi-permanent shed (café at Drungpa's residence).

⁷ In the event of any site change, impacts will be reassessed and the cut-off date revised accordingly.

Sl. No.	Details	No. of Affected HHs/Persons	Remarks
			<ul style="list-style-type: none"> • One cement platform for water tanks (at Drungpa's residence); not resulting into relocation. • Two temporary structures used as storerooms (at Amochu). • One of the households (2 members) losing commercial cum residential structure faces relocation impact, see serial # 2)
4.	Loss of crops	One Household (3 HH members)	-26 moringa trees (Rinchending) 1500 ball chili plants (Rinchending) lost by one HH
5.	Permanent loss of livelihood	2 households (4 HH members)	One household running a café cum shop at Drungpa's residence site will face both structure and livelihood loss. One household at the Amochu housing site having a residence cum shop will face both structure and livelihood loss impact (and relocation impact). Same as # 2 and 3a.
6.	Temporary loss of access/disruption to livelihood	None	Not anticipated
7.	Potential temporary income loss to employees ⁸ of affected shops/ businesses	None	Not anticipated based on census.
8.	Number of vulnerable affected persons	One household (2 HH members)	One woman headed household (also non-titleholder) with a temporary structure used as residence and shop at Amochu will be permanently impacted.
9.	Affected Indigenous People	None	No indigenous peoples' groups or communities reside in project areas.

WHH = women headed household; NTH = non-titleholder

Source: Field visit, socio-economic survey and income and assets loss survey 2021, subproject area-Phuentsholing. Note that some persons will experience more than one category of impact. For example, those experiencing permanent and significant livelihood impact (serial number 3) are the same as those permanent loss of livelihood (serial number 5) while also losing structures (serial number 2).

B. Indigenous People

27. **Indigenous People:** The field visits and consultations undertaken reveals that there are no indigenous people living at the housing site. Consequently, no impacts to indigenous peoples are anticipated under the subproject in Phuentsholing. None of the potentially affected persons identified during the field visit and socio-economic survey, belong to indigenous people's groups. As per ADB SPS, indigenous people's safeguards are triggered if a project directly or indirectly affects the dignity, human rights, livelihood systems, or culture of indigenous peoples or affects

⁸ No such impact has been identified at this stage. Project impact, if any, to employees of affected business will be re-assessed during the DMS.

the territories or natural or cultural resources that indigenous peoples own, use, occupy, or claim as their ancestral domain. None of the above-mentioned types of indigenous peoples' impacts are assessed in Phuentsholing.⁹ Consequently, no Indigenous Peoples Plan is required for this subproject.

III. SOCIO-ECONOMIC INFORMATION AND PROFILE

28. The following sections present socio-economic profile of the households likely to be affected by the proposed works. Findings presented here are based on information collected from the five out of six affected households identified on site from three sites in Phuentsholing. One of the households was not available for interview during the time of the survey. Two households will have to permanently relocate, the other three households will lose structures and crops. The survey provides information on the socio-economic conditions of affected households. A wide range of data including, social category, type of losses, occupation, sources of income have been collected and analyzed. None of the affected families and members of families belong to vulnerable category.¹⁰

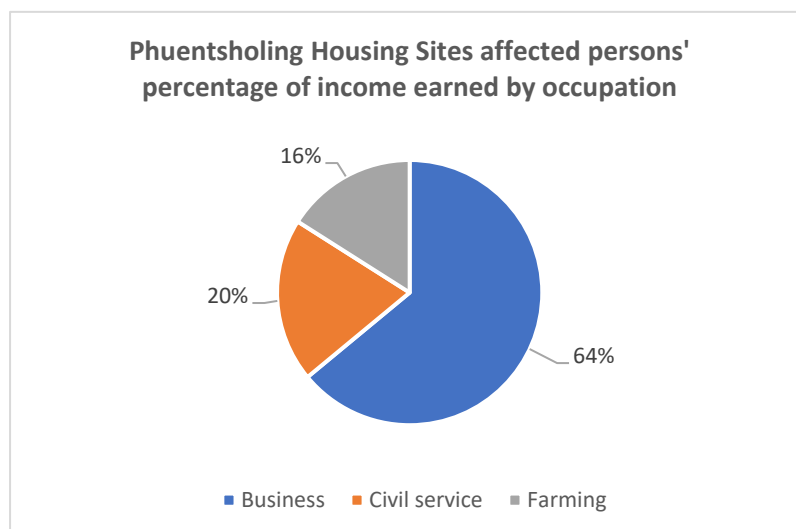
29. **Occupation Profile:** Based on socio-economic information collected during the survey, it is determined that for the Drungpa's residence site, one is an executive in the civil service of the Royal Government of Bhutan and the other household runs a business. Similarly, the two affected households at the Amochu site both operate businesses. The affected household at the Rinchending site carries out farming.

30. **Income Profile:** As the chart shows, 64% of the affected persons are dependent on income from their business, 20% are dependent on salary received as executive in the RGOB's civil service and 16% are dependent on income from farming. While the average annual salary income earned is **Nu. 356,200** per year, the highest annual salary income ever earned within the affected persons group is Nu. 540,000 per year and the lowest is Nu. 281,200 per year. All families earn income more than Nu. 2,195 per person per month (the official poverty line).¹¹

⁹ 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.

¹⁰ Vulnerable households comprise below poverty line households, female-headed households, households with out of school/working children, disabled person-headed household, elderly-headed household or elder, landless household, household with no legal title / tenure security, and schedule castes and scheduled tribe households.

¹¹ Poverty Analysis Report, 2017, National Statistical Bureau, RGOB



Source: Socio-economic survey, Phuentsholing, 2021.

31. **Vulnerability.** One women-headed household (2 members) is also a non-titleholder household facing loss of shop cum residence and is assessed as vulnerable. The household faces loss of structure, relocation impact and loss of livelihood.

Table 6: Summary Socioeconomic Profile of Affected Persons¹²

A. Summary Socioeconomic Characteristics			Remarks
	Households	Persons	
Total number of affected households/persons	6	23	
Significantly affected	3	9	
Non-significantly affected	3	14	
Vulnerable Households	1	2	Woman-headed and non-titleholder
Occupation Profile of affected persons	Government employee, informal business owners and employees, agriculturists		
Average Household Income	Nu 356,200		
Average Household Size	3.83		

B. Types of losses suffered by Affected Households		
Impact	Number of affected persons / Quantity	Remarks
1. Loss of land		
Permanent land acquisition	Nil	
Temporary land acquisition	Nil	
2. Loss of structures/permanent relocation		
(i) Residential and other structures	2 households (7 members)	-1 One HH will lose residential facilities owned by the Government (Drungpa's residence); alternate housing facility is arranged by NHDCL for

¹² Note that the total number of households affected is 5 households having a population of 26 APs in Phuentsholing.

B. Types of losses suffered by Affected Households		
Impact	Number of affected persons / Quantity	Remarks
		relocation of Drungpa. Government employee facing relocation impact is entitled to receive shifting allowance. - 1 HH will lose a privately constructed cement platform for water tank -1 HH will lose two privately constructed sheds used as temporary storerooms (Amochu)
(ii) Residential-cum-commercial	One household (2 members)	- One HH will lose a privately constructed shop cum residence (Amochu)
(iii) Commercial	One household (2 members)	1 - One HH will lose a privately constructed café (Drungpa's residence site) -1 HH will lose a privately constructed shop cum residence (Amochu)
3. Loss of livelihood		
Permanent	2 households (4 members)	The two HH losing commercial structures (row # 2(ii), Amochu and one HH from row # 2(iii), Drungpa's residence, mentioned above) operate their businesses from these structures and therefore will experience total livelihood loss
4. Loss of Crop	One household (3 members)	Growing 26 moringa trees (Rinchending) and 1500 ball chili plants (Rinchending)
54. Temporary Impact		
Temporary loss of land	0	
Temporary loss of access/disruption to livelihood	0	
56. Vulnerable affected persons		
Female Headed Households	01	This household is also a non-titleholder with two household members.
Persons with disability	0	
BPL ¹³	0	

Source: Socio-economic survey and Assets Loss Inventory, Field visits technical documents and analysis, 2021

IV. CONSULTATION, PARTICIPATION AND DISCLOSURE

A. Public Consultation

¹³ The poverty line estimated for the year 2017 is Nu.2,195.95 per capita per month, computed from the Bhutan Living Standard Survey, 2017 of National Statistics Bureau.

32. During the process of preparation of the draft resettlement plan, consultations¹⁴ with stakeholders were also conducted. The key stakeholders consulted during resettlement plan preparation include (i) affected persons including vulnerable households; (ii) program beneficiaries; (iii) local government and relevant government agency representatives and (iv) Jaigaon resettled persons residing in transit shelters (potential beneficiaries). Individual meetings and interviews were held involving the 6 affected p households. Consultations have been undertaken with strict adherence to the COVID-19 safety protocols.¹⁵ Meetings and individual interviews were held in public open spaces involving stakeholders particularly affected persons. The Social Safeguards Consultant conducted site visits and a census of affected persons and their properties through interviews to determine the impacts of subproject. During meetings, stakeholders were briefed about the technical details of project, the housing floor plans and the project implementation cycle, environmental and social safeguards. Consultations covered issues such as awareness and scope of the subproject components and benefits of project. Meaningful consultations will be carried out before project implementations and will continue throughout the project implementation. Social distancing, wearing of face masks and hand washing will be mandatory for all attendees including staff and experts conducting the consultations. Carrying out virtual consultations for low-income stakeholders may pose some difficulty as many do not have smartphone devices. In this case, one-to-one consultations including small group discussions and/or via telephonic interviews will be conducted. Details of consultations held are attached in Appendix 6.

B. Information Disclosure

33. This draft and the final resettlement plan will be disclosed to all the affected persons in a language and manner understandable to them and will be uploaded on the web sites of ADB and NHDCL. Prior to implementation of the subproject, the draft resettlement plan will be updated based on final design. The final and ADB approved resettlement plan will be disclosed on ADB and NHDCL websites. The documents will also be available in the municipality offices of Thimphu, Phuentsholing, Samdrup Jongkhar, Nganglam and Trashiyangtse. During the subproject implementation, all neighboring residents and institutions will be informed about construction schedules prior to commencement of work. Also, signboards will be erected at the entrance of the plot. The signboards will be in English and the local language and will include at a minimum: (i) section to be affected, (ii) start and end dates, (iii) information on traffic rerouting if any, and (iv) contact information for questions/grievances.

34. During subsequent revision of the resettlement plan which may entail additional surveys and consultations for which the affected persons and other stakeholders may need to be informed, the PIU/PMU will be responsible for issuing various required public notices. For temporary impacts, the start date of census surveys will be considered as cut-off-date communicated to

¹⁴ ADB SPS requires meaningful consultation to be a process that (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of affected people and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.

¹⁵ The project will follow the guidance and protocols of Royal Government of Bhutan (<http://www.moh.gov.bt/covid-19-strategies-protocols-and-guidance/>) and ADB (<https://www.adb.org/documents/series/covid-19-asia-pacific-guidance-notes>). ADB has shared the guidance notes with its executing and implementing agencies in the DMCs, including the executing and implementing agencies for GRAHSP.

affected persons through implementation of community awareness and public participation (CAPP) plan, in affected area at the start of the census survey and also by display boards at places visible and accessible to public. Similarly, a list of affected persons will be published and retained in the site offices of the contractor and the PIU as well as local government (Refer to Appendix 7 for Project Summary Leaflet outline).

C. Continued Consultation and Participation

35. The PMU will continue the consultation and disclosure process during the construction period. A consultation and participation plan will be prepared at the beginning of the project so that periodic consultative activities are planned and executed. This is in addition to the need for consultations which may emerge during the project implementation process. The project management consultants will conduct training of contractors (engineers as well as safeguards personnel). The PMU, with the support of the Social Safeguards Consultant hired through the project, who will be part of the PIAC, will design public awareness campaign during project implementation and with the support of the PIUs at field level conduct the campaign. The Social Safeguards Consultant will prepare and implement community awareness activities. Community groups will be consulted and made aware of the civil works and project activities, anticipated impacts and mitigation measures, grievance redress process and contact details of PIU/ PMU personnel prior to construction.

V. GRIEVANCE REDRESS MECHANISM

A. Common Grievance Redress Mechanism

36. The project will adopt a three-tier Grievance Redress Mechanism (GRM) in implementing the project. The GRM will receive, evaluate, and facilitate the resolution of social, environmental or any other project related grievances. The GRM will aim to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project. The GRM described below has been developed in consultation with stakeholders. Public awareness campaign will be conducted to ensure that awareness on the project and its grievance redress procedures is generated and shared with affected persons and other stakeholders. The campaign will ensure that the poor, vulnerable and others are made aware of the need for and process in availing the GRM.

37. The GRM provides an accessible, inclusive, gender-sensitive and culturally appropriate platform for receiving and facilitating resolution of affected persons' grievances related to the project. A sample grievance redress form is in Appendix 8. The three-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to facilitate and address grievances at each stage, as required. Public awareness campaigns will ensure that awareness on grievance redress procedures is generated through the campaign. The Environmental and Social Safeguard Officer of PMU will have the overall responsibility for timely grievance redress on environmental and social safeguards issues.

38. **Who can file a complaint:** A complaint may be registered by stakeholders who may be, directly or indirectly affected by the project. A representative can register a complaint on behalf of the affected person or group, provided that the representative is identified by the affected person or group and submits evidence of the authority to act on their behalf.

39. **What type of grievance/complaint:** Any comments, complaints, queries and suggestions pertaining to safeguard compliance - environment, involuntary resettlement, and

indigenous people, design related issues, compensation, service delivery or any other issues or concerns related to the project can be registered. The complaint must indicate the name, date, address/contact details of the complainant, location of the problem area, along with the problem.

40. **Where and how to file a complaint:** The contractor's site office will be the primary point for receiving and lodging any complaint. Apart from that, grievances/suggestions/queries from affected persons can be dropped into suggestion boxes or conveyed through phone or e-mails. Affected persons or any complainant will also be able to register grievances on social, environmental or other related issues, personally to the Complaint Cell at PIU level.

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

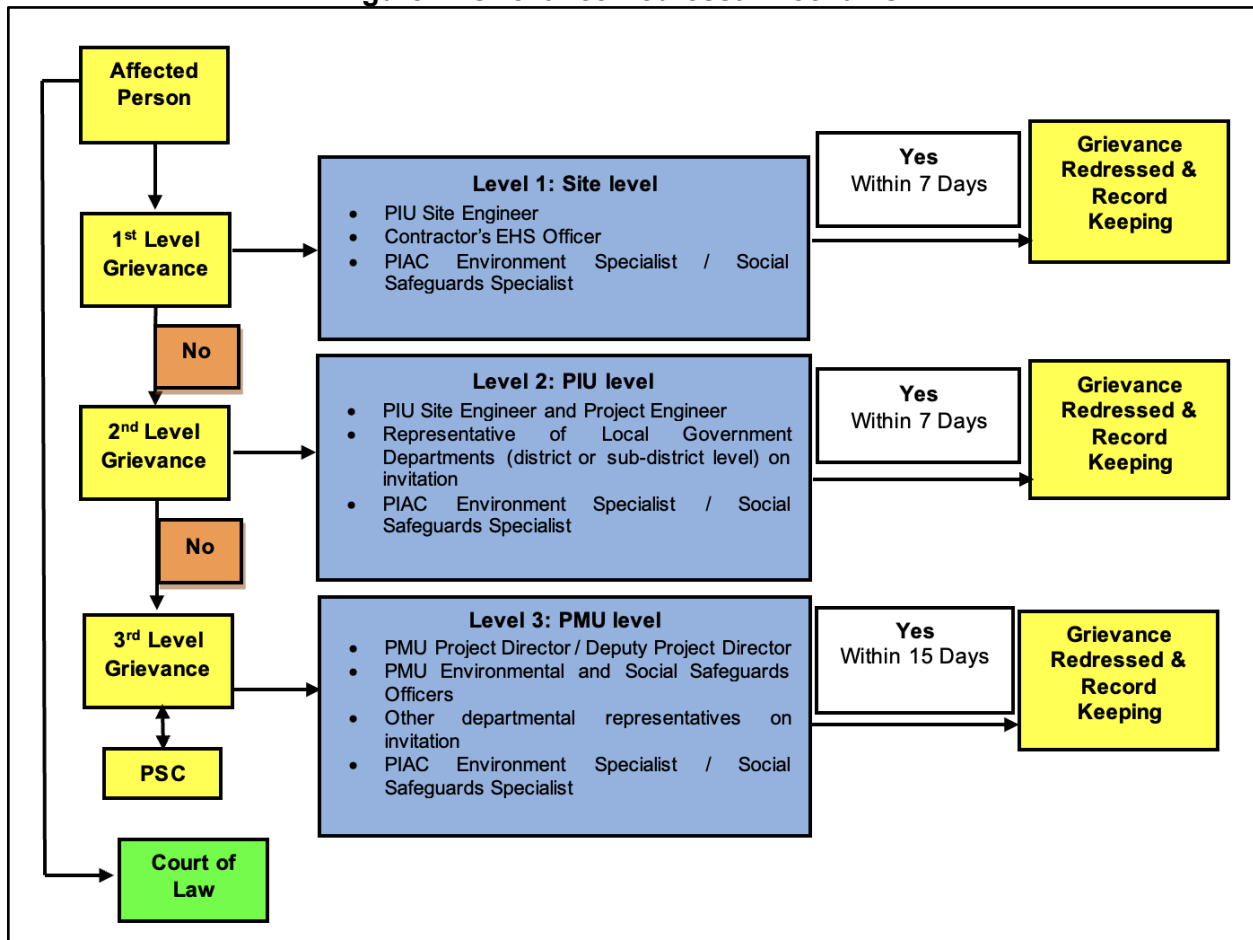
- (i) **1st Level Grievance (Field Level):** The PIU's site engineer and contractor's EHS supervisor are likely to be the first points of contact for complaint registration. In case of grievances that are immediate and urgent in the perception of the complainant, concerned officer of PIU will direct 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 Assistance Consultant (PIAC) will resolve this issue with the support of respective PIU. Efforts will be made to resolve all grievances within seven days from the date of receipt of a complaint / grievance. Relevant government representatives from the respective districts and sub-districts, where the subproject will be implemented, can be consulted as and when required.
- (ii) **2nd Level Grievance (PIU):** Grievances that cannot be redressed at first level within seven days will be brought to the notice of the Complaint Cell at PIU level. The Project Engineer will try to resolve the grievance/ complaint within a timeframe of seven days of receiving the complaint from the first level. The PIU may consult/seek the assistance of the Environment and Social Safeguard Officers at the PMU level. Government representatives from the respective districts and sub-districts where the subproject will be implemented 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):** All the grievances that are not addressed at 2nd level by PIU will be brought to the third level. The third level will meet once a month and determine the merit of each grievance/s brought to the committee. The third level grievance redress committee will resolve the grievance within fifteen days of receiving the complaint from the second level. The Environmental Safeguards Officer or 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 solution.

42. MOF will chair the PSC which will comprise government officials from the Ministry of Works and Human Settlement (MOWHS), National Land Commission (NLC), the Gross Happiness Commission (GHNC), the National Commission for Women and Children (NCWC), the NHDCL, and representatives of selected subproject districts. The PSC will be established to oversee the project implementation and provide strategic and policy guidance and will meet at least biannually and as required.

43. The GRM notwithstanding, an aggrieved person shall have access to the country's legal system at any stage, such as Thromde or court of law in the respective district. This can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

44. The process of the project GRM is given in Figure 1.

Figure 1: Grievance Redressal Mechanism



EHS = environmental health and safety, NHDCL=National Housing Development Corporation Limited, PIAC = project implementation assistance consultant, PIU= project implementation unit, PMU =project management unit, PSC= project steering committee.

45. The timeframes within which to resolve the issues may be adjusted accordingly during extraordinary circumstances, such as lockdowns or travel restrictions imposed by local or national governments due to the ongoing COVID-19 pandemic. The adjustment will depend on the period of interruption during these events and will be decided upon by the PMU.

46. **Information Dissemination Methods about GRM.** Periodic community meetings will be held by PIUs, and PIAC with affected communities to understand their concerns and help them through the process of grievance redress (including translation from local dialect/language, recording, and registering grievances of non-literate affected persons and explaining the process of grievance redress) if required. 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 phone or e-mail or text messaging.

47. **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 contractor and at PIU level, the 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.

48. **Record Keeping.** Records of all grievances received, including contact details of complainant, date of receiving complaint/grievance, nature of grievance, agreed actions and measures, the date these were affected, and 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.

49. **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.

50. **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.

51. **ADB Accountability Mechanism.** If the established GRM is not able to resolve the issue, the affected person can use the ADB Accountability Mechanism through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB headquarters. Before submitting a complaint to the Accountability Mechanism, it is recommended that affected people make effort in good faith effort to resolve their problems by working with the concerned ADB operations department (in this case, the Bhutan Resident Mission (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.

VI. POLICY AND LEGAL FRAMEWORK

52. The policy framework and entitlements for the BAHP are based on:

1. Land Act 2007

- (i) The government is empowered to acquire registered land for public interest, with the owner provided with substitute land or cash payment or both as compensation. The landowner has the option to choose land or cash compensation in the rural areas. In case of the land acquired in

Thromde, the landowner shall be provided cash compensation. If the land to be acquired is the only plot owned by the landowner in the Thromde, the Government shall consider a substitute land in the same Thromde. Immovable property attached to the land acquired land will also be compensated. Upon acquisition, if the remaining land parcel is less than 10 decimals, such land both in Thromde and rural areas shall also be acquired (Section 142 to 144, 147 to 150)

- (ii) Landowners in the thromdes will receive cash compensation calculated by the Property Assessment and Valuation Agency (PAVA), created by the act under the Ministry of Finance, for any land and property acquired. PAVA shall revise the compensation rate every 3 years. The government may provide substitute land if the plot acquired is the only land of the landowner. (Section 151 to 154)
- (iii) The land under acquisition shall be taken over only after registering the substitute land in the name of the affected landowner or the cash compensation has been made to the landowner. (Section 158)
- (iv) The land owners have the right to contest the area of the land determined by the Investigation Committee on the cadastral records. They shall file an objection to the Investigation Committee within a period of 30 days of distribution of the report. Under such circumstances the Investigation Committee may carry further investigations and shall submit its final report within next 30 days after submission of any objection. (Section 49)
- (v) Any government institutions may acquire registered private lands for public purpose. As required, the government agency applying for land acquisition must submit the application to the NLC for approval. If approved, the Dzongkhag Land Acquisition Committees (DLAC) shall serve notices to the landowners at least 3 months prior to acquisition. The DLAC shall look for substitute land and process for forestry and environmental clearance. The compensation and valuation estimate for crops, land, fruit trees, and structures must be processed accordingly. The DLAC shall prepare a detailed report and submit it to NLC within 1 month. Land shall be acquired only after the substitute land has been registered and the acquiring government agency has fully paid the cash compensation to the landowners. (Section 196 to 202)

2. The Thromde Act 2007

- (i) The Thromde Act of 2007 includes the provision for land pooling guided by land development in carrying out planned development in line with the government goal of ensuring the timely and sustainable provision of urban services. Also defined in the act is the mechanism for land registration, prohibition of land transactions, and land use conversions in areas subject to land pooling.

3. Land Pooling and Readjustment Regulation 2018 (LPRR 2018)

- (i) Declaration of Land Pooling Area. The local government may declare the land pooling area and shall issue a public notice if: a) it has considered any submission received on or before the closing date for submissions; b) it has received written notification of support from the owners of two-thirds of the

- plots in the area on or before the closing date for submissions; and c) it has consulted with the Ministry in relation to the proposal. (Section 18 to 20)
- (ii) Negotiation and Acquisition of Land from Non-consenting Owners. After the declaration of a land pooling area the local government shall continue to seek the support of landowners who have not notified their support. In the event that a landowner fails to give support to the implementation of a land pooling scheme the local government shall acquire the plot in accordance with the Land Act 2007. (Section 21, 22)
 - (iii) Contribution Ratio Limit. a local government shall configure plots and other land in a land pooling area so that contribution ratio does not exceed 30 percent. A local government may implement a land pooling scheme which has a contribution ratio exceeding 30% if: the topography or other characteristics of the area otherwise make it inappropriate to obtain an adequate area of land; or additional contribution, over the limit, is required to create reserve plots. (Section 65, 66)
 - (iv) Replacement Plot. The LPRR 2018 outlines that consultation with the owner of the plot should take place, and where practicable the views of the owner should be accommodated; and the replacement plot should have similar characteristics and be of similar value (taking into account the contribution ratio); however, the land that has been acquired under section 43 of the LPRR 2018, forms part of the pool of land does not create an entitlement to a replacement plot. (Section 64)
 - (v) The local government may allocate a plot to an owner which is not in the same location as the original plot. (Section 67)
 - (vi) Plot Size. If a plot after reduction in accordance with the indicative contribution ratio would be smaller than the minimum permitted size under an applicable spatial plan, the local government may: a) consolidate the plot with other small plots, and allow joint ownership to create a standard size plot; or b) sell residual land or a reserve plot (or part of it) to the owner of the plot, to be consolidated with the plot; or c) retain the calculated plot size with appropriate development regulations. (Section 68)
 - (vii) Public Consultation. Public consultation and disclosure are integral part of the LPRR 2018 and has been clearly outlined in the regulations (Sections 69 to 71). The local government, in consultation with the Consultative Committee, will organize at least two pre-informed (not less than 14 days) public consultation meetings in the land pooling area in relation to a draft land pooling plan where presentation on the draft land pooling plan will be made and opportunity will be given to the people, attending meeting, to ask questions and make comments. (Section 72 to 74)
 - (viii) Compensation. The local government shall pay compensation for immovable property and objects (including cash crops) which are acquired for the implementation of a land pooling scheme. (Section 84)

53. The key involuntary resettlement principles of the ADB Safeguards Policy Statement (2009) are:

- (i) Screen the project early on to identify past, present, and future involuntary resettlement impacts and risks. Determine the scope of resettlement planning through a survey and/or census of displaced persons, including a gender analysis, specifically related to resettlement impacts and risks;

- (ii) Carry out meaningful consultations with affected persons, host communities, and concerned nongovernment organizations. Inform all displaced persons of their entitlements and resettlement options. Ensure their participation in planning, implementation, and monitoring and evaluation of resettlement programs. Pay particular attention to the needs of vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous Peoples, and those without legal title to land, and ensure their participation in consultations. Establish a grievance redress mechanism to receive and facilitate resolution of the affected persons' concerns. Support the social and cultural institutions of displaced persons and their host population. Where involuntary resettlement impacts and risks are highly complex and sensitive, compensation and resettlement decisions should be preceded by a social preparation phase;
- (iii) Improve, or at least restore, the livelihoods of all displaced persons through (a) land-based resettlement strategies when affected livelihoods are land based where possible or cash compensation at replacement value for land when the loss of land does not undermine livelihoods, (b) prompt replacement of assets with access to assets of equal or higher value, (c) prompt compensation at full replacement cost for assets that cannot be restored, and (d) additional revenues and services through benefit sharing schemes where possible;
- (iv) Provide physically and economically displaced persons with needed assistance, including the following: (a) if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and extension of project benefits to host communities; (b) transitional support and development assistance, such as land development, credit facilities, training, or employment opportunities; and (c) civic infrastructure and community services, as required;
- (v) Improve the standards of living of the displaced poor and other vulnerable groups, including women, to at least national minimum standards. In rural areas provide them with legal and affordable access to land and resources, and in urban areas provide them with appropriate income sources and legal and affordable access to adequate housing;
- (vi) Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status;
- (vii) Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets;
- (viii) Prepare a resettlement plan elaborating on displaced persons' entitlements, the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule;
- (ix) Disclose a draft resettlement plan, including documentation of the consultation process in a timely manner, before project appraisal, in an accessible place and a form and language(s) understandable to affected persons and other stakeholders. Disclose the final resettlement plan and its updates to affected persons and other stakeholders;
- (x) Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits. For a project with significant involuntary resettlement impacts,

- consider implementing the involuntary resettlement component of the project as a stand-alone operation;
- (xi) Pay compensation and provide other resettlement entitlements before physical or economic displacement. Implement the resettlement plan under close supervision throughout project implementation; and
 - (xii) Monitor and assess resettlement outcomes, their impacts on the standards of living of displaced persons, and whether the objectives of the resettlement plan have been achieved by taking into account the baseline conditions and the results of resettlement monitoring. Disclose monitoring reports.

B. Comparison between the Land Act of Bhutan 2007, Land Pooling and Readjustment Regulation 2018, and ADB SPS, 2009

54. The resettlement plan is guided by applicable national laws, regulations and the ADB SPS 2009. The Land Pooling Rules & Regulations (LPRR 2018) and the Land Act of Bhutan 2007 clearly delineate the operationalized administrative processes at local level. The Land Act of Bhutan 2007 manages, regulates and administers the ownership and use of land for socioeconomic development and environmental well-being of the country through efficient and effective land administration, security of land tenure, equal opportunity to land, facilitation of operation of land market, effective use of land resources and conservation of the ecosystem. The LPRR 2018 outlines feasibility study, pre-informed public consultations, disclosure meetings, land for land options for land pooling.

55. ADB SPS, 2009 emphasizes avoidance of involuntary resettlement wherever possible; to minimize involuntary resettlement by exploring project and design alternatives; to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-project levels; and to improve the standards of living of the displaced poor and other vulnerable groups. The SPS also recognizes both titleholders and non-titleholders are considered as project affected persons.

56. A comparison of the key requirements and suggestions on addressal of gaps during program implementation through targeted involuntary resettlement principle for the project is proposed. The table below summarizes the gaps between the National Legislation and ADB Safeguard Policies and the measures to bridge the gaps.

Table 7: Comparison between the National Laws and ADB SPS 2009

Issues	ADB SPS 2009	Land Act of Bhutan 2007	LPRR 2018	Measures to Bridge Gaps
Involuntary Resettlement	Involuntary Resettlement (IR) should be avoided or minimized as much as possible. Design alternatives to be explored to minimize IR impacts.	Involuntary resettlement impact avoidance is not specified in the Act.	Involuntary resettlement impact avoidance is not specified in the regulations.	Designs should be optimized to the extent possible to minimize involuntary resettlement impacts by the project authorities.
Census and Social Impact Assessment of APs/DPs for RAP	Client/ borrower will conduct socio- economic surveys and census of all identified who will be affected/ displaced by the project along with inventory of losses.	The Act does not mention about the socio-economic surveys; however, the acquisition process does prepare a list of landowners who will be impacted.	The local government undertakes a feasibility study if it finds that the land is suitable for land pooling. The study includes information on plot size, household survey, preliminary cost estimate of the scheme. (Section 7 to 12)	Census (should be conducted following the detail measurement survey) and detailed socio-economic survey of all affected/ displaced persons will be conducted along with an inventory of losses. Resettlement Plan (RP) will be based on this data.
Eligibility of APs/DPs	Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets.	The Act refers to the landowners (title holders) only.	The regulations refer to the landowners (title holders) only.	The resettlement framework recognizes all the following affected persons (i) landowners; or (ii) their legal successors in their absence/demise; or (iii) individuals to whom the AP has sold the acquired land parcel and (iv) the land users or non-titleholders
Valuation of Land	Valuation of land and assets are to be at replacement cost, as determined by the	It is not specifically mentioned in the Act. It is mentioned that PAVA shall	The LPRR has provisions for replacement plots of similar	Replacement costs will be independently assessed. If the Cash Compensation as

Issues	ADB SPS 2009	Land Act of Bhutan 2007	LPRR 2018	Measures to Bridge Gaps
	market rate + all transaction cost.	fix the value of land considering land category, its current use, location in relation to accessibility to vehicular road, immovable property, local market value, and other elements. PAVA shall also be responsible to fix the nondevelopment fiscal measures specified in Section 130 of this Act. Valuation of acquired land is calculated based on the <i>Compensation Rate – 2017, Department of Macroeconomic Affairs Property Assessment and Valuation Agency, Ministry of Finance</i> (Section 151 and 152)	characteristic as like the original plot. (Section 64)	per the Land Compensation Rate - 2017 matches the replacement cost, this compensation amount shall be considered, and in case of gaps with government valuation is assessed, additional top up payments, preferably in kind will be provided to affected people so as to ensure replacement costs for their land and assets.
Valuation of structure	Structural cost will be assessed at replacement cost of assets without taking into consideration any depreciation cost.	It is not mentioned in the Act.	Structural loss is not specified in the LPRR.	Cost of impacted structures will be independently assessed at replacement value. If the Cash Compensation as per the Land Compensation Rate - 2017 matches the replacement cost, this compensation amount shall be considered, and in case of gaps with government valuation is assessed,

Issues	ADB SPS 2009	Land Act of Bhutan 2007	LPRR 2018	Measures to Bridge Gaps
				additional top up payments, preferably in cash will be provided to affected people so as to ensure replacement costs for their lost structures and assets.
Relocation	<p>(i) if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable</p> <p>access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and extension of project benefits to host communities; (ii)transitional support and development assistance, such as land development, credit facilities, training, or employment opportunities; and(iii) civic infrastructure and community services, as required.</p>	<p>The location of substitute land to be allotted in rural areas shall be in the order of preference of same village, Gewog, and Dzongkhag.</p> <p><i>(Section 155)</i></p> <p>The landowner shall have no choice over the location of substitute land provided by the Government.</p> <p><i>(Section 156)</i></p> <p>The Act does not mention about transitional support.</p>	<p>After applying the principles set out in section 64, the local government may allocate a plot to an owner which is not in the same location as the original plot.</p> <p><i>(Section 67)</i></p> <p>The Regulations does not mention about the transitional support.</p>	Affected households (HHs) and businesses will receive relocation assistance for shifting as well as support by the appropriate government authority in identifying and negotiating an alternative place to stay/ resettlement site.
Economic Displacement	Compensation for loss of income and improve or at	The Act has no reference to economic displacement or income loss.	The LPRR has no reference to economic displacement or income loss.	All economically affected people will be compensated for loss of income and supported to at least restore

Issues	ADB SPS 2009	Land Act of Bhutan 2007	LPRR 2018	Measures to Bridge Gaps
	least restore the livelihoods of all displaced persons.			and preferably improve their livelihoods.
Cut-off-dates	The borrower/client will establish a cut-off date for eligibility.	It is not addressed under the Act.	It is not addressed under the LPRR.	The date of census/survey will be considered as the cut-off-date for identification of project affected persons and shall include both title holders and non-title holders.
Meaningful Consultations	Carry out meaningful consultations with affected persons, host communities, and concerned non-government organizations. Inform all displaced persons of their entitlements and resettlement options. Ensure their participation in planning, implementation, and monitoring and evaluation of resettlement programs.	The Act does not mention about consultations with landowners.	The LPRR vividly mentions about Public Consultations. The local government, in consultation with the Consultative Committee, will organize at least two pre-informed (not less than 14 days) public consultation meetings in the land pooling area in relation to a draft land pooling plan. (Section 72)	Stakeholder consultations will be an integral part of the project; pre-informed stakeholder consultations will be conducted through entire project lifecycle with special focus during resettlement plan preparation and implementation. The consultations will be properly documented.
Grievance Redress Mechanism (GRM)	Establish a culturally appropriate and gender inclusive grievance mechanism to receive and facilitate resolution of the	The land owners have the right to contest the area of the land determined by the Investigation Committee on the cadastral records, they shall file an objection to the Investigation Committee	A land owner who is dissatisfied with a decision of the local government under this Regulation may apply to the Review Board for review of that decision in writing within 21 working	A dedicated GRM shall be developed for by the project proponent for the project and information on the same should be disclosed with the

Issues	ADB SPS 2009	Land Act of Bhutan 2007	LPRR 2018	Measures to Bridge Gaps
	<p>APs and Indigenous Peoples' concerns.</p>	<p>within a period of 30 days of distribution of the report. Under such circumstances the Investigation Committee may carry further investigations and shall submit its final report.</p> <p><i>(Section 49)</i></p> <p>However, these objections are not related to land acquisition or compensation issues.</p>	<p>days after public notice is given under section 79.</p> <p><i>(Section 87 to 92)</i></p>	<p>affected persons and other stakeholders.</p>
<p>Information Disclosure</p>	<p>Disclose a draft resettlement plan, including documentation of the consultation process in a timely manner, before project appraisal, in an accessible place and a form and language(s) understandable to affected persons and other stakeholders. Disclose the final resettlement plan and its updates to affected persons and other stakeholders.</p>	<p>The Act describes about intimating the affected land owners through notices under different sections of Land Act.</p>	<p>The local government may declare the land pooling area and shall issue a public notice.</p> <p><i>(Section 18)</i></p> <p>During public consultation meetings presentation on the draft land pooling plan will be made and opportunity will be given to the people, attending meeting, to ask questions and make comments.</p> <p><i>(Section 74)</i></p>	<p>Resettlement plan along with the Entitlement Matrix (EM) will be disclosed locally, in local language and also on the website of project proponent.</p>

Issues	ADB SPS 2009	Land Act of Bhutan 2007	LPRR 2018	Measures to Bridge Gaps
Safeguarding needs of vulnerable groups ¹⁶	Particular attention should be paid to vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous Peoples, and those without legal title to land, and ensure their participation in consultations.	The Act does not have any especial provision or assistance for vulnerable groups	LPRR does not have any especial provision or assistance for vulnerable groups	Special assistance measures for vulnerable groups will be provided and as per the entitlement matrix in this framework document.

¹⁶ According to the Bhutan Vulnerability Baseline Assessment – 2016 report by Gross National Happiness Commission Secretariat, RGOB and UNDP, the following are identified as vulnerable groups: (i) people who beg, (ii) children in conflict with law (CICL), (iii) elderly in need of support, (iv) female workers working at *Drayangs*, (v) persons practicing risky sexual behaviour, (vi) persons using drugs and alcohol, (vii) persons with disability, (viii) orphans, (ix) out of school children, (x) people living with HIV/AIDS (PLHIV), (xi) single parents and their children, (xii) unemployed youth, (xiii) victims of domestic violence, and (xiv) vulnerable urban dwellers. <https://www.gnhc.gov.bt/en/wp-content/uploads/2017/11/UNDP-Book-for-Website.pdf>

VII. ENTITLEMENTS, ASSISTANCE AND BENEFITS

A. Types of Losses and Affected Person Category

57. The anticipated types of losses due to the proposed sub-project components under BAHP comprise: (i) relocation and involuntary resettlement due to acquisition of residential structures and land for the housing project in which the affected people reside and pay rent or is squatting and (ii) economic displacement due to acquisition of loss of private sheds used commercial operations and cash crops.

58. According to ADB SPS 2009, in the context of involuntary resettlement in relation to involuntary acquisition of land and the residential existing on the plot therein; with reference to permanent physical displacement arising out of the residential area being developed into a better housing colony causing the current residents to relocate and their loss of properties like privately built sheds, garages and privately grown fruit which all have to be removed. Also, in the context of economic impacts, affected persons are those who are economically displaced (loss of productive land, structures, assets, access to assets, income sources, or means of livelihood). Absence of formal and legal title to the land does not bar the affected person from receipt of compensation and resettlement assistance from the project. Vulnerable affected persons are eligible for additional compensation and assistance and are to be accorded priority in employment in project related construction activities.

B. Entitlements

59. As per agreed resettlement framework, all the affected persons will be eligible for compensation for various categories of loss.

60. Two households with a total population of 7 persons will have to relocate. One of the households is headed by the Phuentsholing Division Administrator who will be provided shifting charges and transitional housing by NHDCL until an alternate residence is constructed by NHDCL for which the site has already been identified. The current residential buildings (one bungalow and a temporary structure) they currently reside in will be dismantled. The other affected person whose dwelling serves as a residence and shop space will be entitled to a rental assistance of an average amount of Nu. 7000 per month for a period of three months will be provided as well as shifting allowance.

61. One concrete water tank platform and two temporary storerooms privately built by a resident and cash crops cultivated and cared by a landowner will be removed as well for which the residents will be compensated. Unavoidable livelihood loss for two persons who operate their business (a café and a shop) who will lose their structures they operate their business from. Since, these two persons losing their businesses do not have any documents as evidence of earnings, they will be paid the net income lost for a year which was ascertained during the socio-economic survey.

62. All entitlements and compensation payment to affected persons will be adjusted for annual inflation from the year of approval of the resettlement framework to the year of compensation payment. 'Shifting assistance' (up to Nu. 10,000) will be paid to two affected persons who will have to relocate, or they assisted with transportation by the NHDCL which has its own fleet of trucks.

63. All affected persons who are identified in the subproject areas on the cut-off-date¹⁷ will be entitled to compensation for their losses discussed earlier, and rehabilitation measures (as outlined in the entitlement matrix¹⁸ below) sufficient to assist them to improve or at least maintain their pre project living standards, income-earning capacity and production levels. Persons who settle in the affected areas after the cut-off date will not be eligible for compensation and assistance. Affected persons will be given 6 months advance notice to remove their assets and to ensure no or minimal disruption in livelihood. If required, they will also be assisted to temporarily shift for continued economic activity.

64. Both the business owners (one at Amochu and the other at Drungpa's residence) are assisted by their relatives (sister and wife respectively), who would lose income as employees. The employees will receive compensation equivalent to their net income for the duration of 6 months based on the payment/salary/wage receipts. If income documents are not available, then the person will receive compensation calculated as per the minimum wage rate (which is Nu.215/day as per the minimum wage rate of unskilled persons fixed the government).

65. Vulnerability assistance will be provided to one non-titleholder household facing physical displacement and permanent income loss; apart from rental assistance, shifting allowance, compensation for income loss, the household will be entitled to vulnerability assistance as per the entitlement matrix.

66. The site will be secured after the current residents vacate, move their belongings from the commercial sheds, stores, salvage any existing cash crops and then only handed over to the contractor.

¹⁷ The cut-off-date, is 10 March 2021, the date of commencement of socio-economic surveys for the Phuentsholing subproject.

¹⁸ Refer Entitlement Matrix.

Table 8: Entitlement Matrix^a

Sl. No.	Type of Loss	Application	Definition of Entitled Person ^b	Compensation Policy ^c	Implementation Issues	Responsible Agency
1. Loss of Government Land						
1-a	Loss of Government Land	Government land	Non-title holders (Encroachers and Squatters)	<ul style="list-style-type: none"> • Non-titleholder affected persons will be given 6 months advance notice to remove their assets. • Compensation for any investment made on the land by the land user at full replacement cost. • Notice to harvest standing seasonal crops. If notice cannot be given, compensation for loss of crops will be provided. • Right to salvage material from demolished structure at no cost.^d • In the event transportation/shifting is involved, one-time transportation/shifting allowance (up to Nu10,000) to be determined by the PMU.^e • Additional assistance to vulnerable households (refer to # 5a in this matrix). 	<ul style="list-style-type: none"> • The start date of the census survey will serve as the cut-off-date for non-title holders. • Vulnerable households will be identified during the census. 	PMU through PIU will ensure the provision of notice. PIUs will identify vulnerable households with the assistance of project implementation assistance consultant (PIAC).
2. Loss of Residential Structures						
				•		•
				•		

Sl. No.	Type of Loss	Application	Definition of Entitled Person ^b	Compensation Policy ^c	Implementation Issues	Responsible Agency
2-a	Loss of residential structure	Residential structure and other assets ¹⁹	Government employees who are tenants / leaseholders of government buildings	<ul style="list-style-type: none"> • One-time transportation/shifting allowance (up to Nu10,000) to be determined by the PMU. (refer to endnote e) • Any residual lease or advance amount will be provided on submission of proper documental evidence. • Any additional structures erected by tenants or lease holder will also be compensated and deducted from owner's compensation amount • Advance notice of 4 months will be given to the affected households. • Right to salvage material from demolished structure, erected by tenants at no cost. • Additional compensation for vulnerable households as specified in item # 5a of this entitlement matrix. 	<ul style="list-style-type: none"> • Vulnerable households will be identified during the census. 	<ul style="list-style-type: none"> • dealt as per the lease agreement between the tenant and NHDCL. • PMU and PIU will verify the extent of impacts through a 100% survey of affected households and determine assistance, verify, and identify vulnerable households.
2-b	Loss of residential structure	Residential structure and other assets	Non-title holders	<ul style="list-style-type: none"> • Non-titleholders (squatters and encroachers) will be given 60 days advance notice to remove their assets. • Compensation for affected structures at replacement cost calculated as per the latest prevailing Bhutan 	<ul style="list-style-type: none"> • Non-titleholders will be eligible for compensation when they are found residing at 	<ul style="list-style-type: none"> • PIU with support of PMU will verify the extent of impacts through 100% census survey of affected persons/ households, determine assistance, and identify.

¹⁹ The Drungpa's residence, which is affected, will be replaced and alternative housing provided by NHDCL to the Drungpa.

Sl. No.	Type of Loss	Application	Definition of Entitled Person ^b	Compensation Policy ^c	Implementation Issues	Responsible Agency
				Government's BSR without depreciation <ul style="list-style-type: none"> • Right to salvage materials from structure and other assets at no cost. (refer to endnote d) • One-time transportation/shifting allowance (up to Nu10,000) to be determined by the PMU. (refer to endnote e) • A monthly rental allowance for a period of 3 months from the date of award will be provided (amount equivalent to Nu7000 [refer to endnote g] per month for 3 months). • Additional assistance to vulnerable households as specified in item # 5a of this entitlement matrix. 	the land on cut-off-date. <ul style="list-style-type: none"> • Vulnerable households will be identified during the census. 	
3. Loss of Commercial Structures						
3-a	Loss of Commercial Structures	Commercial structure and other assets	Non-title holders (encroachers and squatters)	<ul style="list-style-type: none"> • Non-title holders (squatters and encroachers) will be given 60 days advance notice to remove their assets. • Compensation at replacement cost of structure constructed by the non-titleholders without depreciation. • Right to salvage materials from structure and other assets at no cost. • One time transportation/shifting allowance (up to Nu10,000) to 	<ul style="list-style-type: none"> • Non-Titleholders will be eligible for compensation when they have a commercial structure on the cut-off date • Vulnerable households will be identified during the census. 	<ul style="list-style-type: none"> • PIU/PMU will verify the extent of impacts through a 100% survey of affected persons/households to determine assistance verify and identify vulnerable people/ households.

Sl. No.	Type of Loss	Application	Definition of Entitled Person ^b	Compensation Policy ^c	Implementation Issues	Responsible Agency
				<p>be determined by the PMU.(refer to endnote e)</p> <ul style="list-style-type: none"> • Additional assistance to vulnerable households as specified in item # 5a of this entitlement matrix. 	<ul style="list-style-type: none"> • Transportation/ shifting costs will be determined based on local transportation rates and the distance. 	
4. Loss of Livelihood						
4-a	Loss of Livelihood	Permanent loss of livelihood of affected persons with or without title (Business owners/ operators or self-employed persons/farmer /artisans/ agricultural worker/employees)	All APs facing loss of livelihood, irrespective of title (owners/ tenants and leaseholders, non-titleholders with or without written tenancy/lease documents/ workers, employees engaged with the business units)	<ul style="list-style-type: none"> • Compensation equivalent to net income from the affected business/ rent from tenants/sharecroppers for the duration of 12 months on producing relevant income or income tax return documents; in absence of proper income documents, 12 months median income will be calculated based on the information collected during socio-economic survey. • The employees will receive compensation equivalent to their net income for the duration of 6 months based on the payment/salary/wage receipts. If income documents are not available, then the person will receive compensation calculated as per the minimum wage rate.^h • Preference for employment opportunity for affected persons in the project construction work, if so desired by them. 	<ul style="list-style-type: none"> • Non-titleholders will be eligible for compensation. • Vulnerable households will be identified during the census survey. 	<ul style="list-style-type: none"> • PIU/PMU will verify the extent of impacts through a 100% survey of the affected persons. • PMU will ensure coordination with government departments and convergence with government social security schemes.

Sl. No.	Type of Loss	Application	Definition of Entitled Person ^b	Compensation Policy ^c	Implementation Issues	Responsible Agency
				<ul style="list-style-type: none"> • Vocational training for income generating and skill improvement options would be provided to any one member of the affected family. This cost would be directly paid by the project authority to the training institute or purchase of income generating assets. • Additional assistance to vulnerable households as specified in item # 5a of this entitlement matrix. 		
5. Impact on Vulnerable Affected Persons (APs)						
5-a	Impacts on vulnerable affected persons ⁱ	Affected due to land acquisition or involuntary resettlement or both	All vulnerable APs both legal titleholders and non-title holders. (owners, tenants, leaseholders, encroachers, squatters, hawkers, vendors, sharecroppers, wage labour etc.)	1. Permanent Impacts <ul style="list-style-type: none"> • Loss of land or structure or livelihood: Further to item 1,2,3,4^j • Vulnerable affected persons will be given priority in employment in the project construction and project operation activities. • In case employment cannot be provided, additional one-time vulnerability assistance (amount equivalent to Nu 20,000) per affected household will be paid. This will be over and above the other assistance given in this framework. • In case of permanent loss of livelihood, provision for skills training to any one member of 	<ul style="list-style-type: none"> • Vulnerable households will be identified during the census. • Vulnerability assistance amount to be paid will be decided by the PMU and PIU 	<ul style="list-style-type: none"> • PIU with the support of PMU will verify the extent of impacts through a random interview of vulnerable affected persons/ households. • PIUs will conduct a training need assessment in consultation with the displaced persons to develop appropriate income restoration schemes. • Suitable trainers or local resource persons will be identified by PIUs in consultation with local training Institutes. • Contractor will maintain gender disaggregated data on vulnerable

Sl. No.	Type of Loss	Application	Definition of Entitled Person ^b	Compensation Policy ^c	Implementation Issues	Responsible Agency
				the household as specified in #5-a.		persons employed in project construction/ operation work. <ul style="list-style-type: none"> PIU will maintain records of vulnerable persons provided skill training.
6. Any Other Unanticipated Impact						
6-a	Any other loss not Identified ^k			<ul style="list-style-type: none"> Any unanticipated impacts of the project will be documented and mitigated based on the principles agreed upon in this Resettlement Framework and guided by Asian Development Bank's Safeguard Policy Statement 2009. 		<ul style="list-style-type: none"> PMU assisted by PIU will ascertain the nature and extent of such loss. PMU will finalize the entitlements in line with Resettlement Framework.

^a All entitlements and compensation payment to affected persons will be adjusted for annual inflation from the year of approval of the resettlement framework to the year of compensation payment.

^b In case of any ambiguity regarding the definition of 'displaced persons/displaced families' as provided in the LPRR 2018 and ADB's SPS 2009; SPS definition for 'displaced persons' will be followed and gaps if any regarding entitlements/compensation policy (payment of compensation) will be borne by the executing agency.

^c Transportation costs, monthly subsistence allowance and resettlement costs are not incremental. For example, if an affected household loses land, shelter and commercial business in one lot, the family will get each of these allowances only once.

^d Right to salvage materials if structure is built by the Affected Person.

^e Transportation/shifting allowance is applicable to personal goods, appliances, furniture, fixtures, and other assets that can be dismantled and shifted and will be determined based on local transportation rates and the distance.

^f Other assets include, but are not limited to boundary, fences, sheds, wells, etc.

^g The primary socioeconomic survey conducted in three project towns in 2021 indicate that average rentals paid by households in three sample towns is Nu 6,957. This is rounded off to Nu7,000.

^h The minimum wage rates as per National Workforce wage rates issues by Ministry of Labour and Human Resources, Royal Government of Bhutan.

ⁱ According to the Bhutan Vulnerability Baseline Assessment–2016 report by Gross National Happiness Commission Secretariat, Royal Government of Bhutan, and United Nations Development Programme, the following are identified as vulnerable groups: (i) people who beg, (ii) children in conflict with law (CICL), (iii) elderly in need of support, (iv) female workers working at *Drayangs*, (v) persons practicing risky sexual behaviour, (vi) persons using drugs and alcohol, (vii) persons with disability, (viii) orphans, (ix) out of school children, (x) people living with HIV/AIDS (PLHIV), (xi) single parents and their children, (xii) unemployed youth, (xiii) victims of domestic violence, and (xiv) vulnerable urban dwellers. <https://www.gnhc.gov.bt/en/wp-content/uploads/2017/11/UNDP-Book-for-Website.pdf> ADB Safeguard Policy Statement 2009 defines vulnerable households as those living below the poverty line, the landless, the elderly, women and children, indigenous population, and those without legal title to land. The poverty line in Bhutan has been established at Nu2,195.95 per person per month. Source - Poverty Analysis Report 2017. This will be adjusted for inflation until the year of compensation payment, to determine below poverty line (BPL) status of affected household.

^j In case entitlements provided under this loss category (#5a) are already covered under preceding loss categories (#1,3,4), the entitlement of higher value shall be applicable. Any additional entitlement type mentioned in this loss category (#5a) for vulnerable persons, will be provided above and beyond these.

^k Where damages occur to private, community, or government property because of construction works, the cost of restoring to at least their original condition will be the responsibility of the contractor as part of their contract. Loss of access to drinking water, sanitation, and/or any other facility due to damage of existing infrastructure during construction will be mitigated through provision of alternate facilities (e.g., alternate means of water supply).

67. If construction activities result in unavoidable livelihood disruption, compensation for lost income will be provided. Vulnerable affected persons will be given priority in project construction employment and provided with additional special assistance for income restoration support. Compensation and assistance to affected persons must be made prior to possession of land / assets / ROW of government land and prior to the award of civil works contracts. Identity cards should be distributed 30 days before compensation. In summary, affected persons will be provided with:

- (i) 30 days advance notice regarding construction activities, including duration and type of disruption.
- (ii) Contractor's actions to ensure there is no income/access loss consistent with the initial environmental examination. This includes: leaving spaces for access between mounds of soil, providing walkways and metal sheets to maintain access across trenches for people and vehicles where required, increased workforces to finish work in areas with impacts on access, timing of works to reduce disruption during business hours, phased construction schedule and working one segment at a time and one side of the road at a time.
- (iii) For construction activities involving unavoidable livelihood disruption, compensation for lost income will be paid for the period of disruption whichever is greater.

VIII. RESETTLEMENT BUDGET AND FINANCING PLAN

68. The resettlement budget for the BGRAHSP Phuentsholing sites at (i) Drungpa's Residence, (ii) Amochu, and (iii) Rinchending subproject components include resettlement assistance, as outlined in the entitlement matrix and contingency provision amounting to 20% of the total cost. The details are provided in Table 9. NHDCL team will be involved in facilitating the disbursement process and will facilitate opening of bank accounts for the affected persons who do not have bank accounts. The costs are the best estimates confirmed during detailed project preparation and planning. The total resettlement cost for the subproject is Nu. 1,257,656.03. PIU will issue order for release of payment to affected persons. The payment will be released through account payee bank cheque issued in the name of the affected person.

69. Details of resettlement plan budget estimation:

- (i) **Total number of affected persons** – Six households with twenty-three persons are estimated to be project affected as per the site visit, household interviews carried out for assets and income loss survey carried out in Phuentsholing.
- (ii) **Impact on property – bungalow, garage, platform, temporary residence-cum-shop, café and storeroom**– Two households (7 persons) will be affected due to loss of shelter and have to relocate . The RGOB owns the property (bungalow, garage) within the area the Drungpa is residing which also will be dismantled. Out of the two households facing relocation, one non-titleholder vulnerable household at Amochu will also lose shop (as the structure is a residence-cum-shop). Another household will lose structure, constructed by self, for operating his business, café and barbeque, (non-titleholder, at Drungpa's residence). Additionally, two households will lose privately constructed structures such as concrete water tank platform, and storerooms. The civil engineers from NHDCL estimated the private structures which will be acquired by the project using the current Bhutan Schedule of Rates without adding depreciation. The total estimated cost of civil structures which will be lost by the four persons is Nu. 184,146.69.

- (iii) **Shifting assistance has been considered for the two affected households who have to relocate** –The current residents, namely the two affected families will relocate to alternate lodgings. This includes the Drungpa and the squatter at Amochu. Shifting assistance up to Nu. 10,000 is proposed for the two affected persons. The rate suggested has been proposed based on charges per trip quoted by local trucks for several trips within Phuentsholing city. The total shifting charges amounts to Nu. 20,000.
- (iv) **Shifting assistance is considered for the affected persons losing commercial structure, storerooms, crops** - Shifting assistance up to Nu. 10,000 is proposed for the three affected persons.
- (v) **Impact on cash crops has been considered for one person who earns livelihood from farming** - The sale value per year and quantity sold per year of the crops (moringa and ball chili)²⁰ was used to calculate the compensation amount by multiplying with the number of remaining productive years of the tree (15 years in the case of moringa and 2 years in the case of ball chili) to arrive at the compensation amount for cash crops which is Nu. 25,500 to be paid to one affected household.
- (vi) **Livelihood restoration assistance considered for two affected persons and two workers** – The person squatting at Amochu has a structure which will be compensated as per the estimate prepared by the NHDCL engineers. Further, she will lose net income of Nu. 20,000 per month which she currently earns from her shop. Compensation of Nu. 20,000 per month for one year is proposed amounting to a total of Nu. 240,000 a year as compensation. The person running a barbeque near the Drungpa’s residence earns a net income of Nu. 15,000 per month. Therefore, compensation amounting to Nu. 15,000 per month for a total of a year amounting to Nu. 180,000 is proposed. In total compensation for loss of livelihoods resulting from loss in business income amounts to Nu. 420,000. Both these businesses, besides the owners, are assisted by a relative each (at the Amochu affected household one who is a sister and one a wife at the Drungpa’s residence site) who would lose income as workers. They will therefore receive compensation calculated as per the minimum wage rate of unskilled persons fixed at Nu. 215/day which comes to Nu. 38,700 per person for six months (assuming the shops remain open for all 30 days in a month). For two persons, the total amount payable is 77,400. The total compensation for loss of livelihood adds up to Nu. 497,400.
- (vii) **Rental assistance to affected persons who have to relocate and who will not be provided housing** – There is one non-titleholder (NTH) affected family having two members, at the Amochu site, who will have to relocate but will not be provided alternate housing (due to NTH status). Based on provisions of entitlement matrix, it is proposed to compensate the affected woman with transitional rental assistance for three months at a monthly rate of Nu. 7,000 which is the average rental as ascertained through the socio-economic survey carried out in the project towns. The affected family will thus receive Nu. 21,000 as rental allowance.
- (viii) **Vulnerability assistance** – The woman headed, non-titleholder household will receive additional one-time vulnerability assistance amounting to Nu. 20,000.
- (ix) **Contingency amount** of 20% is also included in budget provision for any unforeseen impacts during execution of civil work at detailed design stage.

²⁰ For fruit trees, the RGOB’s Property and Valuation Agency (PAVA) of the Ministry of Finance issued guidelines titled Compensation Rates 2017 (page 17) was referred to but the type of cash crop (moringa tree) lost is not reflected in the rates to calculate the crop losses.

- (x) A budget of Nu. 300,000 has been provided for carrying out the detailed measurement survey during the start of the project to ascertain impacts if any after the final design is completed and the project footprint is established.

Table 9: Resettlement Budget²¹

S. No	Item	Unit/ Number of affected persons (APs)	Unit Rate* (Nu.)	Amount (Nu.)
A	Resettlement Costs			
1	Compensation for acquired structures – residence, commercial structures (café/shop) and storerooms - privately built by APs ²²	1 residence-cum shop 1 commercial structure 1 cement platform 2 temporary storerooms	Based on engineering estimates using latest BSR (Appendix 5)	184,146.69
2	Compensation for cash crops (moringa trees and ball chili plants) planted by affected person	26 moringa trees 1500 ball chilli plants	Estimated from productive years remaining of cash crop plants and quantity sold per year (Appendix 5)	25,500.00
3	One-time shifting allowance to alternate lodgings and relocation sites ²³	5 Affected Families who have to relocate and/or shift their assets and belongings	10,000 per household	50,000.00
4	Rental assistance to the affected non-titleholder household who faces relocation	1 affected family with 2 members	Nu. 7,000 a month for 3 months	21,000.00
5	Compensation for permanent loss of income - net income for 12 months for business owners; and net income or minimum daily wage rate (as per govt. notification) for 6 months for workers	Two affected business owners and two workers (who are also family members)	Net income: WHH – Nu. 20,000 per month Café shop: Nu. 15,000 per month Workers: Nu.215 per day	497,400.00

²¹ Grievance redress costs are part of the contractor's budget and PMU/PIU budgets hence not presented in budget table; and consultation costs are included in consultancy costs and hence not included in this budget. All cost incurred by the affected or aggrieved person to access the project GRM / attending GRC meeting/s for resolution of grievance will be borne by the project from the budgeted contingency provisions.

²² Refer to Appendix 5 for details of structure loss, tree/crop loss and compensation calculated, by category of loss.

²³ For the purpose of budget, for shifting/transportation, the maximum provision as per entitlement matrix is budgeted in the draft Resettlement Plan. The affected person losing temporary storerooms constructed on government land has an adjacent own plot of land and is a titleholder. Shifting costs to the owner of storerooms will be paid as per estimated labor costs as no other transportation will be required. Likewise, for the remaining affected persons required to shift their belongings, shifting costs will be assessed by the PIU based on the local transportation rates and distance, in line with the entitlement matrix. If there are no items/belongings/assets to be shifted/transported by an affected person, the shifting/transportation allowance will not be paid.

S. No	Item	Unit/ Number of affected persons (APs)	Unit Rate* (Nu.)	Amount (Nu.)
6	Vulnerability Assistance	One WHH + NTH (2 members)	Nu. 20,000	20,000.00
	Sub-Total A			798,046.69
B	Contingency (20%)			159,609.34
C	Detailed Measurement survey for resettlement plan updating (lump sum)	Lumpsum	300,000	300,000.00
	Grand Total (A+B+C)			1,257,656.03

*All entitlements and compensation to affected persons will be adjusted for inflation from the month of approval of the resettlement framework and compensation payment determined accordingly. The government structures lost at the Drungpa's Residence namely the bungalow and garage have not been estimated for compensation as these are the property of NHDCL who have committed to meet the cost from their own budgetary provisions.

IX. INSTITUTIONAL ARRANGEMENTS AND RESPONSIBILITIES

A. Institutional Arrangement

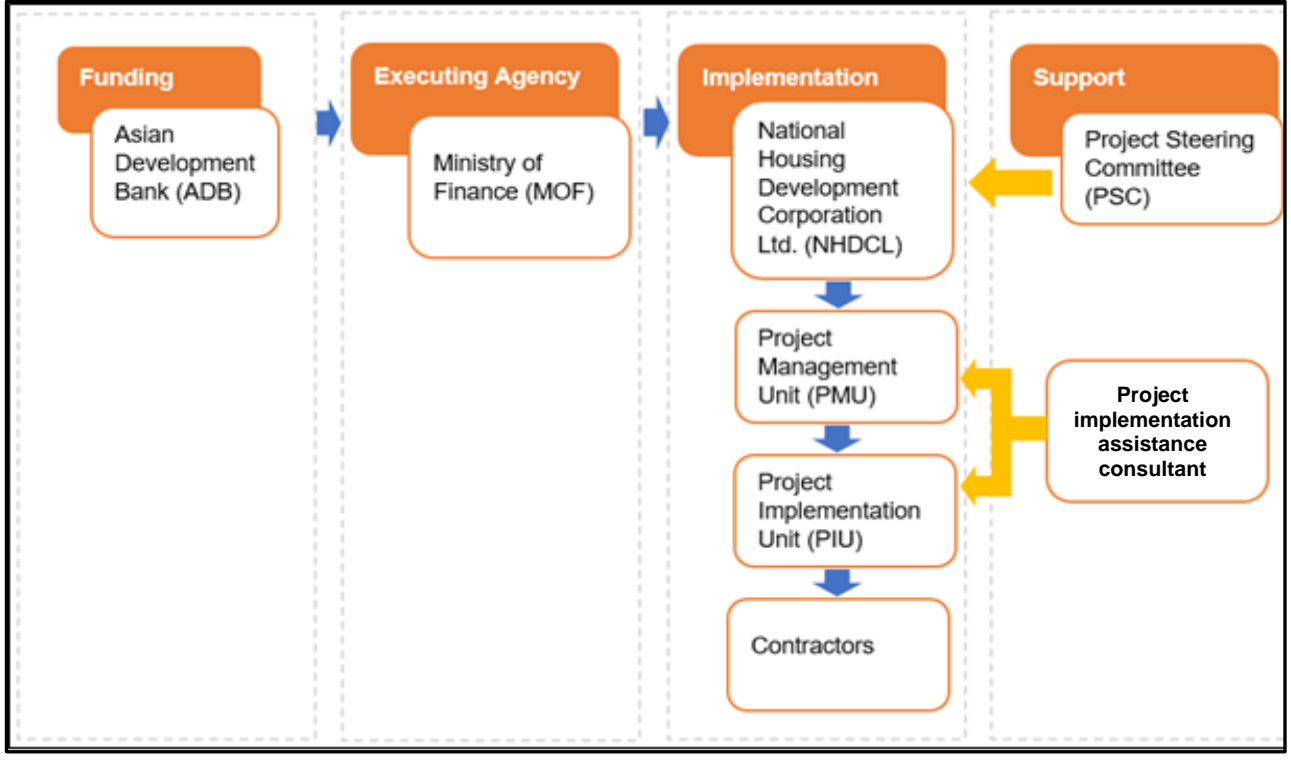
70. The Ministry of Finance (MOF) will be the executing agency (EA) and the National Housing Development Corporation Limited (NHDCL) will be the implementing agency of all outputs of the proposed Bhutan Affordable Housing Development Project. MOF and NHDCL will engage relevant government agencies²⁴ and NGOs in designing and operationalizing the project. International and national consultants will be recruited to provide expert assistance. A central project steering committee (PSC) set up under the project will facilitate and ensure adequate coordination among relevant stakeholders and provide guidance for PMU and PIUs for this proposed Project. In particular, the PSC will: (i) meet at least semi-annually or more frequently if required; (ii) provide guidance for and ensure the implementation of government and ADB policies for the proposed Project; (iii) assist in resolving any interagency implementation problems; (iv) review relevant reports and audit statements from PMU and PIUs, as and when required; and (v) ensure that conditions of the Grant Agreement with ADB are met.

71. NHDCL being the implementing agency for the project, will be responsible for management, coordination and execution of all activities funded under the loan. A PMU at NHDCL will be created, which will be responsible for implementing the affordable housing project. The PMU will be headed by a Project Director and supported by PIUs at the district and/or sub-district level.

72. The PMU and PIUs will be further supported by a Project Implementation Assistance Consultant (PIAC) in project management and implementation. Figure below details the responsibilities for the project preparation, construction and operation.

²⁴ Department of Disaster Management (Ministry of Home and Cultural Affairs); Department of Engineering Services; Department of Geology and Mines; etc.

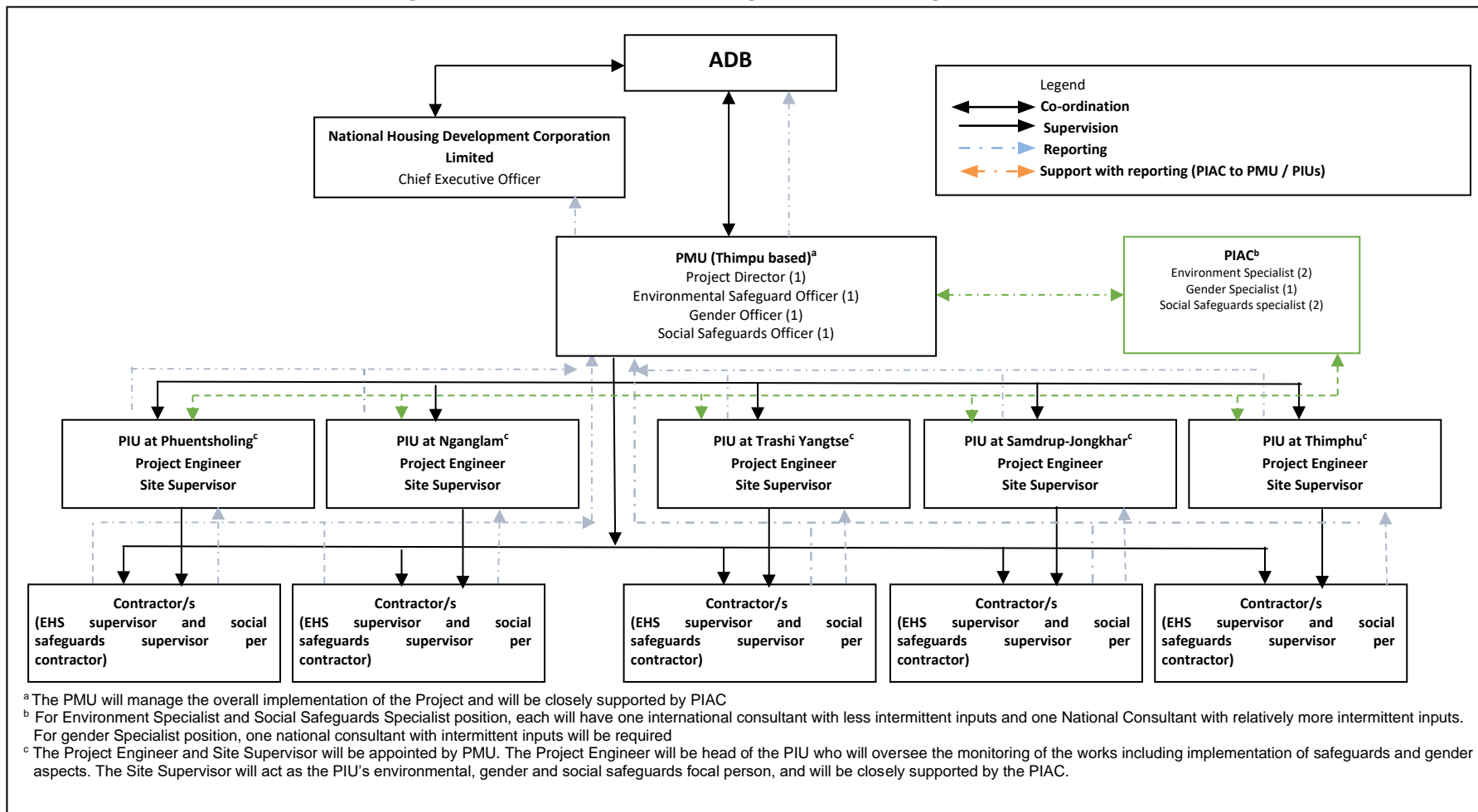
Figure 2: Overall Project Implementation Arrangement



B. Specific Institutional Arrangement for Social Safeguards

73. Figure below depicts the implementation arrangement for safeguards (environmental and social), including gender-related aspects of the project.

Figure 3: Implementation Arrangement for Safeguards and Gender



ADB = Asian Development Bank, EHS = environmental, health and safety, PIAC = project implementation assistance consultant, PIU = project implementation unit, PMU = project management unit.

74. **Project Management Unit (PMU).** The PMU will be headed by a dedicated Project Director (General Manager, Design and Planning Services, NHDCL) and will be based at Thimphu. Project Director (PD) will be the focal point with ADB and for both social and environmental safeguard implementation and compliance. The PMU will have one Environmental Safeguard Officer (ESO), one Social Safeguard Officers (SSO) and one Gender Officer, who will have the overall responsibility of ensuring compliance with ADB SPS 2009 and will support the Project Director. The PMU will have overall responsibility for implementation of the resettlement plans and appropriate monitoring and reporting responsibilities. The social safeguard officer (SSO) will facilitate implementation, monitoring and reporting of resettlement plans and other safeguard related compliances. Project Implementation Assistance Consultant (PIAC) will be recruited to support the PMU.

75. **Tasks of Social Safeguard Officer at PMU Level.** Detailed tasks and responsibilities at the PMU level are as follows:

- (i) ensure subprojects conform to the agreed subproject selection criteria for the project;
- (ii) review and finalize subproject involuntary resettlement and indigenous people category;
- (iii) oversee preparation of resettlement plans/due diligence reports (DDRs); confirm existing resettlement plans/ DD Rs are updated based on detailed designs, and that new subproject resettlement plans/ DD Rs are prepared in accordance with the resettlement framework prepared in compliance with ADB SPS 2009 and policies, regulations of RGOB for the project;
- (iv) be part of consultation activities with affected persons and other relevant stakeholders from time to time organized by PIUs to ensure free, fair and meaningful consultation are conducted and meeting minutes with signatures of all attendees, photographs of the consultations are maintained;
- (v) responsible for issuing the public notice to acquire a particular land/property (if applicable) for the subproject along with project information/details as well as the project cut-off-date;
- (vi) ensure that resettlement plans/DDRs are included in bidding documents and civil works contracts;
- (vii) provide oversight on social safeguard management aspects of subprojects and ensure resettlement plans/IPP s and impact avoidance measures outlined in the resettlement framework/environmental management plan/resettlement plans/DDR are implemented by PIUs and contractors;
- (viii) ensure and monitor the provision in the contract to include the vulnerable affected persons and groups are included during the project construction work as semi-skilled or unskilled workers;
- (ix) facilitate and ensure compliance with all government rules and regulations regarding No Objection Certificates, third party certificates for negotiated settlement or donation, land ownership and transfer details etc. for each site, as relevant;
- (x) supervise and guide the PIUs to properly carry out the social safeguard and gender monitoring (resettlement plans/DDRs as per the resettlement framework);
- (xi) review, monitor, and evaluate the effectiveness with which the resettlement plans/provisions of DD Rs are implemented, and recommend corrective actions to be taken as necessary;

- (xii) consolidate monthly social safeguard and gender monitoring reports from PIUs and with the support of PIAC submit quarterly progress reports (QPR) and semi-annual social safeguard monitoring reports (SSMR) to ADB;
- (xiii) ensure timely disclosure of final resettlement plans/ DDRs/IPP in locations and form accessible to the public and affected persons;
- (xiv) address any grievances brought about through the GRM in a timely manner;
- (xv) oversee training needs assessment of affected persons and vulnerable persons by PIUs, coordinate training activities with the support of PIAC;
- (xvi) ensure that induction course for the training of contractors is conducted regularly. Prepare contractors (with consultants' support) on resettlement plans/ DDR/ implementation, social safeguard and gender monitoring requirements related to mitigation measures, health and safety and on taking immediate action to remedy unexpected adverse impacts or ineffective mitigation measures found during the course of implementation;
- (xvii) identify training needs and coordinate training activities for the PIUs/ PIAC/contractors for capacity building to implement the resettlement plans/ IPP/DDR, and GRM;
- (xviii) coordinate database management for social safeguards implementation and monitoring; and
- (xix) coordinate public awareness campaigns by the PIUs including resettlement provisions with the help of print and electronic media.

76. **Project Implementation Unit (PIU).** Five PIUs will be established at each of the subproject town, Thimphu, Phuentsholing, Trashiyangtse, Samdrup-Jongkhar, and Nganglam). The PIUs will be responsible for planning, implementation, monitoring and supervision, and coordination of all activities under the Affordable Housing Project. The PIU will be headed by a Project Engineer, who will be appointed by the PMU and will oversee monitoring of the civil works including implementation of safeguard and gender aspects. The Site Supervisor at the PIU level will be the focal person for environmental, social safeguards and gender aspects. The PIUs will be supported by the Safeguards and gender team of project implementation assistance consultants (PIAC).

77. **Social Safeguard and Gender Tasks at PIU Level.** The key social safeguard role and tasks of town/city level PIU will be:

- (i) Provide field data to fill up IR/IP impact checklist and classify the project;
- (ii) Ensure compliance with government and ADB requirements on social safeguards;
- (iii) Conduct regular site visits, including spot checks, to ensure the resettlement plan;
- (iv) Oversee and conduct census and socio-economic surveys, detailed measurement surveys, and verification surveys of affected persons together with PIAC before start of civil construction work, conduct consultations with affected persons, prepare list of affected persons and ensure all data required to prepare/update resettlement plans, DDRs with the assistance of Social, Gender and Community Engagement Specialist of PIAC. Ensure updated information is submitted to PMU for preparation/updating of documents with PIAC and contractor's support;
- (v) Inform affected persons about tentative schedule of land acquisition/occupation, entitlement matrix and compensation packages against different categories of loss, and cut-off date;
- (vi) Coordinate valuation of assets, such as land, trees of various species, etc. based on proper due diligence and assessment, prepare compensation packages;
- (vii) Coordinate, supervise and monitor disbursement of compensation;

- (viii) Obtain no objection certificates (NOCs), land documents, third party certifications (if required) for the project;
- (ix) Support to PMU in preparing/updating RPs/DDR; s;
- (x) Oversee day-to-day implementation of impact avoidance and mitigation measures in resettlement plans /DDRs and EMPs by contractors, including compliance with all government rules and regulations particularly health and safety;
- (xi) Oversee maintenance of data for monitoring, by consultants and contractors;
- (xii) Implement corrective actions when necessary to ensure no adverse social impacts;
- (xiii) Submit monthly social monitoring reports to PMU;
- (xiv) Conduct continuous public consultation and awareness with the support of PIAC safeguard and gender specialists;
- (xv) Set up GRM at field/site/PIU level and ensure it is fully functional. Address any grievances brought about through the grievance redress mechanism in a timely manner;
- (xvi) Ensure that contractors are aware about resettlement plans/ DDR/ implementation, social safeguard and gender monitoring requirements related to mitigation measures, health and safety and on taking immediate action to remedy unexpected adverse impacts or ineffective mitigation measures found during the course of implementation;
- (xvii) Liaise with the district/sub-district administration and line departments as and when required;
- (xviii) Supervise the work of all consultants at town (PIU) level;
- (xix) Oversee day-to-day implementation of final resettlement plans;
- (xx) Provide field level information required to prepare periodic safeguard monitoring reports in a format acceptable to ADB provided in PAM;
- (xxi) Extend support in carrying out awareness campaigns in project towns.

78. **Project Implementation Assistance Consultants (PIAC).** The PMU and PIUs will be supported by Project Implementation Consultants (PIAC) in project management and implementation. The Social, Gender and Community Engagement Specialist of PIAC will assist PMU and PIUs in implementing resettlement plans in all subproject locations, including review and updating of all resettlement plans, DD Rs. PIAC Social, Gender and Community Engagement Specialist will oversee project implementation, support on policy reform related issues and compliance of all the reporting requirements of RGOB, other statutory regulatory bodies and ADB SPS, 2009.

79. **Social Safeguards and Gender Tasks, PIAC.** The specific tasks of Social, Gender and **Community** Engagement Specialist will include the following Screen and categorize subproject components:

- (i) Carry out (a) social baseline data collection, (b) assessment of social risks, and (c) meaningful consultations with affected persons;
- (ii) Ensure the contractors comply with the agreed social safeguards frameworks, resettlement plans, and due diligence reports on social safeguards for the project;
- (iii) Prepare any additional draft resettlement plans, update the existing resettlement plan (based on revalidation and DMS, before start of construction work), due diligence reports and prepare any new safeguard documents as and when required;
- (iv) Assist the PIUs in the implementation of final resettlement plans and gender action plan;
- (v) Assisting with any capacity building activities for stakeholders;

- (vi) Prepare periodic safeguard monitoring reports as per the format acceptable to ADB and quarterly gender action plan updates in format provided in PAM;
- (vii) Collect relevant data on implementation of gender action plan and design gender sensitive communication strategy and IEC materials illustrating key social and behavioral messages related to hygiene, sanitation and health jointly with the communication specialist and in accordance with the gender action plan;
- (viii) Extend assistance to PMU, NHDCL in carrying out awareness campaigns focused on title rights, operation and maintenance of the residential units and common areas, access to basic civic facilities, health and education facilities, etc.

80. **Contractors.** The resettlement plans will be included in bidding and contract documents and verified by the PIUs and PMU. The contractor will ensure that involuntary resettlement compensation has been paid out to the affected persons, before starting work in particular project area. All contractors will be required to designate an EHS Officer and a Social Safeguard Supervisor to ensure implementation of resettlement plan social safeguard provisions/EMP during civil works and operation and maintenance, who will also have the responsibility for communication with the public under the guidance of PMU/PIUs and grievance registration. Contractors are to carry out all compliances as mentioned in their contract.

81. The Contractor shall comply with: (i) all applicable labor laws and core labor standards on (a) prohibition of child labor as defined in national legislation for construction and maintenance activities;(b) equal pay for equal work of equal value regardless of gender, ethnicity, or caste; and (c) elimination of forced labor; and with (ii) the requirement to disseminate information on, COVID-19 safety protocols, sexually transmitted diseases, including HIV/AIDS, to employees and local communities surrounding the project sites. The key responsibilities of social safeguard supervisor on social compliance are as follows:

- (i) Work in close coordination with the PIU, design engineers and social safeguards personnel to finalize detailed design keeping the safeguard principles adopted for the project in view.
- (ii) Ensure that all design-related measures (e.g., special considerations for the vulnerable related to facility locations or design, mitigation measures for affected persons) are integrated into project designs before approval.
- (iii) Conduct joint walk-throughs with PIU, design engineers and social safeguards personnel from PIAC at sites/sections ready for implementation; identify the need for DMS, and conduct DMS to arrive at the final inventory of loss.
- (iv) Ensure strict adherence to ADB and government policy on social safeguards and the agreed entitlement matrix during implementation.
- (v) Review the resettlement plan including the entitlement matrix, category and the EMP, and conduct site visits to understand the environmental and social sensitivity of the project sites.
- (vi) Assist with grievance redress and ensure recording, reporting and follow-up for resolution of all grievances received.
- (vii) Understand the regulatory compliance requirements related to labor welfare, environmental and social safeguards, and occupational health and safety.
- (viii) Ensure that all imported labor are screened for HIV/AIDS and other infectious and transmissible diseases before being deployed at work sites. Besides, the Contractor must conduct an orientation on the health, occupational safety, movement and citizenship laws of the country before the work can start and from time to time to avert any issues resulting in conflict with local law and lawkeepers.

- (ix) Assist PIU in disclosing relevant information on safeguards (eligibility, entitlements, compensation, cut-off date, processes, timelines, GRM) to beneficiaries and affected persons including the vulnerable groups.
- (x) Ensure COVID-19 safety protocols are regularly monitored and followed at each of the construction site.

82. The above arrangement will ensure that:

- (i) Social safeguard issues are addressed.
- (ii) Resettlement framework is followed in all resettlement issues.
- (iii) Approved resettlement plans and impact avoidance and mitigation measures in resettlement planning documents are implemented.
- (iv) Implementation of resettlement plan is monitored.
- (v) Periodic monitoring reports are prepared in time and submitted to Project Director, PMU for onward transmission to ADB upon approval.
- (vi) Database on resettlement monitoring and due diligence is updated and maintained.

83. The monitoring report will focus on the progress of implementation of the resettlement plan/resettlement framework, issues encountered and measures adopted, follow-up actions required, if any, as well as the status of compliance with ADB SPS 2009, and relevant loan covenants.

C. Social Safeguards Implementation

84. The PIUs will be responsible for implementation of the resettlement plans and the PMU for monitoring of the resettlement plans. The PIU will undertake surveys and record observations throughout the construction period to ensure that safeguards and mitigation measures are provided as intended. The PMU through the PIUs will arrange for delivery of entitlements to affected persons, implementation and monitoring of safeguards compliance activities, public relations activities, gender mainstreaming activities and community participation activities. It will also arrange for obtaining statutory clearances and obtaining no objection certificates from government agencies and/or other entities, if required. It will also coordinate for obtaining ROW clearances with related state and national agencies. The PIAC Social Safeguard Specialist/ Contractor will supervise data collection for resettlement plan / due diligence report updating, preparation and implementation and prepare progress reports with respect to resettlement plan implementation. They will record IR impacts at field level during implementation, need to update resettlement plans/DDR's and need to prepare resettlement plans where earlier no impacts were envisaged and only DDR's prepared.

85. The PIU will finalize entitlements in consultation with affected persons, which will be examined and approved by the PMU. The PIU through the PIAC and contractor will arrange for delivery of entitlements to affected persons. Organizational procedures/institutional roles and responsibilities for resettlement plan implementation and steps and/or activities involved in delivery of entitlements are described in entitlement matrix.

86. The PIU will assist the PMU in implementing and monitoring the resettlement plan (duly approved by PMU and reviewed/cleared by ADB prior to implementation). PMU and PIU staff capacity needs to be built to ensure that they are fully conversant with public awareness generation activities, consultations and field surveys and an understanding of data entry and quality control.

Table 10: Institutional Roles and Responsibilities

Activities	Agency Responsible
Subproject Initiation Stage	
Finalization of sites/alignments for project (on ground)	PMU/PIUs
Meetings at community/household level with affected persons and beneficiaries	PIUs/PIAC/Contractor
Resettlement Plan Preparation/ Updating Stage	
Conducting DMS and Survey/Census of all affected persons	PIUs/PIAC/Contractor
Conducting FGDs/meetings/workshops during census surveys	PIUs/PIAC/Contractor
Verification of survey results, vulnerable households	PMU/PIU
Computation of compensation	PMU/ PIU assisted by PIAC and Contractors
Conducting discussions/FGD/meetings/workshops with all affected persons and other stakeholders	PIUs/PIAC/Contractor
Finalizing entitlements	PMU/PIUs
Disclosure of final entitlements and compensation packages	PIUs/PIAC/Contractor
Approval of Resettlement Plan Budget	MOF and PSC
Approval of Resettlement Plan	ADB
Resettlement Plan Implementation Stage	
Payment of compensation	PIUs/PMU
Consultations with affected persons during rehabilitation activities	PIUs/PIAC/Contractor
Grievances Redressal	
Internal Monitoring	PMU/PIU

DMS= detail measurement survey; FGD= focus group discussion; GRC = Grievance Redress Committee; MOF= Ministry of Finance; PMU = project management unit; PIAC= project implementation assistance consultants; PIU= project implementation unit; PSC=project steering committee.

D. Institutional Capacity Development

87. Capacity to handle environmental/involuntary resettlement/indigenous people impacts, gender and vulnerability issues, etc., needs to be built in the Project. Training of PMU/ PIU staff on aspects such as environmental planning/resettlement planning/implementation, social protection and gender, including the specific recording, reporting, and disclosure requirements therefore need to be planned separately.

88. For the capacity building of designated social safeguards officer and engineers, PMU will organize training programs on safeguards. Services of consultant trainers may be procured for coordinating and imparting required trainings to the staff.

89. Owing to the complexity of Projects spread across a large area, there is a need to specially focus on capacity building on social (distinct social, economic and cultural traits and traditions of people and the importance of preserving these, including indigenous knowledge systems, etc.), legal (traditional rights over land and land tenure issues) and technical aspects in such Projects with an adequate budgetary provision. Training on provisions of EARF/resettlement framework. Further, capacity building of CBOs in the Project area will be considered to ensure that they are able to represent the affected groups more effectively. If required external resources, e.g., anthropologists and development practitioners with relevant experience will be employed. Additional measures to enhance institutional capacity include exposure visits of social safeguard

staff of the Project to other Indian states that have successfully implemented ADB funded Projects.

90. The specific capacity development program, which will include but will not be limited to:
- (i) sensitization on ADB's policies and guidelines on social and indigenous peoples safeguards (ADB's Safeguard Requirement 2 and 3: Involuntary Resettlement and Indigenous Peoples) including meaningful consultation, GRM and accountability mechanism;
 - (ii) introduction to the assessment of involuntary resettlement and indigenous peoples impacts and mitigation measures, including best practices, in the design, construction, operation and maintenance of water supply, sewerage, roads, and drainage subprojects;
 - (iii) preparation and review of RPs/DDR's based on preliminary design, and updating of the documents based on the final design;
 - (iv) improved coordination within nodal departments;
 - (v) disbursement of compensation, consultation; and
 - (vi) monitoring and reporting requirements.

E. Implementation Schedule

91. The project will be implemented over a period of three years. The resettlement plan implementation schedule will vary from subproject to subproject. In general, the project implementation will consist of the three major phases, namely project preparation, land acquisition (if required), and rehabilitation of affected persons. In line with the principles laid down in the resettlement framework, the executing agency and implementing agency will ensure that project activities are synchronized between the resettlement plan implementation activities and the subproject implementation. The executing agency and implementing agency will ensure that no physical or economic displacement of affected households will occur until: (i) compensation at full replacement cost has been paid to each displaced person for project components or sections that are ready to be constructed; (ii) other entitlements listed in the resettlement plan are provided to the displaced persons; and (iii) a comprehensive income and livelihood rehabilitation program, supported by adequate budget, is in place to help displaced persons improve, or at least restore, their incomes and livelihoods.

92. All land acquisition, resettlement, and compensation for a subproject will be completed before award of civil works contracts. All land required will be provided free of encumbrances to the contractor prior to handing over of subproject sites and the start of civil works. The implementation of the resettlement plan will include: (i) identification of cut-off-date and notification;²⁵ (ii) verification of losses and extent of impacts; (iii) finalization of entitlements and distribution of identity cards; (iv) consultations with affected persons on their needs and priorities; and (v) resettlement, provision of compensation and assistance, and income restoration for affected persons. The expected implementation schedule for a subproject is given in Table 11.

93. The process of implementation of resettlement plan is explained in the Table below.

²⁵ The start date of census survey will be the cut-off date for non-titled affected persons. For titled affected persons, the cut-off is the date of Declaration.

X. MONITORING AND REPORTING

A. General

94. The Executing Agency, through the Project Management Unit, will establish a monitoring system with pre-designed, discussed and approved indicators for monitoring social and gender safeguards prior to approval of the project. Later, during implementation monitoring will involve an assigned officer for collecting, analyzing, reporting and use of information about the progress of resettlement, based on the resettlement policy. PMU will be responsible for monitoring the progress of all aspects of resettlement and income generation. The EA will report to the ADB on resettlement and income regeneration by APs in semi-annual reports, including identification of significant issues. At the end of the project a Project Completion Report describing all significant activities and outcomes will be prepared and submitted to the ADB by the PD/PMU.

95. The resettlement plan implementation monitoring will be done internally to provide feedback to PMU through monitoring and evaluation reports and other relevant data, to identify any action needed to improve resettlement performance or to respond to changing circumstances. Evaluation of the resettlement activities will be undertaken during and after implementation of each resettlement plan to assess whether the resettlement objectives were appropriate and whether they were met, including specifically whether livelihoods and living standards have been restored or enhanced. The evaluation will also assess resettlement efficiency, effectiveness, impact and sustainability, drawing lessons as a guide to future resettlement planning. Budgetary provisions shall be kept in the RP for independent monitoring and review.

96. Monthly monitoring reports will be submitted by assigned officer to PMU. The PMU will consolidate monthly reports into quarterly monitoring reports for submission to ADB. These reports will form a part of the project progress reports submitted by PMU to ADB. A sample monitoring report format is given in Appendix 5.

97. The major objectives of monitoring are to: (i) ensure that the standards of living of affected/displaced persons are restored to the original condition or improved; (ii) ascertain whether activities are progressing as per schedule and the specified timelines are being met; (iii) assess if compensation, rehabilitation measures are sufficient; (iv) identify problems or potential issues; and (v) identify methods to rapidly mitigate any problems. The above information will be collected by Executing Agency through its PMU, which is responsible for monitoring the day-to-day resettlement activities of the project through the following instruments:

- (i) Review of census information for all Affected Persons/ Displaced Persons;
- (ii) Consultation and informal interviews with Affected Persons/ Displaced Persons;
- (iii) In-depth case studies;
- (iv) Sample survey of Affected Persons/ Displaced Persons;
- (v) Key informant interviews; and
- (vi) Community public meetings.

B. Internal Monitoring

98. Monitoring shall be undertaken by the PMU through the assigned officer supported by PIAC. They will gather information on RP implementation covering relevant activities as per the schedule. All activities listed will be illustrated showing the target dates for completing resettlement activities. Monitoring reports on resettlement plan implementation shall be included in each Quarterly Progress Report (QPR). The report of the Consultant will contain: (i)

accomplishment to-date, (ii) objectives attained and not attained during the period, (iii) challenges encountered, and (iv) targets for the next quarter. The internal monitoring report will then be integrated by the PMU with the overall QPR submitted to ADB. The reports submitted to ADB will describe the progress of the implementation of resettlement activities and any compliance issues and corrective actions. These reports will closely follow the involuntary resettlement monitoring indicators agreed at the time of resettlement plan approval. Outline of semi-annual monitoring report is in Appendix 11. Table 12 below shows the monitoring indicators that will require to be reported.

99. The following Table 12 tentatively lists the impact indicators to be studied to evaluate impacts after the program is completed.

Table 12: Monitoring Indicator

Monitoring Issues	Monitoring Indicators
Budget and Timeframe	<ul style="list-style-type: none"> • Have all resettlement concerned officer/staff been appointed and mobilized for field and office work on schedule? • Has capacity building and training activities been completed on schedule? • Are resettlement implementation activities being achieved against implementation plan? • Are funds for resettlement being allocated to resettlement agencies on time? • Have resettlement offices received the scheduled funds? • Have funds been disbursed according to RP? • Has the land been made encumbrance free and handed over to the contractor in time for project implementation?
Delivery of DP Entitlements	<ul style="list-style-type: none"> • Have all displaced persons (DPs) received entitlements according to numbers and categories of loss set out in the entitlement matrix? • How many affected households have been relocated and resettled in the new location? • Are income and livelihood restoration activities being implemented as planned? • Have affected businesses received entitlements? • Have the squatters, encroachers displaced due to the project, been compensated? • Have the community structures (e.g., Mosque, etc.) been compensated for and rebuilt at new site? • Have all processes been documented?
Consultations, grievances & Special issues	<ul style="list-style-type: none"> • Have resettlement information brochures/leaflets been prepared and distributed? • Have consultations taken place as scheduled including meetings, groups, community activities? • Have any DPs used the grievance redress procedures? • What grievances were raised? • What were the outcomes? • Have conflicts been resolved? • Have grievances and resolutions been documented? • Have any cases been taken to court?
Benefit Monitoring	<ul style="list-style-type: none"> • What changes have occurred in patterns of occupation compared to before? • What changes have occurred in income and expenditure patterns compared to pre-project situation?

Monitoring Issues	Monitoring Indicators
	<ul style="list-style-type: none"> • Have DPs income kept pace with these changes? What changes have occurred for vulnerable groups?

C. Compliance Monitoring

100. Compliance monitoring of resettlement plan implementation shall cover (i) project compensation and entitlement policies, (ii) adequacy of organizational mechanism for implementing the resettlement plan, (iii) restoration of incomes of affected persons, (iv) settling complaints and grievances, and (v) provisions for adequate budgetary support for implementing the resettlement plan. The Project Management Unit Team will assess if the affected persons: (i) have been paid proper compensation and resettlement benefits; (ii) have re-established their structures; (iii) have re-established their business; and (iii) were extended assistance to restore their incomes from pre-project levels. It will also appraise the accounting documents used in recording the payments of compensation to affected persons by the Executing Agency. ADB will provide the support of a social safeguards specialist cum independent monitor, to guide the PMU and project consultants and ensure independent monitoring and reporting on project compliance with SPS requirements.

D. Reporting Requirements

101. ADB will monitor and evaluate the resettlement plan implementation and economic rehabilitation activities during entire project period. The monitoring report will contain evaluation of the resettlement plan implementation, its efficacy and provide valuable insight into the constraints in the way of implementation of resettlement plan.

102. The Project Director shall prepare and send status reports to ADB on RP implementation periodically through the semi-annual social monitoring report (SMR) and Quarterly Progress Report (QPR) and a final report upon completion of the resettlement program.

103. During project implementation, PMU will establish a monthly monitoring system involving staff at the PIU/PIAC level who will prepare monthly progress reports on all aspects of resettlement operations.

104. The assigned officer (PMU) will conduct periodic reviews and supervision missions during the implementation stage and will report to on the progress of all aspects of resettlement activities. It is understood that a post-evaluation of resettlement plan activities will be carried out by ADB to assess the resettlement impact and the efficacy of the resettlement plan policy.

105. The monitoring indicators for evaluation of the objectives achieved under the resettlement and rehabilitation program are of three kinds:

- (i) Process indicators indicating project inputs, expenditure, staff deployment, etc.;
- (ii) Output indicators indicating results in terms of numbers of affected people compensated/assisted and resettled, skill development training organized, and number of displaced persons capable of reorganizing their economic livelihood; and

- (iii) Impact indicators related to the long-term effects of the project on people's lives, including economic standard sustained or improved, and alternative employment provided to contractual employees on muster roll etc.



XI. NEXT STEPS


106. The steps for resettlement plan updating and implementation are given below, and are not limited to the same:

- (i) This resettlement plan will be updated based on detailed measurement on completion of detailed design and before start of civil works by the social safeguard specialist. The updated/revised resettlement plan will be submitted to ADB for approval. A revalidation and census survey will be undertaken to register and document the status of affected people as identified after the detailed measurement survey, in addition to the ones identified during project preparation phase within subproject impact areas. The detailed measurement survey will be jointly conducted by PIUs and contractors prior to implementation at each site/stretch of alignment.
- (ii) One affected person facing loss of cement platform was not available during the survey and hence could not be interviewed. A follow-through will be conducted to interview the affected person, and details will be included in the updated resettlement plan.
- (iii) During detailed design and/or implementation, if any temporary impacts related to pipelaying and construction of access roads to and from the site are identified, census survey will be conducted and cut-off-date for temporary impacts will be communicated to affected persons and others in the affected area during census survey (and not in much advance) and also by putting up printed information in project affected area at some common meeting place and a copy of the same to be added to the updated resettlement plan.
- (iv) ADB approval of the updated resettlement plan based on the final assessment at detailed measurement survey stage needs to be obtained by the PMU, before start of civil works.
- (v) Entitlement, cut-off-dates, grievance redress mechanism will be disclosed to the affected persons and stakeholders through disclosure meetings, in local language to be conducted by PIU and PMU. Details of disclosure meetings to be documented and reported in the updated Resettlement Plan / monitoring reports.
- (vi) A copy of the draft and final resettlement plan and entitlement matrix should be kept at a convenient place where the affected persons and other stakeholders can access it.
- (vii) Mitigation measures as proposed in this draft resettlement plan will be taken by the contractor and robust monitoring plan will put in place by the PIU and PMU to ensure its compliance. Civil work will be avoided during day hours. All safety measures, COVID-19 safety protocols must be taken during civil work and stakeholder consultations.²⁶
- (viii) Stakeholder consultations and engagement will be carried out through the entire project planning and implementation phase.

²⁶ The project will follow the guidance and protocols of Royal Government of Bhutan (<http://www.moh.gov.bt/covid-19-strategies-protocols-and-guidance/>) and ADB (<https://www.adb.org/documents/series/covid-19-asia-pacific-guidance-notes>). ADB has shared the guidance notes with its executing and implementing agencies in the DMCs, including the executing and implementing agencies for GRAHSP.


Appendix 1: Details of land availability, ownership, and status of No Objection Certificate (NOC) for sites

Project Component	Location	Ownership	Area of government land available at the location (sq.ft)	Thram (Registration No.	Remarks/ NOC Status	Photo of Land
BAHP Housing Site, Phuentsholing I	Drungpa's Residence, Phuentsholing	NHDCL	37,530 sq.ft (0.86 acre)	3461	Sufficient land available but currently occupied by Division Administrator (Drungpa) Will be vacated before construction. Land already acquired and registered in NHDCL's name (Refer Appendix 2)	
BAHP Housing Site, Phuentsholing II	Amochu, Phuentsholing	NHDCL	42857 sq.ft. (0.98 acre)	3464	Sufficient land available. One squatter with a dwelling (serving as residence and shop) and a person who has built temporary stores present. Will be vacated before construction. Land already acquired and registered in NHDCL's name (Refer Appendix 2)	


Project Component	Location	Ownership	Area of government land available at the location (sq.ft)	Thram (Registration No.	Remarks/ NOC Status	Photo of Land
BAHP Housing Site, Phuentsholing III	Rinchending	NHDCL	217,800 sq.ft (5 acres)	3463	Sufficient land available. A small portion occupied with crops cultivated illegally by a nearby landowner. Will be vacated before construction. Land already acquired and registered in NHDCL's name (Refer Appendix 2)	



Source: Documents provided by NHDCL.

Appendix 2a: Registration Certificate issued by NLC to NHDCL for the Housing Plot at Drungpa's Residence

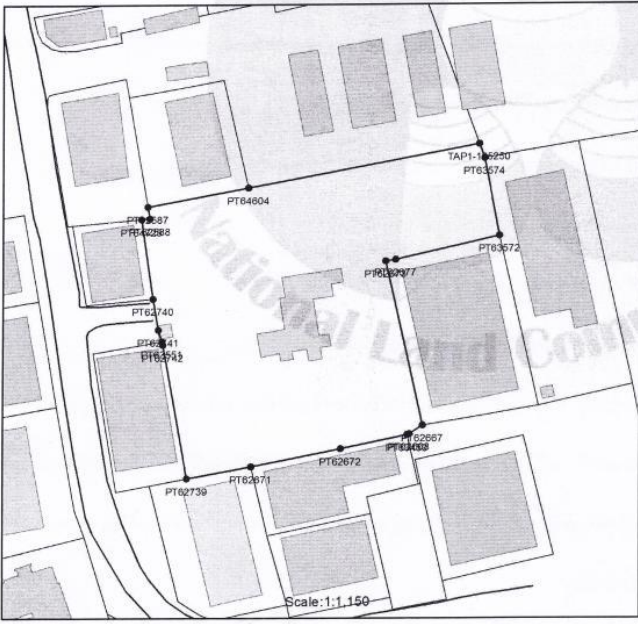


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 ས་ཆ་བཀོལ་སྤྱོད་ལག་ཁྲམ།




སྤྱོད་མིའི་མིང་གསལ།	རྒྱལ་ཡོངས་ཁྲིམ་བརྗོད་ཤོང་ལེལ་ལས་འཛིན་ཚོགས།		
ཁྲིམ་ཕྱི།	ཕྱན་ཚོགས་ཁྲིམ་		
བཀོལ་སྤྱོད་ལག་ཁྲམ་ཅན་	མཇལ།		
སྤྱོད་མིའི་ལག་ཁྲམ་དེའི་བ།	གཞུང་གི་གཙུག་ཕྱི།		

ས་གནས།	སའི་ཅེང་།	སའི་དེའི་བ།	ས་གྲུ། (Sq.Ft.)
ཕྱན་ཚོགས་ཁྲིམ་	PGT-4027	Urban Village(UV-1)	མཇལ།
གནད་དོན།	Construction of Affordable House		



Scale: 1:1,150


Index Map



Coordinates:

Plot ID:	Easting	Northing
PT63572	188930.66	2972366.41
PT62672	188847.23	2972319.68
PT64604	188828.2	2972377.34
PT64725	188805.78	2972370.55
PT62677	188858.82	2972361.35
PT63450	188861.14	2972322.65
PT63551	188809.97	2972343.63
PT62742	188810.18	2972342.66
PT62740	188808.12	2972352.95
PT62588	188807.52	2972370.71
PT62587	188807.09	2972373.27
PT62667	188864.35	2972324.62
PT63574	188877.48	2972383.5
PT62673	188856.69	2972360.99
PT62741	188809.25	2972346.04
TAP1-125250	188876.4	2972386.6
PT62671	188828.6	2972315.86
PT62739	188815.2	2972313.33
PT62668	188861.57	2972322.75

07/02/2022
 རྒྱུ་འཛིན་ཚོགས།



རྒྱལ་ཡོངས་ས་ཆ་ལྷན་ཚོགས།

Transcript

Royal Government of Bhutan

National Land Commission

Land Use Certificate

Username	National Housing Development Corporation limited
City/ Municipal	Phuentsholing
Users Certificate Number	3461
Type of user certificate	Government Institution

Place Name	Land Number	Land Types	Area (sq.Ft.)
Phuentsholing	PGT-4027	Urban Village (UV-I)	37530
Reasons	Construction of affordable housing		

Transcript

Royal Government of Bhutan


National Land Commission

Land Use Certificate


Username	National Housing Development Corporation Limited
City/ Municipal	Phuentsholing
Users Certificate Number	3464
Type of user certificate	Government Institution

Place Name	Land Number	Land Types	Area (sq.Ft.)
Lungtenphu	PGT-4043	Urban Village High Density (UV-2(HD))	42857
Reasons	Construction of affordable housing		

Appendix 2c: Registration Certificate issued by NLC to NHDCL for the Housing Plot at Rinchending

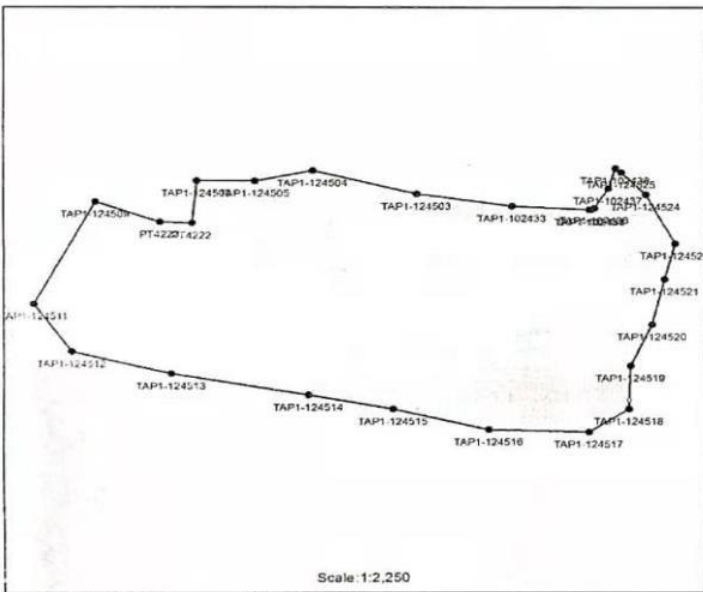


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 རྒྱལ་ཡོངས་ས་ཆ་ལྷན་ཚོགས།
 ས་ཆ་བཞག་སྤྱད་ལག་ཁྱེ།



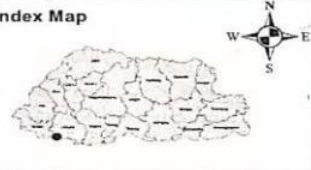
སྤྱད་མིའི་མིང་གསལ།	རྒྱལ་ཡོངས་ཁྱིམ་བཞུགས་འཕེལ་ལས་འཛིན་ཚད།
ཁྲིམ་ཕྱི།	ཕུན་ཚོགས་སྒྲིང་།
བཞག་སྤྱད་ལག་ཁྱེ་ཚེངས།	༢༠༠༩
སྤྱད་མིའི་ལག་ཁྱེར་དབྱེ་བ།	གཞུང་གི་གཞུག་ཕྱི།

ས་གནས།	ས་འཛིན།	ས་འཛིན་དབྱེ་བ།	ས་ཁྱི། (Sq.Ft.)
ཕུན་ཚོགས་སྒྲིང་།	PGT-4033	Urban Village Low Density(UV-2(LD))	༢༧༧༠༠
གནད་དོན།			



Scale 1:2,250

Index Map




Coordinates:

Plot ID: PGT-4033

Point ID	Easting	Northing
TAP1-124509	189502.28	2970556.86
PT4222	189538.43	2970547.03
PT4223	189526.49	2970547.89
TAP1-124522	189718.1	2970536.47
TAP1-124524	189707.19	2970558.45
TAP1-124525	189698	2970563.31
TAP1-102433	189657.01	2970553.68
TAP1-102434	189686.08	2970551.78
TAP1-102435	189686.81	2970551.87
TAP1-124521	189714.14	2970520.34
TAP1-102436	189687.94	2970552.53
TAP1-102438	189695.86	2970570.45
TAP1-102437	189693.14	2970561.29
TAP1-124520	189709.43	2970580.14
TAP1-124519	189701.32	2970481.5
TAP1-124518	189700.71	2970462.01
TAP1-124503	189621.28	2970559.37
TAP1-124504	189582.96	2970570.25
TAP1-124505	189561.58	2970565.82
TAP1-124506	189540.24	2970566.12

20/06/2023

སྤྱད་མིའི་ཁྱེར།



རྒྱལ་ཡོངས་ས་ཆ་ལྷན་ཚོགས།

Transcript

Royal Government of Bhutan

National Land Commission

Land Use Certificate

Username	National Housing Development Corporation Limited
City/ Municipal	Phuentsholing
Users Certificate Number	3463
Type of user certificate	Government Institution

Place Name	Land Number	Land Types	Area (sq.Ft.)
Phuentsholing	PGT-4033	Urban Village Low Density (UV-2(LD))	217800
Reasons	Construction of affordable housing		

Appendix 3a: Google Earth Maps of Housing Site at Phuentsholing (Drungpa's Residence)



Appendix 3b: Google Earth Maps of Housing Site at Phuentsholing (Amochu)







Appendix 3c: Google Earth Maps of Housing Site at Phuentsholing (Rinchending)








Appendix 4: Profile of Affected Persons



Tenants loss of structure (Thimphu)

Sl. No.	Land Site	Name of AP	Sex	HH size (No. of persons)	Primary occupation	Income sources of HH (other than primary occupation)	Total HH income per month (Nu.)	Per Head income per month (Nu.)	Use of the affected property	Size (sq ft) affected property (sq ft)	Cost of affected property as per latest applicable BSR, adjusted for inflation as required (to be filled by project engineer) in Nu. ²	Estimated market price of affected property in Nu. ³	Photo of AP along with affected structure ³
1.	Drungpa's Residence	Dasho Karma Rinchen (11302002342)	M	5	M.Ed.	Civil service	30,000	6,000	Residence	Government property. Not measured.	-	-	
2.	Drungpa's Residence, Phuentsholing	Dasho Ugyen Tsechup	M	4	Business	None	absentee	absentee	Cement platform for holding water tanks	97.13	16,150.90		Absentee


													
3.	Drungpa's Residence, Phuentsholing	Tshewang Gyabak (10211002790)	M	2	Business	None	15,000	7,500	Semi-permanent shed (Cafe)	144.06 60.76	68,430.36		
													

4.	Amochu, Phuentsholing	Ganga Maya Ghalley 10209000983	F	2	Business	None	20,000	10,000	Residence - cum-Shop	659.03	43,048.43		 
5.	Amochu, Phuentsholing	Sonam Tobgay	M	10	Business	None	45,000	4,500	Storerooms	1276.02888.04	56,157		  

Socio-economic Profile of Affected Persons facing Livelihood Loss (Phuentsholing)

Sl. No	Land site	Name of APs	Sex	Education	Name of Business	Monthly income (Nu.)	No of Family members	Per Head income per month (Nu.)	Any Vulnerability	Photograph
1.	Drungpa's Residence Phuentsholing	Tshewang Gyabak	Male	BBA	Semi-permanent shed (café)	15,000	2	7,500	None	
2.	Amochu	Ganga Maya Ghalley	Female	Non-literate	Grocery shop	20,000	2	10,000	None	

Socio-economic Profile of Affected Persons facing tree crop loss (Thimphu)

SI . No	Land site	Name of APs	Sex	Educati on	Month ly incom e (Nu.)	No of Family membe rs	Per Head incom e per month (Nu.)	Any Vulnerabil ity	Name of fruit tree affect ed	No. of trees affect ed	Compensati on for affected trees	Photograph of AP and affected tree/crop
1.	Rinchendin g, Phuentsholi ng	Mahind ra Rana	Mal e	Non-literate	23,433	3	7,811. 00	None	Moring a Ball chili	26 1500	25,500	

Appendix 5: BGRAHSP Phuentsholing Sites: Summary of Compensations Calculated for Loss of Structures, Livelihoods and Cash Crops

No.	Name of Affected Person	CID	Current use of affected property	Size of property affected in sft.	Compensation estimated for loss of property
1.	Tshewang Gyabak	10206001772	Commercial semi-permanent shed (restaurant)	144.06 60.76	68,430.36
2.	Dasho Ugyen Tsechup	absentee	Concrete water tank platform	97.13	16,150.90
3.	Ganga Maya Ghalley	10209000983	Temporary residence and shop	659.03	43,048.43
4.	Nima Tshering	10211002790	Temporary storerooms	1276.02 sft 888.04 sft	56,517.00
Total					184,146.69


No.	Name of AP	CID No.	Type of fruit tree affected	No. of trees affected	Age of trees	Remaining productive years of crop	Value of produce sold per year of crop	Compensation to be paid
1	Mahindra Rana	Being processed	Moringa	26	5	15	900	13,500
			Ball chili	1500	1	2	6,000	12,000
			<i>Total</i>					



Appendix 6: Summary of Public Consultations: Consolidated summary of public consultations


Note: Individual meetings were held with 6 affected households in Phuentsholing and their concerns noted. A few group meetings were held with potential beneficiaries and other stakeholders. Details of consultations are provided in this appendix.

S. No	Number of Person consulted	Male	Female	Issues Discussed	Outcome
1.	62	31 (50%)	31 (50%)	Introduction of the project, housing and floor plans for views on minimum room requirements, potential social impacts and entitlements, affordability of rental in future housing colonies, allotment, construction schedule, relocation of affected persons.	In general there is wide acceptance of the project but also expectations from current tenants on future allotment of housing. The majority preferred minimum of 2-bedrooms apartments with some concern on affordability by mainly waged workers. Some preference will be given by NHDCL for future allotment. Relocation of lower income staff will be taken up jointly by NHDCL and NMC to ensure they do not face severe deterioration in their socio-economic situation. NHDCL accepted compensatory payments for lost structures and trees as well as livelihoods.

Details of public consultations (Potential Beneficiaries)

S. No	Date Of Consultation	Name of Persons	Location	To PIAC Discussed	Outcome	Photographs
1.	10.03.2021	General group of residents of Kidu Colony, Amochu resettled from Jaigaon in temporary shelters (see appendix 8 for details of participants)	NHDCL Liaison Office, Phuentsholing	Resettlers' experiences living in Jaigaon and Phuentsholing in general and with regard housing and facilities. Floor plans in new NHDCL housing. Recommendations for new housing	Cheaper to live in Jaigaon but have to compromise safety. Support the 2-bedroom housing design. Prefer housing in core area as transport and access to services better than periphery.	

S. No	Date Of Consultation	Name of Persons	Location	To PIAC Discussed	Outcome	Photographs
2.	10.03.2021	Women's Group of residents of Kidu Colony, Amochu resettled from Jaigaon in temporary shelters (see appendix 8 for details of participants)	NHDCL Liaison Office, Phuentsholing	Women resettlers experience living in Jaogaon and now in shelters in Phuentsholing, case of an all-women team of representatives; womens' issues at the shelters and assistance for resettlers	Support the housing project and highly expectant that they will be provided housing.	
3.	11.03.2021	Representatives of persons living in Kidu Colony	NHDCL Liaison Office, Phuentsholing	Nomination mode of representatives, their roles and responsibilities, antecedents of their resettlement, problems in the resettler colony, differences living in Jaogaon and Phuentsholing, composition of the colony, risks and assistance from the government	Unanimous that if housing not provided the majority would return to Jaigaon. Representatives play a beneficial role for resettlers especially during lockdowns. Emerging social problems in the colony. Need a fair price shop for affordable food.	
4.	12.03.2021	Waste Inspectors	NHDCL Liaison Office, Phuentsholing	Current living conditions in government housing, future NHDCL housing floor plans, nature of work, complaints	Government housing though discounted but dilapidated and remain unrepaired. Some live in Jaogaon as no affordable housing available. Patrol to check dumping and pollution.	

S. No	Date Of Consultation	Name of Persons	Location	To PIAC Discussed	Outcome	Photographs
5.	12.03.2021	NHDCL and staff of government and corporations living in NHDCL housing or in waiting list for allotment	NHDCL Liaison Office, Phuentsholing	Floor plans for future housing, recommendations for future housing, home ownership, role of representative, rent payment and maintenance regime	Two-bedroom flats preferred and require mesh in windows for aeration, grills on windows and prefer sliding windows, Ownership not feasible due to frequent transfers from district, rental to be fixed as per neighborhood distance from city core, request to have individual water meters and to use good brand and easily available electric and other fittings for easy maintenance	

Appendix 6a: Minutes of Meetings with signed participant list and photos (10/03/21 - AM)

MINUTES OF FOCUS GROUP DISCUSSIONS AT PHUENTSHOLING

(PTDP / BAHP)

Employed and Unemployed (Kidu Colony) – Potential Beneficiaries

There is a difference in living in Jaigaon as compared to Phuentsholing. The advantages are that all goods are available at cheap price at the doorstep in Jaigaon. Rents are cheaper in Jaigaon.

The disadvantages are that toilets are shared, and electricity charges are very high. The environment is not safe for children, especially daughters. Moreover, youth can get easily influenced to drugs and gangs. Besides, it is difficult to get timely and quality treatment during emergencies, and the tenants are at the mercy of the landlord. If they cannot pay rent, they are told to vacate.

In terms of the current housing colony at the Kidu Colony, Amochu, they are living in, there are no issues with water supply and other services. However, they do face problems with cockroach infestations and unfiltered water from the taps. They feel that after the termination of the two-year period of stay in the current Kidu Colony, they would have a difficult time to find housing in Phuentsholing because of their inability to afford high rents.

They accept that the two-bedroom apartments proposed by NHDCL are more suitable and they may just be able to afford the rental. Currently, in Jaigaon they pay Nu.2,500 for two rooms but then the toilet is outside and not integrated with the rooms. In Jaigaon, the nearer is the dwelling to the Bhutan gate, the higher is the rent.

Some suggestions that participants have is: if the government could regulate the rents in Phuentsholing in order that they can also afford to pay the rent and stay in Phuentsholing. Besides, when asked, people are more in favour of living within the Phuentsholing core city area rather than the peripheral areas such as Pasakha and Toribari. There are bus services currently provided to these areas. While the bus fare to Pasakha is Nu. 25/trip from Phuentsholing, the bus fare to Toribari is Nu. 15/trip. Another reason for preferring living accommodations in Phuentsholing is the easy access to educational, health and short distance to Jaigaon.



Appendix 6b: Minutes of Meetings with signed participant list and photos (10/03/21 - PM)**MINUTES OF FOCUS GROUP DISCUSSIONS AT PHUENTSHOLING – POTENTIAL BENEFICIARIES****(PTDP / BAHP)****Women's Group**

It is more difficult to survive especially if women are divorcees or single mothers having to care for children.

Space provided in the Kidu Colony for living is limited and therefore it is more problematic if more than one family live in the one housing unit at the Kidu Colony.

It is relatively safe to visit friends and relatives living in the Colony.

Most of the women attending the meeting were working or doing home-based income generating activities like weaving and hawking edible snacks. Only one woman was unemployed as she had to stay at home to look after the children.

The women reported that their representatives were mostly women.

In terms of assistance from government agencies and others, besides the Office of the Gyalpoi Zimpon – which manages His Majesty's Welfare Programme, which provided some rations like rice, oil etc. they have not received any assistance from any other agency.

LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHF, PHUNTSHOLING
FOCUS GROUP DISCUSSIONS (KIDU COLONY - WOMENS GROUP)

No	Name	CID No.	Male/Female	Designation	Organization	Contact No.
1.	Sunita Gurung	10312000438	Female	—	—	174159728
2	Naki Cm	11807000147	Female			1758 9180
3.	Cheli Maya Tamang	11215001986	Female	Asst. Accountant	Unaki Hotel	77299169
4)	Nima Zangmo	11508003547	Female	—	—	17717473
5	Tshering Unadon	10702001007	F		Private	17276500
6.	Migma Tamang	11109001519	F	—	—	17324421
7	Muna Ghalley	11204001828	Female	store. Incharge	Private	77475585
8.	Raina Maya	11206003930	Female	—	Private	17913200
9.	Tshering Beda	10811000783	Female	—	"	77898379
10.	Sangny Khadr	10801001726	Male	L/O	NHDC	17655580
11.	Saroj K. Nepal	11311003022	male	Consultant	ADB	17624568
12	Kamal Bdr. Shira	11804001450	"	NHDC	NHDC	17719528

Date: 10/03/21

Appendix 6c: Minutes of Meetings with signed participant list and photos (11/03/21)

**MINUTES OF FOCUS GROUP DISCUSSIONS AT PHUENTSHOLING –CONSULTATION
WITH REPRESENTATIVES OF KIDU COLONY RESIDENTS**

(PTDP / BAHP)

Tshogpas (Representatives)

The representatives were nominated by public, endorsed by Thromde and then the people voted to select representatives. The Colony is administratively divided into 5 zones with 4 zones having 192 household and 1 zone having 200 households totaling 968 families currently living in the colony supplemented by 40 dwelling units occupied by the army who have a separate living area proximate but away from the Kidu Colony. There is a nine-member Committee which also comprises of the Dungpa, Thromde, Royal Bhutan Police and the Senior Manager of the Bhutan Power Corporation.

The roles of the Representatives are mainly to assist with dissemination of information when received from the Government concerning the affairs of the Colony but Representatives also serve as the first point of contact for both the government as well as the residents of the colony. Their roles during the lockdown also extended to facilitating treatment for those who needed medical attention and medicines, distribution of vegetables and other essential items and actively participating in resolving issues arising out of incidents of domestic violence in the Colony.

Some of the common social problems found the colony are public disorder (created by noise due to quarrels, people blasting music and shouting), gambling, drunkenness, prostitution and even a few cases of murder and suicide.

The Representatives informed that the people residing in Jaigaon were contacted by the Dungpa and asked to come to Phuentsholing where arrangements were being made to accommodate them in temporary housing and that this was being done in the personal interest of His Majesty to ensure that all Bhutanese citizens are looked after during the pandemic. However, it was not made compulsory to come from Jaigaon and because of this reason there are many more Bhutanese people still living in Jaigaon.

The Representatives having resided in Jaigaon too, were able to articulate the advantages of living in Jaigaon as reasonable rents, cheap transportation while the disadvantages are unsafe environment. On the other hand, in Phuentsholing the rents are not affordable, there is no regulation on rent, more expensive goods and edible items.

On their prospects of living in Phuentsholing or Jaigaon they stated that currently there is a welfare scheme from the Government but after the termination of the 2 years for which this current facility (Kidu Colony) has been established, according to them it is uncertain what will happen. The Representatives articulated that people are confident and rely on the Government that they will be given housing and feel that they should be given first preference for housing.

Some of them have been trying to find housing within Phuentsholing but the rents are too exorbitant for them to manage to pay with their current salaries. It is because of this that the Representatives estimate that 90% of the current Kidu Colony residents will return to Jaigaon if people do not secure affordable housing in Phuentsholing.

The Representatives also informed that not all people living in the Kidu Colony are vulnerable. In fact, some 20% of them are rich – owning assets but still live in the Colony though they can afford to stay outside in Phunthsoling. Since they were living in Jaigaon but hoping for Kidu benefits they too have registered to stay in the Colony. Further, there are also reports of people sub-letting their units at the Kidu Colony to others.

The Representatives corroborated that the Office of the Gyalpoi Zimpon gave some material assistance by providing food items. The JICA too has provided disaster management training to residents. Otherwise, there are no agencies who have assisted the residents.

The reason for selecting women and the fact that four out of five women are Representatives; the Representatives think this is because women are staying at home and hence are available to take up work as Tshogpas. Also, another reason they suggest is that being women there is lower risk that there will be discord within the Representatives because men are more prone to quarrel and fight than women.

Some of the risks that the Representatives foresee is flooding in summer and windstorms and dust storms in winter.

Some of the ways in which the Government could support the Kidu Colony residents according to the Representatives, are firstly to ensure that all residents are given housing if they are to be retained in Bhutan. Otherwise, due to economic hardship and considering that a major chunk of income is spent on rents, people will have no option. They also request that a fair price shop for essential items be established in the Colony so that people can avail rations daily. This is to avoid the practice of some residents who are doing trade in items charging high prices of essential items to residents. These Representatives also said that they are not sure how many people will be willing to live in Pasakha.

LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHP, PHUNTSOLING
FOCUS GROUP DISCUSSIONS (KIDU COLONY - REPRESENTATIVES)

No	Name	CID No.	Male/Female	Designation	Organization	Contact No.
1.	Zhenwang Klamo	11601001116	F	Amochu Shelter		17344348
2.	Tshering	10304002416	F	Kidu Shelter		17729722
3.	Arun Bhujel	11214003236	M	" "		77626112
4.	Rita Sunwar	1121200152	F	Amochu		17613045
5.	Dechen on	11207001172	F	" "		17501044
6.	Saraj K. Nepal	11311003022	M	Consultant	ADB	17624564
7.	Kamal Bdr. Shira	11804001450	M	NHDCL	NHDCL	17719528
8.	Sangay Khedr	10801001116	M	NHDCL	NHDCL	17821110

Date:



Appendix 6d: Minutes of Meetings with signed participant list and photos (12/03/21)

**MINUTES OF FOCUS GROUP DISCUSSIONS AT PHUENTSHOLING –
CONSULTATION WITH POTENTIAL BENEFICIARIES
(PTDP / BAHP)**

FGD with Thromde Waste/Sanitary Inspectors

Two of the inspectors are currently living in old government quarters constructed in 1962. One is staying in the Kidu Colony. The government quarter is dilapidated and must be frequently repaired sometimes even at their own cost and most of the time the repairs only happen if budget is available for materials while workmanship is provided by the inspectors themselves.

They pay rental based on carpet size. The units were handed over to the Thromde by NHDCL for their office, housing purposes.

The inspectors have already applied for NHDCL housing as soon as they arrived in 2018. They then all stayed in Jaigaon as there was no affordable housing in Phunthsholing. Only when government quarters became available, they moved back. They feel that the minimum rent of Nu. 4,400 for a two-bedroom apartment in NHDCL housing colony is affordable because the same would cost at least Nu. 10,000/month in private buildings. They say that bachelor's quarters are not a sustainable option because marital status soon changes and need for extra space becomes urgent. One of them was allotted a housing unit in Toribari NHDCL housing but since workplace and service centers are all far off (3 km away) there is additional need to spend at least Nu. 3000 a month on transportation. This colony is more ideal for industrial workers according to them.

They fear that if they do not get affordable housing, that they have no option but to return to Jaigaon later because they will not be able to pay high rents in private houses. It is also problematic they say to live in joint families as problems are bound to emerge.

There are currently 7 inspectors – three of whom are women. Their role as sanitary inspectors is to carry out patrolling especially in high-risk areas like big buildings, shopping areas etc. to observe littering and dumping of waste. They also react to reports and calls – complaints made by people of waste disposal in their areas. Thromde has provided large dumpbins in Pasakha and when these fill up; they receive a call from the tenants following which they instruct the private waste collector (Druk Trash Waste Collection) to collect the bins. Waste is not segregated at source, so the bins contain both organic waste and other solid wastes.

Some of the common complaints made by people are shortage of water and waste piling up due to irregular collection of waste by city dump trucks. Out of a total of 5-6 trucks only three are currently road worthy.

LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHP, PHUNTSHOLING
FOCUS GROUP DISCUSSIONS (PHUNTSHOLING THROUGH WASTE TECHNICIANS)

No	Name	CID No.	Male/Female	Designation	Organization	Contact No.
1.	Indra Kumar Maya	10205002219	Male	Sanitary Inspector	Phung Thomsu	17313325
2.	Sangpale	10905001525	Male	S "	"	17410496
3.	Perme Wangchuk	11510003788	Male	- do.	"	17691946
4.	Deki P. Yote	10811000570	Female	Contract	ADB Contract	77110028
5.	Kamal Bdr. Shira	11804001450	Male	NHDCL Surveyor	NHDCL P/UP	17719528
6.	Sangay Khachu	10801001726	"	NHDCL	"	17655190
7.	Sanj K. Nepal	11311003022	"	Consultant	ADB	17624568
8.	Kamal Bdr. Shira	11804001450	"	Sr. Surveyor	NHDCL P/UP	17719528

Date: 12/03/2021



Appendix 6e: Minutes of Meetings with signed participant list and photos (12/03/21)

**MINUTES OF FOCUS GROUP DISCUSSIONS AT
PHUENTSHOLING
(PTDP / BAHP)**

FGD with NHDCL and Government staff (those currently living in NHDCL housing and those who are not but have applied)

The NHDCL Liaison Officer presented the floor plans and designs of the housing units planned in Phuentsholing as well as the location identified. He also informed that the lowest rent would be Nu. 4,400 for a two-bedroom apartment and Nu, 3,000 for a one-room apartment.

Most participants were in favour of a two-bedroom apartment justifying that they needed more space for their goods and other belongings as well as for guests and moreover the rent seemed affordable. The present living conditions are characterized by small, congested spaces, water shortages, dilapidated conditions of the housing units entailing frequent repairs which are not undertaken regularly and even when there are urgent repairs to be done addressing the damages is dependent on budget availability and workmen to repair the damages so often tenants land up taking up the repairs themselves at their own cost.

However, in the new housing they preferred sliding windows reinforced with grills especially on the ground floor. Some stated that grills were also required in the open space along the stairway which if kept open would encourage easy entry of robbers to balconies of the people living on the first floor and above. They also felt that as Phuentsholing is a hot area and prone to dengue, if net screens could be provided in doors and windows, this would help tenants keeping internal areas cool but also prevent dengue mosquitoes.

An additional request is that if NHDCL could fix the rent as per location as they felt for the same space, they should have different rents depending on distance from the city centre. For example, for a two-bedroom apartment it is justified to have lower rent in Pasakha than in Phuentsholing because of the distance from the centre, as with private housing, where one can find cheaper housing the further from the Centre one goes.

On the idea of ownership schemes for housing units, the participants are of the opinion that though in principle the idea is very good; but in practice, it will be difficult to implement because civil servants are usually posted to a location for 3-5 years and after that as per rules they must be transferred to another place. This will be inconvenient in terms of occupancy of the unit they have opted to own.

Each NHDCL colony and buildings have a Representative who coordinates waste management and cleanliness in the colony, coordinates maintenance when there is a need expressed by residents through an application form, parking control and ensures regular delivery of services. The challenges that Representatives face is that there are no incentives especially when they spend their own funds (for mobile vouchers) for calling up people. Further, they face the challenge

of people not adhering to their notices and requests to participate or collaborate in common events for e.g., cleaning campaigns.

The process of availing maintenance services is that tenants fill out a form and submit to NHDCL through their representatives. The NHDCL deputs its technicians to make an assessment. If its routine maintenance like buying sockets and bulbs etc. tenants buy these themselves and technicians help in fixing the installations if they cannot manage. For other maintenance beyond their capacity, NHDCL technicians carry these out. All apartments are handed over with inventories to new tenants and on exit the inventory is again referred to ascertain that all that was provided is available at the end of the tenure. Payments of bills are made by tenants themselves to the service providers. Rental can be deposited by electronic transfer or cheque or cash to NHDCL's account.

Participants feel that it is better to have individual water meters because some families use a lot more if they have more family members but pay the same as everyone else – even those with few members who consume less water than others. They also suggest that at the beginning itself if NHDCL should install good quality electrical and plumbing fixtures and fittings to deter repeated damage and repairs due to inferior quality. Also, these brands should be locally available (for example ROMA) so that people can purchase these locally and repair/replace the damaged ones immediately.

LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHP, PHUNTSHOLING
FOCUS GROUP DISCUSSIONS (NHDCL & GOVT. STAFF ZBHR)

No	Name	CID No.	Male/Female	Designation	Organization	Contact No.	Sign.
1	Tashi Penjor	10608003079	Male	M/T	P. Gr. H.	17677846	[Signature]
2	Tshewang Dema	11602002706	Female	Adm HSA	Immigration	17666155	[Signature]
3	Nanda Kumar Rimal	Dha (DCRC-28) 20010005941	Male	RGI	BAFRA	17600119	[Signature]
4	Tashi Dendrup	11106000984	Male	J.E	NHDCL	17370946	[Signature]
5	Dechen Selden	11506002181	Female	M/I	DGM, MOEA	77958350	[Signature]
6	Dawa	10208020873	male	electrician	NHDCL	17968195	[Signature]
7	Jigme Danyi	11114001799	Male	Adm. ass.	Dungkhag	17607758	[Signature]
8	Rinzin Dema	10502001663	Female	Rentals	NHDCL	77888424	[Signature]
9	Rajom Pradh	11316000139	Male	RRCO	''	17625534	[Signature]
10	Jamyang Phaten	11186004105	Male	electrician pump operator	NHDCL	1757479	[Signature]
11	Ugyen Zangmo	11102007068	Female	RRCO TI	RRCO	17522323	[Signature]
12	Dorji Wangmo	10504000444	Female	Casher	NHDCL	17722335	[Signature]
13	Tsherin Lhamo	11604000630	Female	Admin II	USC	1799696	[Signature]
14	Sanj K. Nepal	11311003022	male	Consultant	ADB	17624568	[Signature]
15	Sanjay K. B. B.	1080100172	"	NHDCL	NHDCL	17611110	[Signature]
16	Kamal Bdr. Shiva	11804001450	"	NHDCL	NHDCL	17719528	[Signature]

Date:

Appendix 7: Outline of Project Information Disclosure Leaflet

Subproject Information	Description
Name of the subproject, EA/IA and city	
Proposed subproject technical details and project benefits	
Summary of subproject impacts	
Compensation and entitlements	
Resettlement Plan (RP) budget	
RP implementation schedule	
Consultation and disclosure requirements	
Implementation structure and GRM information	
Contact numbers of PIU, PMU	

Attach list of Affected persons and Entitlement Matrix to this leaflet. This leaflet will be disseminated both in local language (Dzongkha) and English.

Appendix 8: Grievance Registration Format

(To be available in English or other local language, Dzongkha)

The NHDCL welcomes complaint, suggestion, query, or comment regarding the project implementation. We encourage any person or group with a grievance to provide their name and contact information to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing *(CONFIDENTIAL)* above your name. Thank you.

Date		Place of registration			
Contact Information/Personal Details					
Name		Gender	Male Female	Age	
Home Address					
Village / Town					
Thromde/District					
Phone no.					
E-mail					
Complaint/Suggestion/Comment/Question					
Please provide details of the grievance (who, what, where and how):					

*Note: You may attach a document, letter, or note in the grievance form.					
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)	
If – then mode:	
<ul style="list-style-type: none"> ▪ Note/Letter ▪ E-mail ▪ Verbal/Telephonic 	
Reviewed by: (Name, Signature, Position)	
Action Taken:(Date, Venue of Meeting, Other details)	
Whether Action Taken Disclosed:	<ul style="list-style-type: none"> ▪ Yes ▪ No
Means of Disclosure:	

GRIEVANCE RECORD AND ACTION TAKEN

Sr. No.	Date	Name and Contact No. of Complainant	Type of Complaint	Place	Status of Redress	Remarks

Appendix 9: Sample Monitoring Template

A semi-annual monitoring report shall be prepared on Resettlement Plan implementation and submitted to ADB by the borrower. It will include: (1) **the list of affected persons**, with compensation due if any to each and details of compensation paid with signed receipts annexed to the report, socio-economic status and satisfaction levels of affected persons with the Resettlement Plan implementation process, compensation and mitigation measures; (2) **the list of vulnerable affected persons** and additional compensation / special protection measures planned/implemented for them (e.g. assistance to obtain project construction related jobs); socio-economic status and satisfaction levels of affected persons with the Resettlement Plan implementation process, compensation and mitigation measures; (3) **list of roads for closure** and actions planned / taken to minimize disturbance; (4) **details of consultations held with affected persons** (with number of participants by gender, issues raised, conclusion / agreement reached, actions required/taken); (5) **details of grievances** registered, redressed, outstanding complaints, minutes of GRM meetings held; (6) **details of information disclosure** and awareness generation activities, levels of awareness among target population and behavior change, if any; and (7) **any other relevant information** showing Resettlement Plan implementation progress. The following checklist may be used for overall monitoring of Resettlement Plan implementation.

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
A. Pre-Construction Activities and Resettlement Plan Activities			
1	Approval of final Resettlement Plan by ADB prior to contract award		
2	Disclosure of final Resettlement Plan on ADB and EA websites		
3	Circulation of summary Resettlement Plan in local languages to all stakeholders		
A. Resettlement Plan Implementation			
1	Grievance Redress Mechanism established at different levels		
2	Entitlements and grievance redress procedure disclosed		
3	Finalization of list of affected persons, vulnerable affected persons and compensation due		
4	Finalization of list of roads for full or partial closure; mitigation measures proposed and implemented (with photographic documentation)		
5	Affected persons received entitlements as per EM in resettlement plan		
6	Payment of compensation, allowances and assistance (No. of affected persons)		
7	Additional assistance (project-related construction jobs, if willing and able) for vulnerable households given (No. of vulnerable affected persons assisted)		
8	Grievances No. of grievances registered No. of grievances redressed Outstanding complaints Disclosure of grievance redress statistics		
9	Consultation, participation and disclosure as per Plan		
C. Monitoring			
10	Survey on satisfaction levels of affected persons with Resettlement Plan implementation completed		
D.	Labor		

S. N.	Resettlement Plan Activities	Completed Y/N	Remarks
11	Implementation of all statutory provisions on labor like health, safety, welfare, sanitation, and working conditions by Contractors. Ensuring no child labour used		
12	Equal pay for equal work for men and women		

NOTE: Where applicable, the information provided in the table should be supported by detailed explanatory report, receipts and other details.