

Terms of Reference (TOR) for updating Resettlement Action Plan (RAP) and Development of an IT system to track the Land Acquisition and Resettlement Activities

Name of the Project: Design Review, Updating Resettlement Action Plan and Other Preparatory Works for Improvement of Sylhet-Tamabil Road to a 4 Lane Highway and Construction of Slow-Moving Vehicular Traffic (SMVT) Lane on Both Sides.

A. Project Background

The Asian Infrastructure Investment Bank (the “AIIB” or the “Bank”) is considering providing finance to:

- The Peoples’s Republic of Bangladesh, (“the Client”)
- For the Sylhet-Tamabil Road Project

The Loan will be used to finance the upgrade of the Sylhet-Tamabil Road (58 km) from an existing 2-lane highway to a 4-lane one. The road is part of the Dhaka-Sylhet-Tamabil National Highway (N2) and the Asian Highway Network.

Project components include:

- Slow Moving Vehicular Traffic (SMVT) lanes
- Junctions
- Market (bazar) areas in the design
- Service/Access Roads
- Bridges and underpasses
- Culverts, roadside drainage, and embankments

As this Project involves large-scale physical displacement of both businesses and residences within the Right-of-Way (RoW), the AIIB has assigned it a Category A, which means that the Bank must undertake an environmental and social due diligence of the Project in accordance with its Environmental and Social Policy (ESP). The principal task of the Firm is to identify the project affected land, households/business enterprises and persons, estimating their losses and dislocations, work out their entitlement packages and prepare a compensation budget.

To assist in the monitoring and supervision of the resettlement process, the Government of Bangladesh through Roads and Highway Department (RHD) is requesting technical assistance to enhance its IT system as follows:

- Relocation and Resettlement Assistance tracking: a transparent and user-friendly IT-based mechanism/system in consultation with the concerned agencies to track the progress being made in the payment of compensation as part of the RAP implementation.
- Information Dissemination: ability to use SMS notifications to disseminate information to Project Affected People, who subscribe to receive them.

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- **Grievance Management:** a single platform with two-way communication capabilities to receive, manage and monitor grievances.

B. Scope of Work

1. Updating the Resettlement Action Plan (RAP)

The Firm will carry forward the following tasks:

- (i) For the said road, check the screening of involuntary resettlement and indigenous peoples' impact in accordance with the Government's and AIIB's Safeguard Policy. Update identified whether the project road is likely to lead to impact on non-titled holders.
- (ii) Update and identify whether the project will be located in, or pass through, areas of significant indigenous people's settlements, and if this is the case propose how to specifically include indigenous peoples in project planning and implementation in accordance with AIIB's Safeguard Policy. If relevant, make an overview of population characteristics in the project area and anticipate project impacts.
- (iii) Check and update the checklist for involuntary resettlement and indigenous people screening.
- (iv) For the whole program and based on the experience of recent and ongoing resettlement plans of similar multilateral development agencies in the country, review existing resettlement frameworks (RF) and update them to meet the Government and AIIB policy compliance standards. The RF should define categories for impact, eligibility of affected people for compensation and provide a matrix of entitlements covering compensation and other assistance for all types of impacts. The RF should review the provided methodology for the calculation of compensations based on replacement cost to fully replace the asset.
- (v) For the whole program and should impacts on indigenous peoples be identified during the screening process, even if indicative, prepare an Indigenous Peoples Planning Framework (IPPF).
- (vi) Both the RF and IPPF should be based on a consultative process with the executing agency, AIIB and draw from broad-level consultations with the communities likely to be affected by the project.
- (vii) Review and update the resettlement plan (RP) and if impacts on indigenous peoples are



identified, an indigenous people plan (IPP) needs to be prepared in compliance with the Government's National Involuntary Resettlement Policy and AIIB's Safeguard Policy.

- (viii) Based on the detailed design, determine the legal status of private land within the RoW, verify application of customary and traditional laws governing land tenure, usufruct rights, leasehold. Verify legal boundaries of the right of Way (RoW) with the relevant ministry.
- (ix) Based on the detailed design, update census survey of 100% of Affected People (APs) and an Inventory of Lost Assets.
- (x) Review and update a socioeconomic assessment of all APs residing/using the corridor of impact to collect data on family composition, details on age and sex of all the members of the household, income levels and occupational pattern, vulnerability status, legal ownership status of land (private, traditional and customary rights, lease), asset occupancy status and skills possessed.
- (xi) Update the assessment whether the compensation standards for all types of assets, crops, and trees are based on replacement cost and describe in detail the valuation methodology used. Undertake market surveys to compute replacement value of land.
- (xii) Check, review and update a comprehensive income and livelihood restoration program, supported by adequate budget, to help APs improve, or at least restore, their incomes and livelihoods. Identify specific measures for the affected poor, ethnic minorities, or other vulnerable households.
- (xiii) If required conduct in-depth consultations with the affected persons, ensuring the involvement of women in the process. Consultations should take the forms of public meetings, focus group discussions and one-on-one interviews. Ensure that the consultation process is well documented and demonstrate how the concerns of the affected persons are included to the design of the RP.
- (xiv) Conduct the digital video survey of the project area and establish a cut-off date for eligibility criteria for non-title holders and ensure and document that it has been publicly disseminated.
- (xv) Review and update overall budget for compensation, resettlement and rehabilitation assistance.
- (xvi) Based on the draft R&R entitlements review and update an appropriate action plan for additional support required for the vulnerable.

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(xvii) Update the Indigenous Peoples' Development Plan to minimize adverse impacts on tribal communities and to enhance their access to project benefits on par with others. The preparation of the IPP should follow the outline provided in Appendix 9.

(xviii) Check, review and update relevant chapters and appendixes of the RAP for the project road where resettlement impacts have been identified; IPP for the project road, where impacts on indigenous People have been identified.

Social Awareness Campaign:

a) Campaign and information Against Women and Child Trafficking: Propagate against the serious social effects of women and child trafficking among the EPs and construction laborers. The propaganda will include issues like, how it affects the society and creates social problems, how it can be controlled, etc.

b) Propaganda against HIV/AIDS: Propagate against the serious effects of HIV/AIDS among the EPs and construction laborers. The propaganda will include issues like, how it spreads, how it can be avoided, the referral system for the victims, serious effects of HIV/AIDS.

c) Awareness Campaign against Gender Based Violence: Propagate against the serious effects of gender based violence among the PDPs.

2. IT System Development

The IT Consultant will carry forward the following tasks:

1. Co-Design with Project Partners:

The IT Consultant will facilitate a co-design session with RHD and relevant stakeholders to define IT system development objectives, scope, content of alerts, and rollout plan.

The three components for enhancement include:

Relocation and Resettlement Assistance tracking:

- The IT Consultant will develop a transparent and user-friendly IT-based mechanism/system in consultation with RHD, concerned agencies, and other relevant stakeholders to track the progress being made in the payment of compensation as part of the RAP implementation.
- The purpose of having such a system in place is to track the process and milestones agreed to ensure that compensation is paid in a timely manner so as to ensure that construction can proceed as scheduled.
- The system shall provide clear information to RHD on when a road section is ready for civil works (i.e. all resettlement has been satisfactorily completed) or how the construction plan could be readjusted to match with site availability.

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- It should also be able to be used as a way to promote transparency; data generated should be accessible to the general public including Project Affected People (PAP) at the village level.
- In addition, it should be accessible to the donors (e.g. AIIB) and concerned government agencies for review.

Information Dissemination:

- The IT-based system will incorporate the ability to use SMS notifications and alerts to disseminate information to PAPs, who subscribe to the information service.
- PAPs with mobile phones can subscribe to receive regular information about the Project (from town hall meetings to construction schedule). Additionally, the system will allow the NGO that is hired to implement the RAP to disseminate information related to compensation, social awareness campaigns, etc.
- The IT Consultant will work with RHD and the NGO to design an outreach strategy to publicize the service to target communities.

Grievance Management:

- The IT-based system will include the ability to deploy multilingual perception surveys to PAPs to collect anonymous, real-time data on grievances, concerns, and overall perception of the Project.
- The IT Consultant will work with the NGO to define baseline data (who uses phones and how?) and to best promote inclusive and gender sensitive participation.
- Modify the technology to fit requirements, test it, and roll out the enhanced system with proper protocols for monitoring effectiveness.

2. Field testing and research:

- Once the NGO has commenced engagement with the NGOs, and collected phone numbers of subscribers, the IT Consultant will integrate the system with local telecom and set up toll free number.

- The IT Consultant will provide support to the NGO during an initial testing of functionality in the target communities.

3. Platform launch and monitoring:

- Once the final iterations of the IT enhancements are complete, the Consultant will provide training for RHD and other concerned agencies who may use the system.

- RHD will oversee the day-to-day use of the system by the NGO to disseminate information, track resettlement processes and compensation, and monitor grievances.

- The IT Consultant will be available for maintenance and tech support.

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C. Consultant's Inputs

The assignment will be carried out over a period of three (3) months from the date of commencement. The assignment will be implemented by a consulting firm. It is anticipated that about 20 person-months of input by National Consultants (Key-experts) will be required, but the consultant may propose alternative staffing arrangement required to complete the assignment as described in Section B of the TOR, and to meet the output and reporting requirements in Section D of the TOR.

Table 1: Required Experts

No.	Title	Relevant Experience and Qualification	Positions	Person-Months
National Key Expert (Updating the RAP and IT System Development)				
NC01	Team Leader/Resettlement Specialist	<ul style="list-style-type: none"> • Bachelor degree in social science, post- graduate degree preferred • Min.15 years of professional experiences • Min.10 years of experience in social development and resettlement planning, • MDB experiences preferred. 	1	3
NC02	Social/Gender Specialist	<ul style="list-style-type: none"> • Bachelor degree in social science • Min.10 years of professional experiences • Min.5 years of experience in social development and resettlement for infrastructure projects 	1	3
NC03	Database Manager	<ul style="list-style-type: none"> • Bachelor degree in computer science or relevant subject • Min.8 years of professional experiences • Min.5 years of experience in Database Development and Management 	1	3
NC04	GIS Specialist	<ul style="list-style-type: none"> • Bachelor degree in engineering or science • Min.8 years of professional experiences • Min.5 years of experience in GIS 	1	3
NC05	IT System Architect	<ul style="list-style-type: none"> • Bachelor degree in Computer Science or Computer Engineering or relevant subject • Min.10 years of professional experiences • Min.7 years of experience in web-based/android-based IT System design/development 	1	3
NC06	Software Engineer/Programmer	<ul style="list-style-type: none"> • Bachelor degree in Computer Science or Computer Engineering. • Min. 8 years of professional experiences • Min. 5 years of experience in programming or software development 	1	3
NC07	Software Quality Assurance Engineer (Tester)	<ul style="list-style-type: none"> • Bachelor degree in Computer Science or Computer Engineering. • Min.8 years of professional experiences • Min. 5 years of experience in programming or/and software quality testing 	1	2
Subtotal			7	20

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D. Output and Reporting Requirements

1. The consultant will carry out activities according to the following time schedule, and submit reports about the activities and outputs. Adjustments to the outlines may be proposed by the consultant according to the field situation, but will be subject to the employer's approval.
2. The consultant will submit all reports/deliverables in English language in both hard and electronic copy along with all raw data. One package will be forwarded to AIIB. RHD and AIIB will review the reports and give suggestions and modifications to be incorporated in the final version.
3. Consultants will prepare a video animation highlighting the future perspective design view of the road including road structures and road furniture's.

Table 2: Reporting Requirements

Report	Description/Technical Accomplishments	Submission Deadline (no. of months after commencement)
1. Inception Report (6 hard copies along with electronic copy and raw data)	Description of proposed methodology, works and staffing schedules; comments on the ToR for this contract/package and comment and observation on issues which may have technical or financial implications or which may affect the progress of the works	20 days after commencement of the assignment
2. Mid-Term Report with Draft Demonstration of IT System (6 hard copies along with electronic copy and raw data)	Draft Updated Resettlement Action Plan (RAP) and Draft Demonstration of IT System	1.50 months
3. Draft Final Report and IT System/Software (6 hard copies along with electronic copy and raw data)	Draft Final Updated Resettlement Action Plan (RAP) and IT System/Software.	2.50 months
4. Final Report and IT System/Software (6 hard copies along with electronic copy and raw data)	Final Updated Resettlement Action Plan (RAP) and IT System/Software incorporating the comments of related wings of RHD and AIIB.	3.00 months

E. Payment Schedule

- Fifteen (15) percent of the lump-sum Contract Price will be paid upon submission of the Inception Report duly accepted by the Client.
- Twenty-five (25) percent of the lump-sum Contract Price will be paid upon submission of the Mid-Term Report with Draft Demonstration of IT System duly accepted by the Client.
- Twenty-five (25) percent of the lump-sum Contract Price will be paid upon submission of the Draft Final Report and IT System/Software duly accepted by the Client.

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- Thirty-Five (35) percent of the lump-sum Contract Price will be paid upon submission of the Final Report and IT System/Software duly accepted by the Client.

F. Client's Input

- RHD will provide all the available data of previous feasibility study and detailed design of the same road. and will facilitate communicating with the concern offices of RHD.
- The client will assign the PIU as counterpart staff for day-to-day project management and facilitation.

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