



**Government of the People's Republic of Bangladesh**

**Bangladesh: Enhancing Digital Government & Economy (EDGE) Project**

**Environmental and Social Management Framework**

**Prepared By**



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**April 9, 2020**

## Abbreviations and Acronyms

AI	Artificial Intelligence
AP	Affected Person
ARAP	Abbreviated Resettlement Action Plan
ARIPA 2017	Acquisition and Requisition of Immovable Property Act
BCC	Bangladesh Computer Council
BNDA	Bangladesh National Digital Architecture
CEDT	Centre of Excellence on Digital Technologies
CPR	Common Property Resources
CS	Computer Science
DLA	Digital Leadership Academy
DE	Digital Economy
DE Hubs	Digital Economy Hubs
ESMF	Environmental and Social Management Framework
EP	Entitled Person
ESMF	Environment and Social Management Framework
EA	Environment Assessment
FGD	Focus Group Discussion
GRP	Government Resource Planning
GBV	Gender Based Violence
ICT	Information and Communication Technology
IT	Information Technology
IDA	International Development Association
IPP	Indigenous People Plan
IDP	Integrated Digital Platform
LAN	Local Area Network
LICT	Leveraging ICT for Growth, Employment, and Governance
MOU	Memorandum of Understanding
MOPTIT	Ministry of Post, Telecommunications, and Information Technology
PD	Project Director
PIU	Project Implementation Unit
PSC	Project Steering Committee
SES	Socio-economic survey
TOR	Terms of Reference
WB	World Bank

## **Table of Contents**

Abbreviations and Acronyms .....	i
Table of Contents .....	ii
Chapter 1: Introduction and Project Description .....	1
1.1 ESMF Rationale and Objectives .....	1
1.2 Development Objective.....	3
1.3 Project Components.....	3
1.4 Project Influence Area .....	5
1.5 Lesson learned .....	6
Chapter 2: Policy, Legal and Regulatory Framework.....	7
2.1 Laws and Regulations in Bangladesh .....	7
2.2 Land Acquisition Policy of Bangladesh.....	9
2.3 The World Bank OP 4.12 on Involuntary Resettlement .....	11
2.4 WB Environmental Safeguard Policies and EBG EHS guidelines.....	12
2.5 Voluntary Land Donation Guidelines .....	12
Chapter 3: Environmental and Social Baseline .....	14
Chapter 4: Expected Environmental and Social Impacts and mitigation measures.....	17
4.1 Potential Activities .....	17
4.2 Environmental Impacts .....	18
4.3 Potential Social Impacts .....	19
4.4 Gender Impacts .....	20
4.5 Impact of Labour Influx .....	22
4.6 Increase in traffic and related accidents .....	23
4.7 Screening and Mitigation Approach .....	23
4.8 Overall Steps.....	23
4.9 Component Screening Criteria .....	24
4.10 Mitigation Measures .....	25
4.11 The existing practices for managing e-waste .....	26
4.12 Roles and Responsibilities of Contractors .....	27
4.13 Environmental Aspects .....	27
4.14 Social Aspects .....	27
4.15 Preparation of Bid Documents .....	29
4.16 ESMP Guidelines for Construction Works .....	29
Chapter 5: Stakeholder Engagement and Grievance Mechanism .....	32
5.1 Purpose of stakeholder's engagement: .....	32
5.2 Project will ensure the following engagement procedures .....	32

5.3 Project Stakeholders consultations .....	32
5.4 Outcomes of consultation meetings.....	33
5.5 Description of Information Disclosure Methods .....	35
5.6 Grievance Redress Mechanism .....	36
5.7 Objectives of GRM .....	37
5.7.1 Composition of PIU Level GRC.....	37
5.8 World Bank Grievance Redress Service (GRS) .....	38
5.9 Tracking the GRM .....	39
5.10 Costing of ESMP .....	41
Chapter 6: Institutional and Monitoring Arrangements.....	42
6.1 Institutional Arrangement.....	42
6.2 Formation and responsibility of PIU: .....	42
6.3 Safeguard Specialist Responsibility at Construction Phase.....	44
Chapter 7: Monitoring and Reporting Framework.....	45
Annex 1: Component Description Form.....	48
Annex 2: Environmental Screening.....	49
Social Screening.....	50
Annex 3 :ToR for Environmental and Social Impact Assessment .....	55
Annex 4: ToR for Safeguard Specialist at PIU .....	63

## **List of Tables**

Table 4-1: Component Wise Expected Environmental Impacts.....	19
Table 4-2: Gender and GBV prevention Framework .....	21
Table 7-1: ESMF Monitoring Plan.....	46
Table 7-2: ESMF Reporting Requirements.....	47

## **List of Figures**

Figure 1: Typical Component Implementation Timeline and Safeguards Activities .....	24
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## Chapter 1: Introduction and Project Description

BCC has prepared this Environment and Social Management Framework (ESMF) is prepared for **Enhancing Digital Government & Economy (EDGE) project**. The proposed project is fully aligned with the World Bank Group's Country Partnership Framework (CPF) for FY16 to FY20; and contributes directly to Growth and Competitiveness, and Social Inclusion. The proposed digital economy activities will increase the country's competitiveness by promoting private sector's use of disruptive technologies, diversify Bangladesh's growth sectors ensuring the economic and social dividends that digital technologies can yield. The project will also support GDP growth acceleration, employment generation of youth, rapid poverty reduction, broad-based strategy of inclusiveness with a view to empowering every citizen, especially women, to participate in full and benefit from the development process and sustainable development pathway that is resilient to disaster and climate change as well as pandemics and other health crisis, entails sustainable use of natural resources, and successfully manages the inevitable urbanization transition.

Due to the nature of the activities and interventions, the project is likely to have a positive impact by leveraging the ICT agenda in the country, providing an enabling environment, enhancing collaboration between various ICT providers, strengthening training and lab facilities in select facilities, increasing employability of workers and creating jobs, among other activities. There are no long term or significant environmental and social impacts anticipated. Given that no large-scale infrastructure development is anticipated at this stage the probability of environmental, land acquisition, requisition, relocation, and related impact on squatters or livelihoods is very low. However, renovation and/or expansion of facilities, retrofitting buildings to make those fit for purpose may involve activities that trigger the World Bank's Operational Policy (OP) 4.12 Involuntary Resettlement and Rehabilitation. Thus, OP 4.12 is triggered as a precautionary measure.

During PCN, the environmental category of was classified as C in accordance with the Bank safeguard policy: Environmental Assessment (OP 4.01) based on the understanding the project would improve government digital services. The environmental category of this project was changed to category B based on the minor civil works as repair, renovation, trenches for laying of electrical/data cable. Also, the project may generate e-waste, which can be mitigated through proper e-waste disposal, regular training of ICT unit staff and proper record keeping of equipment purchased, reused and auctioned. Thus, Environmental Assessment (OP 4.01) is triggered in this project as a precautionary measure.

Since the location and scale of civil works are not known at this stage this a framework approach is adopted and this ESMF is prepared following the World Bank's OP 4.12 and OP 4.01 and relevant government policies and acts. There are no interventions that may have any adverse impact small ethnic communities and minorities. If there are any such students in the selected public universities and/or government/non-government person/s who opt to undertake the trainings and utilize the facilities provided by the project, they will be free to do so with equal access and opportunity as all other users. OP 4.10 is therefore not triggered for the project.

### 1.1 ESMF Rationale and Objectives

The World Bank Safeguards Policies requires the preparation of an ESMF as a safeguards instrument where specific intervention sites and designs are not known. Due to the nature of the project, there are no long term or significant negative impacts expected. This ESMF is

prepared as a precautionary measure to ensure that any activities involving civil works are adequately screened and appropriate mitigation measures are undertaken through the preparation and implementation of Environmental Impact Assessment (EIA) and Resettlement Action Plans (RAP) as and when required, based on the ESMF and RPF. The ESMF provides policies and procedures to determine requirements of the World Bank's Operation Policy (OP) 4.01 Environmental Assessment and (OP) 4.12 on Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement, to assess potential risks and impacts, to identify detailed steps to develop appropriate mitigation measures, including mitigation and compensation for the impact caused under the project. The ESMF is to assist BCC to administer necessary environmental and social management (including risk management of environmental and social impacts) procedures and measures of proposed component(s) interventions and resilience activities whose exact locations and design are unknown at this stage and may change during project implementation. The ESMF comprises the guidance document required for the environmental and social screening of impacts and risks of each component, determination of environment category of each component, preparation, implementation and monitoring of relevant management plan and other planning instruments (i.e., ARAP or RAP) to be applied at project appraisal and formulation when technical design details become available. A separate Resettlement Policy Framework is being prepared for this project.

This ESMF is developed to guide the implementation of the EDGE Project's activities related to physical works and infrastructure interventions so that the Project Development Object (PDO) can be achieved. The components to be implemented under the project do not involve minor repair/renovation and ICT services. The components do not involve involuntary land acquisition. Therefore, the proposed project is classified as Category B and the safeguard policies OP/BP 4.01 (Environmental Assessment) and OP/BP 4.12 (Involuntary Resettlement) are triggered. Through this ESMF, the PIU seeks to mainstream all environmental and social concerns into the selection, preparation, design and implementation of the project.

The ESMF is a guidance and decision-support tool for stakeholders. As an overarching guideline document, the ESMF provides assurances that:

- Components consider potential environmental and social issues, especially for different communities who would be directly impacted (positively or adversely) by the component;
- Components consider socio-cultural and gender sensitivities and environmental values prevailing in areas where the proposed component(s) would be implemented;
- During project formulation and design, adverse environmental and social impacts may arise during construction and operational phases and appropriate mitigation/enhancement measures need to be designed with a monitoring plan developed to track implementation of site-specific safeguards instruments;
- Environmental and social management safeguard instruments such as ESMP, and ARAP/RAP are suitably prepared and followed; and
- Safeguard instruments are compliant with World Bank environmental and Social assessment operational policies and procedures as well as GoB national laws and regulations.

The ESMF has been consulted with relevant stakeholders including universities and different associations and disclosed in country and on the World Bank's external website before the project Effectiveness.

## 1.2 Development Objective

The proposed EDGE Project is fully aligned with the World Bank Group's Country Partnership Framework (CPF) for FY16 to FY20; and contributes directly to its three identified focus areas in multiple ways. Catalysing the growth of Bangladesh's digital economy has strong linkage to CPF's first two focus areas (Growth and Competitiveness and Social Inclusion). The project's digital economy activities will increase the country's competitiveness by promoting private sector's use of disruptive technologies, diversify Bangladesh's growth sectors, and ensuring the economic and social dividends that digital technologies can yield. The project's WOG approach for governance reforms and transformation through ICT is also fully in line with the CPF's identification of governance reforms as a long-term agenda that requires sustained effort. The activities on ICT policies and platforms proposed under the project on transparency and digital services also fit squarely into the CPF's stated intention to support policies and systems that improve transparency and efficiency in service delivery and focus on managing the risks of and mitigating climate change. This Project also supports these two CPF's focus areas and its horizontal approach to governance, as IT is a general purpose and indispensable development tool for every sector.

The project development objective is to improve efficiency, integration and cybersecurity of digital investments across GOB agencies; and increase digital-enabled employment and IT industry revenue. In this context, there are key definitions that are used in this ESMF. The following PDO Level Indicators will be used to assess effectiveness of the proposed project:

- Progress toward the achievement of the PDO would be assessed using the following results indicators:
  - (a) Cost-efficiency savings on use of Integrated Digital Platform (IDP) by GOB agencies (Amount (USD))
  - (b) Increase in digital integration across GOB agencies through the use of the IDP (Percentage)
  - (c) Improved cyber-attack monitoring and response in rural government districts (zilas) (Number)
  - (d) Improved basic end-point cybersecurity in GOB Ministries and Divisions (Number)
  - (e) Digital-enabled jobs created by the Project (Number)
    - Sub-indicator: Of which for women (Percentage)
  - (f) IT industry revenue increased by the Project (Amount (USD))

## 1.3 Project Components

The project builds on the success of the current World Bank-supported LICT Project's components on digital government and IT services industry development. Project is built on 4 components and 13 sub-components.

*Table 1: Project components and sub-components*

Component/Subcomponent	Key Activities
<b>Component 1: Enabling Environment for Digital Development</b>	
Subcomponent 1.1: ICT Governance and Sustainability	<ul style="list-style-type: none"> <li>➤ Review, update, mainstream, and enforce GOB's organizational structure; and refine and mainstream the relevant key policy and legal frameworks</li> <li>➤ Implement the business plan for the integrated digital platform (IDP) to ensure it technical, operational, climate-resilience, and financial sustainability</li> </ul>
Subcomponent 1.2: Change and Stakeholder Management	<ul style="list-style-type: none"> <li>➤ Process reengineering for facilitation of institutional coordination, ownership, and processes for effective use of the integrated digital platform.</li> <li>➤ Political economy analysis with proposal of needed interventions and organizational structures.</li> <li>➤ Assessment of the impact of digital government on public sector jobs (detailed plan to mitigate negative impacts: training, redeployment, mentorship/handholding for affected personal).</li> </ul>
Subcomponent 1.3: Digital Leadership Academy (DLA) with Training for 15,000 relevant government officials	<ul style="list-style-type: none"> <li>➤ Provide digital government training to 15,000 relevant government officials</li> <li>➤ Strengthen Intellectual Property (IPY) offices of the Ministry of Industries and Ministry of Cultural Affairs.</li> <li>➤ Partner with a leading country and/or institution to sensitize to international best practices.</li> </ul>
<b>Component 2: Integrated Digital Platform and Mainstreaming</b>	
Subcomponent 2.1: Integrated Digital Platform (IDP) for Digital Government and Digital Economy	<p>The IDP will consist of 3 layers on infrastructure, platform and software and those are</p> <ul style="list-style-type: none"> <li>➤ IaaS: Cloud-enable the National Data Center built under the previous project</li> <li>➤ PaaS: Develop a comprehensive platform that provides common or shared backend software, data assets and services for GOB agencies to build their applications and/or public services. This will help GOB to address its siloed, fragmented duplicative and unsecured public investments at the digital platform-level; by moving to an efficient, integrated and secured digital government approach</li> <li>➤ SaaS: Provide 3 common applications for GOB employees: document management system, electronic catalogue-based procurement, and government resource planning.</li> </ul>
Subcomponent 2.2: Cybersecurity Strengthening for GOB	<ul style="list-style-type: none"> <li>➤ Assess the cybersecurity gaps in selected GOB agencies.</li> <li>➤ Provide hard/software upgrades to LICT Project's cybersecurity initiatives, including of Cyber Defense Training Center and Computer Incident Response Team (CIRT) Laboratory and Forensic Laboratory.</li> <li>➤ Install GOB "Defender" cybersecurity package (procurement of needed security tools and hardware and establish the necessary basic security setup).</li> <li>➤ Provide email security for 200,000 email accounts.</li> <li>➤ Provide secure web gateways and/or unidirectional gateways for 10 key ministries.</li> </ul>
Subcomponent 2.3: Mainstreaming Bangladesh	<ul style="list-style-type: none"> <li>➤ Institutionalize BNDA as the architectural blueprint and the de-facto guideline for implementation of ICT initiatives across GOB for realizing Digital Bangladesh.</li> </ul>



National Digital Architecture (BNDA)	<ul style="list-style-type: none"> <li>➤ Prepare implementation plan for whole-of-government (WOG) roadmap and to ensure interoperability between systems.</li> <li>➤ Sensitize BNDA framework among ministries, industry and academia.</li> </ul>
<b>Component 3: Digital Economy (DE) Development</b>	
Subcomponent 3.1: Digital Economy Coordination	<ul style="list-style-type: none"> <li>➤ Develop strategy, policy and overall coordination amongst the center of excellences with academia, industry, and selected Government agencies on digital economy.</li> <li>➤ Assist GOB in technical assessment of the digital economy-related policies.</li> <li>➤ Provide “Industry Transformation Roadmaps” for 3 strategy sectors; such as manufacturing, education and/or agriculture.</li> </ul>
Subcomponent 3.2: Hire and Train Program for 20,000 Youth and Women	focus on emerging/disruptive or any technology based training ensuring at least 30% women
Subcomponent 3.3: Strengthening and Promoting the ICT/Digital Economy-Enabling Industry	<ul style="list-style-type: none"> <li>➤ Provide international business development support to BCC and relevant stakeholders, including implement a marketing and communication program of activities.</li> <li>➤ Conduct a digital economy survey with a focus on finding gaps in increasing women’s participation vis-à-vis male participation in the IT sector.</li> <li>➤ Establish two Digital Economy Hubs (DE Hubs) for the IT industry with two relevant industry associations.</li> </ul>
Subcomponent 3.4: Digitalization of SMEs	Implement a strategic partnership program (STP), Provide a digital pathway (roadmap), and Leveraging the two DE Hubs to serve as centres for basic advisory
Subcomponent 3.5: Establish Research and Innovation Centers (RICs)	<p>Establish 10 RICs in local public universities to</p> <ul style="list-style-type: none"> <li>➤ Develop emerging technology strategies and plans for research and innovation.</li> <li>➤ Create fund initiatives that strengthen research and innovation capabilities, build up research and innovation capacities.</li> <li>➤ Provide training for 80,000 students (including 24,000 female students) from relevant disciplines in the public universities on emerging/disruptive technologies</li> </ul>
<b>Component 4: Project Management Support</b>	
Subcomponent 4.1: Set up, Operations, and Auditing of Project Implementation Unit	Support the BCC to manage and implement the program effectively and efficiently, and also fund the operating expenses of the PIU over its full implementation period; including costs for supplies, services, repairs and maintenance.
Subcomponent 4.2: Project Management and Implementation Support	Engage a firm to assist PIU

## 1.4 Project Influence Area

The project influence area (PIA) will vary depending on the component activity. Majority of the activities will be within the Dhaka city but benefits will be across the country. Although some

activities are in fixed locations like public universities, others are not. In addition, some of the component activities can have indirect positive impacts that lead to a larger project influence area compared to that if only direct impacts are considered.

### 1.5 Lesson learned

The project's design incorporates significant and pertinent lessons learnt from the ongoing LICT Project in Bangladesh (P122201) that was successfully completed in June 2019. Its digital government component and activities builds on the LICT Project's digital foundations that are already built successfully; and brings it the next phase of integrated use across GOB on a cloud computing basis. Its digital economy activity is also based on the successful activities of the LICT Project's IT/ITES industry development component. Hence this project will continue and expand the previous project's success on training and hiring programs, middle management and chief executive-level training, and international business development assistance for local digital-economy/ICT companies.

The project's design also includes strengthening the policy and regulatory environment for an integrated digital government and digital economy approach. It builds in demand-oriented component to ensure usage of the digital government shared services by other agencies; and demand-driven training for youth/women and international business development for local digital-economy/ICT company. Its change and stakeholder management activities to help address bureaucratic and stakeholder issues in implementation. The project's design also considers the experiences of other similar World Bank-supported projects in Ghana, Mongolia, Moldova, and Vietnam, in terms of their institutional and implementation structures, cross-agency coordination mechanisms, stakeholder management experiences, and innovative PPP approaches.

## Chapter 2: Policy, Legal and Regulatory Framework

### 2.1 Laws and Regulations in Bangladesh

The Government of Bangladesh has framed various laws and regulation for protection and conservation of natural environment. These legislations with applicability to this project are summarized below in **table 2.1**

*Table 2.1: Summary of Govt. Laws, Regulations Applicable to the Project*

No.	Act/Rule/Laws/Ordinance	Responsible Agency/Ministry/Authority	Key Features-Potential Applicability
1	Environment Conservation Act 1995 and subsequent amendments in 2000 2002 and 2010 <sup>1</sup>	Ministry of Environment and Forest Department of Environment [DOE]	The provisions of the act apply to project interventions in the construction and operation Stages
2	Environment Conservation Rules 1997 and Subsequent amendments in 2002 and 2003	Ministry of Environment and Forest Department of Environment [DOE]	The project is categorized as Red Category. All requisite site clearance certificates (SCC) and environmental clearance certificates (ECC) from the DOE shall be obtained prior to commencement of civil works on ground
3	Environment Court Act 2010	Judicial Court Ministry of Environment & Forests	An Environmental court has been established in Dhaka. The Court has jurisdiction over, in accordance with the Act provisions, trial of an offence or for compensation under an environmental law, imposing penalties for violation, etc.
4	SRO in 2006 (SRO No. 175-Act/2006 dated August 29, 2006) on collection and recycling of used/non-functional batteries .	Ministry of Environment and Forest Department of Environment [DOE]	For conservation of environment, improving environmental standard and control and prevention of environmental pollution. According to this amendment, no recycling of battery will be permitted without environmental clearance of DOE. It further restricts unsafe disposal of used batteries or any parts of used battery in open place, water bodies, waste bins etc. All used batteries must be sent to the DOE approved

<sup>1</sup>*ECA Amendment 2000* focuses on ascertaining responsibility for compensation in cases of damage to ecosystems, increased provision of punitive measures both for fines and imprisonment and the authority to take cognizance of offences. *ECA Amendment 2002* elaborates restrictions on polluting automobiles; restrictions on the sale, production of environmentally harmful items like polythene bags; assistance from law enforcement agencies for environmental actions; break up of punitive measures; and authority to try environmental cases. In *ECA Amendment 2010*, no individual or institution (government or semi-government/non-government/self-governing can cut any hill or hillock; fill-up or changed any remarked water body however in case of national interest; the mentioned activities can be done after getting clearance from respective the departments.

No.	Act/Rule/Laws/Ordinance	Responsible Agency/Ministry/Authority	Key Features-Potential Applicability
			battery recycling industry at earliest convenience.
5	The National Water Policy, 1999	Ministry of Water Resources	<ul style="list-style-type: none"> <li>• Protection, restoration and enhancement of water resources;</li> <li>• Protection of water quality, including strengthening regulations concerning agro-chemicals and industrial effluent;</li> <li>• Sanitation and potable water;</li> <li>• Fish and fisheries; and Participation of local communities in all water sector development.</li> </ul>
6	National Biodiversity Strategy and Action plan (2004)	Ministry of Environment and Forest (MOEF)	<ul style="list-style-type: none"> <li>• Conserve, and restore the biodiversity of the country;</li> <li>• Strategy and Action - Maintain and improve environmental stability of ecosystems;</li> </ul>
7	Bangladesh Climate - Change Strategy and Action Plan (2008)	Ministry of Environment and Forest	Establishment of six strategic pillars for action, including (1) food security, social protection and health, (2) disaster management, (3) protective infrastructure, (4) research and knowledge management, (5) Decreased carbon development, and (6) capacity building and institutional strengthening.
8	Embankment & Drainage Act	Ministry of Water Resources	An Act to consolidate the law relating to embankment & drainage.
9	SRO of Bangladesh government was issued on disposal procedure on expired IT equipment.	Ministry of Environment and Forest Department of Environment [DOE]	According to the SRO, average lifetime of ICT equipment is 6 years including the warranty period. After that this e-waste can be auctioned as per rule or donated to the other training institute or other agencies or disposed with the guidance of Bangladesh Computer Council under the relevant law.
10	Vehicle Act 1927 & Motor vehicle ordinance 1983	Bangladesh Road Transport Authority (BRTA)	Road/traffic safety Vehicular air & noise pollutions Fitness of vehicles& registration.
11	The Acquisition and Requisition of Immovable Property Act (ARIPA) 2017	Ministry of Land	Outlines procedures and rules for acquiring land and immovable property
12	ICT ACT 2006, amendment in 2013		The ICT law has been formulated to support the development of information and communication technologies in Bangladesh. It is intended to facilitate the application

No.	Act/Rule/Laws/Ordinance	Responsible Agency/Ministry/Authority	Key Features-Potential Applicability
			of information and communication technologies for building information society.
In addition, an Electrical and Electronic Waste (Management and Handling) Rules is under preparation to incorporate E-waste management issues and proper management of E-waste.			

## 2.2 Land Acquisition Policy of Bangladesh

The Acquisition and Requisition of Immovable Property Act 2017 (ARIPA) is the principal legislation governing eminent domain for land acquisition and requisition in Bangladesh. ARIPA 2017, detailed the land acquisition process from section 4 to section 19 and land requisition process from section 20 to section 28. According to ARIPA 2017, compensation to be paid for affected land, structures, trees, crops and any other damages caused by such acquisition. Under the ARIPA 2017, The Deputy Commissioner (DC) determines the value of the acquired assets as at the date of issuing the notice of acquisition under section 4(1). The DCs there after enhance the assessed value by 200% and another 100% premium for loss of standing crops, structures and income due to compulsory nature of the acquisition. The compensation such determined is called the Cash Compensation under Law (CCL). If the land acquired has standing crops cultivated by a tenant (Bargadar) under a legally constituted written agreement, the law requires that compensation money be paid in cash to the tenants as per the agreement. ARIPA 2017 under section 4 (13) permits the acquisition of the community properties if it is for a public purpose provided that project for which the land is acquired provides for similar types of assets in some other appropriate place or reconstruct the community properties.

Table 2.2: Land Acquisition Process under ARIPA, 2017

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 4(1)</b>	Publication of preliminary notice of acquisition of property for a public purpose	Deputy Commissioner
<b>Section 4 (3) (1) (i)</b>	Prior to the publication of section 4(1) notice; Identify the present status of the land, structures and trees through videography, still pictures or appropriate technology.	Deputy Commissioner
<b>Section 4 (3) (1) (ii)</b>	After the publication of the section 4(1) notice a joint verification should be conducted with potentially affected households and relevant organizations.	Deputy Commissioner
<b>Section 4 (7)</b>	After publication of preliminary notice under the section 4(1), if any household has changed the status of the land for beneficial purposes, changed status will not be added to the joint verification notice.	Deputy Commissioner
<b>Section 4 (8)</b>	If the affected person is not happy with the joint verification assessment, he/she can complain to Deputy Commissioner within 7 days of issuing sec 4(1) notice.	Affected Person
<b>Section 4 (9)</b>	Hearing by Deputy Commissioner within 15 working days after receiving the complaints. In case of government priority projects, hearing will be within 10 working days.	Deputy Commissioner
<b>Section 5 (1)</b>	Objections to acquisition by interested parties, within 15 days of the issue of section 4 (1) Notice	Affected Person
<b>Section 5 (2)</b>	Deputy Commissioner submits hearing report within 30 working days after the date of the sec 5(1) notice. In the case of government priority projects, it will be within 15 working days.	Deputy Commissioner

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 5 (3)</b>	DC submits his report to the (i) Government (for properties that exceed 16.50 acres; (ii) Divisional Commissioner for properties that do not exceed 50 standard bighas. Deputy Commissioner makes the final decision If no objections were raised within 30 days of inquiry. In case of government priority project, it will be 15 days	Deputy Commissioner
<b>Section 6 (1) (1)</b>	Government makes the final decision on acquisition within 60 working days after receiving report from the Deputy Commissioner under sec 5(3) notice.	Government
<b>Section 6 (1) (2)</b>	Divisional Commissioner makes the decision within 15 days or with reasons within 30 days since the submission of the report by Deputy Commissioner under sec 5(3) notice.	Divisional Commissioner
<b>Section 7 (1)</b>	Publication of the Notice of final decision to acquire the property and notifying the interested parties to submit their claims for compensation	Deputy Commissioner
<b>Section 7 (2)</b>	Interested parties submit their interests in the property and claims for compensation within 15 working days (in case of priority project 7 days).	Affected Person
<b>Section 7 (3)</b>	Individual notices have to be served to all interested persons including the shareholders within 15 days of issuing Section 7(1) notice	Deputy Commissioner
<b>Section 8 (1)</b>	Deputy Commissioner makes a valuation of the property to be acquired as at the date of issuing Section 4 Notice; determine the compensation; and apportionment of compensation among parties interested.	Deputy Commissioner
<b>Section 8 (3)</b>	DC informs the award of compensation to the interested parties and sends the estimate of compensation to the requiring agency/person within 7 days of making the compensation decision	Deputy Commissioner
<b>Section 8 (4)</b>	The requiring agency/person deposits the estimated award of compensation with the Deputy Commissioner within 120 days of receiving the estimate.	Deputy Commissioner
<b>Section 9 (1)</b>	During valuation of assets, Deputy Commissioner will consider the following: (i) Average market price of land of the same category in the last 12 months; (ii) Impact on existing crops and trees; (iii) Impact on other remaining adjacent properties; (iv) Impact on properties and income; and (v) Relocation cost for businesses, residential dwellings etc.	Deputy Commissioner
<b>Section 9 (2)</b>	Additional 200% compensation on current mouza rate is added to the estimated value. If private organizations acquire, added compensation will be 300%.	Deputy Commissioner
<b>Section 9 (3)</b>	Additional 100% compensation on top of the current market price for impacts mentioned under sec 9(1) and (2)	Deputy Commissioner
<b>Section 9 (4)</b>	Appropriate action should be taken for relocation on top of the above mentioned sub-sections.	
<b>Section 10 (2)</b>	If an entitled person does not consent to receive compensation, or if there is no competent person to receive compensation, or in the case of any dispute with the title to receive compensation, Deputy Commissioner deposits the compensation amount in a deposit account in the Public Account of the Republic and Deputy Commissioner acquires the land. But if any person complains about the ownership of the land, with appeal, he/she will be able to collect the amount from Deputy Commissioner. There is no fixed time for this.	Deputy Commissioner

Relevant Section under ARIPA, 2017	Steps in the process	Responsibility
<b>Section 11 (1)</b>	Deputy Commissioner awards the compensation to entitled parties within 60 days of receiving the deposit from the requiring agency/person.	Deputy Commissioner
<b>Section 12</b>	When the property acquired contains standing crops cultivated by bargadar (shareholders), such portion of the compensation will be determined by the Deputy Commissioner and will be paid to the bargadar in cash.	Deputy Commissioner

## 2.3 The World Bank OP 4.12 on Involuntary Resettlement

The project triggers the World Bank's OP 4.12 as precaution on Involuntary Resettlement that requires that the economic and social impacts and risks out of involuntary resettlement are mitigated and livelihoods of the displaced persons are restored. Involuntary resettlement may cause severe long-term hardship, impoverishment, and damage unless appropriate measures are carefully planned and carried out. For these reasons, the overall objectives of the policy of involuntary resettlement are the following:

- (a) Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs.
- (b) Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits.
- (c) Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- (d) Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

The policy requires that the following measures are taken to achieve the above objectives:

- (a) The resettlement action plan includes measures to ensure that the displaced persons are
  - i. informed about their options and rights pertaining to resettlement;
  - ii. consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives; and
  - iii. provided prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project.
- (b) If the impacts include physical relocation, the resettlement action plan or resettlement policy framework includes measures to ensure that the displaced persons are
  - i. provided assistance (such as moving allowances) during relocation; and
  - ii. provided with residential housing, or housing sites, or, as required, agricultural sites for which a combination of productive potential, convenient relocation sites, and other factors is at least equivalent to the advantages of the old site.



- (c) Where necessary to achieve the objectives of the policy, the resettlement action plan also includes measures to ensure that displaced persons are
- i. offered support after displacement, for a transition period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living; and
  - ii. provided with development assistance in addition to compensation measures such as land preparation, credit facilities, training, or job opportunities.

## 2.4 WB Environmental Safeguard Policies and EBG EHS guidelines

According to World Bank Operational Policy (OP 4.01), the nature of environmental assessment to be carried out for a particular component would largely depend on the category of the sub- project. The World Bank Operational Policy (OP) 4.01 classifies projects into three major categories (category A, B and C), depending on the type, location, sensitivity and scale of the project, and nature and magnitude of potential impacts. Category A will have the most significant adverse environmental impact, Category B will have less adverse environmental impacts (in comparison to Category A) and most of the impacts will be site-specific and few reversible, and Category C will have no notable adverse environmental impacts. The components to be implemented under the project do not involve minor repair/renovation and ICT services. The components do not involve involuntary land acquisition. Therefore, the proposed project is classified as Category B and the safeguard policies OP/BP 4.01 (Environmental Assessment) is triggered.

The project classified as category B based on the minor civil works as repair, renovation, trenches for laying of electrical/data cable. Site specific environmental and social (ES) screening/assessment along with the ES management plan (EMP) will be prepared to mitigate the impacts. Also, the project may generate e-waste, which can be mitigated through proper e-waste disposal, regular training of ICT unit staff and proper record keeping of equipment purchased, reused and auctioned.

The IFC guidelines provide guidance on certain EHS issues which include standards for environmental parameters (ambient air quality, water and wastewater quality, noise level, waste management), hazard and accident prevention, occupational and community health and safety (during commissioning and decommissioning works) etc. These guidelines will be directly applicable to the LICT II.3.3 Relevant International Laws and Treaties.

## 2.5 Voluntary Land Donation Guidelines

There is no specific guideline on voluntary land donation in ARIPA 2017. During stakeholder consultations universities expressed that, the local people or government normally donate the land for construction of any structures that will be beneficial for students and people. However, this program discourages Voluntary Land Donation (VLD) from local people. If government land is not available and VLD from local people is unavoidable, voluntary land donation procedures and steps will be followed. Detailed guidelines on VLD is given with RPF. If donated land is used in this project, BCC will demonstrate that:

- the potential donor or donors have been appropriately informed and consulted about the project and the choices available to them;
- potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation;
- the amount of land being donated is less than 10% of the potential donor's land holding and that it would not have significant impact on their livelihood



- no household relocation is involved;
- the donor is expected to benefit directly from the project; and
- for community or collective land, donation can only occur with the consent of individuals using or occupying the land. BCC and/or relevant organizations will maintain a transparent record of all consultations and agreements reached.
- all consultations and documentation procedures regarding the donation has to be well documented and preserved.

## Chapter 3: Environmental and Social Baseline

Currently the expired equipment (e-waste) is auctioned by the various offices and personal users. The purchaser first run to check to see the product is functioning or not. If the product is functioning then they sell it to the customer who looks for second hand parts. Otherwise they break the product into pieces to separate iron, lead, copper, silver, plastic, etc. and sell this to a purchaser of these things. Then these disassemble products go to people involved in different tiers in recycling of these things. A study<sup>2</sup> on production of e-waste of the country was carried out to assess the current recycling practices of e-waste. The study identified three hotspot of e-waste recycling at Dhaka and five at Chittagong. In this recycling hotspot, at first the reusable expired equipment are cleaned and repaired. These repaired and useable products are sold to secondhand retailers. The non-recoverable items as metals, plastic, bronze, cables etc. are sold to scrap dealers. The study investigated that almost all the items are sold by repairing or sold as scrap. A very small material quantity is thrown away and come as solid waste.

The environmental and social baseline of the project area and affected people are provided in this Section. In 2009, the Government of Bangladesh (GOB) set out an ambitious “Digital Bangladesh” agenda for the country, which more than a decade later, remains core to GOB’s overall strategy to leverage information and communication technology (ICT) for the country’s development. The Seventh Five Year Plan sets out comprehensive plans to use ICT to ensure citizen participation, social inclusion, and empowerment; to promote good governance and efficient delivery of public services; and to drive economic growth. Some early digital government successes for example, include:

- (a) The build out of basic integrated foundations for digital government such as the country’s first national-level data centre, enterprise architecture, interoperability framework, and a computer emergency incident response team, through the World Bank-financed Leveraging ICT for Growth, Employment, and Governance (LICT) Project which is already helping to address common key ICT capacity and resource issues in Government agencies by addressing them on a shared infrastructure basis. The implementing agency, the Bangladesh Computer Council (BCC), has experienced overwhelming demand from other agencies for use of these shared digital government foundations.
- (b) The Governments of China and South Korea, have helped establish extensive Government data networks that connect all Upazilas and Unions to high-speed Internet, enabling a government communications network that can be used for common ICT infrastructure, applications, and services across its agencies.
- (c) Development of its IT and IT-enabled services (IT/ITES) industry under the LICT Project that catalysed significant increases in jobs for youth (more than one-third women) and industry revenues. The growth of this sector has cross-cutting impact across the economy as it contributes in digitalization of the private sector, and helps Bangladesh diversify into higher value exports for the country.

### Digital Government

There is still significant space for Bangladesh to leverage ICT for the country’s next stage of

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<sup>2</sup>Dr. Sarwar Uddin Ahmed (2011), E-waste Recycling Practices in Bangladesh, D.Net Development Research Network.

development as a middle-income country. The United Nations' E-government Development Index for 2016 ranks it 124 out of 193 countries. GOB fully recognizes the need to be more strategic in its approach to leveraging ICT in the country's next phase of development. There is a distinct need for GOB to strategically plan ICT investment and use across its agencies given rapid developments in this sector. There is also a need for more collaborative, secure, and efficient use of ICT resources within GOB. Independent information technology (IT) investments results in silos, duplication of investments, and heightened cybersecurity vulnerabilities. With World Bank-supported projects alone, US\$ 1.05 billion has been committed to ICT components spread over 45 ongoing projects in Bangladesh.<sup>3</sup> A more integrated approach toward IT adoption in GOB will enable improved coordination, reduce duplication, and maximize the country's investments in ICT. In turn, reducing the environmental load by reducing the movement of people and goods, reducing the production and consumption of goods, and enhancing the efficiency of energy use. An integrated approach for digital government will also provide effective collaboration and decision making at the political and operational levels in GOB, and ultimately reduces costs and creates convenience to citizens and businesses. It will also support the delivery of economic and social services, economic management, and inclusive political processes.

GOB intends to avoid creating silos of information /applications under various ministries, divisions and departments rather take a more strategic, holistic, and integrated whole-of-government (WOG) approach; to improving governance; and increasing and improving digital services to citizens and businesses, and within GOB. This will allow information repositories at multiple offices be shared by others without compromising the authority of the owners of these repositories. The WOG approach for digital government has been a long-term strategy of many governments around the world over the past 10 years. This 'one-stop government' approach moves isolated silos in public administration to formal and informal integrated networks and is driven by societal forces and the opportunities presented by the Internet, to transform the way that governments work for citizens. The WOG approach for ICT has been successfully proven to achieve higher Government efficiencies, enable cross-agency coordination of resources and services, and foster one-stop governance transformation and digital service delivery, including in countries such as Australia, Korea, Singapore, and the United Kingdom, among others.

Bangladesh will benefit from adopting global best practices and establishing the key governance processes and platforms needed for a WOG approach, before it makes significant technology investments in digitising transactions and common business processes within GOB agencies. By establishing common infrastructure, development platforms, and services for common use by GOB agencies, the WOG approach will eliminate the need for GOB agencies to individually invest in their own ICT resources, significantly reduce ICT operational and overhead costs, improve interoperability and coordination between systems and agencies, and enable the agencies to focus on core digital services delivery instead of technologies. Having recently experienced cybersecurity challenges at Bangladesh Bank, a WOG approach will also help Bangladesh to improve the security of their digital government systems to protect the public administration from continual and evolving cyber threats. The integrated approach could also help to GOG to address key ICT capacity and resource issues common in line agencies; and enable GOB to use ICT more strategically to address its development challenges.

Bangladesh will also benefit significantly from the WOG approach in mitigating and adapting to its climate change vulnerabilities. By providing a common, reliable, climate resilient WOG platform and digital-based services – this project will enable GOB to expand its remote sensing and geographic information systems for risk assessment of multiple hazards, and development of various disaster risk management scenarios and contingency plans. It will also enable GOB to maintain uptime, share data and information, have uninterrupted cross-agency coordination,

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<sup>3</sup> Findings from an ICT stocktaking exercise conducted in preparation for this project.

and continue to provide disaster information and emergency services.

The proposed EDGE Project is fully aligned with the World Bank Group's Country Partnership Framework (CPF) for FY16 to FY20; and contributes directly to its three identified focus areas in multiple ways. Catalysing the growth of Bangladesh's digital economy has strong linkage to CPF's first two focus areas (Growth and Competitiveness and Social Inclusion). The project's digital economy activities will increase the country's competitiveness by promoting private sector's use of disruptive technologies, diversify Bangladesh's growth sectors, and ensuring the economic and social dividends that digital technologies can yield. The project's WOG approach for governance reforms and transformation through ICT is also fully in line with the CPF's identification of governance reforms as a long-term agenda that requires sustained effort. The activities on ICT policies and platforms proposed under the project on transparency and digital services also fit squarely into the CPF's stated intention to support policies and systems that improve transparency and efficiency in service delivery and focus on managing the risks of and mitigating climate change. This Project also supports these two CPF's focus areas and its horizontal approach to governance, as IT is a general purpose and indispensable development tool for every sector.

The project will also contribute to GOB's plan for climate change, as detailed in the Bangladesh Climate Change Strategy and Action Plan (BCCSAP). The project activities are directly aligned with two of the six pillars: comprehensive disaster management and mitigation and low carbon development. The project will work to intentionally increase the country's efforts on climate resilience and emission reduction, in response to climate change. The investments in the digital government platform infrastructure will facilitate important redundancy in the network to protect against outages caused by climate events, while at the same time generate energy savings by using digital systems, reducing transportation, electricity, and paper needs.

Finally, the EDGE Project is fully aligned with the three key strategic goals targeted by GOB in the Seventh Five Year Plan:<sup>4</sup>

- (a) **Growth.** GDP growth acceleration, employment generation of youth, and rapid poverty reduction
- (b) **Inclusion.** A broad-based strategy of inclusiveness with a view to empowering every citizen, especially women, to participate in full and benefit from the development process.
- (c) **Sustainability.** A sustainable development pathway that is resilient to disaster and climate change, entails sustainable use of natural resources, and successfully manages the inevitable urbanization transition.

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<sup>4</sup> Source: Government of Bangladesh, The Seventh Five Year Plan: 2016–2020, Executive Summary, p 47.

## Chapter 4: Expected Environmental and Social Impacts and mitigation measures

### 4.1 Potential Activities

This Section of the ESMF lists the expected (potential) environmental and social impacts from the implementation of the various component activities. The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. Most project activities are of a technical nature to improve collaboration across various digital platforms in the country and organizations working on them, re-training of workers and redeployment according to appropriate skills. The project will boost identity protection, privacy and cybersecurity. It will provide secure web gateways and/or unidirectional gateways for 10 key ministries with higher security needed for their data and information.

As the project development objective is to improve digital integration and sustainability across GOB agencies, and catalyse growth of Bangladesh's digital economy, this project will allow Bangladesh to improve governance and the citizens' economic gain from the economy. Bangladesh will benefit making significant technology investments in digitising transactions and common business processes within GOB agencies. The use of digital technology is transforming all sectors such as logistics and finance, as well as industrial production and agriculture, which are all visible manifestations of a growing digital economy. While many existing jobs are being replaced by the emergence of automation, artificial intelligence and e-businesses, this initiative aims to provide opportunities for citizens to be further trained and prepared for digital industry jobs. This will be apparent as vulnerable populations such as women and the youth become increasingly involved and benefit from the digital academy. Improving the digital integration and sustainability of Bangladesh's digital economy will most notably allow for cost savings on GOB's spending on ICT across agencies.

Some notable achievements expected from this project include increased number of digital economy activities including training and research on innovation topics, and business development through the establishment of a Digital Leadership Academy. This will allow various segments of the population such as the youth, civil servants and especially women to gain improved skills and knowledge to contribute to the digital economy and improved technological government processes to allow for transparent and progressive results. An increased number of public institutions (including Ministries, Divisions, Departments, Universities) are expected to use the Integrated Digital Platform. Furthermore, the project aims to place a higher number of cybersecurity sensors deployed in the districts and upazilas to sense potential attacks and strengthen the Government-wide network.

The project will promote the use of ICTs, the associated environmental and social risks are low and overall the project is likely to have positive impact. The project will decrease the burden upon environment by reducing people movement (saving time and energy) and amount of paper used in offices. The ICT equipment like server, computer, LAN may generate e-waste. This issue can be mitigated through proper e-waste disposal, regular training of ICT unit staff and proper record keeping of equipment purchased, reused and auctioned.

## 4.2 Environmental Impacts

The project is classified as Category B. There is no major civil works and minor environment impact expected, as most of the project's procurement items are in digital/software applications and services. No significant liquid or solid waste are also expected to be generated nor any biodiversity will be affected. There are also no significant, large scale, or irreversible social impact expected. The project will be inclusive and gender sensitive. An effective and accessible GRM will be set up.

This project is not subject to greenhouse gas accounting, as it does not fall under the projects types for which agreed methodologies exist in the transport, energy, agriculture, forestry, water, and urban sectors. The project is also eligible for the climate co-benefits under the information and communications and various other categories, as its shared platform for Government usage will reduce duplication of ICT software, applications, and services across GOB.

The project will install mainly software and limited hardware that are energy efficient and, locations will be more resilient to risk, especially flood which is common in Bangladesh. The installation will be within the existing facilities mainly owned by the implementing agencies. However, there will be few installations in 10 GOB agencies, 10 RICs in local public universities and two digital economy hubs in space provided by the associations. The project will not include any notable civil works, except the minor interior works within the facilities. Most of the activities will be implemented in Dhaka, as these are national-level digital government systems and services. The project will also place sensors in the 64 districts to sense potential cyber-attacks and strengthen the Government-wide network connecting 490 Upazilas. The change management program for public officials is expected to have activities to engage and train public officials in different levels of Government, including district and upazila levels. The project will provide specific plans and agreements for managing e-waste and fire-safety issues if the hardware is found to be significantly more than anticipated after appraisal.

In terms of climate and geophysical hazards, the project is assessed to have low risk at this high-level of screening using the climate and disaster risk screening tool. It is also assessed to have low risk from potential extreme precipitation and flooding. The project will continue to monitor the level of these risks during implementation.

Bangladesh has been ranked as the most climate-vulnerable country in the world, and its economy is more at risk to climate change than any country (See Country Context in Section I for details). The EDGE Project will have significant positive climate adaptation and mitigation spillover effects beyond the project's own scope, through its public good investments in resilient infrastructure, data collection, analysis solutions, and improved decision-making, among others. The project will also promote widespread use of digital technologies across the economy. For instance, use of digital solutions in agriculture can improve water and land (including pastures) management in the sector and lead to reduction in soil erosion. Digital technologies can also improve government efforts in forest and ecosystem protection. Additionally, widespread use of digital technologies by citizens can decrease the need to travel long distances to urban centres to receive Government services and engage in productive activities, which eventually would translate into lower gas consumption, thus minimizing CO<sub>2</sub> emissions. In parallel, Component 1 will try to address climate-related policies and regulations foster GOB's capacity in climate adaptation and mitigation.

The use of digital solutions in agriculture can improve water and land (including pastures) management in the sector and lead to reduction in soil erosion. Digital technologies can also improve government efforts in forest and ecosystem protection. Additionally, widespread use

of digital technologies by citizens can decrease the need to travel long distances to urban centres to receive Government services and engage in productive activities, which eventually would translate into lower gas consumption, thus minimizing CO<sub>2</sub> emissions.

It will be important to ensure that the proposed components do not have an effect on a place or building having aesthetic, anthropological, archaeological, architectural, cultural, historical or social significance or other special value for present and future generations. However, there remains a possibility for (as yet undiscovered) sites of local cultural significance (i.e. sacred sites, cemeteries) and archaeological sites to exist near/within component areas.

Table 4-1: Component Wise Expected Environmental Impacts

Environmental Component (Physical and Biological)	Component								
	Component 1			Component 2			Component 3		
	PC	OM	DE	PC	OM	DE	PC	OM	DE
Noise	no	no	no	✓	no	✓	✓	no	✓
Air Pollution	no	no	no	✓	no	✓	✓	no	✓
Soils	no	no	no	no	no	no	no	no	no
Vibrations	no	no	no	✓	no	no	✓	no	no
Surface Water	no	no	no	no	no	no	no	no	no
Groundwater	no	no	no	no	no	no	no	no	no
Flora	no	no	no	no	no	no	no	no	no
Fauna	no	no	no	no	no	no	no	no	no

Note: PC = Pre-construction and construction stages; OM = Operation and Maintenance Stage; DE = decommissioning stage

The project will promote the use of ICTs, the associated environmental risks is low and overall the project is likely to have positive impact. The project will decrease the burden upon environment by reducing people movement (saving time and energy) and amount of paper used in offices. The ICT equipment like server, computer, LAN may generate e-waste. This issue can be mitigated through proper e-waste disposal, regular training of ICT unit staff and proper record keeping of equipment purchased, reused and auctioned. The also involve minor civil works as repair, renovation, trenches for laying of electrical/data cable. These activities may generate some construction related impacts (air, noise waste problem), but these impacts are mitigated through the preparation and implementation of appropriate management plan.

### 4.3 Potential Social Impacts

The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. It will provide an enabling Environment for Digital Development through strengthening governance and sustainability, institute a holistic change and stakeholder management program. The project aims at building an Integrated Digital Platform (IDP) and will contribute directly to and promote climate change adaptation and mitigation; through building and enhancing equipment and locations to be more resilient to risks and purchasing technologies that can improve the energy efficiency of the digital platform. Most project activities are of a technical nature to improve collaboration across various digital platforms in the country and organizations working on them, re-training of



workers and redeployment according to appropriate skills. The project will boost identity protection, privacy and cybersecurity. It will provide secure web gateways and/or unidirectional gateways for 10 key ministries with higher security needed for their data and information.

There are no significant or irreversible impacts anticipated in the project. The project will set up a Digital Leadership Academy, in partnership with a leading country and/or institution, to be a centre of excellence for digital economy and government human capital development especially for women. It will establish or expand a Centre of Excellence on Digital Technologies (CEDT) to develop strategy, policy and overall coordination amongst the centre of excellences with academia, industry and selected Government agencies on digital economy. Both the centres will be built in spaces provided by the institutions chosen (not determined at this stage) within their existing infrastructure/ campuses.

There may be need for some renovation and refurbishment, in some cases an extra room or two may be added within the existing boundaries of the institutions. Only few labor engagements are expected. The project will establish two Digital Economy hubs (DE Hubs) for the ICT industry with two relevant industry associations. The hubs will be established using physical space provided by the associations, and the Project will refurbish and place GOB's computers and other equipment that are needed at the hubs. It will also establish 10 Research and Innovation Centres within the premises of local public universities, which are not identified at this stage.

During the consultations with different universities and associations, it was identified that land is available within the existing campus. However, if more land is required, government land will be used. Otherwise, they will follow the voluntary land donation procedures. However, public universities will try to avoid voluntary land donation, but in cases when this happens, it will be subject to strict scrutiny and prior approval by the World Bank will be required. In all cases, land acquisition, requisition and donation cannot result in a person or household being worse off than pre-project levels and adequate measures will be put into place to compensate the PAPs.

The project will involve various institutions, agencies, universities, students and teachers. However, the specific stakeholders are not identified at this stage. The ESMF and RPF are prepared on the basis of consultation with representative sample public university students and teachers and ICT companies, digital platform holders. Special emphasis was laid on consulting with women and minority students (where possible) and persons with disabilities, as ICTs are an area where the latter group can engage in surmounting issues of mobility. Public consultations with all stakeholders, at all stages of project implementation, will be carried out and the nature and number of consultations, location, and type of participants and the summary of findings will be documented.

#### 4.4 Gender Impacts

All the project components are built in gender considerations in its design. This project also incorporates gender equality in its objectives and indicators. Through this project, the GOB hopes to achieve results such as increased number of digital-economy related jobs of which 30% are allocated to women. An increase in the number of women who have been trained and gained marketable digital economy skills. An increase in the number of women who have been trained and gained marketable digital economy skills will lead to female empowerment and



increased female labor force participate rate, which in turn will lead to an increase in digital industry revenue.

The project seeks to understand gaps in knowledge, usage and familiarity with digital devices and services between men and women and plans to reduce these gaps to enable more women's access to job opportunity, education and better decision-making ability. The project will conduct a digital economy survey with a focus on analysing gender gaps in this sector and reducing the gaps by increasing women's participation. This activity will conduct gender-informed feedback gathering (for example, focus groups with women), identify the challenges women face in participation in DE, and develop and carry out actions to enable the targeted women's involvement in DE activities. Furthermore, this project will see the establishment of Digital Leadership Academy, which will be a centre of excellence for digital economy and government human capital development especially for women. Leadership training for women will especially help to bridge gaps in women's employment and agency. Similarly, an increase in the number of youths trained in emerging technologies through this initiative will allow for Bangladesh's youthful population to push the boundaries of the country's technological advancement.

The project will be mindful of providing a safe environment for vulnerable groups such as women and the disabled during training operations. Training needs to be tailored to the needs of women and the disabled by providing disabled-friendly and women-friendly environment. The Gender and GBV prevention plan is given below:

Table 4-2: Gender and GBV prevention Framework

Output and Gender related Objectives	Activity/Strategy	Performance/Target indicators
Develop gender responsive strategies and policies	<ul style="list-style-type: none"> <li>Integrate a gender perspective in key policy and legal framework for the integrated approach.</li> <li>Assist GOB in the technical assessment of the digital economy (DE) related policies. This includes capacity building and active involvement of women throughout the design, implementation and monitoring of strategies and policies. Gender specialists as gender focal points should be appointed by PIU and project management and implementation support firm.</li> </ul>	<ul style="list-style-type: none"> <li>Gender focal point appointed in PIU and firm</li> </ul>
<p>Ensure <b>project design and management</b> give due consideration to gender issues</p> <p>Regular stakeholder engagement to maximize <b>women's participation</b> in project activities and benefits</p>	<ul style="list-style-type: none"> <li>Ensure baseline data is sex-disaggregated, conduct a digital economy survey with a focus on finding gaps in increasing women's participation vis-à-vis male participation in the ICT sector and setup the project M&amp;E system in a way that fosters monitoring of gender impacts</li> <li>Ensure implementation of BNDAs progresses in a gender sensitive way</li> <li>Set up a GRM, including awareness raising about reporting practices in the GOB agencies</li> </ul>	<ul style="list-style-type: none"> <li>Studies and reports to include gender-disaggregated data, gender gaps in ICT and monitor gender impacts</li> <li>30 digital services designed and deployed using the WOG platform under the Project, 3 of which are women-specific services (Number)</li> <li>GRM is formed and beneficiaries are informed about the GRM</li> </ul>
Improving human endowments for women	<ul style="list-style-type: none"> <li>Education at the teachers training institute to refresh the ICT curriculum with emerging</li> </ul>	

by enhancing curriculum to reflect needs of ICT sector	<p>technologies concepts and practical hands-on sessions, train the ICT teachers, etc.</p> <ul style="list-style-type: none"> <li>• RICs to encourage more women to enroll and nurture local talent</li> <li>• Digital Leadership Academy (DLA) will prioritize capacity building of women by: <ul style="list-style-type: none"> <li>a) Programs on basic digital government technologies like e-payments, mobile development, document management systems and especially in cyber-security, for relevant IT-related staff across GOB ministries and divisions</li> <li>b) Encouraging those already in IT sectors be thought leaders in digital transformation and innovation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Number of youth trained in digital and/or emerging technologies (30 percent women)</li> <li>• Number of women who have been trained and gained marketable digital economy skills</li> <li>• Percentage of women satisfied with the training provided by BCC</li> </ul>
Promoting women in the Technology sector with more and better jobs including into positions of decision-making	<ul style="list-style-type: none"> <li>• DE-related training for new hires in locally-based ICT companies</li> <li>• As operations of the BCC will also be considered for the business planning process and 150 additional staff will be hired, more women in IT sectors and education should be encouraged to apply.</li> </ul>	<ul style="list-style-type: none"> <li>• Beneficiary companies to provide guaranteed employment to at least 80 percent of the trainees for a minimum of six months</li> <li>• Increase in number of digital economy-related jobs (30% women)</li> <li>• 30% of 150 new staff should be women in technical and managerial positions in BCC</li> </ul>
To ensure labour involved in project related construction understand and follow appropriate codes of conduct	<ul style="list-style-type: none"> <li>• Ensure those companies bidding for contracts (to make the datacenter resilient to floods and other vulnerabilities and refurbish DE hubs) have appropriate codes of conduct for staff and labour</li> </ul>	<ul style="list-style-type: none"> <li>• Codes of conducts are signed into labour</li> <li>• Continued monitoring of training on the codes of conduct</li> <li>• Establish separate GRM set up for labour</li> <li>• Number of complaints received</li> <li>•</li> </ul>
To address GBV concerns, separate GBV GRM can be set up. Complaints/concerns related to GBV can be funneled here from the general GRM system	<ul style="list-style-type: none"> <li>• Set up a separate GRM for GBV with appropriate people that can handle complaints/concerns sensitively, in a confidential manner and are aware of referral systems</li> </ul>	<ul style="list-style-type: none"> <li>• Establish separate GRM set up for GBV</li> <li>• Number of complaints received</li> <li>•</li> </ul>

#### 4.5 Impact of Labour Influx

This project does not anticipate major negative social or environmental impacts in terms of labour influx. There will be minor construction and refurbishment works in universities where labs will be established involving skilled and unskilled labour, where some liquid or solid waste is expected to be generated. There may also be slight inconveniences for teachers and students which may restrict their movement and/or comfort during university proceedings. The project will have to enforce a strict labour code of conduct to avoid any gender-based violence instances during the construction. However, the construction works will be well-supervised and thus any significant negative impacts are expected to be avoided. Since minimal labor may be needed for the project for minor refurbishment or construction labour influx and related adverse

impact is not envisaged including threat to community health and safety. All the unskilled labours will be engaged from locally and no labour influx is expected.

#### 4.6 Increase in traffic and related accidents

Delivery of supplies for construction workers and the transportation of workers can lead to an increase in traffic, rise in accidents, as well as additional burden on the transportation infrastructure.

#### 4.7 Screening and Mitigation Approach

Each component shall be appraised through primary environmental and social screening. The objectives of screening are to (i) screen the social and environmental impacts and risk of a subproject; and (ii) determine the type/s of mitigation measures, assessment, specific plan/s or safeguard instrument/s to be prepared based on the outcomes of the screening. This is done by analysing the proposed component activities in relation to their environmental & social context using a checklist approach. Environmental and Social Screening Form is provided in **Appendix 2**.

This Section of the ESMF also describes the mitigation approach that should be considered to reduce significant impacts of component activities to acceptable levels and also to enhance benefits where possible. The last sub-section describes the different roles and responsibilities of Contractors in relation to environmental and social safeguard issues.

#### 4.8 Overall Steps

The steps in the screening process are provided in Table 4-.

Table 4-3: Screening Steps, Responsibilities and Timing

Screening and Preparation Step	Responsibility	Timing
<b>Identification of Component (form provided in Appendix 1 of ESMF)</b>	Project Implementation unit (PIC) and Project Implementation Unit (PIU)	After identification of potential location(s) in consultations with the local people.
<b>Social and environmental screening of components (form provided in Appendix 2 of ESMF)</b>	PIU and PIC to conduct social and environmental screening based on site visits and initial consultations with potential project affected people and local government as well as other agencies working in/near the proposed location(s). PIU to prepare screening report. World Bank safeguard team will review the screening summary reports and suggest, especially for the components which requires further assessment/plans.	Within 2-5 weeks of identifying potential locations(s).
<b>Preparation of ESIA's, specific plans and instruments (RAP, ARAP) for the component where further detailed</b>	Based on the outcomes of the screening, PIU with the support of implementation unit will prepare EIA/RAP/ARAP if require. A detailed census, IoL, market survey and livelihood assessment will be conducted to prepare EIA/RAP and cleared by World Bank.	Within 3 months

Screening and Preparation Step	Responsibility	Timing
social studies is required		
Implementation of mitigation measures and plans	PIU will implement the RAP and ESIA/s. World Bank	Approximately in one year or as recommended in RAP/ESIA/s.

Typical Component preparation and implementation timeline is shown in Figure 1. As there are a wide range and large number of proposed-subprojects, specific timeline cannot be provided at this stage. However, the overall project timeline is provided in the relevant procurement plans provided in World Bank's STEP system.

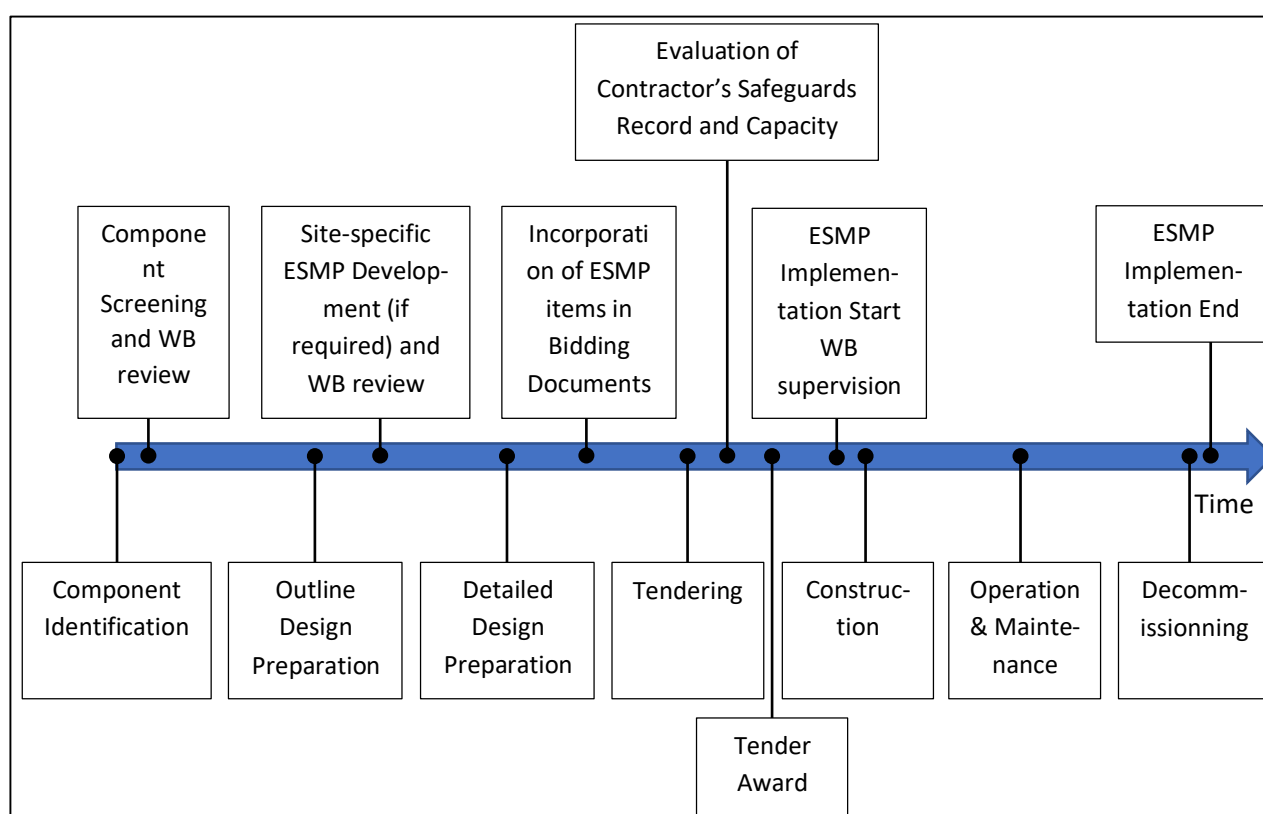


Figure 1: Typical Component Implementation Timeline and Safeguards Activities

#### 4.9 Component Screening Criteria

The components with physical works/interventions require screening. The environmental and social safeguard screening will occur during the project preparation stage as a soon as the fairly accurate site location(s) is (are) known for the component.

The environmental and social screening form provides a preliminary assessment of the potential impacts of the component and proposal of mitigation measures. The forms (provided in Appendix 1 and 2) will help to identify issues which can be verified during field investigations and also provide a preliminary idea regarding the nature, extent, and timing of environmental and social issues that would need to be handled during the subsequent stages. It will also help

to identify opportunities for avoidance or minimization early in the project cycle so that the design process can be informed appropriately.

The screening forms will also help to identify the scope of further assessments and timeframe required for obtaining the regulatory clearances (if any). If further assessments and plans (such as ESIA, ESMP, RAP, ARAP etc) are deemed necessary (for higher risk components), these plans will be prepared. If the screening output indicates that a particular component activity is expected to have low negative impacts, then appropriate mitigation measures need to be considered as part of Appendix 2, i.e. Environmental and Social Screening Summary.

#### 4.10 Mitigation Measures

The specific safeguard instruments and/or Environmental Screening Form will become part of legal agreement between PIU and a contractor in order to make sure the proposed mitigation measures are properly implemented as planned. In this project, a Mitigation Hierarchy needs to be followed, as outlined in Figure 2.



*Figure 2: Mitigation Hierarchy*

The first step in the Mitigation Hierarchy is locate the component or design it in such a way so that the impacts can be avoided. In this regard, analyses of alternatives are important and these include:

- Analyses of different locations/sites for the proposed component/activity
- Evaluation of different design options to select cost-effective solution that does not have significant social and environmental risks/impacts

However, in some situations, especially in this project which is dealing with activities in/near environmentally sensitive sites and also with vulnerable communities, it is not possible to completely avoid risks and impacts. Therefore, the second step in the hierarchy is to reduce the potential risks and impacts of the proposed component activity to acceptable levels through design considerations. When there are no further design solutions and the potential risks or

impacts remain significant, then the third stem in the hierarchy is to develop feasible mitigation measures. The final step in the Mitigation Hierarchy, is to offset any remaining significant residual impacts by technically<sup>5</sup> and financially<sup>6</sup> feasible means. This can be in the form of compensation or enhancement of similar environmental/social component in another location. As with mitigation measures, the expected costs of the enhancement measures need to be included in the project costs. Furthermore, monitoring is required to not only ensure that the enhancement measures are being properly implemented but also to determine whether the benefits of these measures are being realized over time. Again, the costs of monitoring need to be included in the project budget.

#### 4.11 The existing practices for managing e-waste

The project is associated with the computer hardware and software system for the ICT services. Moreover, the infrastructure to support the operation of these devices which includes servers, wireless transmitters, data storage devices, computers etc. will also be provided at suitable locations. This electronic equipment may generate electronic wastes when (1) equipment become backdated (2) equipment are decommissioned (3) batteries are used and disposed (4) equipment get damaged.

The detail specification and quantity of ICT equipment to be procured under the EGOP will be determined during program implementation. Accordingly, the exact amount of e-waste generation after the life time of the equipment from the program cannot be estimated at preparation stage.

Assessment of safe management of e-waste reveals that there is no central database, which can provide the estimate of e-waste generated in NBR.

Currently the expired equipment (e-waste) is auctioned by the various offices and personal users. The purchaser first run to check to see the product is functioning or not. If the product is functioning then they sell it to the customer who looks for second-hand parts. Otherwise they break the product into pieces to separate iron, lead, copper, silver, plastic, etc. and sell this to a purchaser of these things. Then these disassemble products go to people involved in different tiers in recycling of these things. A study<sup>7</sup> on production of e-waste of the country was carried out to assess the current recycling practices of e-waste. The study identified three hotspot of e-waste recycling at Dhaka and five at Chittagong. In this recycling hotspot, at first the reusable expired equipment are cleaned and repaired. These repaired and useable products are sold to second-hand retailers. The non-recoverable items as metals, plastic, bronze, cables etc. are sold to scrap dealers. The study investigated that almost all the items are sold by repairing or sold as scrap. A very small material quantity is thrown away and come as solid waste.

**Strengthening-** As recognized in previous sections, the program may generate limited e-waste at the end of life of the equipment and accessories which can mitigated through safe disposal of e-waste. Record keeping of equipment purchased, reused and auctioned needs to be strengthened. The present e-waste management capacity of NBR can be further enhanced by appropriate training of existing staff of ICT unit and developing the system for proper record keeping and monitoring.

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<sup>5</sup> Proposed measure needs to be practical given availability of appropriate skills, materials, equipment given the local conditions (geographical, natural, socio-political, infrastructure, security and disaster vulnerability).

<sup>6</sup> Cost of proposed measure should not make the component nonviable for the implementing agency.

<sup>7</sup>Dr. Sarwar Uddin Ahmed (2011), E-waste Recycling Practices in Bangladesh, D.Net Development Research Network.

#### 4.12 Roles and Responsibilities of Contractors

Contractors will play a vital role in this project to ensure that environmental and social risks and impacts are minimized effectively. They also play an important role in ensuring adequate health and safety measures are put in place not only for their workers but also for the surrounding community, associations staffs and student of the universities. Contractor's role and responsibilities commence at the tender preparation stage and continue until all monitoring responsibilities end, which may extend beyond the construction phase.

#### 4.13 Environmental Aspects

Contractors have a duty to ensure that their activities do not cause significant and irreversible damage to the environment they are working in. All necessary measures, as specified in the Screening Form and/or ESMP, should be followed and monitoring measures put in place.

The Contractor shall be responsible for the remedy or mitigation measure(s) required by the environment related effects of any of his construction or construction-related activities. In case of an environmental problem, the Contractor shall immediately notify the PIU who will instruct them as to the next course of action to take. Among the situations which may require such steps, are complaints or legal actions by third parties on matters such as environmental damage to property and natural resources, ground subsidence, interruption of groundwater flow, and surface and groundwater contamination.

During the entire process of constructing, the Works - including preparation of the site and clean up upon completion - the Contractor shall exercise the utmost care in order to prevent damage to the environment. The Contractor shall conduct its operations being aware of and employ necessary means and measures for eliminating and/or if impracticable, minimizing environmental impacts

Contractors employed during operation & maintenance as well as decommissioning phases have similar roles and responsibilities of environmental aspects as described above.

#### 4.14 Social Aspects

After finalization of the site-specific RAP/s or ARAP/s, if needed, will be implemented. No tender package will be issued without an attached ESMP, ESMF and RPF and no contract signed without respective clauses obliging the contractor to the use and implementation of the site-specific social safeguard's instruments. A dedicated safeguard officer from contractor will ensure compliances of social safeguard issues, gender issues, GBV, working condition of the labour and labour influx according to ESMF and RPF. Contractors also have particularly important roles and responsibilities to ensure that social risks and impacts are managed. These include taking adequate measures for minimizing disturbance to the community living and working near the project site(s).

To avoid health and safety impacts the Contractor shall conform to the following:

- Due precautions shall be taken by the Contractor to ensure the safety and security of his staff and labour to ensure that medical facilities, first aid equipment are



available at the construction site at all times throughout the period of the Contract and that suitable arrangements are made for the prevention of epidemics and for all necessary welfare and hygiene requirements.

- The Contractor shall report to the PIU details of any accident or incident pertaining to the security of its personnel, equipment, the site, or the completed Works as soon as possible after its occurrence. The report shall be based on a detailed investigation by the Contractor of the event and provide particulars of what occurred (with explanatory sketch as necessary), who was involved (including names, and affiliations of such persons), what caused the incident, when the incident occurred (time and date), where the incident occurred and why the incident occurred. In the case of any fatality or serious injury, the Contractor shall, in addition, notify the PIU immediately by the quickest available means.
- The Contractor shall at all times take the necessary precautions to protect all staff and labour employed on the Site from insect nuisance, rats, and other pests and reduce the dangers to health and the general nuisance caused by the same. The Contractor shall provide his staff and labour with suitable prophylactics for the prevention of malaria and shall take steps to prevent the formation of stagnant pools of water.
- The Contractor shall, so far as is reasonably practicable, having regard to local conditions, provide on the Site an adequate supply of drinking and other water for the use of his staff and labour.
- Communicable diseases of most concern during the construction phase due to labour mobility are sexually transmitted diseases (STIs) such as HIV/AIDS. But in addition to this, it is recommended that the contractor incorporates STI/HIV/AIDS awareness and prevention program into the training programs for all construction workers. Also extend the awareness and prevention program to the nearby local communities. An awareness program will ensure that workers are apprised of the modes of transmission and risk of infection.

Regarding traffic safety:

- The Contractor shall ensure that disruptions to traffic and road transport are minimized. The contractor shall ensure that the roads remain open to traffic during construction activities;
- Prior to construction activities, the Contractor will install all signs, barriers and control devices needed to ensure the safe use of the road by traffic and pedestrians, as required by the traffic control plan;
- DRP, Local authorities and residents in a working area will be consulted before any detours for construction or diverted public traffic are established;
- Disposal sites and haul routes will be identified and coordinated with local officials; and

Labor and labor influx issues, including the prevention of any child labor via contractors will be addressed through the ESMF and review of contractors obligations under the procurement packages, which will also include OHS considerations and non-compliance remedies. The workfare program will be fully cognizant that no hazardous work is delegated to any children between 14 -18 and that their education is in no way harmed. No children under 14 will participate in the workfare program or any other type of labor.



#### 4.15 Preparation of Bid Documents

PIU need to prepare bid documents so that necessary environmental and social safeguard measures are included in the specifications and bill of quantities (BOQs). For example, the Screening Form and ESMP should be provided in the bid documents so that the bidders can propose the relevant cost for implementation. This will assist Contractors to prepare realistic tenders and also help reduce delays and negotiations during project implementation. Examples of items to be included in bid documents include:

- Preparation of specific management plans: waste management plan; health safety plan; traffic management plan; etc.
- Costs associated with safe and proper disposal of construction waste materials
- Costs associated with mitigation measures (bundling for managing site runoff; dust control measures; etc.)
- Costs associated with regular noise, air quality, water quality and soil quality monitoring
- Health and safety equipment e.g. (PPE, safety barriers, etc.)
- Cost associated with safeguards focal point and OHS focal point
- GBV provisions including code of conduct for workers:
  - All male and female must receive same wages and opportunities for the similar types of jobs.
  - All the workers must receive contract/appointment letter
  - Bangladesh Labour Law 2006 and Bangladesh Labour Rules 2015 must be followed.
  - Child labours are not allowed.
  - young labours are not allowed to work in any hazardous place.
  - There must be a separate GRC for the labours. If female labours are there, presence of female members must be ensured in the GRC
  - In case of any GBV, agencies must ensure appropriate actions according to labour law and Bank policies. Reports have to be submitted to World Bank.

#### 4.16 ESMP Guidelines for Construction Works

A summary of the likely issues/impacts and mitigation measures for building construction or/and rehibitions is presented in the table below as a guide. After design of each component activity is completed, a more specific assessment and management plan can be prepared. The generic ESMP is only a guideline document and would require updating/detailing of the mitigation measures to ensure that the project complies with the policies and legal requirements set by World Bank, DoE environmental guidelines and other relevant GoB legal requirements.

*Table 4.3: ESMP Guideline for Training Facility Construction*

Potential Environmental & Social Impacts/Issues	Proposed Mitigation Measures	Institutional Responsibilities
<b>Pre-construction stages</b>		
Loss of land / and other physical assets	<ul style="list-style-type: none"> <li>• If private land acquisition is unavoidable, compensation will be paid following the guidelines of OP 4.12 and ARIPA 2017.</li> <li>• Carrying out analysis of alternatives to avoid involuntary</li> </ul>	BCC and PIU

Potential Environmental & Social Impacts/Issues	Proposed Mitigation Measures	Institutional Responsibilities
<b>Pre-construction stages</b>		
	taking of land and other physical assets <ul style="list-style-type: none"> <li>• Consultation required with all potentially affected households</li> <li>• Preferred land will be government /khash land/voluntary land donation</li> </ul>	
Stakeholders Engagement	<ul style="list-style-type: none"> <li>• All the project stakeholders will be consulted</li> <li>• Consultation meetings with association staff, university students, teachers and surrounding communities</li> <li>• Consultation meeting with different ministries and stakeholders about the project objectives and scope of works</li> <li>• All the safeguard documents will be disclosed to all the relevant stakeholders</li> <li>• All the stakeholders will be informed about the GRM</li> </ul>	BCC and PIU
Loss of right to access	<ul style="list-style-type: none"> <li>• Project to ensure thorough analysis of alternatives that access enjoyed by the community remains intact.</li> <li>• In case of unavoidable circumstances, alternative access will be provided.</li> </ul>	BCC and PIU
Site Preparation: Soil Erosion; Alteration of natural drainage	<ul style="list-style-type: none"> <li>• Construction facilities to be placed 30 meters (where possible) from water bodies, natural flow paths;</li> <li>• Minimize cut &amp; fill operations, the site clearing and grubbing operations should be limited to specific locations only.</li> <li>• Any disruption of socially sensitive areas with regard to human habitation and areas of cultural significance will be avoided.</li> <li>• The existing slope and natural drainage pattern on the site should not be significantly altered.</li> <li>• The contractor shall ensure that site preparation activities do not lead to disruption of activities of the local residents.</li> </ul>	PIU & PIU and Contractor
<b>Construction Activity</b>		
Noise from construction works	<ul style="list-style-type: none"> <li>• Construction activity shall be restricted to daytime as far as possible to avoid disturbance to universities, agencies and surrounding areas.</li> <li>• Wherever required, personal protective equipment (PPE) such as ear plugs, earmuffs, helmets, etc. should be provided to the persons working in high-risk areas.</li> </ul>	Contractor
Dust	<ul style="list-style-type: none"> <li>• Construction machinery shall be properly maintained to minimize exhaust emissions of CO, particulate matter (SPM, PM<sub>2.5, 10</sub>) and Hydrocarbons.</li> <li>• Dust generated as a result of clearing, leveling and site grading operations shall be suppressed using water sprinklers.</li> </ul>	Contractor
Safety Issues	<ul style="list-style-type: none"> <li>• Prevent entry of unauthorized personnel and ensure proper storage and control of hazardous materials on site</li> <li>• Health and safety training to the labours</li> <li>• All the labuors to wear ID cards</li> <li>• Child labours are not allowed for any form of activities</li> <li>• Site(s) shall be secured by fencing and manned at entry points if possible</li> </ul>	Contractor
Traffic Management	<ul style="list-style-type: none"> <li>• Contractors to provide traffic management plans to be approved by relevant authorities</li> </ul>	Contractor

Potential Environmental & Social Impacts/Issues	Proposed Mitigation Measures	Institutional Responsibilities
<b>Pre-construction stages</b>		
	<ul style="list-style-type: none"> <li>Adequate alternative arrangements to be made to minimize impact on motorist and pedestrians.</li> </ul>	
Waste Management: Improper management and handling of hazardous and non-hazardous waste during construction.	Preparation of a waste management plan covering the following aspects: <ul style="list-style-type: none"> <li>Waste from the temporary accommodation facilities for labor</li> <li>Waste from equipment maintenance/vehicles on-site.</li> <li>The scrap material generated from the erection of structures and related construction activities will be collected and stored separately in a stack yard and sold to local recyclers.</li> <li>Applicability of the Hazardous Waste Management Rules</li> </ul>	Contractor
<b>Operation &amp; Maintenance</b>		
Noise disturbances	<ul style="list-style-type: none"> <li>Ensure operation &amp; maintenance machinery and equipment has noise dampeners</li> <li>Avoid night time activities as much as possible</li> </ul>	PIU

## Chapter 5: Stakeholder Engagement and Grievance Mechanism

### 5.1 Purpose of stakeholder's engagement:

This chapter describes the nature and level of the consultation carried out during preparation of the ESMF. The project will involve various institutions, agencies, universities, students and teachers. However, the specific stakeholders are not identified at this stage. The ESMF and RPF are prepared on the basis of consultation with representative sample public university students and teachers and ICT companies, digital platform holders. Special emphasis was laid on consulting with women and minority students (where possible) and persons with disabilities, as ICTs are an area where the latter group can engage in surmounting issues of mobility. Public consultations with all stakeholders, at all stages of project implementation, will be carried out and the nature and number of consultations, location, and type of participants and the summary of findings will be documented.

The key objectives of the consultation meetings are (1) How the consultation was carried out (2) How people were engaged and involved in the process (3) The scope of consultation meetings (4) How the local stakeholders perceive the project and other feedback received. Project aims to provide a two-way communication channel between the stakeholders and the scheme proponents. In keeping with the same, the process of public consultation and participation in the project was initiated and has been an integral part since all studies and assessments are undertaken. Following the objectives, the study team conducted 05 consultation meetings with the various stakeholders of the project.

### 5.2 Project will ensure the following engagement procedures

Bangladesh Computer Council (BCC) will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project

BCC will engage in meaningful consultations with all stakeholders and will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

The process of stakeholder engagement will involve the following, (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders and (v) reporting to stakeholders.

### 5.3 Project Stakeholders consultations

During preparation of ESMF, BCC has conducted 5 consultation meetings with different stakeholders. A summary of consultation meetings is given below:

Table 5.1: Summary of Consultation Meetings and FGDs

No.	Date	Venue	Main Participant Groups	No. of Participants	
				Male	Female
1	11 February 2020	Geography Department, Dhaka University, Dhaka	Students and teachers etc	25	30
2	12 February 2020	Civil Engineering Department, BUET, Dhaka	BCC officials, students and teachers etc	12	09
3	13 February 2020	Bangladesh Meteorological Department (BMD), Agargaon, Dhaka	BMD officials	5	3
4	15 February 2020	Bangladesh Water Development Board, Head office, Dhaka	BWDB officials	7	5
5	16 February 2020	Computer Science Department, Dhaka university, Dhaka	students and teachers etc	24	25

#### 5.4 Outcomes of consultation meetings

During preparation of ESMF, BCC has taken stakeholders opinion and a summary of consultation outcomes is given below:

Table 5.2: summary of consultation outcomes

Issues	Opinion and questions	Reply from BCC
<b>Digital economy development</b>	Are there any steps taken by the project to develop digital economy?	A digital economy development unit will be set up by this project. It will be staffed by Government officials from the BCC's significantly expanded organogram, with the help of the project's consultants in the initial years.
<b>Citizens and businesses</b>	Will they be able to access more government services online?	They will be able to access more government services online, in a more reliable and faster manner. They will also be able to receive seamless service either on a self-service basis through digital channels or on a facilitated basis in their neighbourhood, instead of having to engage with fragmented and bureaucratic processes across multiple GOB agencies. Youth (and women) will benefit especially from increased digital skills training provided by the project. They will also benefit from greatly increased employment opportunities in the digital economy that will also provide him higher value-added and digital-oriented jobs.

Issues	Opinion and questions	Reply from BCC
<b>Scope of the project</b>	Wanted to know about the scope of the project	The project will set up a Digital Leadership Academy, in partnership with a leading country and/or institution, to be a centre of excellence for digital economy and government human capital development especially for women. It will establish or expand a Centre of Excellence on Digital Technologies (CEDT) to develop strategy, policy and overall coordination amongst the centre of excellences with academia, industry and selected Government agencies on digital economy. Both the centres will be built in spaces provided by the institutions chosen (not determined at this stage) within their existing infrastructure/ campuses
<b>Risks and impacts</b>	Wanted to know about the risks and impacts	The project will promote the use of ICTs, the associated environmental risks is low and overall, the project is likely to have positive impact. The project will decrease the burden upon environment by reducing people movement (saving time and energy) and amount of paper used in offices. The ICT equipment like server, computer, LAN may generate e-waste. This issue can be mitigated through proper e-waste disposal, regular training of ICT unit staff and proper record keeping of equipment purchased, reused and auctioned. The also involve minor civil works as repair, renovation, trenches for laying of electrical/data cable. These activities may generate some construction related impacts (air, noise waste problem), but these impacts are mitigated through the preparation and implementation of appropriate management plan. Site specific environmental and social (ES) screening/assessment along with the ES management plan (EMP) will be prepared and implemented to mitigate the impacts.
<b>Project location</b>	Wanted to know about the project location?	The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. Most project activities are of a technical nature to improve collaboration across various digital platforms in the country and organizations working on them, re-training of workers and redeployment according to appropriate skills.
<b>Project location</b>	Wanted to know about the project location?	The project will improve digital efficiency and integration across GOB agencies; and increase digital economy-related employment and industry revenues. Most project activities are of a technical nature to improve collaboration across various digital platforms in the country and organizations working on them, re-training of workers and redeployment according to appropriate skills. Some of the activities will be within public universities.
<b>Vulnerable groups (Disable)</b>	Severely affected vulnerable	Project will consider special assistance mechanism for the severely affected vulnerable communities and

Issues	Opinion and questions	Reply from BCC
	communities and individuals	individuals. Disable students will be also benefited from the project.
<b>Female groups</b>	Is there any assistance available in the project	Project will consider special assistance mechanism for the severely affected female groups or individuals. Project will create job opportunities and training programs. At least 30 % female will be ensured.
<b>Grievance Redress Mechanisms (GRM)</b>	Is there any GRM under the project?	Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS).

## 5.5 Description of Information Disclosure Methods

As a standard practice, the ESMF released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the PIU in a formal manner. PIU will continue applying the similar approach to disclosure for any additional safeguard appraisal materials that will be prepared as part of the project development.

The PD will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development. The ESMF in Bangla, and English will be made available for public review in accordance with the international requirements.

Electronic copies of the safeguard documents will be placed on the project. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties. During consultation the following steps will be followed by BCC.

Table 5.3: Consultation and Disclosure Roles and Responsibilities

Project Stages	Participatory Activities/Participants	Responsible Institutions
Preparatory stage	Briefing of local government officials, and stakeholders about the Project, ESMF, plan of action, World Bank activities in all stages and the activities of the consultants. Consultation with relevant primary and secondary stakeholders.	BCC, PIU and PIC
	Disclose project safeguard documents to all relevant stakeholders, Project information dissemination on various components, Disclosure of preliminary plans of different activities, Preliminary Information sharing about the tentative alignment/sites with the PAPs in case of temporary impact on livelihood, and the possible impacts and Procedure to Address the grievances.	PIU
Implementation Stage	Second disclosure meeting/consultation with affected households of the community, universities, associations to discuss on updated safeguard issues, government and World bank policies, entitlements etc.	PIU and implementing support team
	If RAP is prepared during initial stage, it will be also disclosed.	PIU and implementation support team
	Discussion on job opportunities, labour issues, code of conduct of the community labours, code of conduct etc.	Contractors, PIU
	Discussion on construction works and potential impacts.	Contractors, PIU

## 5.6 Grievance Redress Mechanism

A well-defined grievance redress and resolution mechanism will be established to resolve grievances and complaints in a timely and satisfactory manner for all four components.

BCC will establish a procedure to deal with and resolve any queries as well as address complaints and grievances about any irregularities in the application of the guidelines adopted in this RAP for assessment and mitigation of social and environmental impacts through grievance redress mechanism (GRM). The GRM will deal with complaints and grievances



related to both social/resettlement and environmental issues in this Project. Grievance Redress Committees (GRC) will be formed to receive and resolve complaints as well as grievances from aggrieved persons from the local stakeholders including the project-affected persons. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons from having to resort to expensive, time-consuming legal actions. The procedure will, however, not pre-empt a person's right to go to the courts of law.

## 5.7 Objectives of GRM

The fundamental objectives of the GRM, implemented through the GRC serving as a para-legal body, are to resolve any resettlement-related grievances locally in consultation with the aggrieved party to facilitate smooth implementation of the social and environmental action plans. Another important objective is to democratize the development process at the local level and to establish accountability to the affected people. The procedures will however not a person's right to go to the courts of law pre-empt. There will be two-tier grievance redress mechanism; 1<sup>st</sup> at local level (component) and 2<sup>nd</sup> PIU level.

All the component level complaints will be received at the relevant institution or organization level where head of relevant institute or his/her designated official will be the convenor of the component level committee. All cases at the component level complains will be heard within four weeks of their receipt. Project implementation support unit will inform all affected stakeholders and interested group about the program GRM and different committees at local, project, ministry level. However, anybody can complain to World Bank at any stages of the project.

### 5.7.1 Composition of PIU Level GRC

If the resolution attempt at the component/local level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to PIU level for further review. With active assistance from the safeguard specialist of implementation support unit, the committee will make a decision and communicate it to the concerned GRC. The PIU will make periodic visit to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to register with the GRM books. The decisions on unresolved cases will be communicated to the GRC within one week of the complaint receipt. PD will be the convener, and safeguard specialist/communication specialist will be the member secretary of the PIU level GRC.

The affected persons and their communities will be informed of the project's grievance redress mechanism in open meetings at important locations and in PAP group meetings. Bangla translations of the ESMF in the form of information brochures will be distributed among the affected persons. The PAPs will also be briefed on the scope of the GRC, the procedure for lodging grievances cases and the procedure of grievance resolution at the project level.

To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. BCC will maintain the following three Grievance Registers:

**Intake Register:** (1) Case number, (2) Date of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (loss of land/property or

entitlements), (8) Complainants' story and expectation with evidence, and (8) Previous records of similar grievances.

**Resolution Register:** (1) Serial no., (2) Case no., (3) Name of complainant, (4) Complainant's story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

**Closing Register:** (1) Serial no., (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants' satisfaction, and (8) Management actions to avoid recurrence.

Grievance resolution will be a continuous process in component level activities and implementation of those. The PIU will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank and any other interested persons/entities. The PIU also prepare periodic reports on the grievance resolution process and publish these on the BCC website. The format in **Annex 04** will be used for periodic grievance reporting.

The BCC intends to strengthen the GRM through information and communication technology to ensure that all complaints including those of sexual exploitation and abuse are immediately reported to the Government will integrate the GRM on a web-based dashboard, to adequately and promptly address any potential grievance related to Gender Based Violence and SEA. The complaints registered in this system will be managed by a dedicated administrator that will liaise immediately any GBV and SEA complaints with the contractors, consultant and BCC/PIU for immediate measures. If the GRM receives a case on sexual exploitation and abuse related to the project, it will be recorded, and the complainant will be referred to the relevant assistance, if needed, for referral to any other service providers. The supervision consultant will keep the information confidential to protect privacy of GBV and SEA complainants. In cases, where the perpetrator(s) is linked to project activities then the contractor will take appropriate actions as per the Code of Conduct signed by the particular person and under the effective law in Bangladesh. BCC will report activities and outcomes of GBV and SEA surveillance and management to the World Bank on a regular basis.

## 5.8 World Bank Grievance Redress Service (GRS)

Communities and individuals who believe that they are adversely affected by Component interventions may submit complaints to existing project-level GRM or the WB Grievance Redress Service (GRS). Project affected communities and individuals may also submit their complaint to the World Bank's independent Inspection Panel, which determines whether harm occurred, or could occur, because of non-compliance with WB safeguards policies and procedures. Details of the procedures to submit complaints to the WB's corporate GRS, is available in the GRS website: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the WB Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org). Any disclosure instrument on GRM will provide addresses of the GRS and the Inspection Panel.

## 5.9 Tracking the GRM

A robust and well-sequenced communication strategy will be crucial for better sequencing of the interventions, larger stakeholder support and smoother implementation. This will help mitigate potential resistance and misunderstanding between the DRP and the host community. The strategy will help the stakeholders better understand and adopt the project interventions as well as create support for those at all levels. A Communications Need Assessment will be undertaken first for designing an effective strategy. The assessment will identify all stakeholders and allow a better understanding of the socio-political context, information gaps, attitudes, aspirations, real and perceived concerns and fears as well as barriers to change.

The strategy will have two-prong objectives: i) behavioural change communication and information sharing to ensure the affected communities are aware of and can benefit from the project interventions; and ii) to build consensus of proposed interventions at the local and national level. As the communication will be aimed at multiple stakeholders including different ministries at central and local level, development partners, policy makers, media, and DRPs and host community; it will be important to ensure consistent messaging aimed at managing and mitigating any evolving risks, including domestic violence and trafficking. The project will deploy multiple communication channels to reach different stakeholder groups in order to help build public understanding and support for the project and create an enabling environment for the project's implementation.

This standard operating procedure will be followed to manage stakeholder engagement and communications using a simple log in sheet to record (i) date, (ii) stakeholder name, (iii) category of inquiry, (iv) a short description of the issue (logged as a grievance, problem, or question); (v) actions necessary to follow-up the issue; and, finally, (vi) a status (either active or closed) along with a date. A space for optional comments provides space for 'memos-for-record' for each entry. The tracking template with instructions is intended for use by safeguard specialists or representatives of PIU's staff engaged in stakeholder consultations for recordkeeping and tracking purposes.

The task of managing the tracking template is assigned to safeguard specialist/communication specialist who will consolidate inputs from (1) any members from PIU or INGO participating in stakeholder consultations; (2) all stakeholders, including individuals and groups who contact PIU directly (phone call, text, Internet, face-to-face meeting) to file a grievance, report a problem, or ask a question. The safeguard specialist will maintain a 'master' tracking template of consolidated inputs updated daily and/or as necessary using a simple year, month, date format, plus an identifier consisting of number to establish a sequence for inquiries received as of the same date along with a letter indicating grievance (G), problem (P), or question (Q): e.g., 2018-10-01-XXXG would indicate that a stakeholder identified by name and cell phone number either has filed a grievance with the Local Grievance Redress Committee.

The following formats will be followed during the tracking of stakeholders' engagement.

Table 5.4: Format for Tracking Stakeholders' Engagement

Tracking number	Stakeholder	Issue	Actions	Status
2018-DD-MM-000G 2018-DD-MM-000P 2018-DD-MM-000Q	Name of individual /group e-mail address or cell phone number	Identify stakeholder issue as a (1) Grievance, or (2) Problem, or (3) Question	<p>If stakeholder chooses to file a formal grievance, (1) Refer to Local Grievance Redress Committee administrative contact for review. (2) Confirm receipt with stakeholder and offer to assist with filing (3) Record dates &amp; time as (i) submitted, (ii) reviewed by, (iii) actions taken by (iv) decision by (4) Follow up with stakeholder satisfaction survey (with grievance process and outcome) (5) Update status as active</p> <p>If stakeholder seeks a solution for a problem, (1) Consolidate with similar issues, if appropriate (2) Identify PIU, other source(s), actions for response (3) Assign to follow up with deadline (4) Notify stakeholder(s) using preferred channel for 'alert' (5) Post status/closure on website, community notice boards, (6) Evaluate for potential (i) long term impact/crisis, (ii) collateral needs, (iii) discussion/briefing points for subsequent consultations with recommendations</p> <p>If stakeholder asks for basic information, (1) Refer to Frequently Asked Questions (FAQ) list for appropriate response; and, if necessary, (2) Update FAQ with revised information, or add new Q&amp;A to list, sourcing information with appropriate PIU source(s), others (3) Evaluate for potential (i) collateral needs, (ii) discussion/briefing points for subsequent consultations with recommendations</p>	Active: as of  Closed: as of

The safeguard specialist and communication specialist will be responsible for maintaining liaison with PIU members to update the tracking report to reflect actions as decided by either/both committees necessary to redress grievances; as well as coordinating timely responses to stakeholder problems or requests for information with responsible line units, both

on an 'ad hoc' basis, individually, in special meetings, or in a general PIU staff meeting as he/she may decide.

### 5.10 Costing of ESMP

The estimated costs for ESMP related activities are provided below. However, if RAP and EIA's are required to prepare, budget needs to be updated.

*Table 5.5: Estimated ESMP Costs*

No	Items	Roles/Purposes	USD
1	Safeguard Specialist	<ul style="list-style-type: none"> <li>• Review/ field verification of Environmental and Social Screening of each physical intervention</li> <li>• Preliminary endorsement of environmental and Social impacts and mitigation</li> <li>• Environmental and Social Monitoring and drafting reports</li> <li>• Training provision and support</li> <li>• Drafting Consultation planning in consultation with the environmental safeguard support under design and supervision firm</li> <li>• Coordinate with the project team on a regular basis</li> <li>• Coordinate with labours, train labours on safeguards, GAP and GBV prevention</li> </ul>	36K
2	Capacity Building for PIU, and relevant agencies	Different types of training	30K

## Chapter 6: Institutional and Monitoring Arrangements

### 6.1 Institutional Arrangement

The project will be implemented by the BCC. For efficient and smooth implementation of the project, suitable institutional arrangements are necessary to manage and implement the relevant safeguard document (if required) i.e. RAP. EDGE Institutional arrangement consist of Project Steering Committee (PSC), Secretariat to PSC and PIU. A safeguard specialist will be included with PIU to ensure compliance and implementation of RPF and ESMF.

Formation and Responsibility of LICT II SC: GOB will establish an empowered inter-ministerial PSC chaired by the Secretary, ICT Division, which will provide policy directions, oversee overall project implementation, and carry out joint annual reviews. The PSC will include members who are senior Government officials not below the rank of joint secretary from several ministries/agencies including the Finance Division; Planning and Implementation Monitoring and Evaluation Division (IMED); Law; local government; Agriculture; Health; Education; Commerce; National Board of Revenue; Bangladesh Investment Development Authority; Women and Children Affairs; and the Aspire-to-Innovate (a2i) Programme under the same ICT Division as BCC. The ICT Division of MOPTIT will also provide overall guidance and policy support to the project. If high-level policy and regulatory decisions are needed to enhance project outcomes, guidance will be sought from the Executive Committee of the Digital Task Force, chaired by the Principal Secretary to the Prime Minister.

Formation and responsibility of Secretariat to PSC: BCC will serve as the Secretariat to the PSC. The Executive Director of the BCC will provide direct guidance to the Project Director (PD) of the PIU and others involved in implementation of different components of the project and resolve implementation issues including the safeguard issues. The main responsibilities of the Secretariat will be to:

- Provide technical and administrative resources for the PSC (preparing consolidated working papers and reports for PSC meetings, finalizing and distributing LICT II SC meeting minutes, and so on);
- Collect progress/monitoring/financial reports from the project for onward transmission to concerned ministries, the IMED, the Economic Relations Division, and the World Bank; and
- To render administrative support and services to the PIU on an as and when required basis

### 6.2 Formation and responsibility of PIU:

PIU will be established and will be mainly responsible for: (a) planning, coordination, implementation, and monitoring of project activities; (b) procurement and FM; (c) reporting on project progress and (d) ensure safeguard implementation. PIU will be led by a Project Director and a Deputy Project Director. The PIU will work closely with different units under the Ministry, ICT Division, BCC, and other project beneficiary line agencies. A safeguard specialist will be engaged with PIU to ensure compliances and implementation of RPF and ESMF. The PIU would consist of the following four units, headed by four Component Co-Leaders. Two Policy

Advisors & Components Leaders will head the two head units with appropriately staff team members to provide overall implementation support.

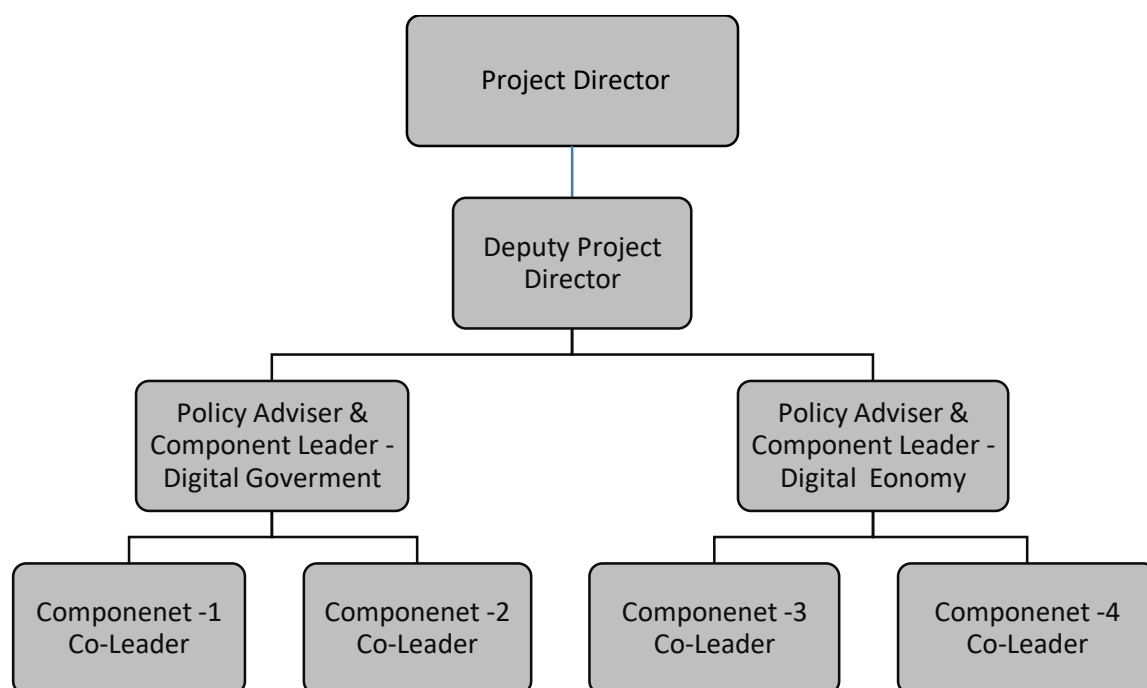


Figure 3. Organization Chart for GOB's LICT II Project Implementation Unit (PIU)

The PD will be a senior Government cadre official with at least 15 years of experience in administration, be project management certified, and preferably have good knowledge of the ICT sector and digital government. The PD will report to the Executive Director of the BCC and will be contracted by the ICT Division. The PD will be responsible for overall project management including, among other things, operational and fiduciary aspects; technical quality of the project; project resourcing; project reporting; budgeting; complaints handling; M&E; and facilitation of activities.

The Deputy Project Director (DPD) will also be a senior Government official from the cadre services with at least 15 years of experience in project management related activities; preferably managing large projects at the national or international level. The DPD will carry out several functions in the management, technical, financial, reporting, and facilitation and will officiate as the PD in the absence of the latter.

The Policy Advisers and components leaders for Digital Government and Digital Economy will be the technical and management lead for implementing the project's 4 components. They will have strong technical background and at least 10 years of related experience implementing similar projects for GOB. They will provide strategic advice and technical direction for the components, liaise with relevant stakeholders in the public and private sectors, and provide management advice and inputs to the PD and DPD.

The Component Co-Leaders will report to their respective Policy Advisers & Component Leaders and will be responsible for technical and operational implementation of each of the respective project subcomponents that they manage. The Component Co-Leaders will be



assisted by both BCC staff and individual consultants with core knowledge and skills related to the components.

The Policy Advisors & Component Leaders will be assisted by Component Co-Leaders. They will provide support to all sub-components within their respective components and across when required. The Component Co-Leaders will be technical experts with deep experience and knowledge on various aspects of the project (subcomponent-wise) hired on a long-term basis to transfer knowledge and to help build BCC's capacity. They will work closely with their respective Policy Advisors & Component Leaders and other Co-leaders with whom they may be assigned at different times to provide cross-support, and provide day-to-day hands-on support to them, and other local and international technical experts on the subcomponents.

The Implementation Support Unit will include a Lead Project Management Specialist Senior Project Accountant, Procurement Specialist, Communications Specialist, safeguard specialist, M&E specialist, and Project Accountant.

The Project Implementation Committee (PIC), headed by the Executive Director of BCC, will monitor project activities, provide guidance on project implementation, and provide the project team with technical and policy support. A major value addition by the PIC will be to provide quick and appropriate decisions towards resolving implementation related problems and/or outstanding issues – whenever those arise.

Members of the PIC will include: (a) Deputy Secretary level officials from the Ministry of Posts, Telecommunications and Information Technology; Implementation Monitoring and Evaluation Division; Ministry of Finance, (b) Director of CA Operation, Security, and Data Centre of BCC, and (c) representatives from Bangladesh Association of Software and Information Services; Bangladesh Computer Society; and Bangladesh Computer Samity. The PIC may also invite participation of, or co-opt members from, any public-sector organization, business association, academia, and civil society as and when required. The PIC will meet at least four times a year, The Project Director of the IDG Project will be its Member Secretary.

### 6.3 Safeguard Specialist Responsibility at Construction Phase

The PIU will have a dedicated Safeguard Specialists to ensure implementation of RPF, and other social management responsibilities. Safeguard Specialist will maintain liaison with WB safeguards team, and other stakeholders during the Project implementation. The Specialist will also monitor construction activities to ensure that social mitigation measures are properly implemented. The safeguard specialist will make sure that all contractors workers and counterpart who are involve in project implementation receive both initial and ongoing social safeguard and gender awareness and training sufficient to ensure they are familiar with their social safeguard responsibilities under the ESMP and RPF.



## Chapter 7: Monitoring and Reporting Framework

The objective of the monitoring framework is to ensure that the mitigation measures designed to prevent, reduce and where possible offset any significant adverse on environmental and social impacts throughout the Project life cycle.

Within two months of project effectiveness, the BCC will appoint an M&E expert, financed under project management support, who will report to the PD and be responsible for the overall monitoring and supervision of the implementation and impact of various components including the safeguards. The M&E expert will also design and conduct surveys to measure public and private/citizen beneficiaries satisfied with the capacity building and change management provided under the project and to keep count of gender disaggregated training numbers and satisfaction levels. Digital tools will also be embedded within public services application offerings as a means of citizen engagement and feedback, including the use of Facebook as an engagement medium as used in the previous LICT Project. Such tools will be used to identify priority shared services and public skills development offerings and to provide insights and identify course corrections related to public services applications and private sector/citizen's training as needed.

The PIU will prepare progress reports every six months, in accordance with a format agreed with the World Bank and will cover (a) physical and financial progress achieved against agreed implementation and disbursement indicators; (b) issues and problem areas, including comments on actions to address identified problems; and (c) work programs and cost estimates for the coming year, including revised estimates for the former period.

BCC will conduct regular monitoring and evaluation of the updating and implementation of the resettlement plan if require. Monitoring and evaluation are intended to help ensure that the resettlement action plan is prepared and implemented according to the resettlement policy framework. Moreover, M&E expert of the project will review all the safeguard Reports prepared for this project. M&E expert will establish dialogue with the affected communities and ensure that their concerns and suggestions are incorporated and implemented in the project. M&E expert will work closely with the PIU and internal monitoring team to implement the Resettlement Action Plan (RAP) if require and specifically responsible for implementation of proposed compensation, rehabilitation, and income restoration measures, consultations with affected persons (APs) during rehabilitation activities and assisting in grievance redress.

The following activities are the standard functions of the M&E expert:

- Verification of internal reports, by field check
  - Interview a random sample of PAPs in open-ended discussions to assess their knowledge and concerns regarding the resettlement process, their entitlements and rehabilitation measures.
  - Participate as an observer in public consultations for PAPs
  - Observe the functioning of the resettlement operation at all levels to assess its effectiveness and compliance with the RAP.
  - Check the type of grievance issues and the functioning of grievance redress mechanisms by reviewing processing of appeals at all levels and interviewing aggrieved PAPs.
  - Advise project management unit regarding possible improvements in the implementation of the RAP/EIA.

The monitoring data would be continually processed by the PIU as it is received, so as to avoid a build-up of unprocessed data.

ESMF monitoring will be carried out to ensure that the mitigation measures and plans are regularly and effectively implemented (Table 7-3). The PIU safeguard specialists will carry out ESMF monitoring to ensure that the mitigation plans are being effectively implemented, and will conduct field visits on a regular basis.

*Table 7-3: ESMF Monitoring Plan*

<b>Project Phase</b>	<b>What</b>	<b>When</b>	<b>Who</b>	<b>How</b>
Preparation	Training and Capacity Building Activities	Before preparation of tender documents	PD with safeguard specialist	Review Training Records
Preparation	Ensure Screening of Environmental and Social Issues	After locations are confirmed by PD	PD with safeguard specialist	Review completed Screening Sheets
Construction	Training and Capacity Building Activities	Monthly	PD with safeguard specialist	Review Training Records
Construction	Grievances Records	Monthly	PD with safeguard specialist	Review GRM register
Construction	Environmental and social mitigation/enhancement measures (including health and safety measures) outlined in the ESMP and incorporated in the tender bidding documents and the approved contracts.	Monthly	PD with safeguard specialist	Review ESMP monitoring documents
Operation and Maintenance	Grievances Records	Monthly	PIU	Review GRM register
Operation and Maintenance	Environmental and social mitigation/enhancement measures (including health and safety measures) outlined in the ESMP	Monthly	PIU	Review ESMP monitoring documents

Table 7-4: ESMF Reporting Requirements

Report/Document	Description	Prepared By	Submitted To	When
Training Records	Register of all Trainings and Capacity Building activities conducted under the project	Safeguard Specialist	PD	Within 3 weeks of any training/capacity building activity
Completed Safeguards Screening Forms	Identifies Potential Environmental and Social Issues	PIU Consultants or	PD	After completing forms
GRM Records	Register of grievances received and actions taken	GRC Consultants or relevant Implementing Agency officer thereafter	PD	Monthly
ESMP Monitoring records	Monitoring data as defined in the ESMP	Contractor, PIU and/or Consultants	PD	Monthly or as per ESMP requirements

## Annex 1: Component Description Form

Name of Component:

Implementing Agency/Agencies:

Estimated construction period duration:

Estimated Operation and Maintenance period (life of component):

District:

Sub-District:

Union:

Name of agency/university/Local Area:

Description of proposed component activities (incl. type of activities, footprint area, natural resources required, etc.):

Brief description of component site: (e.g. present land use, Important Environmental Features (IEFs) near site, etc.

Overall Comments

Types of waste to be generated during construction and operation phase:

Sensitive environmental, cultural, archaeological, religious sites near (within 1km) of site:

Prepared by : (Name, designation, mobile number, signature, date)

Reviewed by : (Name, designation, mobile number, signature, date)

Instructions: Attach completed environmental and social screening forms with this form.

## Annex 2: Environmental Screening

1. Will the building's electricity, water, access etc. to be disturbed during repair work.
2. Will the ICT services by the new facility adversely affect the existing services.
3. Will the renovation activities at the existing building expose building users, occupants, neighbors or workers to hazardous building materials.
4. Will the renovation activities generate significant amounts of dust, odor or noxious gases that are likely to disturb users and businesses.
5. Will the renovation work cause a noise nuisance due to the operation of heavy machinery and other on-site activities.
6. Will the renovation activities generate waste .

**Social Screening**

This form will be filled up by the PIU along with the relevant members and must be submitted to PD . Before final selection World Bank approval is required]

**General Information**

Title of the project: .....

Complete address of screening locations including coordinates.....

Screening Date: .....

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
-				
<b>Involuntary Acquisition of Land/ Land Donation/ Land Taking</b>				
Will the project require land for the proposed intervention				.
1. If yes, will there be any land acquisition?				
2. Is the site for land acquisition known?				
3. Is the ownership status and current usage of land known? If yes, please provide detail information at remarks column.				
4. Is there any possibility of voluntary land donation for the rural roads and market construction? If yes, please provide detail information at remarks column.				
5. Will there be loss of residential and commercial structures due to land acquisition? If yes, please provide detail information at remarks column.				
Is there any presence of squatters within the project ROW? If yes, please provide detail information at remarks column.				
6. Will there be loss of agricultural and other productive assets due to land acquisition? If yes, please provide detail information at remarks column.				

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
7. Will there be losses of trees, and fixed assets due to land acquisition? If yes, please provide detail information at remarks column.				
8. Will there be loss of businesses or enterprises due to land acquisition? If yes, please provide detail information at remarks column.				
9. Will there be loss of income sources and means of livelihoods due to land acquisition? If yes, please provide detail information at remarks column.				
<b>Involuntary restrictions on land use or on access to legally designated parks and protected areas</b>				
10. Will people lose access to natural resources, communal facilities and services due to project interventions? If yes, please provide detail information at remarks column.				
11. If land use is changed, will it have an adverse impact on social and economic activities? If yes, please provide detail information at remarks column.				
12. Will access to land and resources owned communally or by the state be restricted? If yes, please provide detail information at remarks column.				
<b>Information on Displaced Persons:</b>				
Any estimate of the likely number of persons that will be displaced by the Project? <input type="checkbox"/> No <input type="checkbox"/> Yes				
If yes, approximately how many?				
Are any of them poor, female-heads of households, or vulnerable to poverty risks? <input type="checkbox"/> No <input type="checkbox"/> Yes				
Are any displaced persons from indigenous or ethnic minority groups? <input type="checkbox"/> No <input type="checkbox"/> Yes				
During Screening, project authority will conduct consultation with the primary and secondary stakeholders and provide their observations in the following sections (13 to 18 )				

Probable Involuntary Resettlement Effects	Yes	No	Not Known	Remarks
-				
13: Who are the stakeholders of the project?				
Answer:				
14: What social and cultural factors affect the ability of stakeholders to participate or benefit from the proposed policy or project?				
Answer:				
15: Are project objectives consistent with their needs, interests and capacity?				
Answer:				
16: What will be the impact of the project or component on the various stakeholders, especially women and vulnerable groups?				
Answer:				
17: What social risks might affect project or component success?				
Answer:				
18: Has the project authority or any other organizations conducted any consultations with the affected community or people? If yes. Please provide a summary.				
Answer:				



**Section D: Environmental and Social Screening Summary**

Please summarize the results of environmental and social screening conducted above. Mitigation measures need to be proposed in referenced to ESMP Guidelines relevant to the type of the component, proposed in ESMF. This table needs to be completed by both environmental and social specialists. Please add rows to the table as necessary.

Section	Main Environmental and Social Impacts	Impact Significance*	Suggested Mitigation Measures	Person/Institution Responsible	Monitoring Suggestions	
					Indicators	Frequency
1: Component Location						
2: Pre-construction Phase						
3: Construction Phase						
4: Operational Phase						

\* Overall Impact Score: High = Likely to cause long-term E&S impacts; Medium = Likely to cause temporary impacts; Low = Likely to cause little, short-term impacts

**Recommendation for further environmental and social assessment and/or site specific environmental and social management plan:  
Yes/No**

*\*If yes, please specify what assessments/plans would be required.*

From completed by : (Name, designation, mobile number, signature, date)  
signature, date)

From checked by : (Name, designation, mobile number,

Reviewed by : (Name, designation, mobile number, signature, date)

Project Director Signature & Date:

### Annex 3 :ToR for Environmental and Social Impact Assessment

#### Objective

The objective of the assignment is to assist the Government of Bangladesh in preparing Environmental and Social Impact Assessment (ESIA) including an Environmental and Social Management Plan (ESMP) for the component which was assessed based on the environmental and social screening to involve potential higher environmental and social risks and impacts through their implementation.

#### Scope of Work

##### Task 1. Review of project and existing technical studies

1. The consultant will define project activities and any linked and/or associated activities. The consultant will review and analyse the technical documents on environment and social, economic benefits related to the proposed infrastructure investments (Pre-Feasibility and Feasibility studies, preliminary designs, Environmental and Social Screening result, relevant field investigations and other surveys, modelling results, etc).

##### Task 2: Baseline Environmental and Social Conditions

2. The Consultant will review, evaluate and update baseline data on the relevant environmental, social, economic and physical cultural heritage characteristics within the project area. Specifically, the baseline conditions should include information on:

- a. Physical environment: geology, topography, sediments/soils, surface and ground water hydrology, land pollution, water quality, air quality and sources of air emissions, noise emissions, utilities and sewage networks;
- b. Biological environment: existing flora and fauna at the site; natural habitats; waterbodies;
- c. Social and economic: community structure; pedestrian and commuter activities; residential and commercial activities; description of direct and indirect livelihoods);
- d. Information on disadvantaged groups or persons for whom special provisions may have to be made, if affected, and in the context of developing mitigation measures;
- e. Assess whether there will be any displacements as a result of the physical works; and
- f. Physical cultural property: Cultural heritage assets such as cultural, religious, historical or archaeological sites, including sacred and/or burial places, that might be affected during construction.

3. Baseline data shall include but not limited to following:

- Primary data/monitoring shall define characteristics of the existing natural environment including soil, water, air, noise, land use, cultural properties and flora & fauna.
  - Monitoring to be carried at critical locations.
  - Identification of specific areas for monitoring.
  - Air and Noise Monitoring at junctions, major settlements, school and hospitals etc.
  - Water and soil monitoring.
  - Tree inventory to be carried out, in consultation with relevant Government Department.
  - Inventory of Cultural Property Resources shall be done along with measurements, details and photographs; consultation shall be done for gathering public opinion.

- Secondary Data to define meteorology, geology, climate change (flooding potential) quarries, borrow areas, disposal sites etc.
- Baseline conditions of ambient air and noise should be analysed by comparing with not only national standards but also WBG EHS guidelines values.

### **Task 3: Legislative Framework**

4. The Consultant shall analyse the existing relevant laws/regulations, and add any new legislations, decisions and/or guidance notes relevant to the environment quality, health and safety, cultural property, waste management, hazardous substance storage and handling; noise emissions; protection of sensitive areas and endangered species, land-use planning, involuntary resettlement and expropriation; public information; environmental liability, etc. determining their relevance to the project.

5. The Consultant shall also assess the institutional arrangements and institutional capacity for supervision and enforcement of ESMP during construction and operation. The consultant shall reference any international relevant legislation and treaties applicable to the project, including World Bank Operational Policies, and Occupational Health and Safety Guidelines.

### **Task 4: Determination of potential environmental and social impacts**

6. The Consultant shall update the existing documents to determine impacts, direct, indirect and cumulative impacts, and immediate and long-term impacts related to the construction phase of the proposed works as well as once the works are finalized (operational phase). The Consultant shall propose mitigation measures and affiliated costs for each of the above identified impacts that will represent the content/summary of an Environmental and Social Mitigation Plan for the overall project during its construction as well as the operation phases. The Mitigation Plan is part of the overall project Environmental and Social Management Plan.

### **Task 5: Analysis of Alternatives**

7. The Consultant shall review the available technical documents and summarize alternatives proposed during the project development, including the alternative of not constructing the proposed project. Such alternatives could be related to different options in terms of design of structures and facilities, selection of technologies, construction techniques, and project phasing, operating and maintenance activities. These alternatives must be compared on technical, economic, environment, and social merits and to the extent possible, with costs and benefits of each alternative. The concept of alternatives extends to siting and design, technology selection, rehabilitation/construction techniques and phasing, and operating and maintenance procedures. The alternative should also emphasize analysis of secondary/induced impacts and potential conflicts. The Consultant shall briefly compare these alternatives in terms of potential environmental and social impacts, cost and benefits.

### **Task 6: Preparation of Environmental and Social Management Plan (ESMP)**

8. The ESMP shall be prepared in such a manner that environmental and social requirement (mitigation measures and monitoring, technical specifications) related to the construction phase could be incorporated in the bidding/contract documents. The ESMP should include proposed enhancements such as landscaping and “greening” of the component area. The existing documents can be used for updating and adding new requirements and issues not already addressed. The World Bank Operational Policy Annex B – *Content of an*

*Environmental Assessment* for a Category A project and Annex C – *Environment Management Plan* - must be followed in this assignment<sup>8</sup>.

9. The ESMP should propose the criteria, procedures, and responsibilities for monitoring and enforcing all of the environmental measures included in the alignment sheets and the construction practices included on the construction specifications. The consultant shall review the authority and capability of institutions responsible for implementation of this project and recommend steps to strengthen or expand them, including proposals for intersectoral arrangements, management procedures and training, staffing, operation and maintenance training, budgeting, and financial support. This must include the institutional arrangement which needs to be set in place to implement the ESMP and the monitoring framework. The ESMP should clearly present estimated budget associated with proposed mitigation and monitoring actions as well as the institutions responsible for implementation.

10. In addition to the World Bank Operational Policies, the consultant will refer to the following key documents:

- (i) Guidelines for Managing the risks of adverse impacts on communities from temporary project induced Labor influx
- (ii) Environmental Health and Safety Guidelines

11. The mitigation measures and environmental management plan should be sufficiently specific to provide clear guidance to the Contractors for enforcement by the engineer. The contract clauses should be focused towards specifications to be complied and enforcement with built in mechanism to take recourse on failure of implementation. For supervision, the ESMP will provide comprehensive checklists for the verification of compliance of environmental specifications by contractors and checklists for the reception of final works. The ESMP will also include a monitoring program.

12. The mitigation measures and monitoring framework required during operations should also be prepared, in an Operations Manual and/or ESMP format for operations phase.

#### Task 7: Stakeholder Consultations

13. The Consultant will assist the Client in undertaking at the minimum two structured consultations, during the preparation of the ESIA and ESMP. In addition, such consultations with primary and secondary stakeholders will continue throughout project implementation, as necessary to address EA related issues that affect them. For meaningful consultations with project-affected groups, communities, women of various age, persons with disabilities, elderly people, local NGOs and rights groups, all relevant documents must be provided in a timely manner prior to consultation and in a form and language that are understandable and accessible to the groups being consulted. Stakeholders should be consulted at least twice during ESIA preparation: shortly after E&S screening and before ToR is finalized, and once a draft ESIA report is prepared. Please also note the result of the stakeholder consultation should be reflected in ESIA report as well as in the project design and in implementation and operational approaches. The consultant shall be responsible for keeping a record of all such consultation meetings, for obtaining the informed views of the stakeholders.

#### Deliverables

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<sup>8</sup> <https://policies.worldbank.org/sites/ppf3/PPFDocuments/3902Operational%20Manual%20-%20OP%204.pdf>  
<https://policies.worldbank.org/sites/ppf3/PPFDocuments/3903Operational%20Manual%20-%20OP%204.pdf>

After commencement of the studies, the separate reports will be submitted in as follows (assuming timely delivery of required inputs from BCC, as discussed below).

- 1) An Inception and scoping report, including initial findings of environmental and social risks and impacts, proposed definition of project study area, full outline of ESIA, detailed workplan and schedule. The reports will be submitted within 1 month of signing of contract in 6 copies.
- 2) Separate complete reports on Draft ESIA report will be submitted in at the end of 4th month of signing the contract, prior to disclosure and preparation of consultations on the drafts in 6 copies.
- 3) Separate reports on Final ESIA report, taking into account feedback from consultations, will be submitted in by the end of 6th month of signing the contract in 6 copies.

## **B. Objectives of the assignment**

2. The overall objective of this assignment is to hire services of a competent Monitoring and Evaluation (M&E) consultancy firm for four primary purposes; (i) carry out M&E of project progress, inputs, outputs, processes, outcomes and impacts in relation to the various project components carried out by the project implementing agency, including the PIU; (ii) carry out monitoring of project specific operational risks and mitigation measures; (iii) provide and regular feedback to CE, the Project Director, PD, LICT II on its evaluations of the above as well as on any other specific issue as directed by the CE; and (iv) provide assistance to the PIU in monitoring and evaluating: (a) project physical and financial progress and performance, project inputs, outputs, outcomes and impacts; and (b) environmental and social development and safeguard management aspects with respect to all project components of the project. In particular, the tasks of the consultants would include:

- Create a comprehensive monitoring and evaluation framework for the EMCRP;
- Develop baselines for the key project indicators for tracking project inputs, outputs, outcomes, and operational risks;
- Track key indicators (input, output and outcome) during project implementation,
- Carry out process monitoring and evaluation;
- Carry out monitoring and evaluation of governance risks of the project;
- Recommend appropriate corrective actions and recommendations;
- Supervise the implementation and compliance of the Environmental Management Framework (EMF) and Social /Resettlement Policy Framework(S/RPF);
- Provide concurrent report to CE and World Bank;
- Preparation of Mid Term Review (MTR) report;
- Preparation of Implementation Completion Report (ICR) and
- Strengthen the capacity of the project implementing agencies, including the PIU, to monitor project impacts.

## **C. Outline of the tasks / responsibilities of the consultants**

**Key Activities:** The key activities under this assignment include:

### **Task 1: Create a comprehensive monitoring and evaluation framework for the Project**

3. It includes the outcome indicators for monitoring Project Development Objective, intermediate output indicators for all project components, and tentative baseline conditions for each indicator, year wise achievement of targets against each outcome/output indicator. The

Consultant is expected to use this as the base document for the development of project specific M&E framework, if necessary, by adjusting and fine tuning the indicators and targets.

4. The M&E framework should also include indicators to monitor and evaluate project specific operational risks and risk mitigation measures. The major objective of this dimension of monitoring is to ensure governance aspects of the project and minimize risks of misappropriation of project resources. However, more operational indicators need to be developed and systems, procedures and record keeping arrangements have to be established on ground to monitor compliance with the proposed broader remedial measures; These measures need to be maintained efficiently to identify fraud and corruption risks of the project in respect of each project component and to monitor and evaluate the levels of risk, compliance with and impact of the designed risk mitigation measures in the project. The Consultant is expected to develop, establish, and monitor a sound and transparent system of record keeping at community level, related with the transfer and delivery of capital assets and consumable items and related financial transactions.

5. The Consultant is expected to finalize the M&E framework covering those dimensions as early as possible after its mobilization, preferably through a consultative workshop with the participation of relevant official of the above-mentioned stakeholder agencies. The Consultant is expected to present final M&E framework, inter-alia, as one of the main outputs in the Inception Report of the Consultant.

### **Task 2: Develop baselines for the key project indicators for tracking project Inputs, outputs and outcomes.**

6. The Consultant is responsible for the establishment of baseline status against all project indicators of the final M&E framework to be able to monitor outcomes and impacts. Accurate establishment of the generic baseline situation is particularly vital. As early as possible after the mobilization, Consultant is expected to design a baseline survey methodology in the project areas in consultation with the PIU.

7. The Consultant is expected to start the baseline surveys including the environmental parameters (physical, chemical and biological environment) and establish the baseline status immediately after the mobilizations and present the methodology for and progress of compiling generic baseline status for each indicator as one of the outputs of Inception Report. Consultant is expected to suggest its proposed methodology for baseline surveys in their proposal which will be used as one of the criteria for proposal evaluation.

### **Task 3: Track key indicators (input, output, outcome, and operational risks) during project implementation**

8. Consultant is expected to develop appropriate methods, surveys, tools, data collection formats, and analytical procedures to track and monitor project inputs, evaluate outputs and outcomes generated due to project interventions throughout project implementation. The M&E may include periodic as well as generated regular field surveys, Interviews/Focus Group Discussions, Participatory monitoring, and social and technical auditing. Consultant is expected to suggest its proposed methodologies for tracking and M&E of inputs, outputs and outcomes in their proposal to the PIU which will be used as one of the criteria for proposal evaluation.

**Task 4: Carry out process monitoring of the Project**

9. Consultant is expected to carry out process monitoring of the project using specialized techniques and tools. The process monitoring is very important because the project implementation is designed on the principles of a community-based approach in all phases from need identification, targeting and selecting beneficiaries, and training, and monitoring the inputs. The Consultant is expected to design, establish and carry out a sound process monitoring system for this purpose. Consultant is expected to report on its evaluation of the process in addition to the regular reporting of project progress, inputs, outputs, and outcomes to the PIU and the World Bank task team. The process monitoring system may also be linked to M&E of operation risks and governance aspects as outlined under Task 3 above of this TOR

**Task 5: Recommend appropriate corrective actions and recommendations**

10. Consultant is expected to play a continuing role in analysing the findings and results of M&E and make recommendations to the CE and Implementing agency to be able to take timely corrective actions on implementation strategies and practices. Consultant will provide regular feedback to the implementing agency to ensure and maintain satisfactory implementation progress and disbursements as against the targets and work plans. Based on the M&E of outcomes, Consultant will provide feedback to the CE and to implementing agency on the effectiveness of the implementation processes and approaches. Based on the M&E findings, recommend necessary changes in the project scope, interventions and implementation processes etc., to ensure timely and satisfactory achievement of the expected outcomes of all project components and the overall development objective of the project; If necessary, Consultant will recommend necessary changes in the project scope, interventions and implementation processes etc., for consideration of the CE and implementing agency to ensure timely and satisfactory achievement of the expected outcomes of all project components and the overall development objective of the project.

**Task 6: Supervise the implementation and compliance of the Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework.**

11. To ensure overall environmental and social sustainability of the Project, an Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF) is being prepared. The Frameworks will serve as a tool to separately assess the environment and social impacts of the components and will serve as a set of guidelines to be used for projects where the precise nature and scale of components are little known or unknown in advance. These guidelines will also serve as a tool to select the optimal project intervention from social and environmental perspectives, prepare preliminary designs, and to ensure complete integration of social and environmental concerns and mitigation measures in the design for the activities to be undertaken by project implementing agencies. The Consultant will have access to draft framework at the time of preparing the proposals for this Consultancy. The consultant will do the following tasks:

**Inception Stage (to be included in the Inception Report)**

- (i) Review the ESMF and the environmental and social impacts;
- (ii) List the monitoring parameters and present in the Inception Report along with the measurement timeline;



- (iii) Collect/measure the baseline information from the primary and secondary data and will include in the Inception Report;
- (iv) Prepare the outline of the safeguard monitoring report and cleared with the World Bank;
- (v) Ensure that all tasks have met country regulatory requirement and update the information in the monitoring report;
- (vi) Measure the activity specific monitoring parameters;
- (vii) Report on the status of GRS;
- (viii) Monitor the status of quality of overall safeguard compliance;
- (ix) Monitor the status of training, consultation with stakeholders and include the training and consultation plan for the next quarter;
- (x) Report on the lessons learned from the previous quarter and the area of improvement to ensure better safeguard compliance;
- (xi) Report on the status of the application of area of improvement proposal
- (xii) Ensure the lab report and relevant pictures are in place; and
- (xiii) Monitor the adequacy of documentation;

#### **D. Data, Services & Facilities to be provided by the Client**

16. The consultant will be provided with the following data, services and facilities by the PIU for executing and supporting the activities:

- All necessary secondary level data required by the M&E consultant for undertaking the project activities;

The M&E unit officials of the implementing agencies will also be directly involved in data collection along with the consultants. Additional officials and staff needed for this purpose will be provided by the respective implementing agencies.

#### **E. Outputs of the consultants / reporting requirements**

<b>Deliverable</b>	<b>Description</b>	<b>Schedule (months after signing)</b>
Inception Report	<ul style="list-style-type: none"> <li>- Outline of overall methodology to be used</li> <li>- Work plan</li> <li>- Deployment schedule of key officials and staff</li> <li>- Monitoring and Evaluation strategy</li> <li>- Initial list of key indicators to develop baselines</li> <li>- Methodologies for surveys</li> <li>- Formats for Reporting</li> </ul>	2 months
Detailed M&E Strategy Report	<ul style="list-style-type: none"> <li>- Identification of Indicators and Surveys required</li> <li>- M&amp;E Methodologies</li> </ul>	3 months

<b>Deliverable</b>	<b>Description</b>	<b>Schedule (months after signing)</b>
Baseline Survey Report	- Detailed Baseline Status for each indicator	4 months
Regular Reports (monthly, quarterly, annual reports)	- Summary of work completed in last six month and cumulative since inception - Work expected in next six months - Key issues for attention of PSC/World Bank - Process monitoring. - Presentations/Documentation/Video.	As indicated starting from inception report stage
Mid-term Evaluation report	- Assessment and analysis of project outcomes - Benchmarking - Online surveys - Organized monitoring database	1 month before scheduled Mid Term Review
Mid-Term final Report	- Report on progress up to mid-term review - Work expected in remainder of project - Key issues for attention of PCMU/World Bank/PSC (including any suggestions for restructuring related to this Consultancy)	1 month after scheduled Mid Term Review
Draft Final Impact Evaluation Report/ Draft Implementation Completion Report	Project implementation experiences Suggestions for improvement, sustainability and exit strategy Impact assessment of project activities	30 months
Final Report/Implementation Completion Report	After incorporating suggestions on the Draft Final Report	32 months

The consultant will submit 5 copies of the final Impact Evaluation Report and 2 copies of the other reports. All data and reports will also be submitted electronically (as 10 copies of CD-ROMs) in commonly used software formats.

#### **F. Review procedure to monitor consultant's work**

17. The consultant shall submit the details of work plan together with their proposal. This work plan should include the details of activities and their schedule. This schedule will be used to monitor and evaluate the progress of activities of the consultant's work. Some other aspects include:

- Timely completion of the activities that include inception report, baseline survey reports etc.
- Content of the reports.
- Methods of data analysis and presentation.

18. The PIU, BCC will be responsible for supervising the consultant's work.

#### **G. Staffing Requirements**

19. The consultants should propose a comprehensive team composition with task assignments for each key staff along with sufficient support staffs to meet the objectives and

scope of the services. The estimated staff month for key professional staff is 112 and those of non-key staffs is 120. These staff-months are indicative and the consultants are free to propose their estimate supported by methodology proposed for the implementation of the service.

#### Annex 4: ToR for Safeguard Specialist at PIU

##### **Terms of Reference for Sr. Environmental Specialist (based in Dhaka/field)**

##### **Objective**

The main objective of Safeguard Specialist is to: 1) oversee and coordinate on social and environmental safeguards implementation, 2) ensure the quality of screening and approve it, 3) confirm proper implementation of ESMP, 4) consolidate information and report to WB through PD, 5) manage contractual obligation on environmental and social safeguard, 6) provide training to the contractor and field level staff, PIU and relevant HQ level stakeholder, 7) provide technical advice to PD on ensuring environmental and social safeguard. The assignment includes the following tasks:

- 1) Overall coordination and supervision on environmental and social safeguard
- 2) Prepare and endorsement of Environmental and Social Screening
- 3) Support and supervision of ESMP implementation
- 4) Monitoring and Reporting
- 5) Management of contractual obligation on environmental and social safeguard
- 6) Training provision
- 7) Technical advice to PD
- 8) Co-ordination with other component's environmental safeguard specialist

##### **Scope of Work**

##### **1) Overall coordination on environmental and social safeguard**

While PD has overall responsibility of the project including safeguard, Safeguard Specialist will be responsible to assist the PD for completing all activities/tasks, its quality control and overall coordination associated with safeguard

##### **2) Preparation and endorsement of safeguard screening**

Safeguard Specialist is responsible to conduct screening with the support of PIU. The Specialist shall coordinate with PD as necessary on the further actions required based on the screening result

##### **3) Main Responsibilities.**

- 1) Conduct Social Screening
- 2) Identification of impacts of the project activities and site-specific impact assessment reports
- 3) Preparation and implementation of site and activity specific ESMPs  
Prepare RAP/ESIA if require
- 4) Field implementation of safeguard
- 5) Information consolidation and monthly monitoring report to firm/PIU
- 6) Ensure management of contractual obligation on social safeguard in the field
- 7) Training provision

- 8) Arrange, conduct and disclose project information's through public consultations
- 9) Provide training to contractors on social safeguards, working conditions of the labors and labor influx.
- 10) Support specialized agency in collection and resolution of grievances.

#### **4) Public Consultation/GRM**

- i. Specialist shall coordinate consultation necessary during preparation and implementation of the project. Such consultation includes consultation during preparation on safeguard instruments and construction and operation of each investment.
- ii. S/He will ensure the quality of public consultation at the field level and will reflect the concern in the project implementation.
- iii. The Specialist is also responsible to review and take necessary actions on the complaints received through the project GRM in coordination with PD.

#### **5) Technical Advice to PD**

When necessary and required by PD, Specialist shall provide technical advice related to environmental safeguard to PD. Such advice would include coordination with other governmental organizations.

#### **Reporting**

The Safeguard Specialist will report to the PD.

#### **Qualifications**

Education: Master's in social science/ Environmental Engineering, Forestry/ Wildlife, Environment Science or related field.

Experience: At least 10 years of minimum experience as preparing RAP, EMSM, RPF, ESIA etc.

***Note: Detailed ToR will be prepared and finalized in consultation with the World Bank during Implementation***

