

Land Acquisition and Involuntary Resettlement Due Diligence Report

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Bhutan: Green and Resilient Affordable Housing Sector Project - Trashiyangtse

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CURRENCY EQUIVALENTS

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Nu. 1.00	=	\$ 0.012
\$1.00	=	Nu. 83.41

ABBREVIATIONS

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

NOTE

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

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I. INTRODUCTION

A. Project Overview

1. The Green and Resilient Affordable Housing Project (GRAHSP) will assist the Royal Government of Bhutan (RGOB) to establish housing infrastructure (i.e., shelters and other facilities) and provide services i.e., business development, child care centers (crèches), to marginalized urban workers including survivors of gender-based violence (GBV), vulnerable women (victims/survivors of violence, poor working mothers caring for children and marginalized informal sector workers) in Thimphu, Phuentsholing municipalities (Thromde), and in Nganglam, Trashiyangtse and Samdrup Jongkhar while also adopting climate adaptation and disaster risk reduction in housing projects. The Project is in line with ADB's Strategy 2030, Safeguard Policy Statement 2009, the Country Partnership Strategy (2019-2023), and the 12th Five-Year Plan's national key result area (NKRA) of sustainable human settlements and gender equality. In the 12 Five-Year Plan, one of the aims is to remove barriers (including Gender Based Violence) that limit the opportunities and potentials of women and girls by creating enabling policies and providing adequate support services.¹ The Project is also aligned with the Disaster Management Act (2013) and supports a systematic approach to disaster risk management.

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

B. Objectives and Scope of this Report

3. The proposed Trashiyangtse Green and Resilient Affordable Housing Subproject has been assessed and is confirmed that there are no involuntary resettlement impacts. The main objective of the due diligence exercises is to confirm that the subproject is free from any involuntary resettlement impacts such as land acquisition, physical displacement, economic displacement, adverse impact on livelihood, community properties or any other impacts based on a review of land records, stakeholder consultations and field visits to proposed project locations. This document describes the findings and provides copies of relevant documents, minutes of meetings, and photographs.

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

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

² Kidu is welfare

topped parking lot for tenants; (iii) bitumen-topped access road to housing site.

5. Due diligence involved site visits and discussions with relevant local government offices for land records, ownership details, and permissions/approvals required, if any, for use of land. This was followed by a one-to-one consultation to gather views of current tenants of government housing and those awaiting allotment of government housing on their experiences with living in current housing (government-owned housing, corporation-owned housing, and privately owned housing), suggestions related to designs affordability of future rental among others for National Housing Development Corporation Ltd. (NHDCL) in 2021. Further public awareness consultations shall be carried out.

6. Site visits and one-to-one consultation was conducted comprising of social safeguards consultant recruited for project preparation by ADB and NHDCL Head Office and NHDCL focal person working in the Trashiyangtse district administration.

7. A draft DDR was prepared in September 2021 and subsequently approved by ADB. This report has been updated on 16 November 2022 based on review of land records, stakeholder consultations and field visits to proposed project locations. Due to change in site layout plan, minor adjustment and nomination of GRC members, the DDR has been updated in July 2023 and will be disclosed in ADB and NHDCL official website after getting necessary clearance from ADB.

II. DESCRIPTION OF SUBPROJECT AREA

8. Trashiyangtse district is located in the eastern region of Bhutan bounded by Trashigang district in the east and south and Lhuntse district in the west. It covers an area of 1,437.9 square kilometres. The altitude ranges from an elevation of EL1750-1880 above Mean Sea Level (masl) suggesting that the district's topography is mostly mountainous. Administratively, Trashiyangtse comprises 8 gewogs.

9. According to the National Population and Housing Census 2017, Trashiyangtse has a population of 17,300 people but is projected to decrease to 16,831 in 2021. There were 8,719 males (50.39%) and 8,581 (49.60%) females living in Trashiyangtse. Trashiyangtse town is the most populous and developed town in the district with a total of 3,187 people resident in a total of whom 1,661 (52.11%) are males and 1,526 (47.88%) are females.³ Trashiyangtse dzongkhag has two higher secondary schools, two middle secondary schools, six lower secondary schools, and 19 primary schools.⁴ The male literacy rate is 72.6% while the female literacy rate is 59.3%. The district is also home to the thirteen traditional arts and crafts schools – called the *Zorig Chusum* where aspiring youth are trained and practice their craft on graduation. The vernacular dialects spoken by the people in Trashiyangtse are Brahmilo, Dakpakha, choe chang nga chang, Tshangla, and the national language Dzongkha.

10. According to the National Population and Housing Census 2017, the population figures for Trashiyangtse town and comparing the same with the last census carried out – the National Population and Housing Census 2005, the population in 2005 was 17,740 whereas, in 2017 (the

³ Source: National Housing and Population Census 2017, National Statistical Bureau, Royal Government of Bhutan

⁴ Source: Annual Education Statistics 2020, Ministry of Education, Royal Government of Bhutan

last census), the population was 17,300 which is a decrease by 440 persons (2.48%).

III. SUBPROJECT DESCRIPTION

A. Present status of the housing situation in the town

11. Trashiyangtse town is categorized as among the smaller district town in terms of area, population, and state of development. A town planning authority was instituted only in 1992 after the district was upgraded from a sub-division to a district in the same year, as the dzongkhag headquarter. Thereafter, the place was developed by planning out roads, drainages, the layout of area for residential, and commercial, and locating all essential services, like the post office, bank, hospital, etc. for residents and visitors alike. The town received more importance and necessitated its development after one of the hydropower project namely the 486 MW Kholongchu Hydro Energy Ltd. which is located within its jurisdiction was started in 2015.

12. The town area of 2.855km sq. has been developed only to an extent, with only 0.5843 km sq. built up for urban amenities. While development can be undertaken to enhance the urban environment in Trashiyangtse, the shortage of affordable housing for people working in Trashiyangtse has been a continuing concern. The housing challenge is more acute for low-income staff who have difficulty in finding affordable housing. It is because of this inherent need that this project for establishing affordable housing in Trashiyangtse, was conceived.

B. Proposed Subproject Components

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

Table 1: Proposed Subproject Components

S. No.	Subproject Components	Quantity of Structure	Land coverage in (sq. meters) required by each structure
1	Housing Blocks (Category III)	Construction of 8 blocks of 4 units each totaling 32 units housing apartments on government land. The buildings are of the following dimensions: 19.5M X 8.8M	1372.56 sqm
2	Parking lot	Parking lot on NHDCL' land	845.01 sqm
3.	Approach and internal road	Road of total length 0.107 km with off-take from government road (assured right-of-way) and aligned all within the plot allotted by NLCS to NHDCL	473.58 sqm
4.	Septic tank and soak pit	Septic tank (7.35M x 2.45M) and soak pit (2.5M dia) are located within the demarcated plot registered in NHDCL's name	45.815 sqm
5.	Pedestrian footpath	Footpath of total length 0.103 km located within the demarcated plot registered in NHDCL's name	115.80 sqm
6.	Nature-based drainage (bio-swale)	Drainage of a total length of 0.265 km located within the demarcated plot registered in NHDCL's name	

S. No.	Subproject Components	Quantity of Structure	Land coverage in (sq. meters) required by each structure
7.	Rainwater harvesting tank	Rainwater storage loft tank of size 1000 Lit. located at each building block.	
8.	Drinking water tank	Drinking water storage tank of size 2000 Lit. and 1000 Lit. of Hot Water Storage Tank located at each building block.	
9.	Substation	Substation of dimensions (7M x 7M) located within the demarcated plot registered in NHDCL's name	49 sqm

Source: NHDCL, 2023

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



Source: NHDCL, 2022

14. The current location for developing affordable housing is within the urban area and in fact in the middle of the town area is presented in Figure 1. The plot lies adjacent (above to the existing NHDCL housing units), of which there are six blocks currently inhabited by 24 families. The plot is bounded by existing urban roads on the southern and northern sides while to the east is government land and on the west is an existing drain and a small forest beyond also owned by the government. It is evident therefore the housing plot is free of any encumbrances that may be posed by any private or commercial entities. The map below shows in perspective the housing area that would exist in the future once the housing project is completed. The updated site layout plan of Trashiyangtse is presented in Figure 2.

Figure 2: Updated Layout plan of Existing and Proposed Works



Source: NHDCL Engineering team, 2023

15. Due to a change in the access road within the project site at Trashiyangtse, the site layout plan has been modified. The subproject location and the land requirements/coverage as presented in Table 1 remain the same. Modifying the site layout plan is a common occurrence in construction projects when there are changes to the project's requirements or conditions. It is important to adjust the site layout plan to ensure efficient and safe operations on the construction site.

16. When modifying the site layout plan, several factors need to be considered:

- (i) **Access and circulation:** The revised plan should accommodate the new access road and ensure smooth circulation of vehicles and equipment within the site. It is crucial to maintain clear pathways for construction vehicles and emergency access.
- (ii) **Utilities and services:** The location of utilities such as water, electricity, and sewage systems may need to be adjusted based on the new site layout. Ensure that all necessary services are properly integrated into the revised plan.
- (iii) **Work areas and zones:** Evaluate the impact of the access road change on the different work areas and zones within the site. Consider how it affects the positioning of temporary facilities, storage areas, construction activities, and worker accommodations.
- (iv) **Safety and security:** Review the revised site layout plan to identify any potential safety hazards or security risks. Ensure that emergency exits, fire extinguishers, and safety equipment are appropriately placed based on the new access road configuration.
- (v) **Communication and coordination:** Information has been shared with all

stakeholders, including project team members and contractors' team about the changes in the site layout plan. Effective communication and coordination are essential to ensure everyone is aware of the modifications and can adjust their work accordingly.

IV. FIELDWORK SURVEYS AND PUBLIC CONSULTATIONS

17. An initial assessment of involuntary resettlement impact at the proposed housing site was done during the project preparation phase in 2021. Nine tenants from the adjacent NHDCL housing colony were found in the vacant plot for cultivating vegetables (seasonal) within the proposed site for domestic consumption purpose without any economic interest; the tenants agreed with the authority to vacate the space soon after completing their ongoing seasonal cultivation cycle and also assured that they will not cultivate any further after harvesting the agricultural yields which were by that time was in the final stage. Further visits on 16 November 2022 confirmed that the proposed site is vacant, unused, and free of encumbrances except one tenant who was found cultivating vegetable for his personal use. Economic loss is not anticipated as the entire produce of the land is meant for self-consumption without any commercial value and not for sale and the tenant declared that he is about to harvest the seasonal vegetables and clear the land far before commencement of the project work. The NHDCL focal point informed that the District Administration has verbally notified that after August 2021, cultivation of crops on government land in Trashiyangtse town will not be permitted. Hence, no involuntary resettlement impact is foreseen in the location.

18. Based on the information provided, during a site visit on 16 November 2022, the NHDCL focal person was directed to issue an immediate notice to stop the cultivation of vegetables on the proposed site. This suggests that the land was being used for agricultural purposes, specifically vegetable cultivation. To comply with the directive, the NHDCL focal person issued a notice to the tenants informing them not to cultivate vegetables on the land. The notice serves as a six-month notice period, starting from the date of issue, which is considered sufficient time to complete a single cycle of cultivation. In addition to issuing the notice, the NHDCL consulted the tenants residing in the existing NHDCL housing site. This consultation likely aimed to gather their input and inform them of the decision to stop vegetable cultivation on the proposed site. Key informants were also interviewed during this process to collect additional information for the report. It's important to note that the provided information is specific to a particular situation or context, and without further details, it's difficult to provide more specific insights or analysis. The site photographs of Trashiyangtse sub-project site is attached in **Appendix 9**.

19. During the consultations in 2021 they have been informed of the impending notification from the Dzongkhag about the moratorium on growing vegetables and in principle have accepted this is evidenced by the signed participant list and the photos attached in **Appendix 1, and 2** of this report.

20. Based on the one-on-one consultations conducted with a random selection of people, including NHDCL tenants and individuals from the market areas, several key points were revealed. The consultations involved a total of five individuals, of which three were female and two were male. The consolidated information from these discussions provides valuable insights, as follows:

- (i) Preference for NHDCL Government Housing: The individuals expressed a preference for NHDCL government housing, if available, citing the high rental

charges associated with private housing. This suggests that the affordability of NHDCL housing is a significant factor for these individuals.

- (ii) Renovation of Wooden Balcony: The present housing colony (wooden balcony) is deteriorating due to rainwater, posing safety concerns. As a result, renovation works are required to address this issue. The safety of the residents is a priority.
- (iii) Preference for Civil Servants: The individuals revealed that the preference for housing is currently given only to civil servants and not to individuals working in the private sector. They requested that preference should also be extended to private sector employees, suggesting a desire for inclusivity in housing opportunities.
- (iv) Water and Electricity Supply: According to the NHDCL tenants, there have been no issues with water and electricity supply thus far. This implies that these basic amenities are being adequately provided in the NHDCL housing.

21. To provide further evidence and substantiate the information gathered from the consultations, photographs of the individuals involved in the one-on-one discussions have been attached in **Appendix 10**. It is important to note that the information provided is specific to the context of the consultations and may not represent the views or preferences of all NHDCL tenants or individuals in the market areas.

22. The details of public consultation are presented in Table 2, 3, 4 and 5 below.

Table 2: Consolidated Summary of Consultations conducted in 2021

Sl. No.	Number of Persons consulted	Male	Female	Issues Discussed	Outcome
1	16	9	7	(i) New housing unit designs. (ii) Affordability of rent. Current changes faced in government, corporate and private housing in Trashiyangtse. (iii) Recommendations for design in new housing. (iv) Need for maintenance of current housing colony based on emerging problems in and around the housing colony. (v) Water, waste and flooding.	Participants consisted of current tenants of existing NHDCL housing, staff working in corporations provided housing by their employers, and staff living in private housing. Generally, participants were encouraged to learn about the new housing which will be allotted to the government and staff of other agencies qualifying based on salary considering that housing will be provided to low-income salaried employees. They also shared their views on the housing designs which will be incorporated into the new housing. They also shared their problems faced in current housing mainly focusing on maintenance requirements which NHDCL committed to undertake immediately.

Table 3: Consolidated Summary of One to One Consultations conducted in 2022

Sl. No.	Number of Persons consulted	Male	Female	Issues Discussed	Outcome
1	5	2	3	<p>(i) Provide awareness of the subproject, any grievance related to the current quarters and provide notice to the cultivation of the seasonal vegetables.</p> <p>(ii) Issues related to water and electricity supply.</p> <p>(iii) Rental charges were discussed with private owners</p>	<p>Participants consisted of current tenants of NHDCL and the private owners. The participants were aware of the subproject and the grievance raised were damage of wooden balcony due to the rain water and request for maintenance. The private owners were concerned about the possible decline of current rental charges due to the upcoming NHDCL housing which would eventually lead to vacant apartments for private buildings.</p>

Table 4: Details of Consultations in 2021



Sl. No.	Date	Name of Persons	Location	Topic Discussed	Outcome	Photos
1	06 April 2021	Jamyang Nidup Padamlal Chhetri Chimi Dorji Sangay Wangmo Tshundu Wangmo Sherab Tshomo Ngedup Dorji Sangay Choden Dorji Wangmo Jamyang Pema Yonten Gyaltsen Chhimi Dolkar Saroj K. Nepal Yonten Jamtsho Pradeep Katwal Deki Yonten	Hotel Karmaling, Trashi yangtse	<ol style="list-style-type: none"> 1. Experience of tenants living in private housing 2. Experience of tenants living in corporate-provided housing 3. Payment of rental charges 4. Demand for NHDCL housing 5. Suggestions for the design of new NHDCL housing 6. Water supply and storage to the housing colony 7. Waste disposal and flooding 8. Use of allotted housing site for growing vegetables 9. NHDCL Housing Management 	<ol style="list-style-type: none"> 1. People support the project and encouraged that corporate staff too may be eligible. 2. NHDCL received feedback on design considerations to include in Trashi yangtse housing designs before finalization 3. People are aware of the need to cease growing vegetables on housing plots given the impending use of plots for housing construction 	

Table 5: Details of One to One Consultations in 2022

Sl. No	Date	Name of Persons	Location	Topic Discussed	Outcome	Photos
1	16 November 2022	Gundu Wangmo, Yeshey Wangmo, Karma Wangchuk, Jangchuk La, Sita Gurung	NHDCL housing colony, town area	<ol style="list-style-type: none"> 1. Awareness of upcoming housing project. 2. Any inconveniences and grievances at NHDCL housing. 3. Notice to stop the cultivation of seasonal vegetables. 4. Issues with water supply and electricity in the housing colony. 5. Rental charges were discussed with the land owners. 	<ol style="list-style-type: none"> 1. People are aware of the upcoming NHDCL housing Project and support the project and encouraged that corporate staff too may be eligible. 2. Rainwater damages the wooden balcony and requires maintenance. NHDCL received feedback and maintenance work shall be looked into. Further, NHDCL focal explained design considerations if required. 3. People are aware of the notice and stop growing vegetables on the proposed housing plots except for a few till they harvest their present yields which will not elapse more than six months from the date of issue of notice. 4. No issues. 5. Current rental charges will decline because of the upcoming NHDCL housing and the owner will inevitably face vacant apartments. 	

23. Community engagement, public consultations, and disclosure will be an ongoing exercise through the subproject planning and implementation phase.⁵ An indicative list of consultations to be conducted in the future and schedule is presented in the table below. Progress of achievements in this respect will be reported in the semi-annual social monitoring reports by the PIAC safeguards consultant. The details of plot are presented in Table 7.

Table 6: Schedule of Consultation and Disclosure Activities

Activities	Target Group	Responsible Agency	Timeline
Awareness generation about the project activities	Key stakeholder agencies namely business representatives, the KHEL hydropower management who have their office nearby, tenants living in the housing colony nearby, forest and national park staff, and elected representatives of local government)	PIU (District), PMU from NHDCL Head Office, Municipality staff, and the contractor	During detailed design, prior to the start of construction, and continuously, during construction
Disclosure of construction schedule, potential temporary disturbances and GRM	Beneficiaries (site-specific consultations)	PIU/Contractor	During construction
Citywide stakeholder consultations	Dissemination of project-related technical and other information to representatives of all key stakeholders (at one platform), disclosure of a summary of social safeguard documents in local languages, roles and responsibilities of stakeholders.	PIU/Contractor with PMU support	Once a year during the project implementation cycle

V. SCOPE OF LAND ACQUISITION AND RESETTLEMENT

24. There will not be any need to acquire private land for the implementation of proposed subproject components. All the project components namely the housing blocks, parking lots, and approach and internal roads will be constructed and located within the plot allotted to NHDCL by the National Land Commission. The land use certificate and Cadastral map is attached in **Appendix 3 and 4**. Other details of the plot in which the housing will be developed are presented below

⁵ The project will follow the COVID-19 guidance and protocols of the Royal Government of Bhutan (<http://www.moh.gov.bt/covid-19-strategies-protocols-and-guidance/>). ADB has also shared the guidance notes with its executing and implementing agencies in the DMCs (<https://www.adb.org/documents/series/covid-19-asia-pacific-guidance-notes>).

Table 7: Details of the plot allocated for developing the housing project at Trashiyangtse

Name of village/town	Name of Urban authority	Plot No.	Area of Plot (sq.ft)	Present land use
Trashiyangtse town	Trashiyangtse Municipality	YA1-943	1,08,028.76 (2.48 acres)	All are empty except one tenant has been cultivating the land by growing vegetables. Notice has been issued to stop cultivating the vegetables for personal use. Economic loss is not anticipated as the entire produce of the land is meant for self-consumption without any commercial value and not for sale and the tenant declared that he is about to harvest the seasonal vegetables and clear the land far before commencement of the project work (refer to para 16 and 17 for details).

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

Table 8: Subproject Components and their Land Acquisition and Resettlement Impacts

Sr. No.	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
1	Construction of 8 blocks of double-storied residential/housing Buildings	No	No	The housing blocks will be constructed on unused and vacant government land and the ownership of which has been transferred to NHDCL.
2	The parking lot for housingcolony tenants	No	No	The parking lot will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. No involuntary resettlement impact is anticipated
3	Approach and internal roads	No	No	The approach and internal roads will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. The plot is already bounded by an existing town on two sides – north and south so the approach road can be developed as off-takes from these roads. No involuntary resettlement the impact is anticipated.

Sr. No.	Name of the Components	Permanent Impact on Land Acquisition and Resettlement	Temporary Impact	Remarks
4	Septic tank and soak pit	No	No	The septic tank and soak pit will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. No involuntary resettlement impact is anticipated.
5	Pedestrian footpath	No	No	The pedestrian footpath will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. No involuntary resettlement impact is anticipated.
6	Nature-based drainage (bio-swale)	No	No	The nature-based drainage (bio-swale) will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. No involuntary resettlement impact is anticipated.
7	Rainwater harvesting tank	No	No	The rainwater harvesting tank will be put on the top of each building block for developing the housing sub-project. No involuntary resettlement impact is anticipated.
8	Drinking water tank	No	No	The drinking water tank will be put on the top of each building block for developing the housing sub-project. No involuntary resettlement impact is anticipated.
9	Substation	No	No	The Substation will be constructed within the plot demarcated for developing the housing sub-project, the ownership of which has been transferred to NHDCL. No involuntary resettlement impact is anticipated.

Source: NHDCL 2023.

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

Table 9: Details of land availability, ownership, and status of No Objection Certificate (NOC) for sites

Project Component	Location	Ownership	Area of government land available at the location (sq. ft)	Area required (sq.ft)	NOC Status
Construction of 8 blocks of double-storied housing Blocks	The allotted plot, Trashiyangtse town	NHDCL	10,8029	10,8029	NOC is not required. The land was transferred and is now owned by NHDCL. Adequate land is available for housing structures
The parking lot for the housing colony Tenants	The allotted plot, Trashiyangtse town	NHDCL	845.01	845.01	NOC is not required. The land was transferred and is now owned by NHDCL. Adequate land is available for housing amenities
Approach and internalroads	Allotted plot, Trashiyangtsetown	NHDCL	473.58	473.58	NOC is not required. The land was transferred and is now owned by NHDCL. Adequate land is available for housing amenities
Septic tank and soak pit	Allotted plot, Trashiyangtse town	NHDCL	45.815	45.815	NOC is not required. The land was transferred to and is now owned by NHDCL. Adequate land is available for housing amenities.
Pedestrian footpath	Allotted plot, Trashiyangtse town	NHDCL	115.80	115.80	NOC is not required. The land was transferred to and is now owned by NHDCL. Adequate lands available for housing amenities.
Nature-based drainage (bio-swale)	Allotted plot, Trashiyangtse town	NHDCL	-	-	NOC is not required. The land was transferred to and is now owned by NHDCL. Adequate land is available for housing amenities.
Rainwater harvestingtank	Allotted plot, Trashiyangtse town	NHDCL	7.08	7.08	NOC is not required. The land was transferred to and is now owned by NHDCL. Adequate land is available for housing amenities.
Drinking water tank	Allotted plot, Trashiyangtse town	NHDCL	-	-	NOC is not required. The land was transferred to and is now owned by NHDCL. Adequate land is available for housing amenities.

Project Component	Location	Ownership	Area of government land available at the location (sq. ft)	Area required (sq.ft)	NOC Status
Substation	Allotted plot, Trashiyangtse town	NHDCL	49.00	49.00	NOC is not required. The land was transferred to and is now owned by NHDCL. Adequate land is available for housing amenities.

Source: NHDCL

27. During the site visits and physical verification conducted in November 2022, a comprehensive examination of the entire plot was carried out to assess the potential impact of the project subcomponents on structures and common property resources. The findings confirm that there will be no loss or adverse impact on any kind of common property resources. Additionally, it is stated that there are no anticipated involuntary resettlement impacts resulting from the subproject. This means that there will be no temporary or permanent, full or partial loss of livelihood for individuals or communities as a result of the project. The provided information suggests that the site visits and physical verification conducted during this period did not identify any resettlement impacts on structures, common property resources, or livelihoods associated with the subproject. This is a positive outcome in terms of minimizing potential disruptions and ensuring the project's compatibility with the surrounding environment and communities. The photographs of the area are presented in **Figure 3**.

Figure 3: Photographs of the area where the housing complex parking lot and roads are proposed

<p>Name of Area - NHDCL plot, Trashiyangtse Housing area – 1372.56 m. sq.</p>	
<p>Name of Area - NHDCL plot, Trashiyangtse Parking lot area – 845.01 m. sq.</p>	

<p>Name of Area - NHDCL plot, Trashiyangtse Internal roads Road length – 0.107km</p>	
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28. During the construction phase, it is acknowledged that there will be some impact on traffic, which is generally unavoidable. To mitigate this, the entire plot will be cordoned off using a green netting barrier. This barrier serves multiple purposes: it prevents the entry of vehicles into the construction area, contains dust and rubble within the construction precinct, and prevents spillage onto the roads to the south and north of the site. The primary objective of the barrier is to ensure that dust and debris generated during construction activities are contained within the construction site, minimizing their impact on the surrounding roads and the NHDCL housing residents located to the south.

29. Regarding the disposal of excavated materials, any material generated from the approach and internal roads, as well as from the housing plots, will be backfilled within the stipulated timeline. If necessary, the municipality has designated specific sites where the excavated material can be dumped. By implementing these measures, the aim is to minimize the potential negative effects of construction activities on traffic flow, dust pollution, and the overall well-being of the residents in the vicinity of the project site.

30. To ensure that the existing NHDCL housing residents and nearby residential areas are not disturbed during their sleep and rest periods, measures will be taken to manage the construction schedule. The contractor has been requested to adhere to a work schedule that starts no earlier than 7 AM and ends no later than 6 PM. This ensures that construction activities do not encroach upon the residents' resting hours. Alternatively, the project team may also organize a consultation session with the housing residents to discuss the construction schedule. During this session, residents will have the opportunity to provide input and mutually agree upon the best timing for construction activities that minimizes disturbance to their daily routines. In either case, it will be the responsibility of the contractor to strictly adhere to the agreed-upon work schedule. Additionally, the contractor will be required to implement and follow all safety norms and regulations throughout the construction process. Compliance with these safety measures will be monitored by the Project Implementation Unit (PIU) to ensure the well-being and security of both the construction workers and the surrounding residents. By implementing these measures and maintaining open communication with the housing residents, the aim is to mitigate any potential disruptions and prioritize the comfort and safety of the residents during the construction phase.

VI. IMPACT ON INDIGENOUS PEOPLES

31. There are also no impacts to indigenous people/ communities due to the subproject involving direct or indirect impacts to the dignity, human rights, livelihood systems or territories, or natural or cultural resources that are used, owned, occupied, or claimed by indigenous peoples as their ancestral domain or asset. Trashiyangtse is a district head office and town where people from all over the country have come to work in the district administration and other service provider agencies and from nearby eastern districts to conduct business. As such, Trashiyangtse town does not project any characteristics of indigenous people groups.⁶

VII. INFORMATION DISSEMINATION

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

VIII. GRIEVANCE REDRESS MECHANISM

33. The project adopts a three-tier Grievance Redress Mechanism (GRM) in implementing the project. The GRM receives, evaluates, and facilitates the resolution of social, environmental, or any other project-related grievances. The GRM aims to provide a time-bound and transparent mechanism to voice and resolve social and environmental concerns linked to the project. The GRM described below has been developed in consultation with stakeholders. The public awareness campaign will be conducted to ensure that awareness of the project and its grievance redress procedures is generated and shared with the occupants and other stakeholders. The campaign will ensure that the poor, vulnerable, and others are made aware of the need for and process in availing the GRM.

34. The GRM provides an accessible, inclusive, gender-sensitive, and culturally appropriate platform for receiving and facilitating the resolution of affected persons' grievances related to the project. A sample grievance redress form and Template is in **Appendix 7 and 8**. The three-tier GRM for the project is outlined below, each tier having time-bound schedules and with responsible persons identified to facilitate and address grievances at each stage, as required. Public awareness campaigns will ensure that awareness of grievance redress procedures is generated through the campaign. The Environmental and Social Safeguard Officer of PMU will have the overall responsibility for timely grievance redress on environmental and social safeguards issues.⁷

35. **Who can file a complaint:** A complaint may be registered by stakeholders who may be,

⁶ ADB SPS 2009 uses the term indigenous peoples in a generic sense to refer to a distinct, vulnerable, social and cultural group possessing the following characteristics: (i) self-identification as members of a distinct indigenous cultural group and recognition of this identity by others; (ii) collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats or territories; (iii) customary cultural, economic, social or political institutions that are separate from those of the dominant society and culture; and (iv) a distinct language, often different from the official language of the country or region

⁷ The members of the GRC have been nominated in each tier with additional new members (see Appendix 5).

directly or indirectly affected by the project. A representative can register a complaint on behalf of the affected person or group, provided that the representative is identified by the affected person or group and submits evidence of the authority to act on their behalf.

36. **What type of grievance/complaint:** Any comments, complaints, queries, and suggestions pertaining to safeguarding compliance - environment, involuntary resettlement, indigenous people, design-related issues, compensation, service delivery, or any other issues or concerns related to the project can be registered. The complaint must indicate the name, date, address/contact details of the complainant, the location of the problem area, along with the problem.

37. **Where and how to file a complaint:** The contractor's site office will be the primary point for receiving and lodging any complaint and/or conveyed through the phone or via e-mail. Affected persons or any complainant will also be able to register grievances on social, environmental or other related issues, at the PIU Complaint Cell.

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

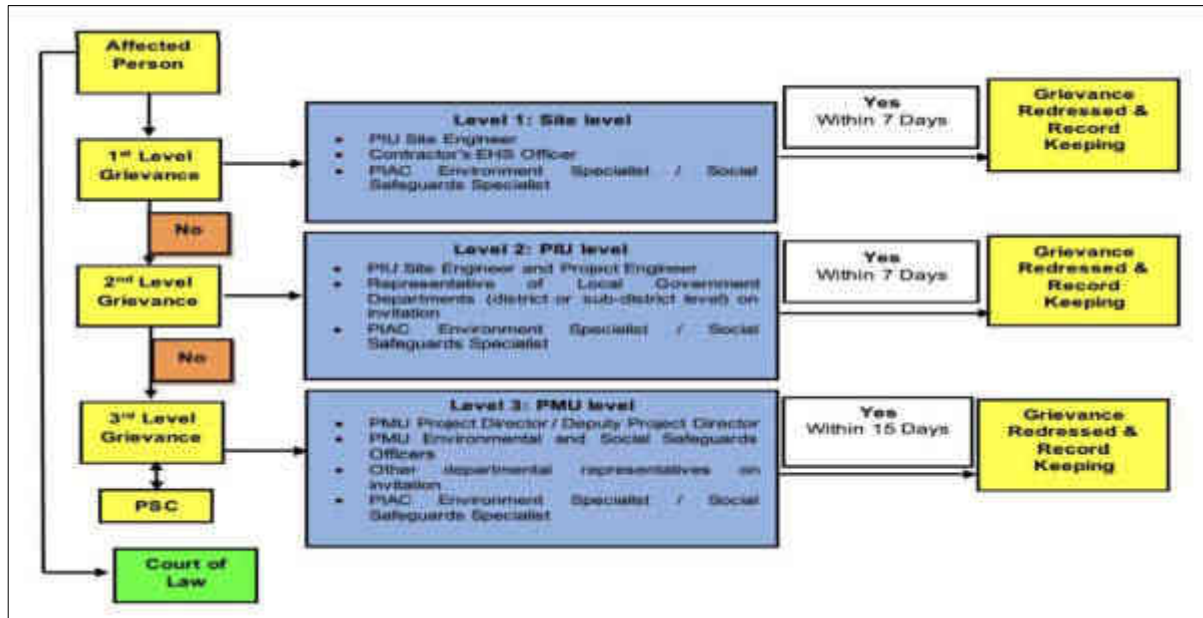
- (i) **1st Level Grievance (Field Level).** In case of grievances that are immediate and urgent in the perception of the complainant, concerned officer of PIU will direct the contractor to resolve the complaint and ensure that it is resolved. If the grievance is not under the contractor's scope, the PIAC will resolve this issue with the support of respective PIU. Resolution of grievances should be carried out within seven days from the date of receipt of a complaint. Relevant government representatives from the respective districts and sub-districts may be consulted as and when required.
- (ii) **2nd Level Grievance (PIU).** Grievances that cannot be addressed at first level within seven days will be brought to the notice of the Complaint Cell at PIU level. The Project Engineer will facilitate the grievance resolution within seven days of receiving the complaint from the field level. The PIU shall consult the Environment and Social Safeguard Officers in the PMU. Government representatives from the respective districts and sub-districts may be consulted as and when required. Any unresolved issue may be escalated to the third level.
- (iii) **3rd Level Grievance (PMU).** All the grievances that are not addressed at PIU level will be brought to the third level. The third level will meet once a month and determine the merit of each grievance brought to the committee. The third level grievance redress committee will resolve the grievance within 15 days of receiving the complaint from the second level. The Environmental Safeguards Officer or Social Safeguards Officer, PMU will provide feedback to the complainant. Any critical or unresolved matter may be taken to the Project Steering Committee (PSC) for resolution.

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

40. The GRM system at any stage, court of law. This can run parallel to accessing the GRM

and is not dependent on the negative outcome of the GRM. The process of the project GRM is given in **Figure 4**.

Figure 4: Grievance Redressal Mechanism



EHS = Environmental Health and Safety, NHDCL=National Housing Development Corporation Limited, PIAC = Project Implementation Assistance Consultant, PIU= Project Implementation Unit, PMU =Project Management Unit, PSC= Project Steering Committee

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

42. **Information dissemination methods about grievance redress mechanism.** Periodic community meetings will be held by PIUs, and PIAC with affected communities to understand their concerns and help them through the process of grievance redress (including translation from local dialect and/or language, recording, and registering grievances of non-literate affected persons and explaining the process of grievance redress) if required. The above GRM process will be discussed with relevant stakeholders during consultation meetings. These meetings will include affected persons, community members (beneficiaries), and the concerned local government representatives where civil works are proposed. The process and timelines for grievance redress and contact details of the persons responsible for grievance redress will be shared in the stakeholder meetings. Action taken in respect of all complaints will be communicated to the complainant by letter, over phone or e-mail or text messaging. The project will follow the COVID-19 guidance and protocols of government and ADB involving information dissemination, consultation arrangement and stakeholder communication strategies.

43. **Consultation arrangements for grievance redress mechanism.** This will include group meetings and discussions with affected persons, to be announced in advance and conducted at a date and time agreed with the affected persons and conducted to address grievance(s); and if required, the PMU/PIU Environment and Social Specialists. Non-literate affected persons and/or vulnerable affected persons will be assisted to understand the

grievance redress process, at the site office of the contractor and at PIU level, the official appointed to receive grievances will assist the non-literate affected persons to register complaints and follow-up with actions at different stages in the process.

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

45. **Periodic review and documentation of lessons learned:** The PMU, and PIUs supported by the PIAC specialist will periodically review the functioning of the GRM and record information on the effectiveness of the mechanism, especially on the PIU's ability to prevent and address grievances.

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

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

IX. CONCLUSION

48. Based on the field visit, one-on-one consultations, screening for resettlement impacts, and the assessment of impacts on indigenous peoples, it has been determined that the implementation of the subproject will not result in any involuntary resettlement impacts or impacts on indigenous peoples. These findings provide initial assurance regarding the project's compliance with relevant safeguards.

49. At any stage of the construction phase, any involuntary resettlement impacts are identified, the safeguard document will be revised accordingly. This revision will also involve an appropriate revision of the project category, in line with the guidelines outlined in ADB's Safeguards Policy Statement 2009. This approach emphasizes the commitment to continuously review and address any potential impacts that may arise during the implementation of the subproject. It demonstrates a proactive stance in adhering to safeguard policies and ensuring that appropriate measures are taken to protect the affected communities and stakeholders throughout the project lifecycle.

50. During the implementation of the civil works, the project implementation team will adopt a participatory approach, ensuring that stakeholders are actively involved in the decision-making

process. This participatory approach promotes transparency and inclusivity by engaging with the affected communities and stakeholders throughout the project's implementation. The dissemination of information will be a priority for the project implementation team. Relevant and timely information about the project, its progress, and any potential impacts will be shared with the stakeholders. This information sharing process helps in keeping all stakeholders well-informed and allows for their meaningful participation.

51. To address any grievances or concerns that may arise from the project, a grievance redress mechanism has been established. This mechanism will provide a platform for affected individuals or communities to voice their grievances, seek resolution, and receive appropriate responses. The establishment of this mechanism ensures that the concerns of the affected parties are duly heard and addressed.

52. The Executing Agency, responsible for overseeing the project implementation, will ensure compliance with all applicable laws and regulations, as well as adhere to the ADB Safeguard Policy Statement (SPS) 2009. This commitment to compliance ensures that the project is implemented in line with the highest standards of environmental and social safeguards set forth by both national laws and ADB guidelines. A letter from the project director PMU on GRM and GRC installation is attached in **Appendix 5** and communication link is attached in **Appendix 6**.

53. By adopting a participatory approach, establishing a grievance redress mechanism, and ensuring compliance with applicable laws and safeguard policies, the project implementation team demonstrates their commitment to accountability, transparency, and the well-being of the affected communities and stakeholders.

X. NEXT STEP

54. Formal and informal consultations will play a crucial role throughout the project, ensuring active engagement with stakeholders. These consultations will be conducted through various means, including but not limited to:

- (i) Focus Group Discussions (FGDs): FGDs will be organized to bring together a group of individuals representing different stakeholder groups. These discussions facilitate the exchange of ideas, opinions, and concerns related to the project details, allowing for a comprehensive understanding of various perspectives.
- (ii) Public Meetings: Public meetings will be held to provide a platform for open dialogue and information sharing with a wider audience. These meetings enable stakeholders to voice their opinions, seek clarification, and actively participate in the decision-making process.
- (iii) Community Discussions: Community discussions will be conducted at the local level, engaging directly with the affected communities. These discussions aim to gather insights, address specific concerns, and ensure that the project's implementation aligns with the needs and priorities of the community.
- (iv) In-Depth and Key Informant Interviews: In-depth interviews will be conducted with selected individuals who possess specialized knowledge or experience relevant to the project. Key informant interviews involve engaging with individuals who hold key positions or influence in the project area. These interviews provide valuable insights and information to inform decision-making processes.

55. The project team will also conduct an intensive information dissemination campaign to ensure that stakeholders are well-informed about the project details, progress, and any potential impacts. The information dissemination efforts and continued consultation activities will be reflected in the periodic updates of the Social Safeguard Monitoring Report (SSMR), ensuring transparency and accountability in sharing project-related information with stakeholders. By incorporating these consultation methods and information dissemination activities, the project aims to foster meaningful participation, gather valuable feedback, and enhance the overall understanding and acceptance of the project among stakeholders.

Appendix 1: Minutes of the Consultations conducted with NHDCL housing tenants and staff living in housing provided by corporations employed with and those living in private housing, photographs, and signed participant list

BAHP SITE VISIT - TRASHIYANGTSECONSULTATIVE MEETING

**(Current Housing residents and those waiting for allotment in NHDCL Housing
06/04/2021)**

Introduction and Objectives of the meeting

The NHDCL Focal person of Trashiyangtse Dzongkhag welcomed all to the meeting and encouraged the participants to share their views and opinions and experiences with the Team. The NHDCL Head Office Representative welcomed all to the meeting as well and explained the main purpose of the meeting which is to understand their current experiences living at the NHDCL housing and based on that their suggestions for future housing design. He also explained the site where the housing is being established and the type of housing mainly that a minimum of two bedrooms will be provided as well as two toilets and a sitting room and a kitchen as well as a verandah. He also explained that the rental will be in the range of Nu. 4000/month for about 600 square feet of space in the new housing complex once developed.

Experience of tenants living in private housing

Responding to queries on the experience of three out of eleven participants living in private housing some of the people working in corporations mentioned in private housing the services are good but that most don't have a tenancy agreement. Also, they pay around Nu. 7000 – 8000 per month whereas those who work in Bhutan Power Corporation (BPC) and have been allocated housing through BPC pay around Nu. 3000/month for a two-bedroom house. While the rent in the NHDCL Colony is almost less by half. When KHEL was established, their staff paid higher rents to private landowners and therefore rental prices increased and it became more difficult for lower-level government staff to afford even private housing. Also, in private housing, no agreement is signed with the landlord and therefore tenure is insecure. Besides, the rent in private housing is raised even after one year and not after two years so tenants are at the mercy of landlords. On the other hand, NHDCL housing tenants enjoy a lot of freedom.

Experience of tenants living in NHDCL housing

On inquiries with those living in NHDCL housing, the tenants pointed out several issues they face. They mentioned that drainages are not covered plus the chimney is blocked, pipes in the toilet too are blocked, windows are broken down, ceilings are made of plyboard, electrical fixtures pose a risk, water leaks through the walls in toilets, safety tanks getting blocked and overflow causing odor to surroundings. Therefore, NHDCL quarters must require renovation. They also suggest that if old quarters can be repaired while the current occupants shifted to new quarters after completion then they can shift back.

The NHDCL Head Office Representative confirmed that 70% of the allocations will be done among government staff and 30% from corporate and industrial workers. He also indicated that since there was no NHDCL staff in Trashiyangtse, the maintenance work will be outsourced to private contractors who can take up the maintenance of one or two blocks at a time and indicated

that the houses must be vacated during maintenance so that there is no hindrance and that the work can be completed within a maximum of two months and that NHDCL will review the best maintenance strategy. The NHDCL Head Office Representative acknowledged that because the houses were constructed in 2007, and with an elapse of more than a decade, maintenance has become necessary. He committed that NHDCL management would expedite the maintenance work since some tenants' damages have become extreme and therefore almost an emergency needing immediate intervention.

Payment of rental charges

On the inquiry on the mode of payment of rent, the tenants mentioned that the rent is deducted from the salary by Accounts personnel before the salary is paid. Tenants felt that this is better as sometimes tenants may not pay rent if they have other urgent expenses to incur. Some even shared the experience of people who live in private houses and have a backlog of unpaid rentals when they are about to vacate private housing. On an inquiry about rental revision, the NHDCL Head Office Representative clarified that the revision will be done on the square feet rate so if the rate is raised people will have to pay the new rate.

Demand for NHDCL housing

Also, in trying to assess the demand for NHDCL housing in Trashiyangtse, the focal point shared that there are six people on the waiting list. The NHDCL Head Office Representative clarified that this low number of applications is because the chances of housing getting vacant are less since people can occupy for a term of ten years and many do not get transferred often. Moreover, 2014 has been kept as the baseline year from which tenancy has been offered for 10 years. On inquiry, the people waiting for housing also mentioned that, Nu. 4000 per month is affordable, still cheaper than private housing, and of better quality. The NHDCL Head Office Representative further informed that only 7-8% of total civil servants are currently provided housing (2100 units of housing). He also informed that applications for housing are now online and is now transparent and done to ward off criticism of unfair allocation of housing. To the question of who is eligible for housing if both husband and wife are both eligible, it was clarified that mostly women are allocated mostly because they fulfill the criteria of being in lower grades whereas husbands are in much higher posts and ineligible for that class of quarters.

Suggestions for the design of new NHDCL housing

On inquiry about any suggestions on new housing based on their experience of living in current housing, current tenants mentioned that concrete verandahs are required, and also need two toilets as the current one has only one toilet. Further, they mentioned that cement flooring is better for better sound and dust proofing. There were also requests for street lighting as an important facility for the housing colony as well as the need to use new products in terms of electrical fittings for easier availability during maintenance. Others mentioned the problem with chimneys in NHDCL housing and the alternative of using electric heating instead of wood was also raised. Improvement of the blacktopping (re-surfacing) of present parking was also requested. On the request for geysers, the NHDCL Head Office Representative mentioned that if geysers are provided the cost of the rental will increase, and therefore it has to be kept affordable.

Water supply and storage to the housing colony

Tenants also recommended a different water tank as there are many sources and there is no dearth of water. The NHDCL Head Office Representative mentioned that the mandate of the Thromdes is to supply treated water, so Thromde has to maximize efforts and resources for this. However, all agreed that a dedicated storage tank is an option that can be installed to supply water during emergency shortages when water from the current source is disrupted. They also informed that unsegregated garbage is collected twice a week mainly on Wednesdays and Sundays.

The Environmental Specialist also asked to verify reports of water problems. The focal person clarified that the problem is with infrastructure but foresees that this will be solved as the Dzongkhag has proposed Nu. 100 million for rehabilitating the entire water system for the whole town. The Environmental Specialist reiterated that installing water tanks for the housing units for storage is a good measure for backup water storage during shortages. This will also place less pressure on Thromde.

Waste disposal and flooding

Regarding waste disposal issues, the NHDCL stated that they will discuss with thromde the disposal of construction waste as well. The participants also highlighted flooding issues in the past. However, they mentioned that mitigation for flooding had been carried out upstream which has prevented any adverse effect on the town.

NHDCL Housing Management

On the present management structure for the housing as well as maintenance, the tenants mentioned that the NHDCL focal person, who also lives in the NHDCL colony, is the contact person for all NHDCL tenants for any matters concerning housing, tenants, and maintenance.

Photographs of Stakeholder Meetings/Consultations at Trashiyangtse in 2021



Attendance Sheet Consultative Meeting – Trashiyangtse in 2021

LIST OF PARTICIPANTS FOR CONSULTATIONS, BAHP, PHUNTSHOLING						
FOCUS GROUP DISCUSSIONS ()						
No	Name	CID No.	Male/Female	Designation	Organization	Contact No.
1.	Jamjang Nangup	11601000406	male	Exp	Hungsa Self-employment #192	175804707
2.	Padam Lal Cheloi	11214003007	male	Teach	-11-	17249206 24000
3.	Chiai Dorji	10702000111	male	Driver	-11-	17315029 Chiai
4.	Jangay Wangmo	11302000893	female	Teach	-11-	1261041 J
5.	Tshanda Wangmo	11512001235	11	Holder	-11-	13967098 T
6.	Shenab Tshomo	11603000987	female	Section officer	BPC	17245374 S
7.	Nangay Dorjee	10715001740	m	LRA	Samy & L- Recruit Secdr	17885353 N
8.	Sangay Choden	11603000951	Female	Banking Assistant	BOB	17469099 S
9.	Dorji Wangmo	10902001403	female	Banking Assistant	BOB	17502358 D
10.	Jamyang Pemo	11516022899	M.	Led. Civil	BPC	1786495 J
11.	Yonten Gyaltzen	11502003412	Male	Teach. Elec	Municipal	17246200 Y
12.	Chinmi Dellar	11306000920	F	Consultant	Private	17110940 C
13.	Sany K. Nepal	1131003022	M	"	ADB	17624568 S
14.	Yonten Jamtsho	11915000003	M	DRO/ Trashiyangtse Niche focal	Dzongkhag Administration	1739056 Y
15.	Pradeep Khatiwada	11201002596	M	Company Secretary	NMUC	17609638 P
16.	Deki Yonten	10811000570	F	Consultant	AD IS	77110028 D

Date:






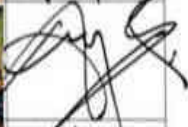




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Appendix 2: One-on-one consultation-Trashiyangtse

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

Date: 16/11/2022
Location: Trashiyangtse

(One to One Consultation)

Sl No.	Name	Position	Department	Mobile No.	Photograph	Signature
1	Ms. Genu chu wayna	Subpost staff (HSP)	Dzong	1736783		
2	Mr. Yashu Wajra	Health worker	Govt (Hospital)	17227449		
3	Mr. Karma Wangchuk	Bldg. owner Shop owner	Shop owner	17201232		
4	Mr. Jangchuk la	Bldg. owner	private	17693027		
5	Ms. Sita Gung	Hotel owner	private	17501435		

Appendix 3: Land Use Certificate issued by National Land Commission to NHDCL for the housing plot, Trashiyangtse

Location Detail
 Thromde: Trashiyangtse
 Urban Village: Yangtsem
 URC No: 513

URC Type
 "Cooperative"

URC Owner Detail
 Name: NATIONAL HOUSING DEVELOPMENT CORPORATION LTD.
 CID No:

URC Co-Owners

URC Owner Permanent Address
 Dzongkhag:
 Thromde/Thromde:
 Throm No:
 Phone No:
 Unique ID No:

Urban Village	Location	Product	Plot No.	Area (Sq. Ft)	Purpose
Yangtsem		Residential	513/01	10000	Housing Colony

National Land Commission

(Signature)
 15/01/2017

Transcript

Royal Government of Bhutan
 National Land Commission Land Use Certificate

Other details as in the certificate above in English and self-explanatory

Signature of Issuing Authority

Appendix 4: Cadastral Map issued with the Land Registration Certificate



Appendix 5: Letter from Project Director, PMU on GRM and GRC installation

	<p>ལྷ་རྒྱལ་ཡོངས་ཁྱིམ་བརྗོད་ཀྱི་འཕེལ་ལས་འཛིན་ཚད།</p> <p>National Housing Development Corporation Limited Thimphu: Bhutan</p>	
NHDC/ADB-GRASP/2023/1361		20 June, 2023
<p>The Chief Executive Officer, M/s Penjar Construction Private Limited Thimphu: Bhutan</p>		
<p>The PIU, The PIAC National Site Engineer, CW01 Trashiyangtse, GRAHSP, NHDC</p>		
<p>Subject: Grievance Redress Mechanism (GRM) and Communication link for CW01 Trashiyangtse Ref:</p>		
<p>1. Project No: 54355-001, Loan#150/Grant#912-BH1: GRASP-NHDC</p>		
<p>Sir/Madam, The Contract Agreement for Civil Works Package (CW-01) Trashiyangtse was signed on 9th May 2023, between NHDC and M/S Penjar Construction Private Limited and the site was handed over to contractor on 22nd May 2023.</p>		
<p>Prior to the start of work at the site, the PMU informs the contractor, PIU, and PIAC National Site Engineer that the GRM should be implemented as per PAM, and a communication link should be followed for the CW01 package. Any grievances should be reported and updated during the monthly review meeting. This will enable effective monitoring and ensure that the project adheres to the agreed GRM.</p>		
<p>Enclosed: GRM (Mechanism and Process), Committee member at different level of GRM, GRM registration form, Grievance record keeping format, communication link between contractor, PIU, PIAC and PMU and Site organizational chart of contractor.</p>		
<p>Thanking you, Sincerely, </p>		
<p>Project Director GRAHSP, NHDC</p>		
		
<p>CC: CRO, PMU, PIAC, GRASP-NHDC Project Officer, GRAHSP, ADB PM, Contractor CW01</p>		
<p>Head office: Post box No.1439, Tel # (PARA: 09975-2-523147/132714/332735), Fax: 331703, Website: www.nhdcl.bt</p>		



NHDCL/ADB-GRAHSP/2023/1362

20th June, 2023

Grievance Redress Mechanism (GRM) Committee

Ref:

1. Project No: 54355-001, Loan4153/Grant0812-BHEF: GRAHSP-NHDCL

With reference to the Project Administration Manual and Agreed Action No. 26 of the Aide Memoire from the ADB Mission held from 22 May to 1 June 2023, the CW01 subproject in Tashiyangtse has adopted a three-tier GRM. The process and time frame to be followed are as per the PAM.

Level 1: Site level

1. PIU: Mr. Tashi Tobgay- PE/ Mr. Pema Norbu -Supervisor
2. Contractor CW01: Mr. Kencho, Environment, Safety and Social Safeguard Focalmanager and Mr. Tashi Tshering-PM
3. PIAC: Mr. KD Charming-ESS/ Mr. Rajesh Pradhan-SGCEG

Level 2: PIU Level

1. PIU: Mr. Tashi Tobgay- PE and Mr. Pema Norbu -Supervisor
2. Representative from local Govt. (on invitation-based on case nature)
3. PIAC: Mr. KD Charming-ESS/ Mr. Rajesh Pradhan-SGCEG/ Deputy Team Leader PIAC

Level 3: PMU level

1. Mr. Tandin Dorji, Project Director, GRAHSP
2. Ms. Dorji Wangmo-PMU Environmental Safeguard Focal, Ms. Dorji Dema-PMU Social Safeguard Focal, Ms. Sonam Choden-PMU Gender Focal
3. Project Management Committee members, NHDCL
4. PIAC: Mr. KD Charming-ESS, Mr. Rajesh Pradhan-SGCEG and Team Leader-PIAC

Issued for implementation with effect from 15th June 2023

Thanking you,
Sincerely,

Project Director
GRAHSP, NHDCL



CC:

CEO, PMU, PIAC, GRAHSP NHDCL
Project Officer, GRAHSP, ADB
PM, Contractor CW01

Appendix 6: Communication link



Appendix 7: Grievance Registration Format

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Appendix 7: SAMPLE GRIEVANCE REGISTRATION FORM
(To be available in the local language)

The _____ Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

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

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

FOR OFFICIAL USE ONLY

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

Appendix 8: Template for GRM record-Keeping

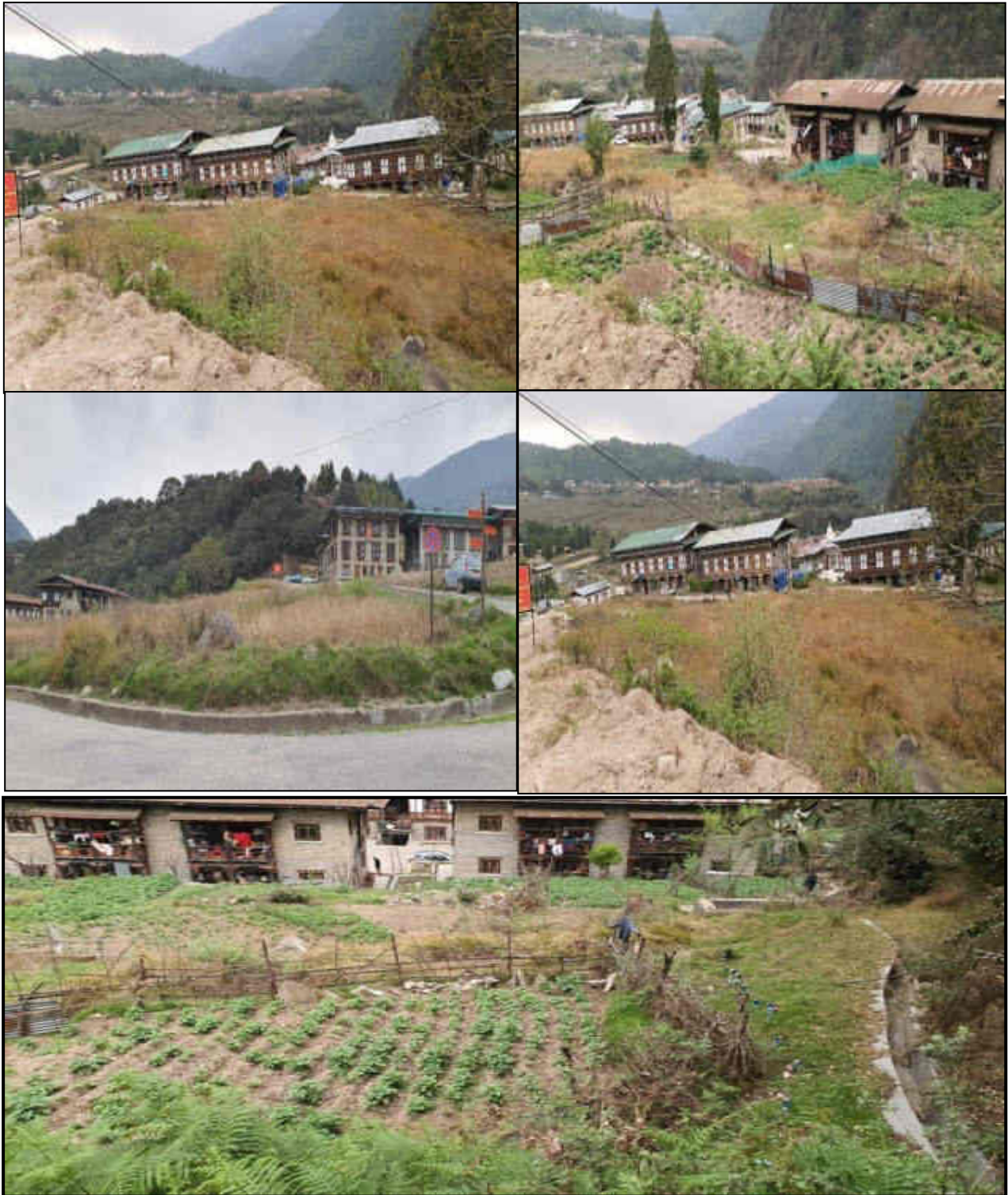
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Appendix 8: SUGGESTED TEMPLATE FOR RECORD-KEEPING OF GRIEVANCES



S. No.	Date of receipt of grievance	Name and contact details of complainant	Description of complaint	Nature of complaint	Decisions taken	Response given to complainant and date	Whether closed/resolved



Appendix 9: Site Photographs–Trashiyangtse



Appendix 10: Notification provided by the Trashiyangtse dzongkhag

	<p>དབལ་ལྷན་འབྲུག་གཞུང་། བཀྲིས་གཡང་ཅེ་རྫོང་ཁག་བདག་སྐྱོང་།</p>
<p>ROYAL GOVERNMENT OF BHUTAN DZONGKHAG ADMINISTRATION, TRASHI YANGTSE</p>	
<p>Yangdzong/NHDCL (01)/2022-2023/ 164</p>	<p>Date:18/11/2022</p>
<p>Notification</p>	
<p>This is to notify all the tenants residing at NHDCL colony, Trashi Yangtse that the ADB project for the construction of new NHDCL buildings at Yangtse town will commence soon. It is apricated that many of you have discontinued gardening at the project site as per the earlier notification. However, during the site visit on 16/11/2022, it was found that there are few kitchen gardens at the project site. Therefore, you are asked to immediately discontinue the gardening at the project site, and failing to adhere with this notification, NHDCL office nor contractor will be responsible for the compensation of your loss.</p>	
<p>  (Yonben Jamtsho) NHDCL focal person Trashi Yangtse </p>	
<p>Cc:</p>	
<ol style="list-style-type: none"> 1. Social Safeguard officer, NHDCL Thimphu for information. 2. Office copy 	
<p>PABX: 975-04-781109/781252/781202 FAX No: 04-781133 website: www.trashiyangtse.gov.bt</p>	