

Social Safeguards of MDSP

The social safeguard aspect of MDSP mainly comprises of:

- (i) beneficiary assessment,
- (ii) stakeholder analysis, and
- (iii) assessment related to land acquisition and displacement of PAPs (authorized and unauthorized) from the lands.

Social Safeguard Assessment enable outlining baseline socio-economic profiles at the shelter areas and the vulnerability of the community to natural disasters and the need for disaster shelters.

It further covers issues related to site selection, shelter design, methods of obtaining lands for construction and rehabilitation, identify impacts of project interventions to prepare Social Management Plan (SMP) and Resettlement Action Plan (RAP) where required.

A Grievance Redress Mechanism (GRM) is in place at each shelter for receiving complaints and suggestions, and settlement of grievances.

Grievance Response Mechanism (GRM)

The project has developed a Grievance Response Mechanism to answer to queries and address complaints and grievances of the affected persons. A handout on GRM has been prepared in Bengali and distributed to the stakeholders.

Grievance Redress Committees (GRC) have been formed at UZ, district and HQ level.

LGED has established an effective GRM:

- i) A designated complaint e-mail address (complaints@mdsp.org) has been set up under the website;
- ii) Any complaint would be reviewed by a designated focal person. He would transmit copy of the complaint to PD, PMU and the TL, D&S Consultant;
- iii) All emails submitted will be acknowledged with a receipt and include a telephone contact number in main office;
- iv) The focal person would forward the complaint to relevant persons at field level for resolution;
- v) Once resolved, focal person would respond to the email address to indicate that the complaint has been resolved.

In addition, the shelter sign boards would show the a) mobile nos. of the UZ Engineer and Executive Engineer of LGED and b) the website and the designated complaint email address of the project.