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| Description: Description: C:\Users\User\Desktop\BIWTA-Job.png | **BANGLADESH INLAND WATER TRANSPORT AUTHORITY (BIWTA)****MINISTRY OF SHIPPING****GOVERNMENT OF THE PEOPLE’S REPUBLIC OF BANGLADESH** | Description: Description: C:\Users\User\Desktop\sharing-wb-logo-clear (1).png |

**BANGLADESH REGIONAL WATERWAYS TRANSPORT PROJECT 1**

**Sexual Exploitation & Abuse (SEA)/Sexual Harassment(SH)**

**Risk Mitigation and Response Action Plan**

**July 2020**

List of Acronyms

BIWTA Bangladesh Inland Water Transport Authority

CoC Code of Conduct

C-ESMP Contactor’s Environmental and Social Management Plan

DEPTC Deck & Engine Personnel Training Center

ESF Environmental and Social Framework

ESU Environment and Social Unit

ESMP Environmental and Social Management Plan

ESMF Environmental and Social Management Framework

GBV Gender Based Violence

GRC Grievance Redress Committee

GRM Grievance Redressed Mechanism

GoB Government of Bangladesh

GPN Good Practice Note

IEC Information Education and Communication

MoWCA Ministry of Women and Children Affairs

M&E Monitoring & Evaluation

OCC One-stop Crisis Centre

PD Project Director

PIU Project Implementation Unit

SEA Sexual Exploitation and Abuse

SH Sexual Harassment

VAW Violence Against Women

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# Potential SEA/SH Risks Assessment in the Project Areas

The proposed activities of the project involve land acquisition/requisition/lease and major construction works which can have adverse impacts on communities, in particular on women and can exacerbate the potential risk of GBV in number of ways. Based on the Bank’s GBV Risk Assessment Matrix on transport project and the assessment carried out, the Project’s GBV risks are assessed as “substantial”. An overview of country and project context of GBV prevalence is included under annex 1, in order to understand the potential project induced risks.The social assessment has highlighted the following concerns related to women’ vulnerability and potential project induced GBV risks:

* The project involves significant construction work as well as major dredging on the greater Meghna channels which would require hiring of skilled labor from outside of the project area. The consequent labor influx will have impact on the local community to accommodate them in peri-urban and urban setting and in the case of Component 3, in rural setting as well (assuming the funding will be replenished following the ongoing restructuring). In any case, the project with major influx of workers will increase the GBV related risks including forced marriage. Despite the risks of being abandoned, which is so frequent a case in contemporary Bangladesh, suchmarriagesmight be seen as the best livelihood strategy for an adolescent girl.
* The construction of the proposed land ports will also inevitably lead to greater mobility of peoples which could also contribute to raising a number of social problems; namely, greater exposure to sexually transmitted diseases including HIV/AIDS due to influx of outsiders such as traders, business persons, skilled and unskilled migrant laborers, transport workers, etc. all of which may potentially lead to social tensions among the local communities. The Project’s GBV risks Assessment duly anticipates these likely negative impacts which could arise during the project implementation and even after.
* Bangladesh remain, by and large, a conservative society with strict norms of male-female interactions in particular in rural areas. Nevertheless, the risks of GBV triggered by labor influx when workers interact with community girl and women in the local communities cannot be ruled out for the project. For example, the project construction will potentially take place near school route or pedestrian access that women and girls use for their daily activities and which may increase the risk of GBV and thus, abusive behavior can also occur between project related staffs and those living in and around the project site. Abusive behavior can be seen within the homes of those affected by the project.
* The project is expected to have some land acquisition although much of it is expected to be in urban and peri-urban areas in relation to the constructions of the cargo and passenger terminals. The dredging works under Component 1 will mostly concern requisition/lease and the construction/refurbishments of the landing stations under Component 2 will potentially involve only minor land acquisition. The project-related land acquisition/requisition or restrictions on land use is thus anticipated to be relatively significant and which may lead to physical displacement (relocation, loss of residential land or loss of shelter), economic displacement (loss of land, assets or access to assets, leading to loss of income sources or other means of livelihood), or both. It is also anticipated that there will be an adverse impact on vulnerable communities (e.g. elderly, disabled and female-headed households) as they may lose their lands, houses and livelihoods.The project’s RAPs, recognizing the GBV risks,will include specific mitigation measures in this regard consistent with this Plan.
* The project sites are mostly located in peri-urban and close to the port and riverside premises and in case of the landing stations, in rural and peri-urban settings if this sub-component gets funding replenishment. In general, there are qualified GBV service providers working close to the project sites in the urban and peri-urban areas but not always in the rural areas. However, there are qualified service providers working in the nearby communities or districts. Government initiatives such as one stop crisis center, nationwide hotlines under the Multi-sectoral program by Ministry of Women’s and Children Affairs exist and operating regionally, but not in all the project sites. They focus on a range of services such as immediate service, psychosocial counseling, legal support, transport facilities including the referral service. A preliminary list of service providers available in the projects sites and districts surrounding Bhairab/Raipur; Narshingdi; Demra/Dhaka; Homna/Narayanganj; Munshiganj; Chandpur; Mehendiganj; Barishal; Bhola; Bhasan Char; Chattogram is attached (see Annex-6). Service providers that continue to provide services to the victims remotely during the COVID 19 situationare also included in the list. In addition, a list of existing national legal and institutional mechanisms for girls and children’s safety is incorporated under annex 2 for information.
* Police is the main organization that links GBV survivors to other services. They operate a nation-wide helpline (999). The helpline is dedicated for all types of complaints including GBV cases. Besides, there are model police stations situated in the nearby districts of the project sites (included in the mapping, see Annex-6). Model thana is designed to improve police-community engagement and create an environment that facilitate equitable access to justice particularly to women, girls and vulnerable groups. These model thana can be of use to respond any potential project induced GBV/ SEA/SH cases during and after the project implementation stage. In addition to the model thana, police stations in the respective project sites have dedicated help desk for women and children and which can potentially be one of the key actors to address potential GBV/ SEA/SH cases. This desk is managed mostly by the women officers who are trained to handle cases of GBV (included them as well in the mapping).

# Capacity Assessment of the Implementing agencies

Bangladesh Inland Water Transport Authority is the implementation agency for the Project and is responsible for overall implementation, management and monitoring of the project. BIWTA is an autonomous body established under the Ministry of Shipping. BIWTA has very little experience in implementing donor-funded programs. The BRWTP is the first donor funded project by BIWTA after a gap of more than two decades when World Bank last funded similar project to BIWTA.

BIWTA has set up a Project Implementation Unit (PIU) for the implementation of the project with the Project Director (PD) responsible for its overall management. There are BIWTA staffs deputed in the PIU for various responsibilities including a Deputy Director to assist the PD. The PIU recruited a pool of specialists for social, and environmental safeguards and as well as procurement. The BRWTP is about to mobilize teams of supervision consultants for several sub-projects, most notably for dredging (W 1) and also for the civil construction of the passenger and cargo terminals. The PIU is going to recruit teams of supervision consultants for the civil constructions and dredging which will include specific experts for social safeguards. However, it’s unlikely that the related experts have expertise of GBV.

Overall, the existing capacity of BIWTA to respond GBV/SEA/SH cases is weak. The Social Safeguard Specialist has long experience on involuntary resettlement but little on gender and GBV. The PIU proposed for a dedicated Gender Specialist but the Planning Commission which gives the final approval of government’s development projects/programs, cut the position without consulting BIWTA. This will remain a major gap for BRWTP in addressing the GBV/SEA.SH related risks. In this regard, it is also pertinent to keep in mind that there is almost no in-country resource pool of GBV expertise in Bangladesh.

BIWTA has set up a project specific three-tier Grievance Redress Mechanism (GRM) encompassing the field sites, port officers at district/regional level and PIU head office. However, the GRM is not responsive to GBV including SEA/SH related concerns as per the Bank’s standard. BIWTA requires capacity building supports for its existing experts, and supervision consultants on the overall GBV risk mitigation measures of the project as per the Bank’s GPN. The PIU team will require the adequate skills and knowledge as well about potential SEA/SH risks and to effectively carry out their roles even after the Project closes.

# Recommended Actions to mitigate SEA/SH: GBV Action Plan

The World Bank developed GBV Good Practice Note (GPN) and SEA/SH Risk Mitigation Good Practice Note to assist Task team identifying risks of GBV and SEA/SH, that can emerge in IPF with major civil works contracts and to advise implementing agencies accordingly on how to best manage such risks. Therefore, the purpose of this action plan is to identify the issues, stakeholders, possible service providers and assess their capacity that aid in accessing grievance redressal. The action plan will focus on some corresponding mitigation measures sensitizing the communities and other stakeholders, strengthening the institutional capacities to mitigate project related potential risk of GBV in the project affected population. A survivor-centric approach is followed all through, and victim/survivors’ care and providing access to different referral mechanisms are considered key aspects of this plan.

This action plan has addressed a list of recommended actions to address GBV Risks in the Project as per the “Good Practice Note” published by the World Bank.

1. **Mapping**: A mapping of GBV service providers at the divisional level was conducted previously. Taking that list as a starting point, a list of GBV response actors in the project sites is completed for the moment (see Annex 6), and if needed local groups will be added in the existing list. The list of the service providers includes relevant government agencies/facilities and as well also takes into account provision of services in Covid 19-like emergency situations. GBV survivors including SEA/SH survivors will be referred to the selected service providers to avail the services, in case of need. The capacity to provide survivor-centered services will be assessed while assessing the quality of the service providers. Based on that assessment, a shorter list of two/three service providers working on the ground and suitable to keep on board will be prepared. The selection of the service provider and the role of service provider will be decided upon following the discussion between PIU and TTL.
2. **Capacity building:** This action plan will focus on building capacity and sensitization of PIU/Implementing agency to the importance of GBV/SEA/SH related issues. Overall, GBV expertise in Bangladesh is limited as the concept is new. The Social Safeguard Specialist, despite his limited exposure to GBV related cases, will serve as the key resource persons with assistance from the supervision consultants’ teams. In addition, the Procurement Specialist and Environment Specialist from PIU will also require training.
3. **Consultations**: The strategy includes stakeholder’s consultation with the community people from the project sites including the adjoining areas to inform them properly about the potential GBV/SEA/SH risks, project activities including the channels available to seek grievance redressal through project related grievance mechanisms. BIWTA will re-examine the GBV risks and take appropriate follow up actions to manage those risks. Formal organizations such as NGOs, police, OCC, multi-sectoral project of government working to respond GBV, will participate in the consultation. Such consultation will also help building linkages with each other and prepare them for responding better to the GBV cases.
4. Accountability and Response Framework to deal with the GBV/SEA. SH cases: The framework will detail out how allegations of SEA/SH will be handled, procedures to report SEA/SH allegations internally, a referral pathway to refer survivors to appropriate service providers, and procedures of confidentially requirements dealing with the cases (see annex-4).
5. **Contractor responsibilities**: The capacity of contractors managing the GBV/SEA/SH risks is integral part of the action plan. Consequently, SEA/SH requirement and expectations will be incorporated in the bidding documents for contractors, and sub-contractors and the contractor’s SEA/SH Accountability and Response Framework will be evaluated as part of bid’s evaluation.IA will formulate code of conducts (CoC) for all the bidding documents which include provisions for addressing SEA/SH and prohibitions against sexual activity by the project staffs and workers without consent, and sexual relationship with minors under the age of 18. These provisions of CoC will be included in the job contracts of contractors, sub-contracts and even staffs of BIWTA. IA will make sure that the code of conduct is signed, trained and understood by all parties
6. **Grievance Redress Mechanism**: Review and assess the effectiveness of the existing project-specific Grievance Redress Mechanism and sensitize the existing GRC on SEA/SH handling procedures. BIWTA’s existing project GRM will be strengthened to make it responsive to GBV/SEA/SH. PIU will set up the GRM based on local resources and mechanism on GBV response and WB guiding model 1. Under this model, SEA/SH allegations can be reported, just like any other project-related grievance, using a regular project-level GM channel (annex 3). In doing so, training of the responsible officials in the PIU will be provided on how to receive and handle SEA/SH including GBV complaints. The Social Safeguards Specialist, supervision consultants, contractors and PIU staffs will also be included in these trainings which will allow them to determine follow up modalities. To make the GRM more responsive to SEA/SH and GBV issues, an information sharing protocol with GBV service providers will be developed so that survivor related information is carefully managed, and confidentiality is maintained. In addition, awareness campaign and development of IEC materials on GRM will be done for the communities and stakeholders using easily accessible methods. A response protocol, reporting of allegation procedures and response framework of the GRM is attached (Annex 4). The communication materials will be disseminated among the communities and stakeholders through appropriate channels and media including BIWTA’s website and use of social media.
7. Periodic monitoring and evaluation of the implementation plan by the IA (See the matrix in the next pages).

# SEA/SH Mitigation and Response Action Plans

| **Action**  | **Activities** | **Timeline** | **Indicator** | **Responsibility** | **Risk Management** |
| --- | --- | --- | --- | --- | --- |
| 1. Clearly define the SEA/SH requirements and expectations in the bidding documents for contractor
 | Formulate and adopt GBV informed bidding document.Inform the contractors and provide orientation | Already done | SEA/SH requirement and expectation are adapted in bid document. | PIU | Review by WB |
| 1. Evaluate the contractors SEA/SH Accountability and Response Framework in C-ESMP
 | Evaluate contractor’s ability to meet project’s SEA/SH prevention and response requirement prior to finalize the contract. Evaluate contractor’s CoC | October 2020 (subject to C-19 situation)Provisions already incorporated in the bidding documents | SEA/SH requirement and expectation are addressed. | PIU | Review by WB |
| 1. **Addressing GBV-related risk in project**
 |
| 1. GBV Capacity building and technical support for PIU
 | Training/orientation session carried out to sensitize PIU on importance of addressing GBV/SEA/SH risks on the project and the mechanisms that will be implemented* Extra sessions for training for Social Safeguard Specialist, as well as Procurement Specialist and Environment Specialist from PIU
 | September 2020 | PIU and project staff sensitized on the GBV/SEA/SH risk factors in the project areas and trained on how to prevent and respond to GBV/SEA/SH.# of project related staff sensitized on SEA/SH. | Task Team, WB | Monitor the activities and provide additional guidance as necessary. |
| 1. Establish and strengthen an effective GRM that can respond to GBV/SEA/ SH cases based on the existing framework (using Model 1 of GPN)
 | Map GBV service providers or response actors in project areas is completed and PIU to disseminate the information (an initial list of service providers is attached in Annex 6)\*Conduct a deeper quality assessment of service providers such as success rate, response of SP, time taken to resolve, reputation within the UN agencies, and etc.\*Reference to be made from the service mapping that already exists at the national level. And, one or two will be on board upon discussion between PIU and TTL.\*Explore community options for rural areas near border  | September 2020 | Identified organizations working in the project area. The mapping incorporates the quality assessment of the service providers. Directory of organizations | PIUTask Team with support from WB | Update mapping as appropriate |
| Develop a referral process flowchart to handle the SEA/SH cases (annex 5)  | From August 2020  | Availability of an effective GRM with multiple channels to initiate a complaint / parallel SEA/SH.  | PIU, but discussed and agreed upon with the Task Team. | Ongoing monitoring and reporting on GRM to verify it is working as intended. |
| Train personnel to operate GRM i.e., proper documentation for complaint registration and management; and confidential reporting with safe and ethical documenting of SEA/SH cases. | From August 2020  | Availability of an effective GRM with multiple channels to initiate a complaint / parallel SEA/SH.  | PIU, but discussed and agreed upon with the Task Team. | Ongoing monitoring and reporting on GRM to verify it is working as intended. |
| Inform community about GRM | From August 2020  | Availability of an effective GRM with multiple channels to initiate a complaint / parallel SEA/SH.  | PIU, but discussed and agreed upon with the Task Team. | Ongoing monitoring and reporting on GRM to verify it is working as intended. |
| Provide appropriate referral to complainants. | October 2020  | Availability of an effective GRM with multiple channels to initiate a complaint / parallel SEA/SH.  | PIU, but discussed and agreed upon with the Task Team. | Ongoing monitoring and reporting on GRM to verify it is working as intended. |
| 1. Awareness raising and sensitization on GBV
 | Consultations carried out with the project-affected local communities and other stakeholders to inform them properly about the potential SEA/SH risks and project activities to address SEA/SH related issues including the risk of human trafficking, and child marriage.Disseminate the relevant information on GBV/SEA/SH and other associated risks i.e., human trafficking and child marriage among the wider communities and stakeholders. | Continued process all through the project’s duration | Community people sensitized on SEA/SH risks. # of community members sensitized# of sites where IEC material has been set upFeedback collected on project activities and finalize it.# of stakeholders sensitized | PIU | Monitor the implementation of Stakeholder Engagement Plan.  |
|  | Prepare the relevant communication materials on GBV/SEA/SH, including the risk of human trafficking and child marriage and dissemination of these materials | October 2020 | #Materials disseminated among the communities and stakeholders#Electronic copies of the materials are posted on the BLPA website and social media channels  | Social Safeguards Specialist, BIWTA  |  |
| 1. Codes of Conduct signed and understood
 | Specify appropriate roles and responsibilities in CoCs.Carry out orientations on CoCHave CoCs signed by all those with a physical presence at the project site.Disseminate CoCs (including visual illustrations) and discuss with employees and surrounding communities. | December, 2020 | # of project-related staff and workers trained and oriented on CoC.# of people who signed CoCs | Contractor, Consultant, IA | Supervision consultant reporting that CoCs are signed and that workers have been trained and understand their obligations.Monitoring of GRM for GBV complaints.  |
| 1. Implement appropriate project related civil works to reduce SEA/SH risks.
 | Have separate, safe and easily accessible facilities for women and men working on the site. Locker rooms and/or latrines should be located in separate areas, well-lit and include the ability to be locked from the inside. Visibly display signs around the project site (if applicable) that signal to workers and the community that the project site is an area where SEA/SH is prohibited. | January 2021 | Documentation of measures taken to reduce GBV risks. | Contractor,PIU | Ongoing reporting |
| 1. **Undertake regular M&E of progress on SEA/SH activities.**
 | Conduct M&E field visits.Review quarterly the action plan and progress against indicators listed Provide quarterly report | From September 2020 | Successful implementation of agreed SEA/SH Action Plan (Y/N).Quarterly report | PIU,Consultant, contractors | Ongoing reporting |

# Budget(to be discussed)

In order to implement this action plan, BIWTA requires mobilizing resources and commensurate budget allocation in the DPP. The revision of DPP is not considered as a pragmatic step because of the regulatory, administrative and procedural difficulties. Instead of revising DPP, IA will mobilize resources from alternative sources (such as contingency budget in the DPP or the contractor’s provisions for implementation of CoC and GBV risks). The budget provided below, thus, reflects a pragmatic compromise to effectively address the project’s GBV/SEA/SH risks management as the Bank’s GPN.

 Amount

1. Training and orientation 600,000
2. Communication materials 500,000
3. Information dissemination 200,000
4. GBV Grievance Management 300,000
5. Consultations with the communities/stakeholders 1,000,000
6. Referral services
	1. GoB Cost to be incorporated in construction contractor’s budget.
	2. Private/NGO/CSO Cost to be included in construction contractor’s budget.

**Total Budget Amount: 2,600,000**

 **(Two million six hundred taka only)**

# Annex 1: Introduction and Context

## Country Context:

GBV is the most pervasive form of human rights violation that women and girls are regularly facing in Bangladesh. The frequency and severity of GBV varies across the country, but the negative impact it has on individuals and on families is universal and has direct links to overall development of Bangladesh. Violence against women (VAW) is one type of GBV which is often rooted in the gender inequalities and harmful gender norms. Report on Violence against Women (VAW) Survey 2015 jointly conducted by the Bangladesh Bureau of Statistics (BBS) and UNFPA found that 73% of ever married women in Bangladesh have experienced any kind violence by their current husband, 55% reported any type of violence in the past 12 months, and 50% reported physical violence in their lifetime. More than 10 million Bangladeshi women experience physical or sexual violence every year. The worst manifestation or existing forms of GBV is child marriage which is widely prevalent in the country. According to BDHS 2014, about 59 percent of women aged 20-24 marry before they turn 18. Child marriage puts girls at particular risk of sexual, physical and psychological violence throughout their lives, stated the participants.

## Project Context:

The Project interventions aimed at improving IWT for cargo and passengers along the heavily trafficked Chittagong-Dhaka-Ashuganj river routes, and in so doing, stimulating traffic growth on the waterways and away from the already heavily congested roads along these routes. Main interventions include navigation channel maintenance and improvement and navigation safety improvements (component 1); the construction, rehabilitation, and modernization of select river terminals and development of River Information Systems (RIS) (component 2); and institutional capacity development; and, funding for research and development to enable continuing sector improvement and sustainability (component 3). Component 1 also aims to provide six safe harbors or storm shelters whereby users can seek shelter from the stress of inclement weather in the Meghna Delta area during tropical cyclones. In addition, under component 2 the project supports the development of two cargo terminals in Pangaon Container Terminal, Buriganga and Ashuganj, 15 landing stations (or ghats) including four passenger terminals at Shashanghat, Narayanganj, Chandpur and Barisal. The project is currently being restructured with US$ 126 million, mostly comprising the component 3, re-allocated to interventions for Covid 19 related initiatives of the government. However, there is possibility that the amount would be replenished in next year subject to implementation progress of the project activities/sub-projects. This action plan, thus, is developed for all the three components of the project.

The project activities involve major civil works, requiring high skilled and semi-skilled workers, who are likely to be recruited from inside or outside of the local communities. However, most of the major civil construction works will be located in urban and peri-urban areas, such as the terminals for cargo and passengers. The landing stations under Component 2(assuming funding for these will be ensured with replenishment in 2021 or later as per the project’s restructuring terms) will mostly be located in rural setting but the overall volume of civil works will be minor. The dredging under Component 1 will be carried out mostly on-site in the river and only in a few cases, on land which will be leased/requisitioned for a certain duration of the project’s lifetime. The project’s RPF clarifies the terms and conditions for such a scenario and in all cases, don’t foresee any major labor influx. The risk rating for GBV is thus, made ‘substantial’ considering the overall aspect of the projects, the civil constructions and potential labor influx. This GBV/SEA/SH action plan is prepared accordingly to respond the related risks and about how to best manage the project induced risks.

The prevalence of GBV in the project sites is not so different from the overall country situation. GBV in the form of sexual harassment is the most pervasive form of human rights violation that women and girls are regularly facing in Dhaka, Narayangonj, Barisal. The Bangladesh Peace Observatory data base has identified sexual assault and violence as the second most reported violence in greater Dhaka division during January 2018 to December 2019.[[1]](#footnote-2) The data suggested that sexual assault (1587) in Dhaka is the second highest type of reported violence in the region and even highest in entire Bangladesh .[[2]](#footnote-3) Similar to greater Dhaka division, sexual violence is also scored as the second highest (151) type of reported violence in Barisal, another significant sites of the project.

# Annex 2: Legal and Institutional Environment for Safety of Women and Girls

Bangladesh is party to international human rights instruments including Universal Declaration of Human Rights (UDHR) in 1948, the International Covenant on Economic, Social and Cultural Rights, 1966, the International Covenant on Civil and Political Rights, 1966, the Second Optional Protocol to the International Covenant on Civil and Political Rights, 1989, and the Convention on the Elimination of all forms of Discrimination Against Women (CEDAW), 1979. By ratifying these conventions, the Government of Bangladesh has committed to guaranteeing equality to both men and women in all spheres of their lives, which entails ensuring that they are not subject to sexual harassment.

The government has enacted a number of laws and policies to protect women from such violence. The policies, laws and acts are:

* The Criminal Procedure Code, 1889
* The Penal Code 1860
* The Evidence Act, 1972
* Child Marriage Restraint Act 1929
* Citizenship Act 1951 (Amended 2009)
* Muslim Family Laws Ordinance 1961
* Dowry Prohibition Act 1980
* Immigration Ordinance 1982
* Family Court Ordinance 1985
* Women and Children Repression Prevention Act 2000 (2003)
* Acid Crime Prevention Act,2002
* Acid Control Act 2002
* The Bangladesh Labour Act 2006
* Domestic Violence (Prevention & Protection) Act 2010
* Human Trafficking Deterrence and Suppression Act, 2012
* The Pornography Control Act, 2012
* The Hindu Marriage Registration Act 2012
* the National Women’s Development Policy 2011

A nation-wide Multi-Sectoral Program[[3]](#footnote-4) on Violence against Women is being implemented by the Ministry of Women and Children Affairs, Government of Bangladesh, with the funding support from Government of Denmark. The project is being carried out in collaboration with the Ministry of Law, Justice and Parliamentary Affairs, Ministry of Information, Ministry of Social Welfare, Ministry of Home Affairs, Ministry of Health and Family Welfare, Ministry of Education, Ministry of Religious Affairs, Ministry of Youth and Sports and Ministry of Local Government, Rural Development and Cooperative. A National Centre on Gender Based Violence has been established at the Department of Women Affairs Building of the Ministry of Women and Children Affairs (MOWCA).

One of the significant components of the program is the OCC (One Stop Crisis Centre) in the Medical College Hospitals (MCHs). The OCCs provides health care, police assistance, DNA test, social services, legal assistance, psychological counseling and shelter service etc. Training module for combating VAW developed for OCC staffs, teacher, students, health assistant, family planning officers and other professions. The lists of the OCCs operating regionally around the project sites are included in the list of service providers.

In addition, there are few nationwide hotlines maintained by the Ministry of Women and Children Affairs dedicated for reporting and seeking remedies for GVB cases including SEA/SH (list of those hotlines are included in the mapping of service providers). There is also a ‘model thana’ program run by the Ministry of Home, under which each of the thana has a ‘help desk’ dedicated for both women and minors for seeking help including GBV.

The Government of Bangladesh has taken positive steps towards the empowerment of women, including through the National Women’s Development Policy (NWDP), 2011 that seeks to reduce violence; eliminate discrimination; increase access to education, health and employment; and address the special needs of older women, women with disabilities and women from indigenous and marginalized communities.

#

# Annex 3: Project Grievance Mechanism to address SEA/SH Allegations

Allegation entry point

GM Operator

Allegation sorting, processing and monitoring

Project staffs with GM responsibilities or specially constituted SEA/SH committee

GBV Service Providers

Provision of adequate support services to the survivor

PIU/Gender/Social specialists

Supervising consultant/s

Contractor/s

Allegation verification, investigation, and action

Survivors/victims/community

Project-level GM channels

Step 1

Step 2

#

# Annex 4: Operating Procedures and Response Protocol for SEA/SH Allegations

* Respond to survivors
	+ - * Allegation recipient needs to provide ongoing feedback to the survivor throughout the process;
			* Investigation’s conclusions are communicated to the perpetrator, particularly when sanctions will be taken.
* GM operator compiles data about reported project related allegations while making sure the confidentiality.
* GM issues monthly report to IPU with detail data such as allegation, alleged perpetrators, type of incident, age of survivors.
* Review the case through reporting channels (need to decide on them).
* Need to ensure confidentiality of the case and handle it with respect and care.
* Provide support services to survivors.
* Determine the likelihood that allegation is project related.
* Implement sanctions to perpetrator, if needed.
* Resolve and close the case.
* Register the case.
* Document only the following information:
* The nature of the allegation;
* if, to the best of the survivor’s knowledge, the perpetrator is associated with the project;
* the age of the survivors;
* information about whether the survivor is referred to services.
* Inform the legal obligation.
* Notify the world bank.
* Refer to relevant GBV service providers
* Consent of survivors must be documented;
* It is up to the survivors whether to take up the proposed referral.

# Annex-5: Sample GRM Flowchart

Information/Complaint Received

Survivors/Kin/ Others

Personally

Over Telephone

Handwritten

Anonymous

Register

Verification

Major

Make necessary legal and medical arrangement (within 4-12 hours)

Follow-up with Stakeholders

Necessary evidence collection (within 15 days)

Legal assistance whenever necessary

Minor

Reach to the victim within 24 hours for face-to-face consultation

Consult with accused within 3 days

Internal ICC meeting for decision making within 7 days

Redressal by ICC and dispose off within 15 days

# Annex 6: Mapping of the Service Providers (Provided in a separate file as Annex)

1. <http://peaceobservatory-cgs.org/#/all-division-heat-map> [↑](#footnote-ref-2)
2. Among the total number of reported incidents (3371) in Khulna division, 847 violence incidents reported in Satkhira district (highest among 10 districts), 224 death counts occurred in Jassore (highest among 10 districts) and 476 injury took place in Jhenaidah district (highest among 10 districts). [↑](#footnote-ref-3)
3. Website of Multi Sectoral Project; www.mspvaw.gov.bd [↑](#footnote-ref-4)