

# Resettlement Plan

## (Building Package 6 Staging Station–Dabgari Gardens)

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November 2017

## PAK: Peshawar Sustainable Bus Rapid Transit Corridor Project

Prepared by the Planning and Development Department, Government of Khyber Pakhtunkhwa for the Asian Development Bank. This is an updated section-wise version for Building Package 6 Staging Station–Dabgari Gardens of the draft originally posted in April 2017 available on <http://www.adb.org/projects/48289-002/documents>.

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# Table of Contents

<b>EXECUTIVE SUMMARY .....</b>	<b>viii</b>
<b>1 Project Description .....</b>	<b>1</b>
1.1 Project Alignment and Division of Civil Works Construction Packages.....	1
1.2 Proposed Project Activities .....	2
1.3 Overall Objectives of RP for Staging Station .....	3
1.4 RP Related Procedures and Conditions .....	3
1.5 Measures to Minimize Resettlement.....	4
1.6 Project Construction Schedule.....	4
<b>2 Scope of Resettlement in RP of Staging Station .....</b>	<b>6</b>
2.1 Temporary Impact on Livelihood of Vendors .....	6
2.2 Relocation and Rehabilitation of Public Utilities .....	6
2.3 Mitigation against Loss of Temporary Access.....	7
<b>3 Socio-economic Information and Profile .....</b>	<b>8</b>
3.1 Methodology of Census and Socio-economic Survey.....	8
3.2 Socio-economic Profile of DPs .....	8
3.2.1 Number of Displaced Persons .....	8
3.2.2 Household Size of Displaced Persons and Composition .....	8
3.2.3 Educational Levels of Members of the Affected Households.....	9
3.2.4 Main Livelihoods.....	9
3.2.4.1 Characteristics and Locations of vendors .....	9
3.2.4.2 Average Daily Sales and Monthly Income .....	11
3.2.4.3 Relocation of Informal Vendors.....	11
3.2.4.4 Businesses operated by Women along the BRT Corridor/ Staging Station ...	12
3.2.4.5 Origin of Displaced Persons .....	12
3.2.4.6 Housing Locations and Ownership .....	12
3.3 Poverty Status .....	13
3.3.1 Vulnerability of Displaced Persons .....	13
<b>4 Public Consultation, Participation and Information Disclosure.....</b>	<b>15</b>
4.1 Consultation with Affected Vendors .....	15
4.2 Disclosure of RP .....	16
4.3 Continued Stakeholders Consultation and Participation during Project Implementation Stage .....	16
<b>5 Resettlement Policy and Legal Framework, and Entitlement.....</b>	<b>18</b>
5.1 Policy Framework .....	18
5.2 Legal Framework .....	18
5.3 ADB Safeguard Policy Statement 2009 .....	18
5.3.1 Objectives.....	18
5.3.2 Scope and Triggers .....	18
5.3.3 ADB SPS Policy Principles.....	19
5.4 Gaps between Land Acquisition Act 1894 and ADB SPS (2009).....	20
5.5 Resettlement Principles and Policy adopted for the PSBRTC Project .....	21
5.6 Eligibility.....	22
5.7 Methods used for Calculating Unit Rates for Resettlement Support and Allowances .....	22
5.8 Entitlements .....	22
5.9 Mitigation of Additional Impacts .....	23
5.10 Non-Eligible Vendors .....	24

<b>6</b>	<b>Income Restoration, Rehabilitation and Relocation .....</b>	<b>25</b>
6.1	Introduction .....	25
6.2	Short Term Assistance.....	25
6.2.1	Provision of Subsistence / Transition Allowance .....	25
6.2.2	Self Relocation by Permanently Displaced Persons of Formal Businesses and Non- Titleholder Vendors at Alternative Sites.....	25
6.3	Relocation of Vendors and Formal Businesses .....	26
6.3.1	Shifting Allowance .....	26
6.4	Rehabilitation of Vulnerable and Severely Affected Households .....	26
6.5	Preparation and Implementation of Detailed Livelihood Restoration Plan .....	26
6.5.1	Introduction.....	26
6.5.2	Purpose of Livelihood Restoration Plan.....	26
6.6	Livelihood Restoration Activities .....	26
6.6.1	Skills Upgrading.....	26
6.6.2	Employment Benefits during Project Implementation .....	27
6.6.3	Livelihood Activities for Women.....	27
6.6.4	Women Specific Vending Markets/Portion of Markets.....	27
6.6.5	Vocational Training for Women .....	27
6.6.6	Support to Women in Establishing Small Business .....	28
6.6.7	Support from the Project to Displaced Persons .....	28
6.7	Institutional Arrangements for LRP Implementation.....	28
6.8	Costs Estimates for LRP Implementation .....	29
6.9	Implementation Schedule for LRP .....	29
6.10	Monitoring and Evaluation of the LRP.....	29
<b>7</b>	<b>Grievance Redress Mechanism .....</b>	<b>30</b>
7.1	First Tier of GRM .....	30
7.2	Complaints Management Register (CMR) .....	31
7.3	Second Tier of GRM .....	31
7.4	Third Tier of GRM .....	32
<b>8</b>	<b>Institutional Arrangements and Capacity Building for RP Implementation.....</b>	<b>33</b>
8.1	Khyber Pakhtunkhwa Urban Mobility Authority .....	33
8.2	Implementation Committee for Resolution of Field Related Issues.....	33
8.3	Peshawar Development Authority and RP Implementation Committee .....	34
8.4	Design and Supervision Consultants Support for Social Safeguards.....	35
8.5	Role of Contractors and Service Providers .....	36
8.6	Role of Asian Development Bank .....	36
8.7	Social Mitigation.....	38
8.8	Capacity Building .....	40
<b>9</b>	<b>Resettlement Budget and Financing.....</b>	<b>42</b>
<b>10</b>	<b>Resettlement Plan Implementation .....</b>	<b>43</b>
10.1	Verification of DPs .....	43
10.2	Payment of Resettlement and Rehabilitation Assistance.....	43
10.3	Vacation of Site.....	43
10.4	In case of Disputes/Grievances regarding Payments .....	43
10.5	Absentee Displaced Persons .....	44
10.6	Timing of Payments .....	44
10.7	Release of Funds for Payments.....	44
<b>11</b>	<b>Monitoring and Evaluation .....</b>	<b>46</b>
11.1	Internal Monitoring .....	46
11.1.1	Internal Monitoring Role and Responsibilities.....	46

11.1.2	Internal Monitoring Arrangements .....	46
11.1.3	Reporting of Internal Monitoring .....	47
11.2	External Monitoring .....	48
11.3	Disclosure of Monitoring Reports .....	48
11.4	Evaluation of RP Implementation and Management of Social Safeguard Issues .....	49
11.5	Evaluation Report .....	49
11.6	Budget for External Monitoring and Evaluation .....	49

## List of Annexes

Annex 1: Map showing BRT Alignment and Reaches  
 Annex 2: GIS Map of staging station (Dabgari Garden)  
 Annex 3: Name List of Vendors  
 Annex 4: Information Brochure

## List of Tables

Table 1: Detail of BRT Peshawar Civil Works Contract Packages .....	1
Table 2: Detail of Affected People and Businesses .....	8
Table 3: Household head status of Affected Households .....	8
Table 4: Education Level of Members of AHs .....	9
Table 5: Categories of Informal Vendors and their Locations .....	10
Table 6: Types of Informal Vendors' Micro Enterprises .....	10
Table 7: Inventory of Structures used for Vending .....	10
Table 8: Average Number of Daily Customers per Informal vendor .....	11
Table 9: Average Reported Monthly Income from the Affected Source of Income .....	11
Table 10: Detail of Temporary Alternative Locations for Vending during Construction .....	12
Table 11: Type of Employment/Business of Members of AHs .....	12
Table 12: Detail of Origin of Displaced Persons .....	12
Table 13: Housing Ownership of Affected Households .....	13
Table 14: Detail of Vulnerable and Severely Affected Households .....	14
Table 15: Summary of Concerns Raised by Vendors .....	15
Table 16: Consultation Plan .....	17
Table 17: Measures to Address LAA 1894 & SPS (2009) Differences/Gaps .....	20
Table 18: Entitlement Matrix .....	23
Table 19: Identification of Sites for Alternative Vending Locations .....	25
Table 20: Institutional Roles and Responsibilities for RP Implementation .....	38
Table 21: Training Program for Capacity Building .....	41
Table 22: Budget Estimation for Implementation of RP for Staging Stations' Vendors .....	42
Table 23: Proposed Timeline for Approval and Implementation of RP .....	45

## List of Figures

Figure 1: Dabgari Garden Site Plan .....	5
Figure 2: Grievance Redress Mechanism .....	32
Figure 3: Institutional Arrangements for RP Implementation .....	37

## Abbreviations

ADB	–	Asian Development Bank
AHs	–	affected households
BRT	–	Bus Rapid Transit
DSCDP	–	Displaced Person
DSC	–	Design and Supervision Consultants
EA	–	Executing Agency
EM	–	Entitlement Matrix
EMP	–	Environmental Management Plan
GAP	–	Gender Action Plan
GoKPK	–	Government of Khyber Pakhtunkhwa
GRC	–	Grievance Redress Committee
GRM	–	Grievance Redress Mechanism
IA	–	Implementing Agency
LRP	–	Livelihood Restoration Plan
LAA	–	Land Acquisition Act
LARP	–	Land Acquisition and Resettlement Plan
M&E	–	Monitoring and Evaluation
NGO	–	Non-Governmental Organization
PSBRTC	–	Peshawar Sustainable Bus Rapid Transit Corridor Project
PDA	–	Peshawar Development Authority
PKR	–	Pakistan Rupees
PMU	–	Project Management Unit
PTCL	–	Pakistan Telecommunication Corporation Limited
SNGPL	–	Sui Northern Gas Pipeline Limited
SPS	–	ADB Safeguard Policy Statement (2009)
SRS	–	Social and Resettlement Staff
TMTD	–	Transport and Mass Transit Department
ROW	–	Right of Way
TEVTA	–	Technical Education and Vocational Training Authority

## Glossary

<b>Affected Households</b>	All members of a household operating as a single economic unit, who are affected by a project.
<b>Compensation</b>	Payment in cash or in kind for an asset or a resource that is acquired or affected by a project due to land acquisition at the time the asset needs to be replaced.
<b>Cut-off-date</b>	The date used to determine if persons without legal or recognizable rights will be eligible for resettlement assistance. For the Staging Station, the <b>cut-off date is 20<sup>th</sup> August 2017</b> , there-confirmation of the impacts at the stage of detailed design. Persons who would occupy or build structures in the in or around the areas of Staging Station after the cut-off date will not be eligible for resettlement and rehabilitation assistance for their affected assets and income, and will not be provided with any assistance.
<b>Displaced persons</b>	The titleholders / the persons in whose name the project-affected businesses registered/who run the affected business and are authorized to receive the resettlement assistance granted for the lost business locations.
<b>Entitlement</b>	Resettlement entitlements with respect to a particular eligibility category are the sum total of resettlement and rehabilitation assistance provided to displaced persons in the respective eligibility category.
<b>Household</b>	Household means all persons living and eating together as a single social unit and cooking from the same kitchen whether or not related to each other.
<b>Income restoration assistance</b>	Support to restore and/or improve the incomes of displaced persons through allowances and provision of alternative means of income generation.
<b>Involuntary Resettlement</b>	Resettlement is involuntary when it occurs the displaced persons give their consent without having the power to refuse resettlement.
<b>Implementing agency</b>	Agency, public or private, that is responsible for planning, design, and implementation of a development project.
<b>Income Restoration</b>	Income Restoration means re-establishing income sources and livelihoods of DPs to a minimum of the pre-project level.
<b>Involuntary resettlement</b>	Development project results in unavoidable resettlement losses that such as those for the vendors that have been displaced and have no option but to rebuild their lives, incomes and asset bases elsewhere.
<b>Kanal</b>	A Kanal is a traditional unit of land area in Pakistan. This is equivalent to about 505.857 square meters.
<b>Land acquisition</b>	Land acquisition means the process whereby a person is compelled by a public agency to alienate all or part of the land she/he owns or possesses, to the ownership and possession of that agency, for public purposes in return for fair compensation.
<b>Meaningful consultation</b>	A process that (i) begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to displaced persons; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of displaced persons and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.
<b>Rehabilitation assistance</b>	Support provided to displaced persons to supplement their income losses in order to improve, or at least achieve full restoration of, their pre-project living standards and

	quality of life.
<b>Relocation assistance</b>	Support provided to persons who are physically displaced by a project. Relocation assistance may include shifting and transition allowances that are provided to the displaced persons during their relocation. It may also include cash allowances that compensate displaced persons for the inconvenience associated with resettlement and defray the expenses of a transition to a new locale, such as moving expenses and lost work days.
<b>Replacement Cost</b>	Cost of replacing lost assets and incomes, including cost of transactions. It is the open/fair market value of a project affected property. For agriculture land, this includes reference to land of equal size, type and productive potential in the vicinity of the affected land and land preparation costs where required. For houses and other buildings, this includes reference to the market price of materials and labour, and the cost of transporting materials to the building site. The replacement cost further includes the cost of any registration and transfer taxes for land and buildings.
<b>Resettlement</b>	Resettlement is a general term related to land acquisition and compensation for loss of asset whether it involves actual relocation, loss of land, shelter, assets or other means of livelihood.
<b>Vulnerable Household</b>	The households disproportionately affected by resettlement, including non-titleholders/informal users of land, or those who become marginal as a result of resettlement that include the affected households below the poverty line, informal business operators/vendors, internally displaced persons, elderly, disabled and female headed households.

# EXECUTIVE SUMMARY

## A. Project Description

1. The Peshawar Sustainable Bus Rapid Transit Corridor Project (PSBRTC) will contribute to the development of a sustainable urban transport system in Peshawar. The project outcome will improve public transport in Peshawar, directly benefiting a population of at least 0.5 million. The project will consist of two interlinked outputs: (i) full restructuring of a 26-kilometer (KM) BRT corridor, which is 16+937 KM at grade, 7+795 KM elevated, 3+841KM underpass U-turns including BRT dedicated lanes, mixed traffic lanes, bicycle lanes, parking lanes facility at 38 stretches, sidewalks, green areas, 32 bus stations, 2 depots on eastern and western side, 1 staging station, 2 U-turns flyover, 30 pedestrian bridges (including 1 with access through a tunnel), 8 feeder routes and 102 off corridor bus stations, the # of sub-bus stations and off corridor bus stops are not known yet, energy-efficient streetlights and proper drainage to climate-proof the BRT infrastructure; and (ii) effective project management and sustainable BRT operations through institutional and organizational developments. The project will provide an integrated bus rapid transit (BRT) corridor, focusing on accessibility, passenger time savings and alleviating congestion for car users, and reducing vehicle operating cost and carbon emissions, which will in turn help make Peshawar safer, more liveable, and would foster gender equity.

2. As part of the Detailed Design Works, Mot MacDonald Pakistan (MMP) was contracted by Peshawar Development Agency (PDA) in May 2017 in order to update the draft Land Acquisition and Resettlement Plan (LARP), which was prepared as per the Preliminary Design of Peshawar BRT and approved by the Asian Development Bank (ADB) in April 2017 by following the changes made at the stage of detailed design.

3. In order to ease the approval, implementation and monitoring processes, the land acquisition and resettlement requirements of the Project are documented separately for each civil works package, resulting in a set of reports as Table ES-1 below:

**Resettlement Related Plans/Reports prepared for Civil Works Construction Packages**

Civil Works Construction Package	Description	Relevant Reports for Land Acquisition and Resettlement
<b>BRT Main Corridor</b>		
1	Package 1 Reach 1 (Chamkani Mor to Firdous Cinema)	LARP
2	Reach 2 (Firdous Cinema to Aman Chowk)	Resettlement Plan (RP)
3	Reach 3 (Aman Chowk to Hayatabad)	Resettlement Plan
<b>BRT Building Packages</b>		
5	Eastern Bus Depot	LARP
6	Staging Station	RP
4	Western Bus Depot	No LAR Impacts

4. This Resettlement Plan (RP) prepared for civil works construction package 6 for Staging Station located at Dabgari Gardens. The Staging Station falls in Reach-2 at chainage from 1+815 to 1+845 closely located to BS12. The following chapters provide information accompanying economic losses with a view to minimize, mitigate and compensate these impacts in line with the ADB policies.

5. The Staging Station will include parking of buses during off-peak hour, a portion of fleet will be put off-service on a stand-by mode, ready to be deployed during peak hours. It is designed as a multi-storeys parking facility, with bus parking located on ground floor (road level) and a commercial area with 55 shops. Similarly on first-floor, park and ride facility will be provided and a commercial area with 57 shops, and Trans- Peshawar office on the 3<sup>rd</sup> Floor. that include and a multi-storey parking facility, with bus parking located on ground floor (road level), park and ride will be on 2nd floor, and TransPeshawar office on the 3rd Floor.

## **B. Resettlement Plan Related Procedures and Conditionalities**

6. The clearing of the right-of-way (ROW) and initiation of civil works at Staging Station is conditional to following conditions:

- (i) allocation of the required funds for the implementation of updated RP by the GoKPK and transfer of funds to PDA for payment of resettlement assistance
- (ii) approval of the updated RP by ADB, and its disclosure to the public;
- (iii) full payment of resettlement and rehabilitation assistance and allowances to Displaced Persons (DPs). Payment will be monitored by an external party. The Livelihood Restoration Plan will be developed and implemented during the initial stage of the project construction phase.

## **C. Summary of Resettlement Impacts**

7. The construction of Staging Station will cause impacts on 4 vendors involve in vending businesses in the front government houses, opposite to Khyber Medical Complex, at Dabgari Gardens who will be affected temporarily during construction phase and need to relocate their businesses.

8. The 20 kanal (2.5 acre/01hectare) land proposed for the construction of Staging Station is the property of GoKPK Administration Department located at Dabgari Garden, Railway Road having 3 residences of government middle management officials on it. The proposed land is located in the middle of BRT corridor and suitable for the construction of a staging station. The 3 houses are vacated by the government officials As allotment of official residences to the government officers during their posting at a specific duty stations is a routine matter, their routine relocation of government officials in government owned houses is not covered under the scope of ADB policy on involuntary resettlement. The process of transfer of land title in the name of TransPeshawar has been initiated and expected to be completed before starts of civil works at Staging Station.

## **D. Consultation and Participation**

9. Informal individual and group discussions conducted with affected vendors, and a formal consultation and negotiation was carried out in a workshop held on 12 August, 2017 at Usmania Restaurant. The vendors were informed about their entitlements including resettlement and rehabilitation amounts. The actions against the concerns of vendors have been incorporated in the RP. The consultation with DPs and other stakeholders will continue during project implementation.

## **E. Entitlements**

10. Eligibility to receive resettlement assistance was limited by the **cut-off date of 20 August 2017**, the date of reconfirmation of DPs. Vendors moving into the ROW or proposed land for Staging Station after this date will not be entitled to any resettlement assistance or rehabilitation. However, any DPs not covered in the census can be enlisted during the implementation of the RP subject to presentation of sufficient proof of their existence at the said location before the cut-off-date. They will

be asked to provide attested copies of their identification cards signed by the elected representative of city government and identification of such DPs will also be verified by the affected DPs. The Social Team for Implementation of Resettlement (STRPI) of Project Implementation Unit (PIU) and Social and resettlement staff (SRS) of Design and Supervision Consultants (DSC) will be responsible for verification process.

11. A number of measures for restoration of livelihood and rehabilitation of vendors have been defined in the RP. These include:

- i. Transition allowance for income loss (equal to 6 months of <sup>1</sup>minimum official wage);
- ii. Vulnerability allowance (equal to three months of minimum official wage);
- iii. A shifting allowance (one-time financial assistance of PKR 5,000 for transportation/ of temporary structures and business goods)
- iv. Right to shift to alternative locations to continue economic activity during and after the period of construction;
- v. Consideration of family members of affected households for employment opportunities during project implementation and operations (if applicable) and opportunity to benefit from livelihood restoration program;
- vi. Right to benefit from the Livelihood Restoration Plan

## **F. Information Disclosure**

12. The RP will be disclosed on the websites of ADB and PDA and/or the project; and the full RP in English will be made available at key accessible and convenient locations including offices of TMTD, city government, district administration, Peshawar Development Authority (PDA), Urban Policy Unit of Planning and Development Department (P&DD), concerned sections of P&DD, and other places convenient to the DPs and will be disseminated through localized means of communication. An information brochure in Urdu containing a summary of the RP will be prepared and distributed to all DPs. The STRPI of PIU and SRS of Design and Supervision Consultants will hold meetings with DPs along the corridor and make them aware of important aspects of the RP, their entitlements, LRP, and the Grievance Redress Mechanism (GRM) through face-to-face communication.

## **G. Grievance Redress Mechanism**

13. A three-tier GRM has been designed to provide a time-bound, early, transparent and fair resolution for DPs and stakeholder grievances. The PIU will undertake public awareness campaigns on the GRM. All complaints received verbally or in writing will be properly documented and recorded in the Complaint Management Register(s). In addition, an easy-to-access web-based GRM will be implemented.

## **H. Institutional Arrangements and Capacity Building for Resettlement Plan Implementation**

14. Peshawar Development Authority is the Implementing Agency for this RP. PDA is responsible for day to day implementation/operations of the RP, and will establish adequate and appropriate systems for RP implementation including institutional arrangements, internal monitoring and reporting. PDA will also manage functions of consultants, contractors, operators and other relevant parties regarding social safeguards management.

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<sup>1</sup>PKR15000/month, the official minimum rate of wages notified by Directorate of Labor, Minimum Wages Board, Government of KPK on 27 May 2017 with effect from 1 July 2017.

15. The Design and Supervision Consultants will carry out the supervision, of the project, including social safeguard management, supervision and monitoring of RP implementation.

### **I. Budget for RP Implementation**

16. The payment of resettlement and rehabilitation vendors will cost PKR 616,000 (USD 5,866) including 10% contingency cost for unforeseen impacts. The RP for Staging Station at Dabgari Gardens does not include cost of relocation of public utilities as this will be included in the overall budget of the project. As there only 4 DPs will be affected by the construction of Staging Station, it was not found necessary to establish a separate administrative budget for this RP. The administrative cost is included in the budget of Reach 1 LARP.

### **J. Implementation Schedule of Resettlement Plan:**

17. The expected duration of implementation of this RP is one week during Nov 2017 except Livelihood Restoration Program, which will continue until its completion.

### **K. Internal and External Monitoring of RP Implementation and Evaluation**

18. The internal monitoring of RP implementation is the responsibility of PDA through STRPI of PIU and with the support of SRS under Design and Supervision Consultants. The PDA shall submit the RP internal monitoring and implementation completion reports to ADB soon after implementation of this RP.

19. The PMU will engage the services of a firm/NGO or an individual expert, with approval of ADB, to undertake semi-annual external monitoring of RP implementation. An evaluation of outcomes of the RP will be carried out after completion of RP implementation to assess whether activities achieved their objectives. The resettlement monitoring report will be disclosed to the public.

# 1 Project Description

1. The objective of this project is development of a sustainable bus rapid transit corridor to help improve Peshawar's urban transport system and facilitate the residents of Peshawar City by resolving the logistical difficulties faced by them on a daily basis. It aims at organizing urban growth and public space along the selected corridor through integration of land-use and transport planning (transit-oriented development), making the city more pleasant to live in, providing a holistic solution for integrated urban mobility, and bearing a demonstration value as no modern mass transit system exists in Peshawar yet.

## 1.1 Project Alignment and Division of Civil Works Construction Packages

2. The BRT corridor has a total length of approximately 31 KM out of which 26 KM will be built in phase 1 (EPCM scope) and 5 KM in phase 2. Due to its massive scale, the project is divided into six construction packages as listed in **Table 1**. The Map of Reaches is provided in **Annex 1** and the construction packages are briefly explained below.

**Table 1: Detail of BRT Peshawar Civil Works Contract Packages**

Package No	Package Name	Landmark		Chainage		Length (m)	LAR Impacts/No LAR Impacts
		From	To	Start	End		
1	Reach 1	Eastern Bus Depot	Firdous Cinema	0+000	6+943	6965	Permanent and temporary LAR impacts
2	Reach 2	Firdous cinema	Aman Chowk	0+000	5+800	5800	Temporary LAR Impacts
3	Reach 3	Aman Chowk	Hayatabad	0+000	11+811	11811	Temporary LAR Impacts
4	Western Bus Depot	Located at Hayatabad Phase- 3	Hayatabad Phase-3	7+290	7+400	110	No LAR Impacts
**5	Eastern Bus Depot	Chamkani (village Sardar Garhi)	Chamkani (village Sardar Garhi)	0+005	0+556	551	Permanent LAR impacts
6	Staging Station	Dabgari Gardens	Dabgari Gardens	1+815	1+845	30	Temporary LAR impacts

### Civil Works Construction Package 1: Reach 1 (Chamkani to Firdous Cinema)

3. The BRT corridor starts near Chamkani Mor/Crossing and Sardar Garhi and Hargooni villages' junction with G.T. Road / Northern by Pass. The route traverses along the G.T. Road at grade up to the Junction with Ashraf Road at Hashtnagri. Hashtnagri Underpass will be constructed by integrating this Underpass to Bus Station 7 for providing access. After passing the Firdous underpass, Reach 1 ends in front of the Firdous Cinema. The Firdous Underpass will be demolished.

### Civil Works Construction Package 2: Reach 2 (Firdous Cinema to Aman Chowk)

4. Reach 2 remains in the immediate city centre and is the most crowded section of the route. It starts at the Firdous Cinema, turns at left by using the existing Malik Sa'ad Shaheed flyover at the back of Lady Reading Hospital (LRH), passes from the Soekarno Chowk/Road and Shoba Chowk as an elevated section. On the Railway Road, the elevated BRT section turns right to cross the railway

lines and comes in front of the Railway Station near Peshawar Press Club. The BRT continues elevated over SM Road, cross Mall Road and descends at grade near Peshawar Club on Sir Syed Road. It then turns right into Khyber Road and goes underground at Aman Chowk. The Reach 2 ends just after Aman Chowk. The detailed design proposing 5.848 total length of Reach 2, out of which 4.4975 km long is elevated part.

### **Civil Works Construction Package 3: Reach 3 (Aman Chowk to Hayatabad)**

5. The Reach 3 starts after Aman Chowk, mainly at grade except when there are U-turns proposed for the mixed traffic, where BRT goes underground as an underpass. The corridor goes at grade through University Road and Jamrud Road until it turns left onto an elevated portion before Babe-Peshawar, crossing the existing water channel (also called *Khowar*) near Habib Jalib Road towards Tatara Park and joins Ring Road in Hayatabad at grade. After Tatara Park, the BRT corridor is at grade until it goes into a U-turn for BRT corridor on Jamrud Road.

### **Civil Works Construction Package 4: Western Bus Depot**

6. The Western Bus Depot will be located in Reach 3. GoKPK will provide 30 Kanal (1.5 hectare) of land for the construction of the Western Bus Depot from a land of 190 Kanal which was previously spared for constructing a sewage treatment plant but was not used and abandoned. The depot will be designed to accommodate up to 250 buses with different types and will have vehicles washing area, parking space, workshop, warehouse, rest area and small office for staff.

### **Civil Works Construction Package 5: Eastern Bus Depot**

7. The Eastern Bus Depot (EBD) has been planned to be constructed on the land of village Sardar Garhi, UC- Watt Pagaa, for this purpose 174.4 Kanal (8.822 hectares) of private agriculture land will be acquired located at the junction of Northern Bypass Grant Trunk Road (GT Road) and Motorway, near Chamkani. The District Revenue Department has already started process of acquisition of this land under the land acquisition Act 1894 and has completed the process of Section 4 in March 2016 and Section 5 in October 2016, but further process of land acquisition will be resumed after release of funds to PDA by GoKPK in near future. The depot is designed for parking of 250 buses, vehicles washing area, parking space, workshop, and warehouse, commercial area with 56 shops, a rest area and a small office for staff.

### **Civil Works Construction Package 6: Staging Station**

8. The Staging Station is located in Reach 2 at the Dabgari Gardens on Railway Road which is located in the middle of BRT. This Staging Station will be used for parking of buses during off-peak hours, a portion of fleet will be put off-service on a stand-by mode, ready to be deployed during peak hours. It is designed as a multi-storey parking facility, as on the ground floor there will be bus parking facility (road level) and a commercial area with 55 shops. Similarly on first-floor, park and ride facility will be provided and a commercial area with 57 shops, on 3<sup>rd</sup> floor the office of TransPeshawar will be constructed.

## **1.2 Proposed Project Activities**

9. The project includes construction of dedicated BRT system with seven BRT feeder routes integrated with main corridor covering major trip generation areas of the city are: Charsada Road, Warsak Road, Kohat Road, Bara Road, Ring Road, and Jamrud Road. The Peshawar BRT system has following major features:

- 68 Km Feeder bus route service
- 102 High standard Bus Stops at feeder routes with shelter, and advanced passenger information system,
- 383 buses of 9m, 12m and 18m BRT buses
- Development of 20 Kanal of commercial area with shops at Staging Station,
- Construction of total 31 BRT stations (toilets separately for men and women at all stations as well as rest rooms all along the corridor at different locations),
- Three types of pedestrian access to bus stations (at grade, pedestrian bridge and tunnel)
- 3-floors and 2-basements plaza at Staging Station (Dabgari Gardens) and 5 story building commercial plaza located at Rahatabad bus depot,
- Bike share system with exclusive bike lane
- Pedestrian and bicycle infrastructure improvement all along the corridor
- 12 station access pedestrian bridges will be of steel construction with 4 concrete pedestrian bridges with shopping area
- Variable message signs system on all feeder roads.

10. In addition to above features, main BRT corridor include innovative stations design equipped with public facilities like parking for bicycles, and water filtration plant; Secondly Non-Motorized Transport (NMT) is promoted to create a healthy liveable environment, for which, sidewalk provisions, pedestrian crossing bridges, and pedestrian only tunnels with commercial shops are provided at different locations.

### **1.3 Overall Objectives of RP for Staging Station**

11. The purpose of this RP is to ensure that livelihoods and standards of living of DPs are improved or at least restored to pre-project (physical and/or economic) levels and that the standards of living of poor and other vulnerable DPs are improved.

12. The objective of the RP is to provide necessary details of resettlement and resettlement assistance by identifying: (i) the type and extent of losses; ii) the policy for income restoration and rehabilitation; (iii) institutional framework for participation and implementation; and (iv) responsibilities for RP financing, monitoring the implementation process.

### **1.4 RP Related Procedures and Conditions**

13. The initiation of civil works on the staging station site will be conditional to the following:

- (i) Allocation of the required funds for the implementation of this RP by the GoKPK and transfer of funds to PDA for payment of resettlement assistance;
- (ii) Endorsement of this RP by GoKPK and approval by ADB,
- (iii) Disclosure of ADB approved RP to the public;
- (iv) Full payment of resettlement and rehabilitation assistance and allowances to Displaced Persons (DPs). The detailed Livelihood Restoration Plan will be developed and implemented during the construction phase.
- (v) Completion of RP implementation as verified by an External Monitor is a condition for handing over of site/commencing of civil works.

## **1.5 Measures to Minimize Resettlement**

14. All possible efforts were made to minimize land acquisition and resettlement impacts by avoiding private land acquisition and utilization of full ROW.

## **1.6 Project Construction Schedule**

15. The project construction phase is expected to last in 6 months with the activity expected to commence in the fourth quarter of 2017 and to be completed by the 2<sup>nd</sup> quarter of 2018, as the civil works contract period for staging station is 6 months.

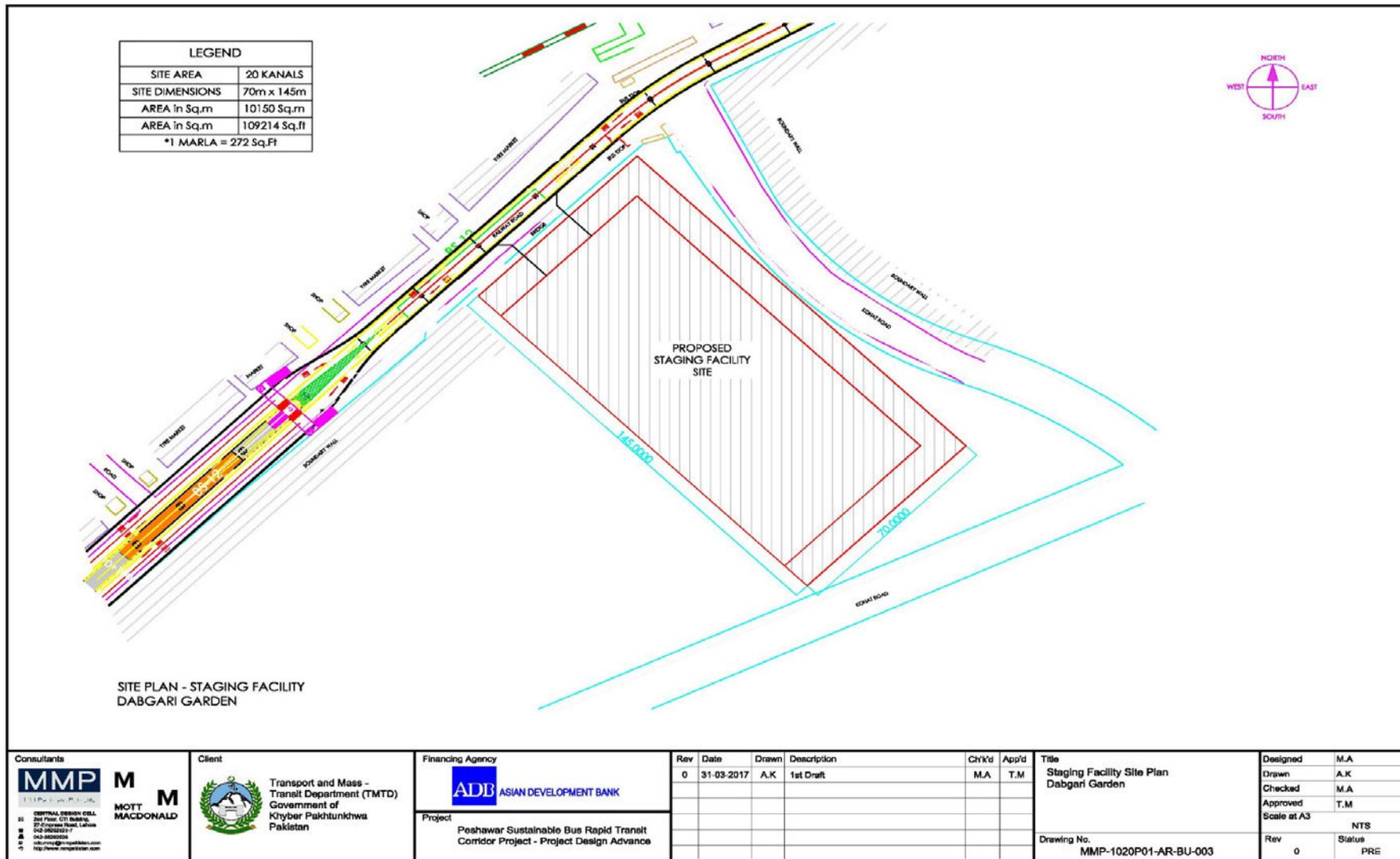


Figure 1: Dabgari Garden Site Plan

## 2 Scope of Resettlement in RP of Staging Station

17. The construction of Staging Station will impact 4 vendors involve in vending businesses in the front of government houses, opposite to Khyber Medical Complex, at Dabgari Gardens who will be affected temporarily during construction phase and need to relocate their businesses.

18. The 20 kanal (2.5 acre/01 hectare) land proposed for the construction of Staging Station is the property of GoKPK Administration Department located at Dabgari Garden, Railway Road having 3 residences of government middle management officials on it, shown in **Figure 1**. The proposed land is located in the middle of BRT corridor and suitable for the construction of a staging station. 3 houses are vacated by the government officials. The process of transfer of land title in the name of TransPeshawar has been initiated and expected to be completed before starts of civil works at staging station. The GIS map of the Staging Station is provided in **Annex 2**.

### 2.1 Temporary Impact on Livelihood of Vendors

19. The four (4) affected vendors will not be able to continue their livelihood activities at the same location during the construction of the Staging Station (see **Annex 3**). It is estimated that they may lose income for 3 to 6 months due to their acceptability at a new place and reduction in the volume of daily sale. The adjacent area to the Dabgari Gardens has been identified as potential alternative location for the affected vendors. The duration of impact on income of the vendors will depend on the success of vending at alternative location.

### 2.2 Relocation and Rehabilitation of Public Utilities

20. The preliminary design identified impact on a number of public utilities. These include gas, electricity supply poles and transformers. PDA has already held meetings with the utility institutions to submit their plans for relocation or redesign of these utilities. The design and supervision consultants will review these plans and suggest remedial measures to avoid damages or disruptions of services during civil works. Where plans and drawings will not available, the contractor will review by field observation and in liaison with experienced utility personnel, and report such locations and services to PDA in the pre-construction stage. Mitigation measures to be developed in the contractor(s)' pre-construction stage EMP and will require the contractor to:

- (i) reconfirm as early as possible, the power, telecommunication and other systems likely to be interrupted by the works and any additional trees to be cut near utilities;
- (ii) contact all relevant local authorities for utilities and affected people to plan re-provision of power, telecommunication and other affected systems;
- (iii) relocate and reconnect utilities well ahead of start of construction works and coordinate with the relevant utility companies for relocation and reconnection well before works start and also include compensatory tree plantation;
- (iv) inform potentially affected communities well in advance;
- (v) Arrange reconnection of utilities in the shortest practicable time before construction starts; and
- (vi) In case utilities are accidentally damaged during construction, it shall be reported to the PDA/DSC and utility authority, and repairs will be arranged immediately at the contractor's expense.

21. The PMU will conduct a public information campaign and inform the public about any disruptions, in advance, and their relocation/repair will be ensured in shortest possible time. Additional due diligence will be conducted at the stage of Project implementation to identify the potential impacts on existing services, utilities and infrastructure due to construction of BRT and related infrastructure particularly impacts on livelihood activities of local population/businesses along the BRT corridor and measures will be defined to eliminate the impacts.

### **2.3 Mitigation against Loss of Temporary Access**

22. There will be temporary impacts on mobility and access of people due to construction of the Staging Station, which will be managed by the civil works contractors during the construction period, to ensure no inconvenience to the people. The contractor must identify the impacts and address them during the construction.

### 3 Socio-economic Information and Profile

#### 3.1 Methodology of Census and Socio-economic Survey

23. The RP updating process adopted the same methodology and formats/templates of the draft LARP for census and field surveys and studies that were used to prepare draft LARP of preliminary design stage.

24. The below socio-economic analysis of DPs is based on the consultations, field studies and socio-economic survey of a sample of 25% DPs of draft LARP prepared at the stage of preliminary design.

#### 3.2 Socio-economic Profile of DPs

##### 3.2.1 Number of Displaced Persons

25. According to the census suggest that the livelihoods of a total of 04 DPs will be directly affected from the project at staging station. All these 4 DPs are static vendors who run roadside micro businesses at staging station locations in Dabgari Gardens' area. The total members of affected households are around 36 people (household size is calculated as 8.8). The locations of the affected DPs are given in Table 2.

**Table 2: Detail of Affected People and Businesses**

Category	Chainage		Land mark/ Location
	1+815	1+845	
Static vendors	04		In front of Khyber Medical Complex
<b>Total</b>	<b>04</b>		

Source: DP census

##### 3.2.2 Household Size of Displaced Persons and Composition

26. The average household size is computed as 8.8 persons. It is observed that extended families are very common. The head of household is responsible to look after all social matters including managing income and expenditures.

27. The household composition of affected families is given in Table 3. The male members are responsible for earning livelihood and managing other affairs outside home whereas the female members are likely to become part of the spouse's family after the marriage.

**Table 3: Household head status of Affected Households**

Household member	Male	Female	Total	%
Household Head	04	0	04	100
Female headed household	0	0	0	0

Source: Household Demographic Survey

### 3.2.3 Educational Levels of Members of the Affected Households

28. The education levels of the affected household members are provided in Table 4. As shown in this table, 62% of the females and 38% of the males of the adults (age group 15-64) has never attended school. The level of school attendance appears to be improving in the younger generation 39% of male children and 25% female children attending the school. The lower level of education among female is partly due to lack of parents' interest in girl's education and strict social and cultural norms and restrictions/ constraints of their mobility.

29. 29% of the adults (age group 15-64) have reported that they attended or completed the primary school and 14% attended or completed the secondary school. Approximately 10% of the adults stated that they have Bachelor Degree or university.

**Table 4: Education Level of Members of AHs**

Education Level	Age group 7-15 (N=12)			Age group 15-64 (N=21)			Age group >64 (N=3)		
	Total	Male (%)	Female (%)	Total	Male (%)	Female (%)	Total	Male (%)	Female (%)
Never Attended School	4	17%	17%	10	14%	33%	3	67%	33%
Primary School	5	22%	17%	6	10%	19%			
Secondary School	3	17%	8%	3	4%	10%			
Bachelor Degree				2	10%	0%			
Master's Degree				-					
Religious School				-					
<b>Total</b>	<b>12</b>	<b>58.0%</b>	<b>42.0%</b>	<b>19</b>	<b>38.0%</b>	<b>62.0%</b>	<b>3</b>	<b>33%</b>	<b>67%</b>

Source: Household Demographic Survey

### 3.2.4 Main Livelihoods

#### 3.2.4.1 Characteristics and Locations of vendors

30. Staging station will displace 04 static vendors of informal businesses who have temporary moveable structures. The affected vendors are sitting along the staging station, in front of Khyber Medical Complex in the Dabgari Gardens area. The location wise detail of the informal vendors is given in Table 5 below.

31. All the potentially affected vendors operate their businesses along the proposed BRT corridor and none of them use their residence as a business point. None of the vendors pay rent to the shopkeepers or charges for security of their goods, or pay extortion money to any of the persons or public institutions. The detail of location is explained in Table 5 below.

**Table 5: Categories of Informal Vendors and their Locations**

Location	Reach	Land Mark	# of vendors
Staging Station – Dabgari Gardens	04	In front Khyber Medical Complex	04
<b>Total</b>			<b>04</b>

1. Location of Informal Vendors

32. These vendors sitting in front of Khyber Medical Complex sell burgers, corn-cobs, boiled choley (white chickpeas) and a small eatery, two are sitting on the ground and two have 4-wheels moveable cart. They are doing their businesses at this particular place for the last many years.

33. This location is a business hub for the surrounding areas. Generally, there is a huge volume of pedestrians due to the nearby town medical complexes and medical stores/ markets area is quite common for the vendors. The type of micro-enterprise is given in **Table 6**.

**Table 6: Types of Informal Vendors' Micro Enterprises**

Sr. #	Type of Micro-Enterprise	Number
1	Corn-cobs selling	1
2	Burgers selling	1
3	Boiled-choley selling	1
4	Small eatery	1
<b>Total</b>		<b>04</b>

Source: DPs census

34. The two vendors typically use moveable mats and two vendors using 4 wheel moveable carts (**Table 7**). The average one-time cost of a 4x6 ft<sup>2</sup> structure is PKR 5,000 to 40,000 (wheel cart), depending on its condition. **Table 7** shows inventory of structures used for vending. Vendors do not pay rent or extortion money for utilization of spaces for their businesses. These vendors take away their stock and vending infrastructure at the end of the business day. Because of the adjustment with fellow vendors and the availability of customers, every vendor occupies same space on the next day. During holidays, when formal markets are closed, the vendors take liberty by shifting or expanding their space. All vendors work as independent owners of their businesses.

**Table 7: Inventory of Structures used for Vending**

S #	Size of Structures	Number of Structures	Average Sizes of Vending Place (feet)
1	Vending on floor & footpath by using mates	2	4 X 4
2	Wooden moveable carts	2	4 X 6
<b>Total</b>		<b>04</b>	

### 3.2.4.2 Average Daily Sales and Monthly Income

35. The number of daily customers for the different types of vendors ranges from 15 to 45 and sometimes more. The daily average customers are 40. The customers' purchasing power as well as the eating of vending items seems low. Average customer purchase only 100 rupees worth of vending items. Average daily profit of the vendors is calculated at PKR 650-700 or 20% of the sale, which is almost equal to the average daily wage rate of a labor in Peshawar. The detail of number of daily customers per information vendor is given **Table 8**.

**Table 8: Average Number of Daily Customers per Informal vendor**

Range	No. of Respondents	Average No of Customers
15-30	1	28
31- 45	1	42
46-60	2	50
<b>Average No of Customers</b>		<b>40</b>

36. The average income of vendors are found to be approximately PKR 14,500 per month and is very close to the official minimum wage (15,000PKR) notified by the GoKPK. The differences between the average monthly incomes as claimed by vendors in different locations are presented in **Table 9**.

**Table 9: Average Reported Monthly Income from the Affected Source of Income**

Category	Location	No	Average Monthly Income (PKR/month)	Minimum	Maximum
Vendors	In front of Khyber Medical Complex	04	14,500	10,500	15,000
	Total	04	14,500	10,500	15,000

### 3.2.4.3 Relocation of Informal Vendors

37. A workshop was held with vendors on 30 August 2017 at Usmania Restaurant. In this workshop, vendors were briefed on BRT project, and informed about the resettlement and rehabilitation assistance amounts to be paid to them before starts of construction phase, and to know their concerns if any. All 04 vendors need to self-relocate their stalls, it was agreed with them that each one will look and decide for new business location. Discussion was made and some alternative sites for their relocation, presented in Table 14. However, it is clearly understood by the vendors that due to construction of BRT-staging station, the business activities of entire BRT corridor will be changed and it will also interfere with pedestrian and vehicle traffic and therefore, it would be in their best interest to decide for alternative locations to relocate their businesses safely before starts of the civil works. The details of location and types of employment are given in **Table 10** and **Table 11**.

**Table 10: Detail of Temporary Alternative Locations for Vending during Construction**

Sr. #	Existing Locations	Reach/ Package	Number of vendors	Temporary Relocation Sites
1	In front of Khyber Medical Complex	Staging Station	04	Alternate premises in the Dabgari Gardens
<b>Total</b>			<b>04</b>	

**Table 11: Type of Employment/Business of Members of AHs**

Type of work/business	Male (N=7)		Female (N=0)	
	No	%	No	%
Corn-cobs selling	1	25%	0	
Burgers selling	1	25%	0	
Boiled-choley selling	1	25%	0	
Small eatery	1	25%	0	
<b>Total</b>	<b>4</b>	<b>100.0%</b>	<b>0</b>	<b>100.0%</b>

Source: Household Demographic Survey

#### 3.2.4.4 Businesses operated by Women along the BRT Corridor/ Staging Station

38. Census and socio-economic survey revealed that women of AHs do not participate in any activities of affected businesses

#### 3.2.4.5 Origin of Displaced Persons

39. The analysis of informal vendors shows that 25% vendors belong to FATA and 75% are residents of outskirts of Peshawar. The detail of origin of displaced persons is given in **Table 12**.

**Table 12: Detail of Origin of Displaced Persons**

Category	No	Mohmand Agency, FATA	Bajaur Agency, FATA	Afghan	Local Peshawar	Total
Vendor	4	0%	25%	0%	75%	100%
<b>Total</b>	<b>4</b>	<b>0%</b>	<b>25%</b>	<b>0%</b>	<b>75%</b>	<b>100%</b>

Source: DPs Census

#### 3.2.4.6 Housing Locations and Ownership

40. One of the displaced informal vendors had migrated from remote rural areas of FATA and other three are from surrounding districts of Peshawar and live in outskirts of Peshawar. 50% vendors live in rented houses, having poor living conditions whereas 50% vendors are living in own houses. The detail of housing ownership of AHs is given in **Table 13**.

**Table 13: Housing Ownership of Affected Households**

Category of Displaced Persons	Housing Ownership (%)		
	No	Live in Rented Houses %	Own Houses %
Vendor	04	50	50
<b>Total</b>	<b>04</b>	<b>50</b>	<b>50</b>

Source: DPs Census

### 3.3 Poverty Status

41. In Pakistan, the official poverty line is based on the definition of World Bank. The World Bank defined the new global poverty line to \$1.90 per person per day as of October 2015. The census revealed that the average monthly income of the vendors, land tenants and employees are typically below this rate. The vendors generally live in extremely poor conditions and are vulnerable to economic shock due to PSBRTC Project. Lack of education, skills and job opportunities in formal economy, barriers to entry and limited start-up costs are some of the factors that draw them to this occupation. Lack of secure and consistent income, aggravated by lack of access to diverse sources of income is the main reason for vendor's household poverty. The lack of economic opportunities restricts job opportunities to daily wage labor, salesmanship, skilled and unskilled labor and micro business enterprises.

42. Moreover, surviving as a vendor requires a certain amount of skill as they need to be able to negotiate effectively with wholesalers and customers in a friendly manner. Competition among vendors for business space and access to customers is strong. Most of the potentially affected vendors are the main breadwinners for their households. Yet they face many challenges, they are overlooked as economic agents and unlike other businesses, and are hindered rather than helped by district government, Peshawar Development Authority (PDA) and Cantonment policies and practices.

43. Urban policies and local economic development strategies rarely prioritize livelihood security for these informal workers. Having an insecure place of work is a significant problem for them. There is no local/district government law governing vending businesses in Peshawar, leaving vendors vulnerable to harassment and evictions at the time of any urban infrastructure development or anti-encroachment operations. Due to strikes and law-and-order situation in Peshawar and inspections against encroachment, and operations clean up against encroachments, the vendors lose their earning days, on average 2–3 in a month, depending on the political and law-and-order situation of the city.

#### 3.3.1 Vulnerability of Displaced Persons

44. All the 4 AHs fall below the poverty line and majority of these poor households are dependent on a single earner. All of the vulnerable households are also fall under the category of severely AHs.

45. Their poverty related vulnerability may increase as a result of impact on their income and livelihood. The affected households have 8 to 9 dependents with one earner. The vulnerable DPs expressed deep concerns on their economic displacement and risk of rising in poverty due to loss of their livelihood and income. The RP established policies and procedures for resettlement and rehabilitation of displaced persons to minimize their vulnerability to economic shock.

46. The number of identified vulnerable and severely affected people is provided in **Table 14** below.

**Table 14: Detail of Vulnerable and Severely Affected Households**

<b>Location</b>	<b>Both Vulnerable and Severely Affected</b>
Vendors sitting in front of Khyber medical complex	04
<b>Total</b>	<b>04</b>

Source: DPs Census and further confirmed from socio-economic survey

## 4 Public Consultation, Participation and Information Disclosure

### 4.1 Consultation with Affected Vendors

47. The Government of Khyber Pakhtunkhwa places great importance on involving primary and secondary stakeholders for determining the social and resettlement impacts associated with project implementation. The consultation process started from awareness campaign to the identification of impacts

48. As part of the overall public consultation process, the Staging Station - Dabgari Gardens vendors were surveyed and consulted in accordance with the requirements of ADB Safeguard Policy Statement (SPS) 2009 on public consultations. The fundamental principles of the consultation process included:

- **Free and Participatory** – Identified and assessed stakeholder concerns about different aspects of the project, and gathered their ideas about the mitigation measures.
- **Anticipated and Opportune** – Incorporated the stakeholders' contribution into the EMP.
- **Informed and Transparent** – A proactive, open, and transparent process, the result of which will be documented and made available for the public.
- **Flexible** – Flexible and adaptable methods will be used that respond to the changes and concerns raised by the involved stakeholders.
- **Culturally Sensitive** – Conducted consultation meetings in a manner appropriate to the involved communities and stakeholders.

49. A number of informal individual and group consultation meetings held with vendors. However, a formal consultation meeting was organized on August 12, 2017 at the location of Usmania Restaurant where vendors of Staging Station-Dabgari Gardens were also invited to participate. The summary of concerns raised by vendors is given in **Table 15**.

**Table 15: Summary of Concerns Raised by Vendors**

Concerns raised by the DPs / Recommendations	Actions incorporated in the RP/EMP (to address DPs Concerns / Recommendations)	Responsibility during Project and RP Implementation
Affected vendors should be provided one-month notice to enable them to shift their businesses to alternative spaces, to re-establish their businesses, to continue their income generating activities.	PDA in coordination with other relevant departments will allow affected vendors to re-establish their businesses at alternate vending locations to enable them to continue their livelihood activities.	Sr. Director-BRT of PIU and STRPI
The affected DPs, vendors and other vulnerable groups should be sufficiently and timely compensated against their income losses.	The operators of affected business enterprises will be adequately and sufficiently compensated by following principles of ADB SPS.	PDA, Sr. Director-BRT of PIU, STRPI and DSC
Opportunities for skilled and unskilled labour should be provided to AHs during construction of BRT.	The Contractor will be required to provide opportunities for skilled and unskilled employment to Project Affected Households, as well as on-the-job training to skilled labour of AHs to upgrade their skills in construction building. And PIU and DSC will closely monitor the contractors.	Sr. Director-BRT and STRPI of PIU, DSC and civil works contractors

## 4.2 Disclosure of RP

50. After the endorsement of this updated RP by PDA and approval by ADB, the RP of the Staging Station will be disclosed on the PDA, Planning and Development Department of GoKPK, BRT Project and ADB websites. The executive summary of the updated RP will be translated into Urdu in the form of an information brochure (see **Annex - 4**) and will be disseminated to representatives of DPs, each AH, and disclosed publicly in accessible locations through localized means of communication and face-to-face meetings with DPs.

51. The full updated Resettlement Plan (RP) for Staging Station will be made available at key accessible and convenient locations such as the offices of Urban Policy Unit of Planning and Development Department (P&DD), TMTD, District Revenue Department, district administration, PDA, Environment Protection Agency, DPs representatives and other places convenient to the DPs, as suggested by DPs. The STRPI of PIU and DSC social and resettlement staff under DSC will hold meetings with DPs and make them aware of important aspects of the RP through workshops and face-to-face meetings.

## 4.3 Continued Stakeholders Consultation and Participation during Project Implementation Stage

52. A continued process of consultation and participation of stakeholders particularly with DPs will be followed to ensure transparency in implementation of RP and to keep the stakeholders informed and receiving and incorporating their feedback at various stages of PSBRTC Project implementation. It will provide a good measure to improve the social acceptability of the project and ensure effective participation of the stakeholders especially DPs in the process of RP implementation, and the Project. Public consultation will assist obtaining cooperation from informed DPs and other stakeholders, to avoid cost and time in dealing with complaints. As per the requirement of the ADB SPS 2009, a strategy for public consultation during implementation of the Project works is delineated. The below given table provides a consultation plan to be implemented by the PDA during the implementation of RP, and Project construction phase through STRPI with the support of social and resettlement staff of DSC. The PIU of PDA will continue public consultation process by following ADB SPS 2009 and Public Communication Policy 2011 (Disclosure and Exchange of Information) by taking following steps: **Table 16** provides information regarding consultation plan with vendors.

- (i) The STRPI of PIU and SRS of DSC and other staff of PIU will keep a close liaison with the stakeholders including women, particularly with DPs; record and address their concerns relating to the implementation of RP and construction related works.
- (ii) Organize public meetings particularly with DPs and AHs and appraise them about implementation progress of RP, particularly payment of resettlement and rehabilitation assistance, and other social activities;
- (iii) Make extra efforts to ensure that vulnerable DPs understand the process and their entitlements, and mitigation measure will be taken by the project authorities to address DPs and other stakeholder concerns in accordance with the ADB SPS 2009 and ADB PCP 2011.
- (iv) Detail and outcome of all consultation activities will be included in the Bi-Annual and final monitoring reports.
- (v) Disclose all monitoring reports of the RP implementation in the same manner as that of the RP at PDA websites and to the DPs, and other stakeholders.

**Table 16: Consultation Plan**

Activity	Target Stakeholder	Type of Consultation	Objectives of the Activity	Responsible Unit/Persons	Time Frame	Budget Source
Consultations with each DP	DPs of Dabgari Gardens	Information sharing and consultation	To understand the impacts of the suggested designs, establish mitigation measures.	STRPI, SRS of DSC	1 week after approval of RP by ADB	Project
At least one meeting jointly with all DPs for sharing key aspects of RP and planning for disbursement of resettlement assistance and familiarizing the with GRM	DPs	Information sharing of RP, consultation on development of micro plan(s) for disbursement of resettlement assistance and GRM	<ul style="list-style-type: none"> <li>- disclose updated and approved RP by sharing key aspects of RP and also distribution of information brochure</li> <li>- agree upon scheduling disbursement of resettlement assistance and its mechanism</li> </ul>	STRPI, SRS of DSC	Q3 of Year 2017 (within first week after approval of RP)	Project
One meeting with each DPs at project sites on resettlement and rehabilitation issues	DPs	To get feedback on social, resettlement, and resettlement assistance related issues	Immediate resolution of social and resettlement issues before they become serious or turn into grievances	STRPI and SRS of DSC	1 month after payment of resettlement assistance	Project

## **5 Resettlement Policy and Legal Framework, and Entitlement**

### **5.1 Policy Framework**

53. The Peshawar Sustainable Bus Rapid Transit Corridor Project (PSBRTC) involves land acquisition, involuntary resettlement and relocation of project displaced persons on a considerable scale. The requirements as per ADB Safeguard Policy Statement (SPS) 2009 should be complied with.

### **5.2 Legal Framework**

54. In Pakistan, Land Acquisition Act (LAA) 1894 is the main law regulating land acquisition for public purpose. The LAA facilitates the provincial governments and project executing (EAs) and implementing agencies (IAs) in development projects which involve acquisition of land for public purposes, but LAA does not inherently mandate specifically for resettlement assistance and rehabilitation provisions benefiting the non-title holders, vendors and other vulnerable groups, or severely affected DPs, nor does it directly provides for rehabilitation of income/livelihood losses or resettlement costs. The LAA mandates only for title holders and legal owners of land and structures, and other assets attached to land such as trees and crops. The LAA does not apply in BRT where all the project displaced persons are non-title holders (NTHs).

55. The TransPeshawar in collaboration with City District Government will protect BRT corridor from illegal encroachments under the Khyber Pakhtunkhwa Public Property (Removal of Encroachment) Act 1977.

### **5.3 ADB Safeguard Policy Statement 2009**

#### **5.3.1 Objectives**

56. To avoid involuntary resettlement wherever possible; to minimize involuntary resettlement by exploring project and design alternatives; to enhance, or at least restore, the livelihoods of all economically displaced persons in real terms relative to pre-project levels; and to improve standards of living of the displaced poor and other vulnerable groups.

#### **5.3.2 Scope and Triggers**

57. The involuntary resettlement safeguards cover physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas. It covers them whether such losses and involuntary restrictions are full or partial, permanent or temporary.

### 5.3.3 ADB SPS Policy Principles

1. Screen the project early on to identify past, present, and future involuntary resettlement impacts and risks. Determine the scope of resettlement planning through a survey and/or census of displaced persons, including a gender analysis, specifically related to resettlement impacts and risks.
2. Carry out meaningful consultations with displaced and other affected persons, host communities, and concerned nongovernment organizations. Inform all displaced persons of their entitlements and resettlement options. Ensure their participation in planning, implementation, and monitoring and evaluation of resettlement programs. Pay particular attention to the needs of vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous Peoples, and those without legal title to land, and ensure their participation in consultations. Establish a grievance redress mechanism to receive and facilitate resolution of the displaced/affected persons' concerns. Support the social and cultural institutions of displaced persons and their host population. Where involuntary resettlement impacts and risks are highly complex and sensitive, compensation and resettlement decisions should be preceded by a social preparation phase.
3. Improve, or at least restore, the livelihoods of all displaced persons through (i) land-based resettlement strategies when affected livelihoods are land based where possible or cash compensation at replacement value for land when the loss of land does not undermine livelihoods, (ii) prompt replacement of assets with access to assets of equal or higher value, (iii) prompt compensation at full replacement cost for assets that cannot be restored, and (iv) additional revenues and services through benefit sharing schemes where possible.
4. Provide physically and economically displaced persons with needed assistance, including the following: (i) if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and extension of project benefits to host communities; (ii) transitional support and development assistance, such as land development, credit facilities, training, or employment opportunities; and (iii) civic infrastructure and community services, as required.
5. Improve the standards of living of the displaced poor and other vulnerable groups, including women, to at least national minimum standards. In rural areas provide them with legal and affordable access to land and resources, and in urban areas provide them with appropriate income sources and legal and affordable access to adequate housing.
6. Develop procedures in a transparent, consistent, and equitable manner if land acquisition is through negotiated settlement to ensure that those people who enter into negotiated settlements will maintain the same or better income and livelihood status.
7. Ensure that displaced persons without titles to land or any recognizable legal rights to land are eligible for resettlement assistance and compensation for loss of non-land assets.
8. Prepare a resettlement plan elaborating on displaced persons' entitlements, the income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation schedule.
9. Disclose a draft resettlement plan, including documentation of the consultation process in a timely manner, before project appraisal, in an accessible place and a form and language(s) understandable to displaced/affected persons and other stakeholders. Disclose the final resettlement plan and its updates to displaced/affected persons and other stakeholders.
10. Conceive and execute involuntary resettlement as part of a development project or program. Include the full costs of resettlement in the presentation of project's costs and benefits. For a project with significant involuntary resettlement impacts, consider implementing the involuntary resettlement component of the project as a stand-alone operation.
11. Pay compensation and provide other resettlement entitlements before physical or economic displacement. Implement the resettlement plan under close supervision throughout project implementation.
12. Monitor and assess resettlement outcomes, their impacts on the standards of living of displaced persons, and whether the objectives of the resettlement plan have been achieved by taking into account the baseline

#### 5.4 Gaps between Land Acquisition Act 1894 and ADB SPS (2009)

58. The Land Acquisition Act (LAA) of Pakistan and ADB SPS diverge on some key points. The key ADB Policy Principles are: (i) the need to screen the project early on in the planning stage, (ii) carry out meaningful consultation, (iii) at the minimum restore livelihood levels to what they were before the project, improve the livelihoods of displaced vulnerable groups, (iv) prompt compensation at full replacement cost is to be paid, (v) provide displaced people with adequate assistance, (vi) ensure that displaced people who have no statutory rights to the land that they are working are eligible for resettlement assistance and compensation for the loss of non-land assets, and (vii) disclose all reports.

59. The LAA in contrast to ADB SPS does not require adequate consultation with affected parties; it simply requires that declaration and notice to be given about temporary use of land or acquisition and the purposes for which it is required, and provide an opportunity for filing of objections. Nor does it require preparation of a “plan” documenting the process, and consultations undertaken with DPs. Finally, the LAA does not entitle compensation to DPs without title nor provides compensation for income losses caused by LAR. **Table 17** summarizes the differences between the LAA and ADB safeguards and the measures that need to be agreed between GoKPK and ADB to address these gaps. Specific entitlements, benefits that GoKPK and ADB worked towards providing on BRT Projects that entail involuntary resettlement are detailed in **Table 17**.

**Table 17: Measures to Address LAA 1894 &SPS (2009) Differences/Gaps**

Pakistan LAA 1894	ADB SPS 2009	Measures to Address the Gap
Compensation for land and other assets is based on average values and department unit rates that do not ensure replacement market value of the property acquired. However, LAA requires that a 15% compulsory acquisition surcharge supplement the assessed compensation.	DPs are to be compensated for all their losses at replacement cost, including transaction cost and other related expenses, without deducting for depreciation.	Land valuation is to be based on current replacement (market) value with an additional payment of 15%. The valuation for the acquired housing land and other assets is the full replacement costs keeping in view the fair market values, transaction costs and other applicable payments that may be required.
No provision for resettlement expenses, income/livelihood rehabilitation measures or allowances for displaced poor and vulnerable groups.	Requires support for rehabilitation of income and livelihood, severe losses, and for vulnerable groups.	Provision should be made to pay for resettlement expenses (transportation and transitional allowances), compensate for loss of income, and provide support to vulnerable persons and those severely impacted (considered to be those losing more than 10% of their productive assets).
Lack of formal title or the absence of legally constituted agreements is a bar to compensation/rehabilitation. (Squatters and informal tenants/leaseholders are not entitled to compensation for loss of structures, crops)	Lack of formal title is not a bar to compensation and rehabilitation. All DPs, including non-titled DPs, are eligible for compensation of all non-land assets.	Squatters, informal tenants/leaseholders are entitled to compensation for loss of structures and livelihood and for relocation.

Pakistan LAA 1894	ADB SPS 2009	Measures to Address the Gap
Land acquisition and compensation process is conducted independently by the Land Acquisition Collector following a lengthy prescribed legal and administrative procedure. There are emergency provisions in the procedure that can be leveraged for civil works to proceed before compensation is paid.	Involuntary resettlement is conceived, planned and executed as part of the project. Affected people are supported to re-establish their livelihoods and homes with time-bound action in coordination with the civil works. Civil works cannot proceed prior to compensation	Respective EAs will prepare land acquisition and resettlement plans, as part of project preparation based on an inventory of losses, livelihood restoration measures, Pakistan law and principles enumerated in SPS. Where gaps exist in the interpretation of Pakistan law and resettlement practices, requirements of ADB's involuntary resettlement policy will prevail. Civil works may only proceed after the resettlement plan is implemented and compensation for loss of assets and other allowances (budgeted as part of the project cost) is fully paid.
No convenient grievance redresses mechanism except recourse of appeal to formal administrative jurisdiction or the court of law.	Requires the establishment of accessible grievance redress mechanisms to receive and facilitate the resolution of DPs' concerns about displacement and other impacts, including compensation.	EAs will establish easily accessible grievance redress mechanism available throughout project implementation that will be widely publicized within respective project area and amongst the DPs.

## 5.5 Resettlement Principles and Policy adopted for the PSBRTC Project

60. A resettlement policy for PSBRT Project has been developed based on ADB's SPS (2009). The resettlement policy for the BRT Project evolved after a number of consultation meetings with DPs and other stakeholders. By following the objectives and principles of ADB SPS (2009), the core involuntary resettlement principles for this project are:

- (i) Land acquisition, and other involuntary resettlement impacts will be avoided or minimized exploring all viable alternatives of the project design;
- (ii) Where unavoidable, time-bound Land Acquisition and Resettlement Plan/Resettlement Plan (LARP/RP) will be prepared and DPs will be assisted in improving or at least regaining their pre-project standard of living;
- (iii) Provision of income restoration and rehabilitation to agriculture tenants, vendors, employees of shopkeepers etc.;
- (iv) Consultations with DPs on compensation and resettlement options, disclosure of resettlement information to DPs, and participation of DPs in planning and implementation of project will be ensured;
- (v) Payment of compensation to DPs including non-titled persons (e.g., informal dwellers/squatters and encroachers) for acquired assets at replacement rates;
- (vi) Vulnerable groups and severely affected displaced persons will be provided special assistance;
- (vii) Payment of compensation and resettlement assistance prior to the construction contractor taking physical acquisition of the land and prior to the commencement of any construction activities; and
- (viii) Establishment of appropriate institutional, grievance redress, internal and external monitoring and reporting mechanisms.

## 5.6 Eligibility

61. Eligibility to receive resettlement and rehabilitation assistance is limited by a cut-off date as set for the Project on the day of reconfirmation of DPs, which is 26 December 2016 and 08 July 2017 during detail design. However, any displaced person not covered in the census enumeration can be enlisted with proof of existence at the said location before the cut-off date. They will provide attested copies of their identification cards signed by the elected representative of city government and identification of such DPs will also be verified by the four DPs. The Social and Resettlement Staff of Project Implementation Unit (PIU) will be responsible for verification process. People moving in the corridor of impact after the cut-off date will not be eligible for compensation and/or other assistance.

## 5.7 Methods used for Calculating Unit Rates for Resettlement Support and Allowances

62. Adequate measures have been planned in RP to mitigate adverse impacts on the socio-economic conditions and livelihood of DPs of AHs. A detailed Livelihood Restoration Plan will be designed by exploring all possible options to mitigate impacts of imposed socioeconomic changes and meet development needs of economically displaced persons based on extensive consultations with stakeholders especially DPs and analysis of facts and figures of the project impacts.

63. The census gathered information on monthly income of the displaced persons, the analysis of data shows that all of the affected households fall under the category of poor. In the absence of authentic income statements as proof, the unit price for additional assistance to vulnerable vendors calculated based on correlation of income and household expenditure data.

64. The amount of assistance for transitional period has been derived by considering the disruption in income in new circumstances from transition to recovery after shifting of micro-businesses to new locations and risks involve in attainment of same level of income. It is assessed that DPs will not be able to derive same level of income during transition period which is estimated up to 6 months depending on the income on alternative sites for vending. During census, data was also acquired about the level of income of comparable livelihoods/businesses. Unit rate for transportation cost have been calculated based on the average rent of a small truck to be used to transport small movable structures and business goods of vendors

65. Allowances for vulnerability were established based on social and economic vulnerabilities and risks of hardship or impoverishment due to resettlement impacts on DPs, which are less likely to adapt to new circumstances without assistance. The detailed Livelihood Restoration Plan will explore economically and technically feasible income generating opportunities to assist DPs in recovering their income levels that would have prevailed in the absence of the BRT project and enhance supplementary income of DPs, to enable them to have diverse means of incomes that are sustainable and robust to cope with social and economic shocks such as the resettlement under BRT Project. And ensure access of DPs to project related benefits.

## 5.8 Entitlements

66. An entitlement matrix has been designed to (i) cover all displaced persons regardless of formal legal rights; and (ii) restore or enhance the livelihoods of all non-title holders and vulnerable vendors. Those affected by the project will receive additional measures in the form of assistance and full support during the resettlement process to ensure that those affected are not disadvantaged, and regain even improve their lost income and source of livelihood. Based on the above broad principles, the DPs will be entitled to a combination of resettlement and rehabilitation assistance including social and economic vulnerabilities of the DPs. The details of entitlements are given in below **Table 18**.

**Table 18: Entitlement Matrix**

	<b>Category</b>	<b>Type of Loss</b>	<b>Entitled DP</b>	<b>Compensation Policy</b>
1	Permanent Loss <sup>2</sup> of commercial space	Temporary displacement	04 static vendors occupying land for stalls and mats on the ground, identified by the Census and Inventory of lost assets (only those actually occupying the ROW before the cut-off date)	<ul style="list-style-type: none"> <li>• Self-relocation allowance equivalent to 6 months income for transition period calculated at the prevailing official minimum monthly wage.</li> <li>• Vendors will be allowed to self-relocate their businesses to alternative spaces for vending at locations comparable to the lost ones.</li> </ul>
2	Vulnerable households	Poor households below the poverty line	04 households	<ul style="list-style-type: none"> <li>• One-time lump sum vulnerability allowance equivalent to 3 months' official minimum wage rate to all vulnerable households.</li> <li>• Temporary and permanent employment to members of AHs during construction and/or operations of the project, where feasible.</li> <li>• Family members of vulnerable displaced persons are eligible to get benefit from Livelihood Restoration Program.</li> </ul>
3	Relocation and rehabilitation of Public utilities	Shifting of electricity pylons and Poles, transmission lines, telephone poles and lines, PDA water supply tube wells and filtration plants, drainage and digital billboards	PESCO, PTCL, Wateen Telecom, SNGPL, PDA, District Government, and other relevant agencies	<ul style="list-style-type: none"> <li>• PDA/TransPeshawar will pay relocation cost to relevant companies for relocation and rehabilitation of public utilities.</li> </ul>

## 5.9 Mitigation of Additional Impacts

67. The PDA and DSC will avoid and/or minimize resettlement impacts in selecting locations of the proposed BRT allied structures. In case of any unavoidable adverse impacts, PDA will make an assessment of impacts and prepare an addendum(s) to the RP in case of additional impacts that were not reflected in the RP to fully and sufficiently mitigate the impacts by following ADB SPS.

68. If access of any person/groups is restricted to surrounding markets / business, the PDA/TPC is responsible to provide access to severed piece of land and will establish entry and exit points. If restriction of access to any commercial, residential areas/structures or community structures/social

<sup>2</sup> In case of loss of land occupied for housing purpose, the same principle will apply.

services, walkways/roads is restricted, the PDA/TPC will provide/restore appropriate access to severed structure/building or walkways/roads. All alternative access ways will be established in close consultations with affected persons. PDA/TPC will document and mitigate any unanticipated /unidentified losses/impacts and dealt according to the principles of ADB SPS 2009. The cost of these access points will be budgeted in the cost of revised PC-I.

### **5.10 Non-Eligible Vendors**

69. The assessment of social impacts found a number of commercial encroachers using government owned ROW to conduct their businesses. These include: (i) the mobile vendors who come to the vending markets only for a few hours during a day; (ii) micro businesses who have spaces available in their shops to store their goods but place them outside/in front of their shops to attract customers in the morning and put them back at the shop's closing; and (iii) operators of tea stalls and micro eateries adjacent to the ROW who utilize available open space of ROW in front of their shops to put chairs and tables for outdoor dining or drinking tea, though having space inside of their structures (iv) ambulant/mobile vendors who will not be affected due to construction of BRT, they are usually not found in groups and their location is more attributed to the convenience, or simply the availability of customers. These encroachers are not enumerated during the field studies as could operate their businesses without damages to their assets and loss of income during construction of BRT Project and are therefore not eligible for any resettlement and rehabilitation assistance. The mobile vendors do not need alternative vending spaces to continue their businesses as they do not have permanent business locations. These ambulant/mobile vendors and encroachers are not enumerated during impact assessment survey.

## 6 Income Restoration, Rehabilitation and Relocation

### 6.1 Introduction

70. As a result of consultations with the potentially displaced persons and other stakeholders, an income restoration, rehabilitation and relocation strategy has been developed to ensure the restoration and sustainability of DPs livelihood. The basic objective of income and livelihood restoration activities is to restore the economic status of the displaced persons having prior to the project, in line with the requirements of ADB's SPS. The rehabilitation of DPs is needed on sustained grounds so that the normal living patterns of the displaced persons can be regained.

71. The entitlement matrix developed for the project has adequate provisions for restoration of livelihood of economically displaced persons by providing resettlement assistance, and appropriate approaches for restoration of livelihood and socio-economic rehabilitation of DPs to ensure sustainability in income generation. The details of measures for income and livelihood restoration are described below:

### 6.2 Short Term Assistance

#### 6.2.1 Provision of Subsistence / Transition Allowance

72. The displaced persons losing their livelihood or places of income generation as a result of the Project will be supported with short-term income and livelihood restoration assistance for subsistence. These short-term income and livelihood restoration measures will be for immediate assistance in the form of one-time subsistence allowance for transitional period of 6 months equal to 6 months official minimum wage rate to meet minimum living expenses against temporary disruption to income during relocation of businesses, vulnerability allowance and shifting allowance.

#### 6.2.2 Self Relocation by Permanently Displaced Persons of Formal Businesses and Non-Titleholder Vendors at Alternative Sites

73. Displaced persons will be permitted to self-relocate their businesses to alternative sites by PDA before start of civil works in coordination with other relevant departments to enable them particularly vendors to continue their economic activity i.e. at busy nodes or along the feeder/secondary roads or in the alternative main markets. The relocation of operators of formal businesses and vendors to alternative sites should not induce additional displacement; otherwise measures should be applied consistent with the ADB SPS. The sites for relocation have been identified in consultation with affected vendors and provided in **Table 19**, as without alternative vending spaces, the displacement of affected vendors will leave them most vulnerable.

**Table 19: Identification of Sites for Alternative Vending Locations**

Category	Location	Vendor (#)	Comments (temporary relocation sites)
Vendors	Staging Station -Dabgari Gardens	04	The adjacently locations/ premises of Dabgari Gardens
<b>Total</b>		<b>04</b>	

### **6.3 Relocation of Vendors and Formal Businesses**

74. Following measures will be taken to provide relocation subsidy to displaced vendors:

#### **6.3.1 Shifting Allowance**

75. Each vendor will be provided with one-time financial assistance of PKR 5,000 for transportation/ shifting of their temporary structures and business goods.

### **6.4 Rehabilitation of Vulnerable and Severely Affected Households**

76. In addition to the subsistence and shifting allowances, a vulnerability allowance equivalent to 3 months' income at minimum official wage rate will be provided to each of the vulnerable AHs of all vendors to help improve their economic condition during the transition period. Vulnerable AHs will be given priority in skilled, unskilled labour and job opportunities under the project. This provision will be included in the civil works contracts and will be monitored during project implementation.

77. Those DPs may have severe impact on their income due to relocation from their existing business locations to the new ones. There is a risk that they may not get the same number of customers due to lack of access caused by BRT construction. All 04 affected households will be provided vulnerability allowance.

### **6.5 Preparation and Implementation of Detailed Livelihood Restoration Plan**

#### **6.5.1 Introduction**

78. The impacts on the DPs were assessed as part of the RP preparation, which confirms that livelihoods of the DPs will be affected in multiple ways. A preliminary Livelihood Restoration Plan has been developed. A detailed livelihood restoration plan (LRP) will be developed following finalization of the list of vulnerable and severely affected DPs, needs assessment and consultation with DPs which will be implemented throughout the project period.

#### **6.5.2 Purpose of Livelihood Restoration Plan**

79. The purpose of the LRP is to stabilize, if not improve, the livelihood and income of vulnerable and severely affected households. The minimum acceptable scenario is to ensure that the net effect of the project on the livelihoods of the affected population is neutral. This objective will be achieved through developing household economies and improving skills and employment opportunities through provision of a number of interventions.

80. Development of skills and capabilities, technical and vocational training, provision of in-kind and financial support will contribute to enhancement of capacity of DPs to find employment and micro enterprise development. Livelihoods consist of the capabilities, the assets - both material and social resources - and the activities required for means of living, which are sustainable, robust and are sufficiently diverse and could cope with shocks such as the PSBRTC Project.

### **6.6 Livelihood Restoration Activities**

#### **6.6.1 Skills Upgrading**

81. Any persons from affected households having basic skills in construction building will be given opportunity in project related employment for semi-skilled and skilled worker jobs to up-grade their skills, i.e., ground working, masonry, resurface masonry, carpentry, painting, plumbing, pipe fitting,

mechanical and electrical works, brick laying, welding, roofing, steel fixing, steel piling, scaffolding, iron work etc. These training would be most beneficial for the young person's currently unemployed. The expectation is that once a skill is acquired, opportunities within and outside the project open up for the able workers. This will directly impact the lowest denomination of DPs and therefore generate the greatest impact.

82. The PIU will make provision in the contractors' agreements for employment of qualified and skilled DPs and their household members in the recruitment of local skilled and unskilled labour, and operations and maintenance jobs including affected women. The jobs, in the semi-skilled and unskilled category, will be offered to the DPs on a preferential basis. Employment in the project construction will act as an added source of income and livelihood restoration of affected households. The STRPI and SRS under DSC will prepare a list of all capable workers, separately for women, among the AHs and provide the same to the contractors for employment by responsible person of PDA and Project Director. The STRPI with the support of SRS of DSC will monitor this through monthly statements of number of individuals employed from the affected households.

### **6.6.2 Employment Benefits during Project Implementation**

83. The PSBRTC project will create a large number of temporary and semi-permanent jobs. The construction-related job opportunities will be an alternate temporary short-term source of income for restoration of livelihood of DPs/AHs. During recruitment of construction workers and project employees, priority will be given to vendors losing their source of livelihood and members of their households. The PDA will include a condition of this provision in bidding documents and contract agreements of civil works contractors and service providers, and will monitor this process during the project implementation period.

### **6.6.3 Livelihood Activities for Women**

84. The construction industry is one of the most male dominated sectors in Pakistan. Women are under-represented in construction occupations and professions. Women experience difficulties in this sector including cultural and structural barriers, such as harassment and discrimination, limited networking opportunities and long and inflexible working hours which often result in poor career prospects and high levels of stress for women, particularly in field related jobs. The census and socio-economic survey revealed that women from AHs have no participation in vending or any other businesses outside of their homes. It is important to focus on context specific livelihood activities for women keeping in view the social and cultural barriers for women to participate in the vending and construction related livelihood activities. The following interventions for women are proposed in the LRP.

### **6.6.4 Women Specific Vending Markets/Portion of Markets**

85. TPC will develop women specific vending/formal markets or women dedicated portions in 3 formal markets to be constructed under PBRTCP in 3 building structures (i) Eastern Bus Depot (56 shops); (ii) Dabgari Gardens Staging Station (169 shops); (iii) Western Bus Depot (103 shops) to encourage women from AHs to establish their vending or formal businesses. In this connection a target has been set in the Gender Action Plan for establishing commercial spaces for small women entrepreneurs from affected households. The provision of at least 15% of allocated commercial spaces in BRT related infrastructure and surrounding areas, allocated to women entrepreneurs.

### **6.6.5 Vocational Training for Women**

86. The primary purpose of vocational training for women is to provide an employable skill set. Almost all of the women from AHs are unskilled. The vocational training would be beneficial for the

young women currently unemployed. The expectation is that once a skill is acquired, opportunities inside and outside the project open up for the young and able women. Women would be eager to learning home based income generating skills, which would help them utilize their time for monetary gain while taking care of the household.

87. The project will engage the KPK Technical Education and Vocational Training Authority (TEVTA), and/or any other private/government sector technical education institute(s), as appropriate. It would be better to explore option for utilizing TEVTA's existing resources in providing vocational trainings to women. The modalities will be decided by TEVTA while support to the women will be provided by the project in order to provide best practices training to women. The project will cover the costs of the training, and women from eligible households will be given a choice to select any of the vocations for them. The duration of training will be 4 weeks to 18 months, depending on type of training. A certificate will be provided to them at the end of training to ensure marketability of skills.

#### **6.6.6 Support to Women in Establishing Small Business**

88. If any women from the AHs, who have already completed training courses of vocational skills and/or have enough experience in running small businesses, they would be provided support in buying necessary equipment or business materials/goods. It will not be necessary for them to participant in training courses. The women could use the entire support amount to buy equipment and business material/goods. The households will sign and confirm receipt of their equipment, business material/goods.

#### **6.6.7 Support from the Project to Displaced Persons**

89. For training, provided by the KPK TEVTA, the cost of training will be provided by the project. The LRP implementing NGO/consultants will be responsible for following tasks:

- (i) Establish and maintain linkages with the management of construction contractors or other government led projects, commercial, industrial businesses in Peshawar of the Province with the intention of identifying their manpower requirements (i.e., number, qualification, skills, schedule of deployment, etc.) and securing agreements for deployment of qualified DPs to fill job vacancies.
- (ii) Establish an information communication mechanism to provide information to DPs on the availability of jobs through posting of job vacancies in vending markets or through face-to-face communication.
- (iii) Close follow up of training at least once every month.
- (iv) Maintain close coordination and establish linkages with the project contractors, service providers, and consultants to recruit DPs on a priority basis.
- (v) The NGO/consultants will help trained male and female DPs to create linkages with organizations, city government, concerned authorities or an established employment agency to explore employment avenues to bridge the information gap, where they can employ their upgraded/new skills for a sustainable livelihood.

### **6.7 Institutional Arrangements for LRP Implementation**

90. The institutional arrangements will be developed for the implementation of LRP with clear roles and responsibilities of agencies involve in implementation of LRP. The NGO will act as the executor of the implementation of LRP. For each intervention, the STRPI with the support of SRS under DSC will act along with stakeholders in order to ensure the plan is implemented. PDA will sign LRP Contract with the NGO based on the costs approved by ADB. PDA will delegate the responsibility of implementation of LRP to the NGO soon after the clearance of LRP by ADB. Agreements will be signed with various agencies involve in LRP implementation, civil works

contractors and services providers for LRP implementation. Details for transfer of funds will be worked out in consultation with NGO, PDA and ADB.

### **6.8 Costs Estimates for LRP Implementation**

91. An initial amount of PKR15 million/USD0.14 million has been budgeted in the LARP of Reach 1 for the implementation of LRP. The estimated cost will be revised after preparation of detailed LRP and will be included in the overall budget of the project. These cost estimates will include cost of training courses, equipment and business material/goods to be provided to DPs after training.

### **6.9 Implementation Schedule for LRP**

92. After endorsement of PDA, the draft detailed LRP will be sent to ADB for review and clearance and its implementation will start soon after the approval of ADB. The LRP will be implemented over a period of 6 months or beyond this period, if required. An implementation schedule will be prepared for LRP activities and vocational training. The LRP is expected to start within a quarter after start of the project.

### **6.10 Monitoring and Evaluation of the LRP**

93. The LRP implementation will be monitored internally and externally as part of the overall RP monitoring, evaluation and reporting.

## 7 Grievance Redress Mechanism

94. ADB Policy (SPS 2009) requires establishment of a local grievance redress mechanism to receive and facilitate resolution of the Displaced/Affected Persons concerns and grievances regarding the project's social, resettlement and environment performance. The measures have been identified to mitigate social and resettlement impacts to be caused due to implementation of PSBRTC Project works. However, in spite of best efforts, there is every chance that the individuals / households affected by the project or other stakeholders are dissatisfied with measures adopted to address adverse social impacts of the project. To address, such situation an effective Grievance Redress Mechanism (GRM) will be established to ensure timely and successful implementation of the project. It will also provide a public forum to the aggrieved to raise their objections and the GRM would address such issues adequately. It will receive, evaluate and facilitate the resolution of displaced persons' concerns, complaints and grievances about the social and environmental performance at the level of the Project. The GRM will aim to investigate charges of irregularities and complaints receive from the Displaced Persons and provide a time-bound early, transparent and fair resolution to voice and resolve social and environmental concerns link to the project.

95. It is anticipated that the nature of such complaints will relate to resettlement assistance matters, damages, mobility and access issues of public or disruptions of services during civil works related to the project functionalities. Some of the grievances that may arise are listed below:

- i. Name of a DP may be missing from the eligible DPs' list
- ii. Losses (such as damage to assets or loss of income) may not identified correctly during detailed design stage
- iii. Improper distribution of resettlement assistance
- iv. Problems in the relocation of DPs or their structures
- v. Delays in the payment of resettlement assistance
- vi. Any disruption by the civil works contractors
- vii. Non-observance of project principles, by different parties, as laid down in the RP
- viii. Any other issue arising during the project implementation.

96. The STRPI of PIU will make the public aware of the GRM through public awareness campaigns particularly to DPs. The name of contact person and his/her phone number, STRPI contact numbers and the PIU, will serve as a hotline for complaints and will be publicized through the media and placed on notice boards outside their offices, construction camps of contractors, and at accessible and visible locations along the PSBRTC corridor, and also shared with the DPs representatives. The project information brochure will include information on the GRM and will be widely disseminated throughout the PSBRTC corridor by the STRPI in PIU and SRS under DSC. Grievances can be filed in writing, via web based provision or by phone with any member of the STRPI staff or PIU.

### 7.1 First Tier of GRM

97. The STRPI and PIU is the first tier of GRM which offers the fastest and most accessible mechanism for resolution of grievances. The STRPI, Environment Staff (ES) and SRS under DSC will be designated as the key personnel for grievance redress. Resolution of complaints will be completed within ten (3) to fifteen (10) working days, depends on the nature of complaint. At this stage, the STRPI will inform the PIU for additional support and guidance in grievance redress matters. Investigation of grievances will involve site visits and consultations with relevant parties (e.g. DPs, contractors, traffic police, general public, utilities companies etc.). Grievances will be documented and personal details (name, address, date of complaint, nature of complaint etc.) will be included unless

anonymity is requested. A tracking number will be assigned for each grievance, including the following elements:

- i. Initial grievance sheet (including the description of the grievance), with an acknowledgement of receipt handed back to the complainant when the complaint is registered;
- ii. Grievance monitoring sheet, mentioning actions taken (investigation, corrective measures);
- iii. Closure sheet, one copy of which will be handed to the complainant after s/he has agreed to the resolution and signed-off.

## **7.2 Complaints Management Register (CMR)**

98. The STRPI will maintain a CMR to record grievances brought forward by displaced persons and general public, and ensure that these are appropriately addressed. The complaint register will provide for: the date and particulars of the complaint; description of the grievance; follow-up action required; name of person responsible for implementing the action; a target date for redressal and updated status/final action with date. The STRPI will be supported by the SRS of DSC for this purpose. The actual measures taken to mitigate the concerns will also be recorded in the register. The complainant's views on the remedial action taken will also be documented in the Register. All complaints received verbally or in writing will be properly documented and recorded/written in the CMR. In addition to this an easy to access web based GRM will be designed on the same pattern, which will have updated status of each complaint to be used by complainants to get an update on their complaints. The updated register of grievances and complaints will be available to the public at the PDA office, construction camps of contractors and other key public offices along the project corridor (offices of the city district government and district administration), and at accessible and visible places along the PSBRTC corridor. Should the grievance remain unresolved it will be escalated to the second tier.

## **7.3 Second Tier of GRM**

99. The STRPI and ES in PDA will refer the unresolved issues (with written documentation) to the second tier of GRM, the Grievance Redress Committee (GRC), which also act as RP Implementation Committee. The GRC will be established by Commissioner Peshawar (administrative head of Peshawar district) at initial stage of project implementation prior to start implementation of RP so that the DPs and other key stakeholders have recourse to refer their complaints. The GRC will consist of the following persons: (i) representative of District Management (Deputy Commissioner as head of GRC; (ii) PDA Directors of all civil works packages; (iii) two representative of the displaced persons; and (iv) one representative of EPA-KPK (for environmental related grievances). The STPRI and SRS under DSC will organize training for GRC to raise awareness about GRM and in handling grievances in an efficient and transparent manner as laid down in the RP. A hearing will be called with the GRC, if necessary, where the displaced person can present his/her concerns/issues. The process will facilitate resolution through mediation. The local GRC will meet as necessary when there are grievances to be addressed. The local GRC will suggest corrective measures at the field level and assign clear responsibilities for implementing its decision within fifteen (15) working days, depending on the nature of complaint. The contractor(s) will have observer status on the committee. If unsatisfied with the decision, the existence of the GRC will not impede the complainant's access to the government's administrative or judicial remedies.

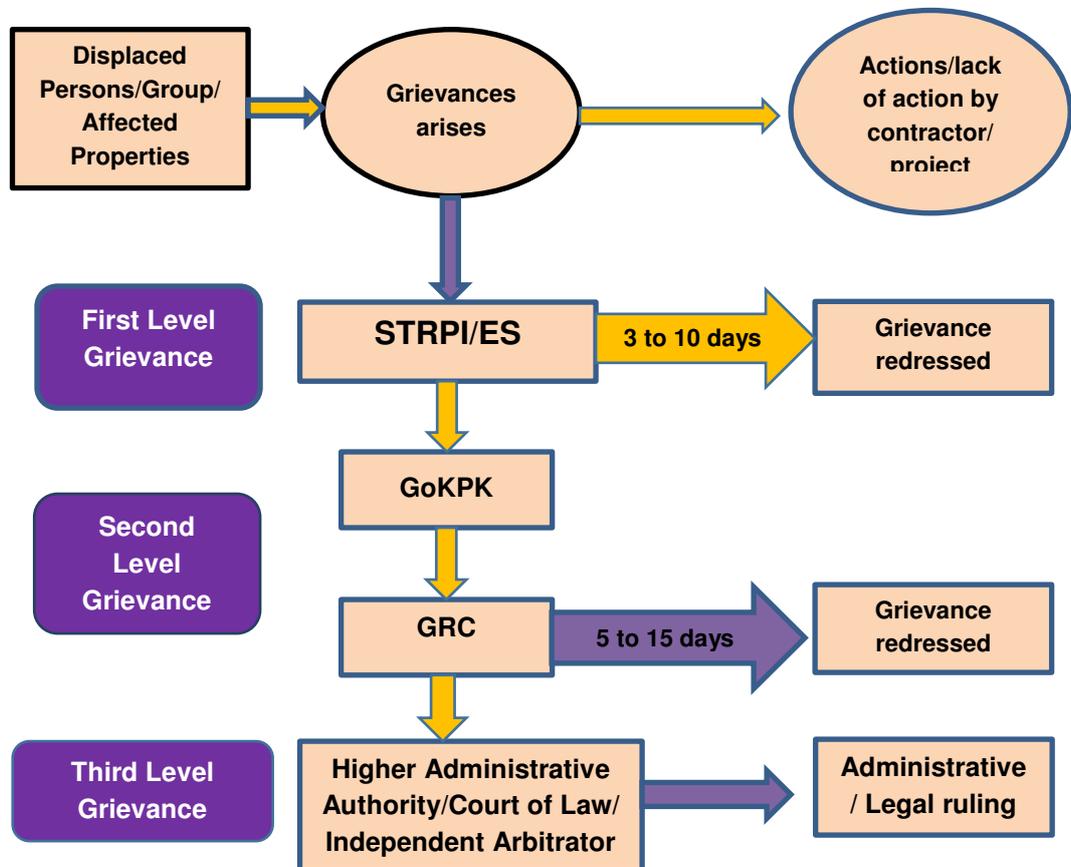
100. The functions of the GRC are as follows: (i) resolve problems and provide support to displaced persons arising from various social, resettlement and environmental issues. Social and resettlement issues including land acquisition (temporary or permanent, as applicable), asset acquisition, eligibility for entitlements and resettlement assistance as well as environment issues including dust, noise, utilities, power and water supply, waste disposal, traffic interference and public safety/utilities; (ii) reconfirm grievances of displaced persons, categorize and prioritize them and aim to provide solutions maximum within 15 days; and (iii) report to the aggrieved parties about developments regarding their grievances and decision(s) of the GRC. The STRPI or ES (in case of

complaints on environment related issues) will be responsible for processing and presenting all relevant documents, field enquiries and evidences/proofs to the GRC, maintaining a database of complaints, recording decisions, issuing minutes of meetings and monitoring to see that formal orders are issued and to ensure that required actions against decisions are being carried out.

#### 7.4 Third Tier of GRM

101. In the event that a grievance cannot be resolved directly by the PIU (first tier) or GRC (second tier), the displaced person can seek alternative redress through the district administration or city government, court of law or as appropriate. The PIU or GRC will be kept informed by the city district government or government administration, or any other authorities. The grievance redress mechanism and procedures are depicted in **Figure 2**. The monitoring reports of the RP implementation will include the following aspects pertaining to progress on grievances: (i) number of cases registered, level of jurisdiction (first, second and third tiers), number of hearings held, decisions made, status of pending cases; and (ii) lists of cases in process and already decided upon, may be prepared with details such as name with copy of NIC, complaint number, date of application, date of hearing, decisions, remarks, actions taken to resolve issues, and status of grievance (i.e., open, pending, closed).

**Figure 2: Grievance Redress Mechanism**



## **8 Institutional Arrangements and Capacity Building for RP Implementation**

### **8.1 Khyber Pakhtunkhwa Urban Mobility Authority**

102. The Project's executing agency (EA) is Khyber Pakhtunkhwa Urban Mobility Authority (KPUMA), and is responsible for overall coordination of the project, KPUMA's Board of Directors act as the overall Project Steering Committee. TMTD provides administrative and secretariat support to KPUMA through the PMU and with support of the Project Management, Coordination and Capacity Building (PMCCB) consultants. KPUMA is responsible for overall coordination of the project and ensure availability and timely release of counterpart funds. The project Implementing Agencies are (IAs) Peshawar Development Authority (PDA) and TransPeshawar.

### **8.2 Implementation Committee for Resolution of Field Related Issues**

103. The formation of Implementation Committee for Resolution of Field related Issues of the Project is notified by Secretary Transport and Mass Transit Department on 8 May 2017 after the approval of Chief Minister KPK/Chairperson KPUMA Board of Directors, to streamline, guide and resolve field related issues including land acquisition and resettlement. The committee members are:

1. Commissioner Peshawar, Chairperson of the Committee
2. Project Director of PMU for BRT Peshawar
3. Chairperson TransPeshawar
4. Chief Executive Officer TransPeshawar, Urban Mobility Company
5. Director General Peshawar Development Authority
6. Additional Secretary Planning & Development Department
7. Additional Secretary Finance Department
8. Additional Secretary Construction & Works Department
9. Additional Secretary Local Government Department
10. Additional Secretary Law Department
11. Chief Executive Officer Cantonment Board, Peshawar
12. Senior Superintendent of Traffic Police
13. Capital City Police Officer
14. Representative of District Government / Nazim Peshawar
15. Building Inspectors PDA and District Government and CBP
16. Any other Co Opted Member

104. The responsibilities of the Committee will include streamlining construction and implementation and resolving all issues relating to coordination between public/private stakeholders, land acquisition and resettlement (RP), site clearance and shifting of utilities, handling public resistance, traffic diversion plan implementation, ensuring smooth execution of Construction Management Plan, construction related issues, security issues, environment related issues and EIA, Building Code implementation and review of Building Plans approved along the corridor for BRT, especially with regard to set back and parking provision in buildings, negotiation with Bus Operators plying on BRT Corridors and Feeder Routes, and removing them from the BRT and Feeder Routes, and handling fleet scrapping program. The Chairperson of the Committee, Commissioner Peshawar will be responsible to report the status of progress on field Issues directly to the Chief Minister and Chief Secretary, apprising them of obstacles, impediments and any inter departmental coordination issues, and soliciting their intervention for resolution on the above field issues. All the departments directly or indirectly involved with the project will be directed to provide full support and cooperation to facilitate implementation of the project on fast track basis. The Commissioner Peshawar can later be assigned the Additional Charge of Managing Director KPUMA, if he has to be given additional powers

to oversee the BRT project, till full-fledged MD KPUMA is posted. TMTD will share monthly RP implementation progress and monitoring reports and RP quarterly monitoring reports with Implementation Committee on regular basis.

### **8.3 Peshawar Development Authority and RP Implementation Committee**

105. For the purpose of this RP, Peshawar Development Authority is the Implementing Agency. Peshawar Development Authority (PDA) and Deputy Commissioner's Office (DCO), on behalf of KPUMA, implement the project's civil works package-wise Land Acquisition and Resettlement Plans/Resettlement Plans (LARP/RP), in accordance with ADB's Safeguard Policy Statement (2009) and requirements of land acquisition law of GoKPK. The institutional arrangements for RP implementation are exhibited in Figure 3.

106. PDA will be responsible for day to day implementation/operations of RP, and will establish adequate and appropriate systems for RP implementation including institutional arrangements, internal monitoring and reporting. PDA will also manage functions of consultants, contractors, operators and other relevant parties regarding social safeguards management.

107. PDA will build necessary capacity for RP implementation by recruiting at least one Senior Social and Resettlement Specialist and other necessary staff with minimum one female as Social Team for Resettlement Plan Implementation (STRPI) at PIU to provide necessary support and guidance in RP. The STRPI key positions/staff will eventually be absorbed in the TransPeshawar. STRPI will oversee day to day implementation of RP including Grievance Redress Mechanism (GRM) and Livelihood Restoration Plan (LRP) in coordination and collaboration with all concerned parties of the Project throughout project operations, and submit monthly RP implementation reports to PDA and other concerned agencies and quarterly monitoring reports to PDA and TMTD for onward submission to ADB for review and clearance.

108. The Commissioner Peshawar, Chair of Implementation Committee for Resolution of Field Related Issues, will notify the formation of a dedicated RP Implementation Committee for the effective implementation of RP; this committee will also act as a Grievance Redressal Committee on social, gender and resettlement issues. The RP Implementation Committee will compose of Deputy Commissioner (District Land Acquisition Collector) as Chair and Additional Deputy Commissioner (land acquisition) as Deputy Chair, and members consist of PDA Directors assigned to each reach and building works (will be called upon request, when required), Naib Tehsildar Acquisition (NTA), Social Development and Resettlement Specialist of PIU, Chief Resident Engineer and National Resettlement Consultant of Design Supervision Consultants, and a representative of TransPeshawar (officially nominated by TransPeshawar). The Deputy Chair would preside over Committee meetings when the Chair is unable to attend. The Social Development and Resettlement Specialist will keep records of the Committee meetings and would follow up on implementation of actions with the help of Additional Deputy Commissioner, Committee members and other relevant agencies staff. The Committee will hold regular monthly meetings, but in case of any major resettlement issues or grievances, the Committee will hold extraordinary meetings, as and when requested by Chair, Deputy Chair and/or the Social Development and Resettlement Specialist. The RP Implementation Committee will be mainly responsible for:

- Ensure that social safeguards management including land acquisition and resettlement complies with ADB *Safeguard Policy Statement (SPS)* 2009, regardless of financing source, and relevant GoKPK land acquisition law and regulations, where applicable.
- Ensure that sufficient funds are available to efficiently implement the RP
- Establish and implement a grievance redress mechanism including notification of a Grievance Redressal Committee, as described in the RP, to receive and facilitate resolution of displaced

persons' concerns, complaints, and grievances about the RP implementation and project's social performance.

- Ensure to incorporate all design mitigation and monitoring measures as specified in the RP and in the Design Supervision Consultants (DSC) Contract.
- Ensure that for project duration, DSC commit and retain sufficient dedicated international and national staff to accomplish the RP implementation and monitoring.
- Ensure the quality of services provided by DSC in social safeguards management.
- Obtain necessary certification of payment of compensation, resettlement assistance as defined in the LARP/RP, prior to mobilization of civil works contracts.
- Confirm that bidding and contract documents of contractors and service providers include the social management requirements, including RP to carry out social safeguards management throughout implementation of the project.
- Ensure effective internal monitoring of the implementation of RP (mitigation and monitoring measures) by STRPI staff of PIU with the assistance from DSC international and national staff.
- Ensure submission of monthly RP implementation progress and monitoring reports to Implementation Committee for Resolution of Field related Issues and as and when required by KPUMA and GoKPK.
- Ensure submission of quarterly monitoring reports on RP implementation to Implementation Committee for Resolution of Field Related Issues and ADB for review and clearance.

#### **8.4 Design and Supervision Consultants Support for Social Safeguards**

109. In order to manage land acquisition and resettlement, PDA will require support from DSC for managing contractors and service providers, supervision of construction quality and safeguards and liaising with DPs and other stakeholders, to ensure that sound methodologies and practices are followed in the implementation of RP. DSC will hire social safeguards staff with relevant qualification and experience, consists of a National Resettlement Consultant (IRC) having 10 years' experience in involuntary resettlement, an International Gender Specialist having 10 years of experience in gender mainstreaming and gender equity, a National Resettlement Consultant with a master degree in social sciences and a minimum of 5-year experience in involuntary resettlement planning and implementation, and 2-4 enumerators as per requirement, among them minimum one will be the female. These consultants will act as supporting specialists who will assist PDA in social safeguards management including providing day to day support for RP implementation during construction and supervise the work of the contractors and service providers in the field for the compliance with RP. DSC will also assist in preparing monthly RP implementation progress and monitoring reports and compile them into quarterly monitoring reports to submit to PDA, TMTD and ADB for review and clearance. The key tasks of DSC include:

- If the footprint or alignment of the project changes and envisage to cause additional adverse social impacts that are not covered during the updating process of RP or were not within the scope of the RP prepared during detailed design stage, DSC staff will conduct additional social impact assessment and prepare an addendum to RP on behalf of PDA (Project Proponent);
- Undertake awareness, capacity building trainings, mentoring sessions, and on-the-job training for PDA, TransPeshawar, DC/LAC office, TMTD, contractors, service providers and other concerned parties for effective implementation of RP;
- Participate regularly in RP Implementation/Grievance Redressal Committee meetings and implement assigned actions efficiently.
- Play an effective role in implementing grievance redress mechanism, as described in the RP, to receive and facilitate resolution of displaced persons' concerns, complaints, and grievances about the RP implementation and Project's social performance;
- Provide effective support to implement detailed Livelihood Restoration Plan;

- Based on the results of RP supervision and monitoring, identify corrective actions and prepare a corrective action plan, as necessary, for submission to PDA and ADB;
- Submit monthly RP implementation progress reports to PDA and TMTD;
- Report to PDA with a copy to ADB on all aspects of RP management through quarterly reports, based on the results of supervision of RP implementation including reporting on GRM and Detailed Livelihood Restoration Plan.

## 8.5 Role of Contractors and Service Providers

110. To facilitate RP implementation the contractors and service providers must be prepared during the pre-construction and construction phase to cooperate with STRPI of PIU and DSC resettlement and gender staff, DPs and the local population/general public in the mitigation of impacts. However, experience suggests that contractors may have little impetus or interest in dealing with resettlement, gender and other social issues in the absence of performance-related criteria. Clearances for payments will include certification from the SDRS of PIU and SRS of DSC as to the effective implementation of the mitigation measures of social safeguard issues as specified in the RP. The satisfactory implementation of mitigation measures will therefore be linked to payment milestones of contractors and service providers.

111. The RP, with all its provisions will be a part of the Project Contract Documents. No physical work will be initiated until all resettlement and rehabilitation assistance made to DPs as per provision of the RP. The contractor/service provider must possess the expertise in the application of ADB SPS 2009, ADB Core Labor Standards, provincial laws and regulations relating to resettlement, protecting child and gender rights, occupational health and safety. Following clauses will be included in the Contract Documents for social mitigation: The institutional arrangements mechanism and procedures are depicted in **Figure 3** given below.

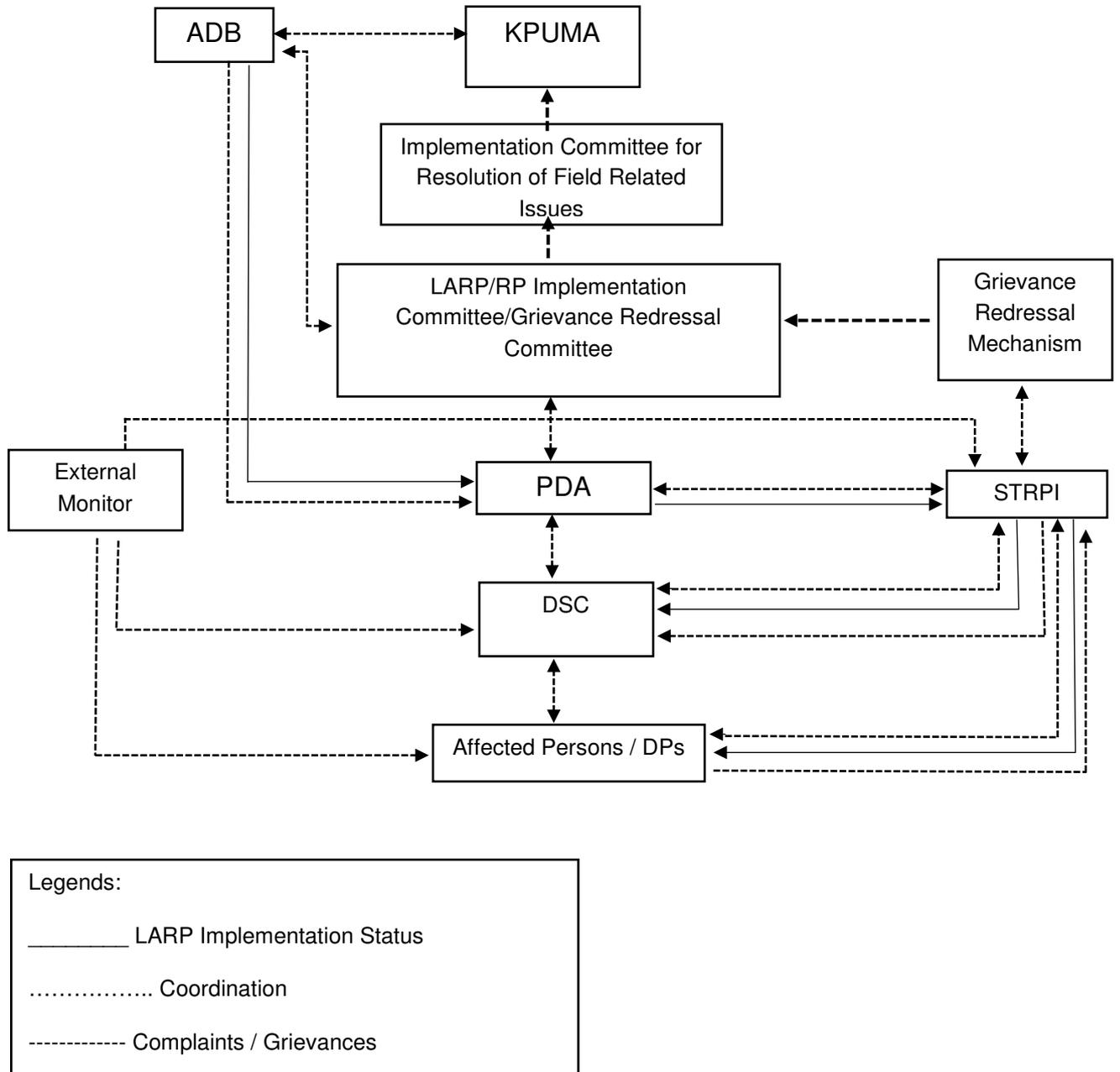
- (i) The contractor/service provider must possess knowledge of the ADB's SPS 2009, especially with regard to resettlement, DPs/public consultations and grievance redress mechanism.
- (ii) The contractor/service provider, as a first priority, will make efforts to offer the available skilled and unskilled jobs to the identified affected households and particularly to the vulnerable and severely affected DPs. For this purpose, details will be provided to the DPs by the contractors through STRPI.
- (iii) The contractor/service provider will comply with all applicable provincial labour laws and regulations, and ADB Core Labour Standards.
- (iv) The contractor/service provider will not discriminate between men and women in provision of jobs and will not differentiate between men and women wages and benefits for work of equal nature.
- (v) The contractor/service provider will not employ child labour.

## 8.6 Role of Asian Development Bank

- i. Guide the EA, IAs, PMU, PIUs and any other agency or committee on land acquisition and resettlement during project implementation;
- ii. Provide no-objection to civil works after satisfactory implementation of RPs/RPs or for the sections within packages with no resettlement impacts, after validation by the External Monitor;
- iii. Review RP monitoring reports and follow-up on recommendations/corrective actions;
- iv. Conduct regular loan review missions, including midterm and project completion missions;

- v. Monitor compliance with all loan covenants, including social safeguards.

**Figure 3: Institutional Arrangements for RP Implementation**



## 8.7 Social Mitigation

112. The social mitigation activities during design and pre-construction to be implemented by the DSC while during construction, measures will be primarily implemented by the contractors; The RP will be included in the tender and contract documents for civil works and service providers. Contractors' and service providers' conformity with social mitigation measures procedures will be regularly supervised by STRPI and DSC social safeguards staff, who will also monitor RP implementation, and results will be reported in quarterly progress reports to submit to PDA, TMTD and ADB. The details are provided in **Table 20**.

**Table 20: Institutional Roles and Responsibilities for RP Implementation**

S. #	Activities	Responsible Agency
<b>A.</b>	<b>Project Initiation Stage</b>	
1	Provision of required budget for resettlement and rehabilitation assistance	KPUMA, Implementation Committee formed by TMTD
2	Discharge overall responsibility of planning, management, monitoring and implementation of RPs/RPs	Implementation Committee formed by TMTD, RP Implementation Committee, PDA, TransPeshawar
3	<b>Funds Flow:</b> i. For resettlement assistance: Finance Department to PDA	i. KPUMA, Finance Department
4	Establishment of Grievance Redressal Mechanism including notification for the formation of Grievance Redressal Committee	PDA, RP Implementation Committee
5	Ensure that qualified and experienced international and national staff is recruited by Design and Supervision Consultants	PDA, DSC
6	Ensure coordination and collaboration between the relevant departments and other parties involve in LAR	PDA, assisted by STRPI
7	Disclosure of GoKPK and ADB approved RPs/RPs on websites	PDA, TransPeshawar and ADB
8	Hiring of an individual consultant or a firm/NGO for external monitoring	PDA, assisted by ADB
<b>B.</b>	<b>Capacity Building:</b>	
1	Training on social safeguards as specified in RP for PMU, PIU, District Revenue Department, contractors, service providers and other concerned parties	DSC, assisted by SDRS of STRPI
2	On-the-job training and technical assistance in LAR related tasks including RP, GRM and LRP implementation	DSC, assisted by SDRS
<b>C.</b>	<b>Due Diligence for Unidentified/Unforeseen/Additional Impacts</b>	
1	Due diligence of BRT related associated structures, unidentified/unforeseen and/or additional impacts	DSC
2	Liaise with Deputy Commissioner Office for acquisition of land	PDA, assisted by STRPI
3	Conduct Detailed Measurement Survey (DMS), census of DPs, socioeconomic survey, inventory of affected assets/losses, input of data and analysis	DSC
4	Screening of vulnerable DPs	DSC
5	Consultations with DPs and other stakeholders	DSC, STRPI
6	Survey on unit prices for computing replacement costs	DSC
7	Collection, computerization and processing of data for identification of eligible persons correctly for resettlement benefits and assess their compensation and entitlements as per ADB SPS 2009 and GoKPK Land Acquisition Law and regulations	DSC

<b>S. #</b>	<b>Activities</b>	<b>Responsible Agency</b>
8	Inform and consult DPs about impacts and mitigation measures/entitlements	DSC, STRPI
9	Submission of RPs/LARPs to PDA and ADB for review and comments, incorporate suggestions/address comments and finalize RPs/LARPs and submit to PDA and ADB for clearance, prior to award of contracts	DSC
10	Disclosure of GoKPK and ADB approved RPs/LARPs on websites.	PDA, TransPeshawar, ADB
<b>D. RP Implementation Stage</b>		
1	Ensure efficient and timely implementation of tasks specified in the RP	PDA, TransPeshawar, RP Implementation Committee, DC/LAC Office, DSC
2	Carry out an information dissemination campaign to inform DPs including women about RP implementation process including GRM and LRP through dissemination of Information Brochure and face-to-face meetings	STRPI, assisted by DSC
3	Information dissemination and awareness raising at work sites on the risks of transferable diseases, i.e., HIV / AIDS, TB, dengue fever for those employed during construction	Contractors, service providers, assisted by DSC
4	Close coordination with the respective agencies on day-to-day RP implementation activities.	PDA assisted by STRPI and DSC
5	Guide the EA/PMU, IAs/PIU on resettlement during project implementation.	SDRS of STRPI, assisted by DSC
6	Complete land acquisition process.	DC/LAC office, RP Implementation Committee
7	Meetings with DPs and affected households	DSC, STRPI
8	Develop micro plans for relocation and resettlement assistance payments	STRPI
9	Relocation of vendors businesses, housing units etc.	PDA, STRPI, assisted by DSC
10	Resettlement assistance will be paid in full before displacement/relocation, before construction starts	STRPI of PDA
11	Conduct orientation of contractors' and service providers' staff and workers on RP provisions before project construction starts.	DSC
12	Ensure contractors and service providers implement all social measures as specified in the RP and their contracts	DSC
13	Undertake regular supervision of the contractor's social performance	DSC
14	Maintain management information system of RP implementation	STRPI
15	Preparation of report(s) to indicate the packages/sections with no resettlement impacts, where civil works could commence.	DSC
16	Preparation of resettlement assistance completion report, prior to the award of civil works contract and submit PDA and ADB for review and approval.	DSC
17	Validation of satisfactory implementation of RP by External Monitor (EM)	EM
18	Synchronize resettlement activities; clear the ROW/land and handover the encumbrance free land to the contractor within the construction schedule	PDA
19	On satisfactory implementation of RPs/RP, issuance of notice to proceed for Civil Works	ADB
<b>E. Livelihood Restoration Plan</b>		
1	Preparation of detailed Livelihood Restoration Plan and obtain endorsement from PDA and approval from ADB	EPCM/DSC
2	Implement short term income restoration activities i.e. assist DPs in identifying suitable business locations , liaison with contractors and service providers to provide jobs to interested DPs on preferential basis in BRT related works etc.	STRPI, assisted by DSC
3	Implement medium term income restoration activities	STRPI, assisted by DSC
<b>F. RP Implementation Supervision, Internal Monitoring and Reporting</b>		
1	Assist the contractor(s) to prepare monthly RP monitoring reports and	DSC

S. #	Activities	Responsible Agency
	submission to PDA and TMTD	
2	Supervision of RP implementation and submission of monthly RP implementation progress and monitoring reports to PDA and TMTD.	DSC
3	Internal monitoring of RP implementation including GRM and LRP.	PDA assisted by STRPI, DSC
4	As a result of RP implementation supervision and monitoring, development of Corrective Action Plans to address any emerging/new LAR issues and submit to PDA and ADB for information and review.	DSC
5	Implementation of Corrective Action Plans.	PDA assisted by STRPI, DSC
6	Preparation of quarterly RP implementation monitoring report and submission to Implementation Committee, TMTD, PDA and ADB for review and clearance.	DSC
7	Review of LARAP implementation and final outcome	Implementation Committee, RP Implementation Committee and External Monitor

## 8.8 Capacity Building

113. The TMTD, PDA, TransPeshawar, District Revenue Department, contractors, service providers and other agencies involved in RP preparation and implementation lack conceptual clarity and expertise to implement RPs including implementation of Livelihood Restoration Plan, GRM and address gender and other social safeguard issues. Trainings of relevant staff of TMTD, PDA, TransPeshawar contractors, service providers, and relevant staff from other concerned departments will help in enhancing their capacity to better implement the RPs/RPs and understand the sensitivities of social, gender and resettlement aspects of the Project. They will receive awareness training and capacity support from the International Resettlement Consultant, International Gender Consultant and National Resettlement Consultant of DSC and SDRS of STRPI to ensure learning and development, and for smooth and effective implementation of the RPs/RPs.

114. The key objective of training program is to ensure that the requirements of ADB SPS, and RP are clearly understood and followed throughout the project implementation. The project works are to start immediately and the staff will be dealing the social, gender and resettlement issues. So, to better understand and deal with these issues, the following training / capacity building program is planned for the project functionaries. In total seven training workshops will be organized and several short mentoring sessions, follow up workshops will be organized related to RPs/RPs, GRM and LRP, as and when required, an outline of training program is given in **Table 21** below:

**Table 21: Training Program for Capacity Building**

S.#	Participants	Training Imparting Agency/ Person	Topics	Duration
1.	PMU, PIU, TransPeshawar, Contractors, service providers, relevant staff of PMCCB and DSC Consultants, relevant staff of DC/LAC office and other agencies involved in LAR	DSC, SDRS of PIU, DC/LAC office	<ul style="list-style-type: none"> <li>• Introduction of ADB SPS and its principles</li> <li>• Brief on process of Land Acquisition and Resettlement Planning</li> <li>• Introduction to Assessment of Social Impacts of the project</li> <li>• Social and gender sensitivities of the project</li> <li>• Introduction to the RP, its importance and step-by-step implementation of RP, and clarity on roles and responsibilities</li> <li>• Implementation of Livelihood Restoration Plan</li> <li>• Consultation, participation and disclosure</li> <li>• Entitlements and resettlement and rehabilitation assistance</li> <li>• Livelihood Restoration Plan</li> <li>• Institutional arrangements</li> <li>• GRM, its importance and processes</li> <li>• Internal and external monitoring and evaluation of RP</li> <li>• Budget and Financing for RP</li> </ul>	Two courses, each of 2 days duration, (one prior to the start of the Project and the other just before start of construction works)
2.	PMU, PIU, TransPeshawar, Contractors, service providers, PMCCB and DSC Consultants, relevant staff of DC/LAC office and other agencies involve in LAR, selected site personnel including project, contractor's and service providers staff,	SDRS of PIU, IRC and NRC	<ul style="list-style-type: none"> <li>• Introduction to ADB SPS and its principles</li> <li>• Introduction to the RP, its importance and step-by-step implementation of RP and clarity on roles and responsibilities</li> <li>• Information dissemination, consultation and GRM processes and its importance with clarify on roles and responsibilities</li> <li>• Livelihood Restoration Plan with clarity on roles and responsibilities</li> <li>• Social sensitivities of the project</li> <li>• Dealing with other social and gender issues</li> </ul>	Before start of construction 2 days
			<ul style="list-style-type: none"> <li>• Importance, requirements and techniques of RP Monitoring and Reporting</li> </ul>	One day
			<ul style="list-style-type: none"> <li>• Awareness of transmissible diseases</li> <li>• Social and cultural values (including gender issues in BRT)</li> </ul>	One day
3.	Relevant staff of PMU, PIU, TransPeshawar, PMCCB Consultants, DSC technical staff contractors, service providers, and technical Staff	SDRS, IRC and NRCI, Traffic Police	<ul style="list-style-type: none"> <li>• Explanation of social parameters to be considered while carrying out surveys for the project and construction.</li> </ul>	One course of 2 days duration at the start of field activity and 2 courses of half day duration to be repeated when require
4.	Relevant staff of contractors, service providers, DSC, drivers and other concerned agencies	Traffic Police relevant staff of PMU, PIU, DSC and other agencies	<ul style="list-style-type: none"> <li>• Road Safety, Defensive Driving, Waste Disposal, Cultural Values and Social Sensitivity.</li> </ul>	Duration: one day (2 hours session to be held after every 3 months)

## 9 Resettlement Budget and Financing

115. The funds for resettlement and rehabilitation assistance and income restoration will be disbursed to the DPs by the PIU at PDA, through cross-cheques. The PIU staff will disburse cheques of these amounts to DPs on weekly basis at the PDA office, in the presence of resettlement staff of Design and Supervision Consultants and minimum 2 representatives of DPs who will act as witness to avoid any grievances.

116. The resettlement cost of 04 vendors will cost PKR 616,000 (USD 5,866) including 10% contingency cost for unforeseen impacts. The RP for staging station at Dabgari Gardens does not include cost of relocation of public utilities as this will be included in the overall budget of the project. It should be noted that as there are very few affected people in RP of staging station, it was not found necessary to establish a separate administrative budget for this Section. The administrative costs of RP of staging station will be paid through the budget of Reach 1.

117. The RP of Staging Station does not include cost of relocation of public utilities as this will be included in the overall budget of the project. Details of budget are provided in **Table 22**.

**Table 22: Budget Estimation for Implementation of RP for Staging Stations ‘Vendors**

Category	One-time Shifting Allowance	One-time Income Loss for Transition Period (6 months)	One-time Vulnerability Allowance (3 months minimum wage rate)	Total Cost (PKR)	Total Cost (USD)
Unit rate of resettlement assistance for one vendor	5,000	90,000	45,000	1,40,000	1,333
Total Resettlement and Rehabilitation Assistance for 4 vendors	20,000	3,60,000	1,80,000	5,60,000	5,333
Contingency (10%)				56,000	533
<b>Total</b>				<b>616,000</b>	<b>5,866</b>
<b>Total in Million</b>				<b>0.62</b>	<b>0.006</b>

\*KPK Government official monthly wage rate=15000/month

\*\* Exchange rate 1 USD= 105 PKR

## 10 Resettlement Plan Implementation

118. The PDA will be overall responsible for implementation of the RP at the field level through STRPI of PIU and other relevant staff of PIU and with the support of Social and Resettlement staff under Design and Supervision Consultants. After the approval of updated RP from ADB, the PDA will initiate the implementation process. A timeline showing implementation steps, required actions and responsible persons for RP implementation and post implementation scenario has been prepared and presented in **Table 23**.

119. The disbursement of resettlement and rehabilitation assistance cheques to the DPs will follow the below described procedure.

### 10.1 Verification of DPs

120. Verification of the DPs will be made through their NADRA National Identity Cards (NIC) numbers and Proof of Registration cards for Afghan DPs. It is important to mention that some of the vendors do not have ID Cards (especially of those young vendors below than 18 years). These DPs will provide an affidavit with a photograph duly attested/ signed by the DPs' representative and identification of such DPs will also be verified by minimum 2 DPs above the age of 18 year. The STRPI with the support of SRS will be responsible for verification process. All DPs must bring their original NIC and a copy of it at the time of receiving cheques.

### 10.2 Payment of Resettlement and Rehabilitation Assistance

121. Payment to DPs will be paid within a period of one month, keeping in view the total strength of DPs for which a schedule will be issued separately on approval of updated RP; payment will be paid through cross cheques.

### 10.3 Vacation of Site

122. One-month advance notices will be issued to the vendors to inform them that when they will receive the resettlement and rehabilitation assistance cheques and when they should leave the ROW. If a vendor will not vacate the ROW or shopkeeper will not vacate the shop after getting payment of resettlement assistance within a period of one month, the SRS will submit an application to the GRC. GRC will decide action on case-to-case basis in coordination with DPs representatives. However, PDA reserves the right of directly removing such structures, only if a DP will not do this by the agreed deadline in consultation with DPs' representatives. 2-months advance notices will also be served at the government officers to vacate government residences.

### 10.4 In case of Disputes/Grievances regarding Payments

123. Payment of resettlement assistance will be made one month prior to actual handing over of possession of the space to the contractor being utilized by the DPs. However, in case of a dispute, the assessed/allocated amount of resettlement assistance will be pledged in the names of the concerned DP(s), pending until a final decision by GRC. In such exceptional cases, the PDA may possess the ROW without payment of resettlement assistance. Grievances or objections (if any) will be redressed as per grievance redress procedures laid down in the RP. However, PDA reserves the right for removal of structures/businesses in case of disputes, in consultation with DPs representatives and city government or Cantonment Board representatives.

## **10.5 Absentee Displaced Persons**

124. There are no absentee DPs found during the impact assessment survey based on detailed engineering design, but if any identify during the project implementation stage, the PMU will make all possible efforts to contact/access to him/her, if not possible then PDA will issue 3 consecutive official notices and a public notice in local newspaper informing the DP(s) to contact the PMU for payment. Absentee DP(s) may receive payments after the notified schedules of payments by providing a proof of his/her absence. They will be eligible to receive payments before completion of the project; PMU must deposit the money in the project account, until the project completion period.

## **10.6 Timing of Payments**

125. Payment of resettlement and rehabilitation assistance will be made within month after receiving vacation notices by DPs prior to the actual possession of the ROW. No ROW will be possessed by PDA or handed over to the contractor for commencement of construction works without full payment of due resettlement and rehabilitation assistance to the DPs except the extraordinary cases. However, in case of delays from the DPs side, the assessed/allocated amount will be pledged in the names of the concerned DPs, in the project account. In such cases, PDA will document detail of each case and may possess ROW before payment of resettlement assistance, and will follow the decision of GRC, in consultation with DP(s) representatives as per defined procedures.

## **10.7 Release of Funds for Payments**

126. The PDA is responsible for timely provision of finances for RP implementation, for the resettlement and rehabilitation assistance payments and PMU will responsible for administration of RP implementation. Allocations will be reviewed on monthly and quarterly basis based on the budget requirements to be indicated in the updated RP. The funds for resettlement and rehabilitation assistance will go from GoKPK to PDA (PIU) for direct disbursement to DPs.

127. Other Conditionalities

- (i) Disclosure of the RP at ADB and PDA websites;
- (ii) Translation of information brochures into Urdu and dissemination to DPs;
- (iii) Information to each Displaced Person of the resettlement assistance amount, he will receive;
- (iv) Payment of amounts (monitored by an external party);
- (v) Investigation of potential impacts of BRT allied structures and stretches where no sufficient width will be available, and any additional impacts, working with the DSC to avoid any identified impacts and/or taking necessary measures to mitigate them;
- (vi) Assessment of the needs to include vendors in the Livelihood Restoration Plan.

**Table 23: Proposed Timeline for Approval and Implementation of RP**

S. No	Tasks	Responsibility	Weeks						
			1	2	3	4	5	6	7
1.	Establishment of GRC	Commission	■						
2.	Investigation of claims, if any.	STRPI/SRS	■						
3.	Preparation of detailed Livelihood Restoration Plan	EPCM		■					
4.	Consultations (on-going)	STRPI, SRS	■	■	■	■	■	■	■
5.	Disclosure of ADB approved RP both at the websites of PDA and ADB	PDA, ADB	■						
6.	Urdu translation of Information Brochure and disclosure to DPs and other stakeholders through workshops and location specific face-to-face meetings	STRPI, SRS	■						
7.	Distribution of Information Brochure in Urdu to DPs and other stakeholders	STRPI, SRS	■						
8.	Training of PDA, key contactors' and DSC staff	STRPI and SRS					■		
9.	Develop of micro plans for RP implementation	STRPI,SRS			■				
10.	1-month advance notices to vendors before handing over of land/ROW for civil works	STRPI, SRS				■			
11.	Notices for receiving resettlement assistance to all DPs and via meetings	STRPI, SRS		■					
12.	Award of cheques and distribution of final notices for relocation/shifting of DPs to alternative sites	STRPI, SRS			■				
13.	Implementation of Livelihood Restoration Plan	STRPI and SRS					■	■	■
14.	Reporting summary of complaints & grievances/ disputes and objections in progress reports	STRPIS, SRS		■	■	■	■	■	■
15.	Submission of RP compliance report to ADB (Confirmatory letter about completion of all payments)	PDA				■			
16.	Monthly Internal Monitoring (on-going) and six-monthly Monitoring Reports to ADB	PDA, STRPI, SRS	■	■	■	■	■	■	■
17.	Notice to proceed for civil works in LAR sections	ADB			■				
18.	External Monitoring: Quarterly reporting to TMTD and 6-monthly reporting to ADB	External Monitor				■	■	■	■
19.	Evaluation of the RP implementation	External Monitor						■	
20.	Submission of RP evaluation report to ADB for review and clearance	PDA							■

# 11 Monitoring and Evaluation

128. The Monitoring and Evaluation (M&E) is a mean to check, asses and evaluate the status of project activities on a regular basis. It helps in timely identification, analysis and removal of the bottlenecks at various stages of project implementation and expediting actions. The M&E of the RP implementation is a tool to serve the interests of the project planners, executors, operation managers and financier, as they share the common concern for timely corrective measures. Specifically, the objectives of the monitoring and evaluation of RP implementation are: (i) administrative monitoring whether the time lines of RP implementation are being met, (ii) to assess whether resettlement and rehabilitation assistance measures are implemented and are sufficient, (iii) to identify problems or potential problems and ensure that grievances are dealt on a timely basis and consistent with the RP, (iv) to identify methods of responding immediately to mitigate hardships/issues, and most importantly, (v) socio-economic monitoring during and after the relocation process to ensure that DPs are settled and are better off at the new locations and their standard of living is restored or improved. Monitoring and evaluation (M&E) of RP implementation will be taken up at all stages of the project. The M&E activities to ensure the effective implementation of RP are described as follows.

## 11.1 Internal Monitoring

129. The internal monitoring of RP and LRP implementation including GRM is the responsibility of PDA through STRPI of PIU with the support of SRS of DSC. It will be a continuous activity and will be managed by the Sr. Director Broth PDA. The SRS under DSC will assist STRPI in monitoring of RP implementation.

130. The STRPI with the support of SRS of DSC will develop a progress and performance monitoring system to collect and organize monitoring output on a regular basis. An information system containing the database on resettlement planning and implementation will be established and updated periodically for monitoring various activities of RP and LRP implementation by the STRPI of PIU. The RP database generated through the census, baseline socioeconomic survey, and the database of resettlement and rehabilitation payments, and consultations will become essential inputs of the management and information system (MIS). Progress monitoring and evaluation of intended outcomes of RP implementation will be carried out.

### 11.1.1 Internal Monitoring Role and Responsibilities

131. The STRPI with the support of and SRS under DSC will develop a set of gender disaggregated monitoring indicators for internal monitoring of RP and LRP and monitoring formats. The role and responsibilities under the M & E plan are described as under:

- (i) The Sr. Director-BRT of PIU/PDA is responsible for monitoring the progress of resettlement activities with the support of STRPI and SRS.
- (ii) The PDA will review the efficacy of the monitoring arrangements quarterly, relating to social and resettlement issues, and refine the arrangements accordingly. In this respect, PDA will also take into consideration the findings / suggestions made by the independent external consultants engaged for external monitoring of RP implementation.

### 11.1.2 Internal Monitoring Arrangements

132. Primarily, monitoring will be the responsibility of PDA with the support of STRPI of PIU and SRS of DSC. The STRPI, SRS will review the status of the RP implementation in the light of policy, principles, targets, budget and duration as lay down in the updated RP and all resettlement activities

are carried out efficiently and transparently by the persons responsible. Some of the key indicators at different stages of the RP are as follows:

- i. Review effectiveness of land acquisition and resettlement planning process i.e. adequacy of enumeration of project resettlement impacts, timeframe, budgetary provision, institutional arrangements, GRM, mitigation of unforeseen resettlement impacts etc.).
- ii. Consultations organized and dissemination campaign carried out regarding RP and DPs are aware of i.e. entitlement packages, payment procedures, grievance redress mechanism, etc.
- iii. Verification whether land and assets situated to the land, resettlement and rehabilitation assistance payments made only to entitle DPs recorded before cut-off date.
- iv. A grievance redress committee will be established during the initial stage of project implementation to ensure fairness and transparency during the RP implementation process.
- v. Finances for resettlement and rehabilitation assistance provided on time.
- vi. One-month advance notices to vendors before shifting/relocation.
- vii. Timely disbursement of resettlement and rehabilitation assistance amount to DPs as per schedule in an efficient and transparent manner and is in conformity with the provisions in the Entitlement Matrix.
- viii. Relocation of affected vendors by permitting them to shift their businesses to alternative business sites.
- ix. Provision of skilled, semi-skilled and skilled labour opportunities and employment to affected households (AHs) with numbers including number of persons whose skills are upgraded.
- x. Verify recording and addressing the concerns/grievances of DPs are dealt on timely basis during and after resettlement process and consistent with the RP.
- xi. Major issues of conflict between DPs and contractors are addressed efficiently during implementation of resettlement activities.
- xii. Effective monitoring of LRP and issues identified for immediate actions will be referred to the Sr. Director-BRT of PDA, and NGO for modifications in the LRP based on the progress and lessons learned in the course of LRP implementation and additional funds to cover additional activities.
- xiii. Effective implementation of Gender Action Plan, collection of gender disaggregated data and gender specific consultations with women.
- xiv. Degree of satisfaction of DPs and AHs with support received for restoration of their income and livelihood.
- xv. Any changes in social and economic parameters related to living standards of AHs.
- xvi. Efficient restoration of public utilities and/or other affected services/infrastructure.
- xvii. Lease agreements signed for the temporary use of land, full restoration of land after completion of construction.

### **11.1.3 Reporting of Internal Monitoring**

133. The PDA will submit the RP internal monitoring reports to ADB on quarterly basis. These six-monthly monitoring reports will cover the status of RP implementation in terms of required mitigation measures and necessary remedial actions to effectively address adverse social and resettlement impacts due to project implementation, status of implementation of LRP and GRM, status of capacity building activities as well as documentation of complaints received and corresponding action/resolution. The SRS of DSC with support from STRPI will maintain up-to-date records of RP implementation and other social safeguard activities. The SRS of DSC with support from STRPI will provide findings of monitoring activities in Monthly Progress Reports regularly and compile them in six-monthly monitoring report under a separate sub-head "Internal Monitoring of RP Implementation", with details of the issues arise and the mitigation measures adopted under Grievance Redress Mechanism (GRM) and payment of resettlement assistance to DPs. The internal monitoring reports will be submitted to ADB on semi-annual basis during the project period. However, prior to mobilization of civil works in areas with LAR impacts, a completion report on payments of resettlement allowances and clearing of the site should be prepared by PDA which will be verified by an external monitoring expert/agency.

134. Implementation of appropriate measures during the design, construction, and operation phases of the PSBRTC Project will minimize negative impacts to acceptable levels. To ensure that these mitigation measures are implemented and negative impacts avoided, the measures will be included in contract specifications. Contractors' conformity with contract procedures and specifications and implementation of the approved RP and EMP during construction will be carefully monitored. The contractor will be required to follow standard construction practices and comply with a series of contractual requirements which will be monitored and supervised by STRPI of PDA and SRS under DSC, The Social and environmental monitoring of the project will be undertaken throughout construction and operation to ensure that the measures are being implemented efficiently.

## 11.2 External Monitoring

135. As per requirements of ADB SPS, the PDA, with the support of PMU, will hire services of a firm/NGO or a qualified and experienced external monitoring expert with advice and concurrence of ADB on the Consultants selection, to verify monitoring information of project to undertake resettlement monitoring during and an evaluation after the implementation of RP and LRP. The key responsibilities of the external monitor will be assessing the overall implementation approach, process, and outcome of the RP and LRP, and providing inputs to the PIU for taking corrective actions to resolve any issues. The expert will review the status of the RP and LRP implementation in the light of the policy, principles, targets, budget and duration that had been laid down in the RP. The key tasks during external monitoring include:

- i. Develop specific monitoring indicators for undertaking monitoring and evaluation for RP implementation including the community participation, consultation and disclosure;
- ii. Review results of internal monitoring and verify claims through random checking at the field level to assess whether resettlement objectives have been met. Involve the DPs, their representatives and community groups in assessing the impacts of resettlement for monitoring and evaluation purposes.
- iii. Review and verify the progress in RP implementation of the project and prepare six-monthly reports for the PIU and the ADB including implementation of LRP and GRM.
- iv. Evaluate and assess the adequacy of resettlement and rehabilitation assistance given in the LAPP and the livelihood opportunities and incomes as well as the quality of life of DPs after project-induced changes.
- v. Evaluate and assess the adequacy and effectiveness of the consultation process with DPs, particularly those vulnerable, including the adequacy and effectiveness of grievance procedures and legal redress available to the affected parties, and dissemination of information about these.
- vi. Verify the completion report prepared by PDA on payments of resettlement and rehabilitation assistance and clearing of the sites at with resettlement impacts.
- vii. Were resettlement and rehabilitation assistance being sufficient to cover loss of income.
- viii. Did relocation of vendors to alternative sites able to sustain their source of income, and without any formal or informal fees.
- ix. How many semi-skilled, skilled and unskilled labour and employment opportunities were provided to AHs in the project related works?
  - x. Any changes in restoration of businesses and income levels;
  - xi. How do the AHs assess the extent to which their own living standards and livelihoods have been restored?
- xii. Communications and reactions from DPs on entitlements, resettlement and rehabilitation assistance;
- xiii. Grievance procedures; recording of complaints, reporting and processing time, and their redressal.

## 11.3 Disclosure of Monitoring Reports

136. The PDA is required to submit RP external monitoring reports to ADB for review and posting on the ADB web site. These monitoring reports will be disclosed on the PDA website too. It is also

required that relevant information from the monitoring reports is disclosed to the DPs promptly upon submission. The “relevant information” in this context refers to the implementation status of RP and LRP, such as, information on financial progress/disbursement and progress (related to livelihood/income restoration, relocation or any information on resettlement assistance and rehabilitation, grievances; and corrective action plan). These issues are of direct relevance to the displaced persons, which also have the elements of participatory monitoring.

#### **11.4 Evaluation of RP Implementation and Management of Social Safeguard Issues**

137. The external monitoring firm/NGO/individual expert will conduct evaluation of RP and LRP implementation after its completion. Evaluation is summing up of an assessment of whether planned LAR activities have achieved their intended objectives. An assessment of resettlement outcomes is measured against baseline conditions. The evaluation exercise assesses resettlement efficacy, effectiveness, impact, and sustainability, drawing lessons to guide future course correction in resettlement planning. The evaluation will provide gender disaggregated information and concentrates on some of the following parameters:

- i. Efficacy of mechanisms and indicators for internal and external monitoring;
- ii. Mechanism used for consultation, participation and disclosure of information to DPs;
- iii. Effectiveness and efficiency of PIU and DSC in RP Implementation;
- iv. Assessment of the resettlement efficiency, effectiveness, impact and sustainability for drawing lessons for future resettlement policy formulation and planning.
- v. Evaluation of adequacy of resettlement assistance given to DPs and livelihood opportunities and incomes as well as the quality of life of DPs of project-induced changes.
- vi. Evaluation and assessment of the adequacy and effectiveness of the consultations process with DPs, particularly those vulnerable and severely affected, including the adequacy and effectiveness of livelihood restoration plan, grievance procedures and administrative and legal redress available to the affected parties, and dissemination of information about these.
- vii. Institutional arrangements; and
- viii. Level of satisfaction of DPs in the post resettlement period.

#### **11.5 Evaluation Report**

138. The firm/NGO/individual, engage for assessment and evaluation, will present the findings of the study in the form of a report to PDA, TransPeshawar and ADB.

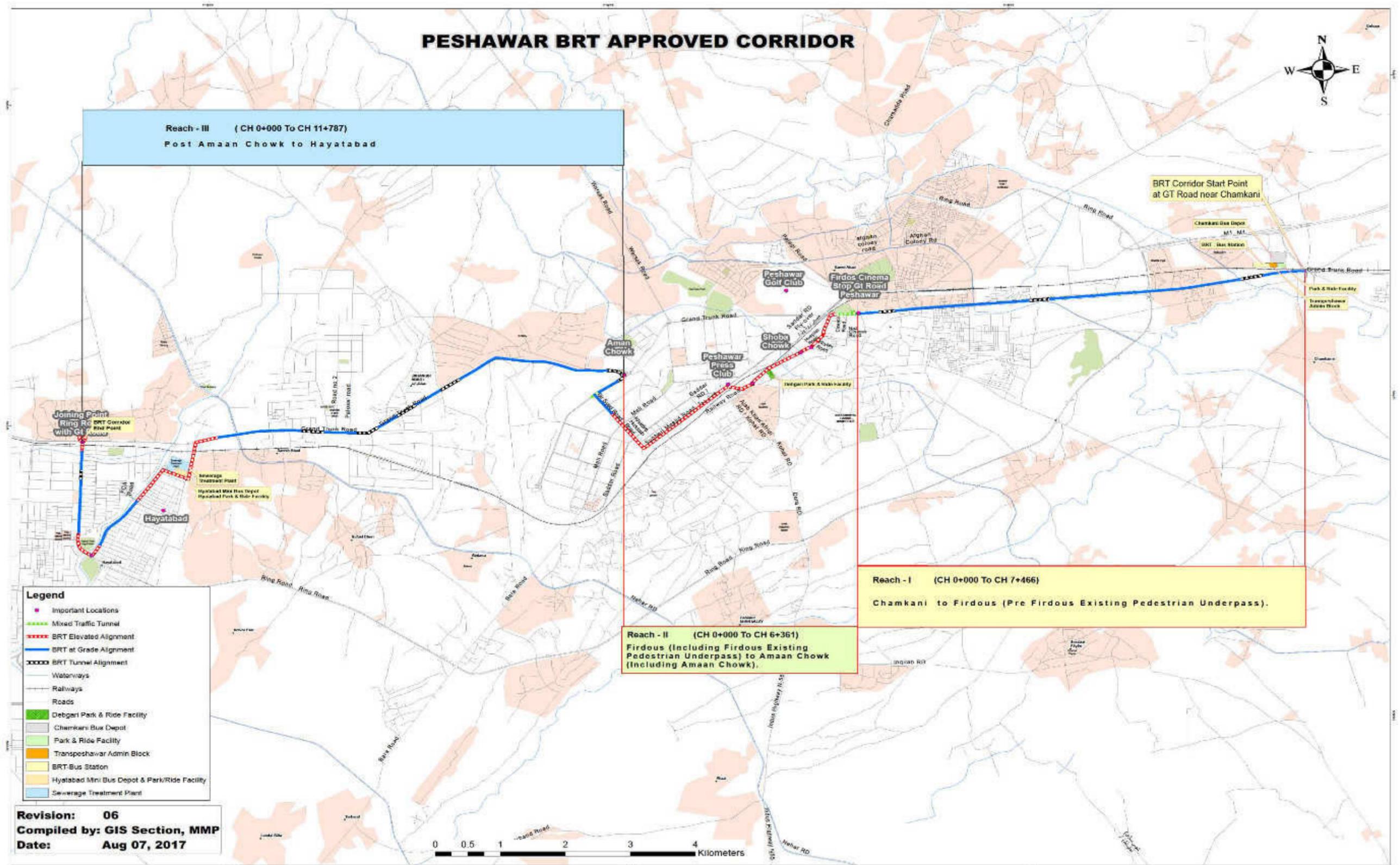
#### **11.6 Budget for External Monitoring and Evaluation**

139. A provision of PKR 2 million lump sum has been allocated for this activity in the budget of Reach 1 LARP.

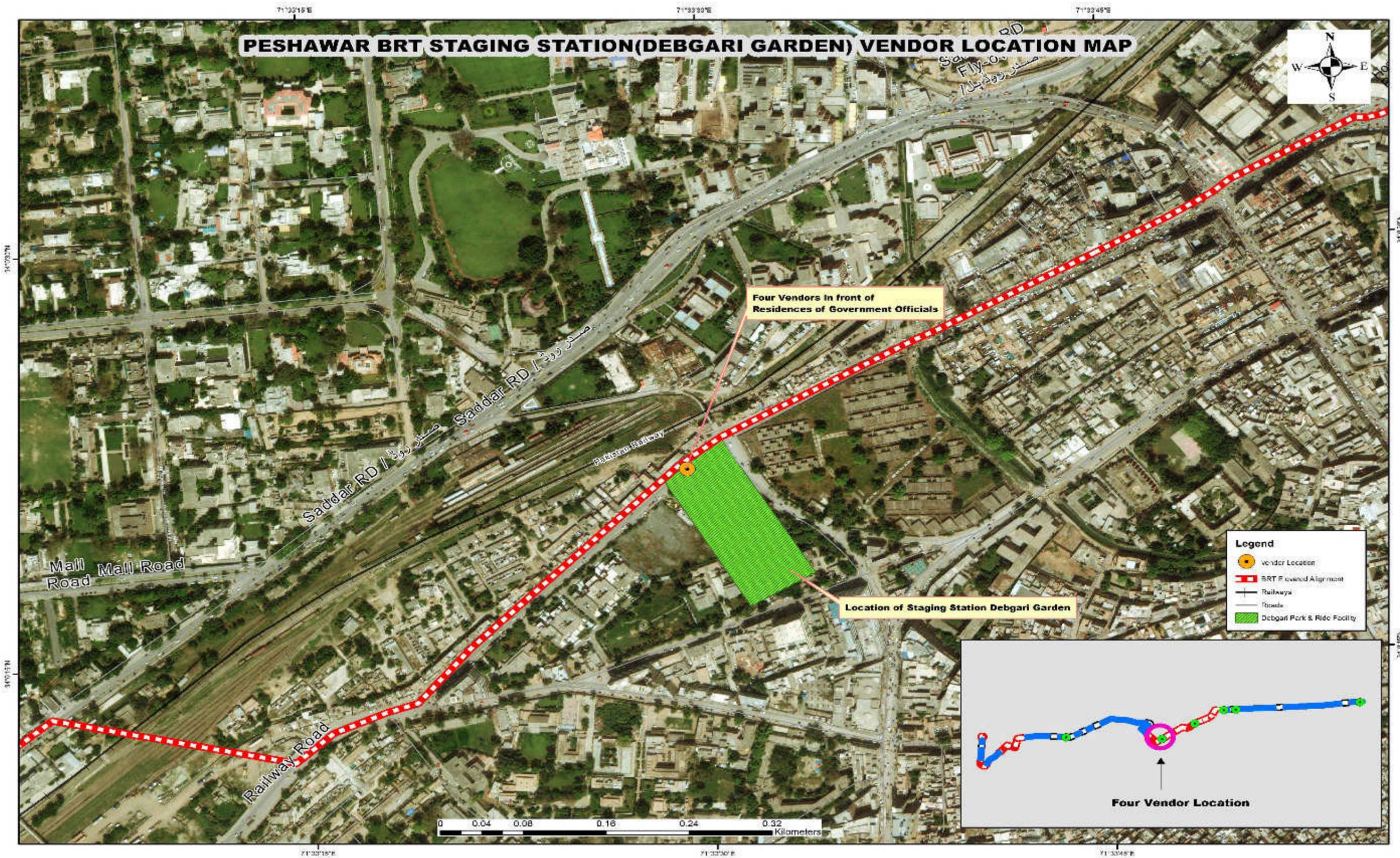
# **ANNEXURES**

## **RP Staging Station, Dabgari Garden**

Annex 1: Map showing BRT Alignment



Annex 2: GIS Map of the Staging Station Debgari Garden



**Annex 3: Name List of Vendors**

<b>S. No</b>	<b>L/R</b>	<b>Name of Vendor</b>	<b>RD</b>	<b>Type of Business</b>	<b>Land Mark</b>	<b>Sitting location</b>	<b>Phone Number</b>
1.	R-24	Rizwanullah	-	Small hotel	Opposite to Khalid medicose – Dubgeri Gardens	In front of Bangalo # 2	0302-9767631
2.	R-25	Salim	-	Choley&Lobia seller	Opposite to Madina Optical Services	-do-	0310-8354406
3.	R-26	Fahimullah	-	Choley Chat & Burger seller	Opposite to Khyber Medical Center	-do-	0314-2577255
4.	R-27	Sar Tor Khan	-	Corn Cob (Jawarbutta) seller	Opposite to Shah Baba Ziarat	-do-	0300-5960168

**معلوماتی کتابچہ برائے پشاور پائیدار تیز رفتار بس کوریڈور منصوبہ**

پشاور ریپڈ بس منصوبہ جو کہ ایک پائیدار اور تیز رفتار سفری مہولت کا منصوبہ ہے جو پشاور شہر میں محفوظ ، پائیدار اور تیز رفتار سفری مہولتیں مہیا کرے گا اور یہ نقل و حمل کے جدید انداز سے ٹریفک کے مسائل کو کم کرے گا جن کے کلیب نتائج سے پشاور شہر کے لوگوں کو عوامی نقل و حمل کو بہتر بنانے میں مدد ملے گی۔ اس منصوبے سے روزانہ 5 لاکھ مسافروں کو پائیدار محفوظ اور تیز رفتار سفری مہولت میسر ہوگی۔ اس منصوبے کے دو اہم حصے ہیں ایک 24.65 کلومیٹر لمبا کاروبار بنایا جانے والا جو کہ 16.302 کلومیٹر زمین پر اور 8.348 کلومیٹر سڑک سے بلند ہوگا اس کے علاوہ او ریپڈ بس کی مخصوص سڑک کے علاوہ مخلوط ٹریفک کی جگہ، بائیسکل چلانے کی جگہ، 39 جگہ پارکنگ کی مہولت ، پینل گزرنے کی جگہ، سڑک کے ساتھ سبز علاقہ ، 32 بس اسٹیشن مشرقی اور مغربی کنارے پر دو ٹیو ، 1 سکونتی اسٹیشن ، 2 یو موڑ ، 24 پینل چلنے والے پل اور سرنگ کے ساتھ رسائی کے ساتھ ایک راستہ 8 فیٹر راستے اور 102 سے زیادہ بس اسٹاپ، کم توانائی سے چلنے والی سٹریٹ لائٹس ، پانی کی نکاسی کا مربوط نظام ، موسمی تبدیلیوں سے ہم آہنگ ڈھانچہ ، جیسی مہولتیں شامل ہیں۔ اس کے ساتھ موثر منصوبہ جات کے انتظام ، اداروں کو ترقیاتی طور پر مضبوط کرنے اور باہمی برتری رکھنے والے عملے سے یہ منصوبہ مزین ہے۔

اس منصوبے سے ایک مربوط بس ریپڈ ٹرانزٹ کاروبار فراہم کیا جائے گا جس سے رسائی، مسافروں کے وقت کی بچت اور کارسواروں کے لئے بھیڑ کو کم کرنا اور گاڑی کے اخراجات کم کرنے ، کاربن کم پیدا ہونے جیسے فوائد شامل ہیں۔ جس کے نتیجے میں پشاور ایک زندہ، تیز اور خواتین کے لئے محفوظ اور مساوی حقوق والا شہر ہوگا۔

تفصیلی ٹیز ان کے کام کے حصے کے طور پر ایم ایم پاکستان کے ساتھ مئی 2017 میں پشاور ڈویلپمنٹ اتھارٹی کی طرف سے LARP کو اپ ٹیٹ کرنے کے لئے معاہدہ کیا گیا تھا (جو ابتدائی ڈیزائن کے بعد تیار کیا گیا) جیسے ADB نے اپریل میں منظوری دی۔

منظوری، نفاذ اور نگرانی کے عمل کو آسان بنانے کے لئے منصوبے کی زمین کے حصول اور اہل کاری کی ضروریات کو مدنظر رکھ کر بر مول کا سون کے لئے علیحدہ پیکیج تیار کئے گئے جس کے نتیجے میں یہ رپورٹس بنی۔

LAPP	= 1	چمکنی موڑ ٹا فردوس سینما
RP	= 2 - "	فردوس سینما ٹا امن چوک
RP	= 3 - "	امن چوک ٹا حیات آباد
LARP		ایسٹرن بس ٹیو
RP		سٹیجنگ فیسیلٹی
-		ویسٹرن بس ٹیو

یہ RP سٹیجنگ فیسیلٹی کے لئے بنایا گیا ہے جو ڈیگری گارڈن میں واقع ہے۔ یہ تمام درج ذیل ابواب وہ ساری معلومات فراہم کرتے ہیں جن سے معلومی اور فزیکل تفصیلات کو کم کرتے ہیں یا ان کا تدارک بنتے ہیں اور ADB کی پالیسیوں کے مطابق اثرات کو کم کرتے ہیں۔

یہ منصوبہ ایک تیزی سے مکمل ہونے والا منصوبہ ہے جو سخت وقت کی حدود کے ساتھ ڈیزائن اور لاگو کیا گیا ہے۔ وقت کی کمی نے اس میں بہت سے مسائل اور حدود مقرر کی ہیں جس پر عملدرآمد کے دوران ٹیٹے کی ضرورت ہے یہ حدود درج ذیل ہیں۔

اس منصوبے کا صحیح اور درست مقام اس کے ساتھ کی تفصیلات جن میں بس اسٹیشن، یوموڑ فلائی اوور۔ پینل چلنے والے پل۔ فیڈر روٹس۔ اف کوریڈر بس اسٹاپ ان تمام کو حتمی شکل دے دی گئی ہے یا دی جا رہی ہے۔ لہذا ان کا مطالعہ نہیں کیا جاسکتا۔ ڈیزائن ٹیم ان سے کسی

بھی بے ترتیب اثرات سے بچنے کے لئے مصروف عمل ہے۔ سوشل اور ری سیٹلمنٹ سٹاف، ڈیزائن اینڈ سپر ویژن کنسلٹنٹ کے تحت اس تمام ڈھانچے کے اثرات کا مطالعہ کریں گے جو ریج-1 کے اندر آتے ہیں۔ جب منصوبے کے عمل درآمد کے شروع میں ان کو دیکھا جائے گا۔ پھر اضافے کے بعد ان کو PDA کی توثیق کے بعد منظوری کے لئے ADB کو بھیجا جائے گا۔

#### اثرات اور ان کا تدارک :

- اس منصوبے سے کسی فزیکل سٹرکچر کا نقصان نہیں ہوگا۔
- سڑک کے کنارے بیٹھنے والے 04 چھوٹے کاروباری حضرات/ چھابڑی فروش کو عارضی طور پر تعمیر کے دوران بر اپنی جگہ چھوڑنی پڑے گی۔ جن کی آمدنی کے نقصان کا ازالہ کیا جائیگا۔

#### مشاورت

1 اگست 2016 سے 20 اگست 2017 تک پیچیدہ مسائل کو حل کرنے کے لئے لوگوں کے ساتھ مشاورت اور مذاکرات کا ایک طویل دور چلا۔ اداروں کے ساتھ بھی مشاورت کی گئی۔ اس LARP اور EMP میں تمام متاثرہ لوگوں کے خدشات اور تجاویز بھی شامل کی گئی ہے اور تمام مسائل کے حل کا تدارک بھی بتایا گیا ہے اس منصوبے کے عمل درآمد کے دوران تمام متاثرہ لوگوں اور اداروں کے ساتھ مشاورت کا عمل جاری رکھا جائے گا بحالی کی امداد حاصل کی اہلیت کی تاریخ ابتدائی ڈیزائن کے دوران 26 دسمبر 2016 تھی اور تفصیلی ڈیزائن کے وقت 20 اگست 2017 تھی۔ اس کے بعد تمام لوگ جو اہلیت اکر رکھتے بھی ہوں گے وہ بحالی کی امداد کے اہل نہیں ہوں گے۔ لیکن LARP کے حتمی ہونے کے دوران اگر وہ اپنی اہلیت کا ثبوت پیش کرے تو وہ اپنے شناختی کارڈ کی مقامی حکومت کے کسی عہدیدار کی تصدیق کے بعد اور 5 متاثرہ لوگوں کی تصدیق کے بعد جو 18 سال سے اوپر ہوں وہ محکمہ کی سوشل اور ری سیٹلمنٹ ٹیم جو PIU کی ہے دے دیگا۔ جس کی پڑتال ڈیزائن ٹیم سوشل ری سیٹلمنٹ ٹیم کرے گی۔

#### طے شدہ نقصان کی تلافی کا طریقہ کار :

- اس منصوبے میں متاثرہ لوگوں کو دوبارہ بحالی کا منصوبہ بھی شامل ہے جو ان لوگوں کی اقتصادی اور سماجی حالت کو بہتر کرے گا۔
- اسٹیکام / عبوری الاؤنس
- تعمیر کے دوران چھابڑی فروش/ چھوٹے کاروباری حضرات کو مناسب معاوضہ دے کر دوسری جگہ منتقل کرنا۔
- اضافی الاؤنس پرانے لاجاز/ مفلس
- تعمیر کے دوران سیکھنے یا کام کرنے کے مواقع

#### معلومات تک رسائی

LARP کا قومی زبان اردو میں ترجمہ کیا جائے گا، جو ADB اور PDA کی ویب سائٹس پر ظاہر کیا جائے گا۔ اور اس کے علاوہ اس کا ترجمہ ہر خاص جگہ پر رکھا جائے گا۔ جیسے منصوبے سے متعلقہ دفاتر یا متاثرہ لوگوں کے قابل رسائی مقامات پر رکھا جائے اور LARP کا خلاصہ اردو ترجمہ کے ساتھ تمام متاثرہ لوگوں سے مشاورت کا عمل جاری رکھے گی اور ان کو شکایات اور ان کے ازالے کے نظام کے بارے میں آگاہی نہیں دیں گی۔

#### شکایات کے ازالے کا طریقہ کار

تمام متاثرہ لوگوں کے شکایات کے ازالے کے لئے ایک تین درجے کا نظام وضع کیا گیا جو کہ وقت پر انصاف اور مسائل کا حل نکالے گا۔ شکایات کے ازالے کی اگلی مہم PIU چلانے گا۔ زبانی یا تحریری شکایات درست طریقے سے درج کی جائیں گی۔ اور آن لائن شکایات کے لئے ایک آن لائن ویب پیج بھی بنایا جائے گا۔

#### **LARP کے عمل کے لئے انتظامی معاملات اور صلاحیت بڑھانے کا عمل**

PDA اس منصوبے پر عمل درآمد کروانے والا ادارہ ہے اور یہ LARP کے عمل درآمد کے دوران بھی اپنا فریضہ سرانجام دے گا۔ PDA تمام اداروں کے ساتھ مل کر سماجی تحفظ کا خیال بھی رکھے گا۔ اور سماجی اور ماحولیاتی انتظام کی بھی نگرانی کرے گا۔

#### **بچٹ LARP**

4 چھوٹے کاروباری حضرات کو ان کی جگہ سے ہٹنے کے لئے جو ان کا آمدنی کا نقصان ہوگا اس کے لئے 0.2 ملین پاکستانی روپے رکھے گئے اور 0.056 ملین پاکستانی روپے بعد کے اخراجات کے لئے رکھے گئے ہیں۔

#### **عمل درآمد کا طریقہ کار**

اس منصوبہ میں LARP کے عمل درآمد کا دورانیہ 6 مہینے ہوگا جو کہ اکتوبر کے تیسرے ہفتے 2017 سے اپریل کے چوتھے ہفتے 2018 تک ہوگا۔

#### **داخلی نگرانی کا طریقہ کار**

PIU کی سوشل ری سٹیمنٹ کے ساتھ PDA، LARP کے عمل درآمد کی داخلی نگرانی کا ذمہ دار ہوگا۔ اور ٹیزائن ٹیم کی سوشل ٹیم بھی اس معاملے میں PDA کی مدد کرے گی۔ منصوبے کے عمل درآمد کے دوران 6 ماہ بعد PDA داخلی نگرانی کی رپورٹ ADB کو بھیجے گا۔ PIU کسی فرم/ NGO یا انفرادی طور پر ADB کی اجازت سے بیرونی نگرانی کے لئے کسی کو رکھے گا۔ LARP کے عمل درآمد کے بعد LARP کے نتائج کا جائزہ لیا جائے گا۔ اور اس بات کا تعین کیا جائے گا کہ کیا ان سرگرمیوں نے اپنے مقاصد کو حاصل کیے۔ اور اس نتائج کی رپورٹ عام لوگوں کو بتائی جائے گی۔