



MINISTRY OF SANITATION AND WATER RESOURCES (MSWR)

**GREATER ACCRA METROPOLITAN AREA (GAMA) SANITATION AND WATER
PROJECT
(ADDITIONAL FINANCING)**

RESETTLEMENT POLICY FRAMEWORK

APRIL, 2020



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ABBREVIATIONS AND ACRONYMS

AdMA	-	Adentan Municipal Assembly
AMA	-	Accra Metropolitan Assembly
ARAP	-	Abbreviated Resettlement Action Plan
ASHMA	-	Ashaiman Municipal Assembly
BP	-	Bank Policy
CAPEX	-	Capital Expenditures
CBOs	-	Community Based Organization
CLS	-	Customary Land Secretariat
CSOs	-	Civil Society Organizations
DA	-	District Assemblies
DP	-	Displaced Persons
EIA	-	Environmental Impact Assessment
EPA	-	Environmental Protection Agency
ES	-	Executive Summary
ESIA	-	Environmental and Social Impact Assessment
ESICApps	-	Expanded Sanitation Inspection Compliance Application
ESICOME	-	Expanded Sanitation Inspection and Compliance [
ESMF	-	Environmental and Social Management Framework
ESMP	-	Environmental and Social Management Plan
ESP	-	Environmental Sanitation Policy
FLL	-	Field Level Leadership
GAMA	-	Greater Accra Metropolitan Area
GCMA	-	Ga Central Municipal Assembly
GEMA	-	Ga East Municipal Assembly
GKMA	-	Greater Kumasi Metropolitan Assembly
GoG	-	Government of Ghana
GRC	-	Grievance Redress Committee
GRM	-	Grievance Redress Mechanism
GSMA	-	Ga South Municipal Assembly
GSS	-	Ghana Statistical Service
GWCL	-	Ghana Water Company Limited
GWMA	-	Ga West Municipal Assembly
IDA	-	International Development Association
KATH	-	Komfo Anokye Teaching Hospital
KMA	-	Kumasi Metropolitan Area
KTA	-	Kumasi Traditional Area
LaDMA	-	La Dade- Kotopon Municipal Assembly,
LaNMA	-	La Nkwantanang Municipal Assembly
LEKMA	-	Ledzokuku Krowor Municipal Assembly
LI	-	Legislative Instrument
LIUCs	-	Low Income Communities
LVD	-	Land Valuation Division
M&E	-	Monitoring and Evaluation

MA	-	Municipal Assembly
MCA	-	Market Comparison Approach
MEP	-	Monitoring and Evaluation Plan
MHM	-	Menstrual Hygiene Management
MLGRD	-	Ministry of Local Government and Rural Development
MMA	-	Metropolitan and Municipal Assembly
MMDA	-	Metropolitan, Municipal and District Assemblies
MoF	-	Ministry of Finance
MSWR	-	Ministry of Sanitation and Water Resources
NGO	-	Non-Governmental Organization
NRW	-	Non-Revenue Water
NWP	-	National Water Policy
OP	-	Operational Policy
OPEX	-	Operating Expenses
PAPs	-	Project Affected Persons
PAPs	-	Project Affected Persons
PCU	-	Project Coordinating Unit
PDO	-	Project Development Objective
PIP	-	Performance Improvement Program
PNDC	-	Provisional National Defense Council
RAP	-	Resettlement Action Plan
RCA	-	Replacement Cost Approach
RPF	-	Resettlement Policy Framework
SCADA	-	Supervisory Control and Data Acquisition
SWP	-	Sanitation and Water Project
TA	-	Technical Assistance
TMA	-	Tema metropolitan assembly
TOR	-	Terms of Reference
UOF	-	Utility of the Future
WASH	-	Water, Sanitation and Hygiene

GLOSSARY OF TERMS

Beneficiary Community	All persons and households situated within the project community who voluntarily or involuntarily are part of the Project
Census	A field survey carried out to identify and determine the number of Project Affected Persons (PAPs) or Displaced Persons (DPs) as a result of land acquisition and related impacts. The census provides the basic information necessary for determining eligibility for compensation, resettlement, and other measures emanating from consultations with affected communities and the local government institutions.
Compensation	The payment in kind, cash or other assets given in exchange for the acquisition of land including fixed assets, is called compensation. These include other impacts resulting from activities to rehabilitate or cushion the impacts from displacement.
Cut-off Date	Date of completion of the census and assets inventory of persons affected by the project. Persons occupying the project area after the cutoff date are not eligible for compensation and/or resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the date of completion of the assets inventory, or an alternative mutually agreed on date, will not be compensated.
Eligibility	Definition of displaced persons and criteria for determining right for compensation and other resettlement assistance, including relevant cut-off dates.
Entitlements	The benefits set out in the resettlement instrument (e.g. ARAP, RAP etc.), including financial compensation; the right to participate in livelihood restoration programs; housing, house sites and service provision; and, transport and other short-term assistance required to resettle or relocate.
Replacement Cost	<p>The rate of compensation for lost assets must be calculated at full replacement cost, that is, the market value of the assets plus transaction costs. With regard to land and structures, “replacement costs” can be defined as follows:</p> <ul style="list-style-type: none"> • agricultural land—the market value of land of equal productive use or potential located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, plus the cost of any registration and transfer taxes; • land in urban areas—the market value of land of equal size and use, with similar or improved public infrastructure facilities and services preferably located in the vicinity of the affected land, plus the cost of any registration and transfer taxes; • household and public structures—the cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labor and contractors’ fees and any registration and transfer taxes

Grievance Mechanism	The RPF contains a grievance mechanism based on policies and procedures that are designed to ensure that the complaints or disputes about any aspect of the land acquisition, compensation, resettlement, and rehabilitation process, etc. are being addressed. This mechanism includes a procedure for filing of complaints and a process for dispute resolution within an acceptable time period.
Implementation Schedule	The implementation schedule that outlines the time frame for planning, implementation, and monitoring and evaluation of the RAPs for sub- projects, if applicable.
Involuntary Resettlement	Resettlement is involuntary when it occurs without the informed consent of the displaced persons or when consent is given without having the power to refuse resettlement.
Land Acquisition	Process whereby a public authority, usually in return for compensation, requires a person, household, or community to relinquish rights to land that it occupies or otherwise uses
Project Affected Persons	<p>Project affected persons (PAPs) are persons affected by land and other assets loss as a result of the project. These person(s) are affected because they may lose, be denied, or be restricted access to economic assets; lose shelter, income sources, or means of livelihood.</p> <p>PAP's under this project may broadly be classified under the following categories.</p> <p>Those suffering loss of:</p> <ul style="list-style-type: none"> • Assets used for commercial/residential or gardening purposes • Structures and/or assets used for residential or commercial purposes • Income dependent on structures or assets affected • Structures being used as common property, • Social infrastructures such as water facilities, electricity poles or lines and during the construction of the sewer lines suffer damage to their property caused by construction teams. This could include, for instance damage to fruit trees and fence walls.
Project Impacts	Impacts on the people living and working in the affected areas of the project, including the surrounding and host communities are assessed as part of the overall evaluation of the project.
Resettlement Assistance	Support provided to people who are physically displaced by a project. Assistance may include transportation, food, shelter, and social services that are provided to affected people during their relocation. Assistance may also include cash allowances that compensate affected people 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
Resettlement	All measures taken to mitigate all adverse impacts of the Project on PAP's property and /or livelihood, including compensation, relocation (where relevant), and rehabilitation of the damaged/removed infrastructure and installations.

Resettlement Action Plan (RAP)	The RAP is a resettlement document to be prepared when sub-project locations are identified. In such cases, land acquisition leads to physical displacement of persons, and/or loss of shelter, and /or loss of livelihoods and/or loss, denial or restriction of access to economic resources. RAPs are prepared by the implementing agency and contain specific and legal binding requirements to resettle and compensate the affected people before project implementation.
Policy Framework (RPF)	RPF sets out the objectives and principles, organizational arrangements, and funding mechanisms for any resettlement, that may be necessary during implementation. The RPF guides the preparation of Resettlement Action Plans (RAPs), as needed, for sub-projects.
Reinstatement Cost	Reinstatement cost refers to the amount sufficient to cover full recovery of lost assets and related transaction costs.
Rights and Entitlements	Rights and entitlements are defined for PAPs (with the cut-off date) and cover those temporarily losing businesses, jobs, and income. These include options for cash compensation. Options regarding community and individual temporal relocation, and provisions and entitlements to be provided for each affected person will be determined and explained, usually in a compensation matrix.
Vulnerable Persons	People who by gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement than others and may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

EXECUTIVE SUMMARY

Introduction

The Government of Ghana, acting through the Ministry of Sanitation and Water Resources, is implementing the Greater Accra Metropolitan Area (GAMA) Sanitation and Water Project (GAMA SWP) with financing from the International Development Association (IDA) administered by the World Bank. The project development objective of the GAMA SWP is to increase access to improved sanitation and improved water supply in GAMA with emphasis on low income communities and to strengthen management of environmental sanitation in the GAMA.

The government has requested for Additional Financing (AF) from the IDA to deepen the gains of the project within GAMA as well as complete ongoing sanitation and water services construction and rehabilitation activities. The AF includes extension of the project to cover all 25 Metropolitan and Municipal Assemblies in GAMA and geographical extension of the project to cover 8 Metropolitan and Municipal Assemblies in the Greater Kumasi Metropolitan Area (GKMA) in order to replicate the original GAMA SWP project activities in the Ashanti region of Ghana and to support the preparation for new scale-up national programmatic intervention.

Need for RPF

The Environmental Assessment (EA) for the original project is Category A and this GAMA AF is expected to maintain the same EA category. In addition, like that parent project, the AF is expected to trigger the following safeguards policies Environmental Assessment (BP/OP 4.01), Involuntary Resettlement (BP/OP 4.12) and Natural Habitats (BP/OP 4.04)..

A Resettlement Policy Framework (RPF) was prepared for the parent project in 2013 (final draft February 2013). The current document is an update from the 2013 version, to incorporate additional interventions under the Additional Financing. The AF may involve land take and involuntary resettlement and economic displacement. At the time of the AF preparation, locations where subproject interventions will be implemented are unknown in sufficient details. Therefore, this RPF is prepared as a suitable safeguard document to guide project screening and the preparation and implementation of specific Resettlement Action Plans (RAP) as needed when the exact subproject locations, implementation design is known. The RPF will apply to *all locations of sub-projects/activities to be identified under the AF*. A stand-alone safeguard document prepared along with this RPF is the Environmental and Social Framework (ESMF) to provide guidance for addressing potential environmental and social impacts that may result from civil works.

Project location

GAMA project AF will cover all 25 Metropolitan and Municipal Assemblies in GAMA and 8 Metropolitan and Municipal Assemblies in the Greater Kumasi Metropolitan Area (GKMA) in the Ashanti region. In GAMA, the project covers the following Assemblies presented in tables ES1a and ES1b.

Table ES 1a: Participating MMAs in GAMA

#	MMAs	#	MMAs
1	Ga South Municipal Assembly	14	Ablekuma North Municipal Assembly
2	Ga Central Municipal Assembly	15	Ablekuma West Municipal Assembly
3	Ga West Municipal Assembly	16	Ablekuma Central Municipal Assembly
4	Ga East Municipal Assembly	17	Ayawaso North Municipal Assembly
5	Ga North Municipal Assembly	18	Ayawaso West Municipal Assembly
6	La Nkwantanang Medina Municipal Assembly	19	Ayawaso East Municipal Assembly
7	La Dade Kotopon Municipal Assembly	20	Ayawaso South Municipal Assembly
8	Adentan Municipal Assembly	21	Accra Metropolitan Area
9	Tema Metropolitan Assembly	22	Weija-Gbawe Municipal Assembly
10	Tema West Municipal Assembly	23	Krowor Municipal Assembly
11	Ashaiman Municipal Assembly	24	Ledzokuku Municipal Assembly
12	Kpone Katamanso Municipal Assembly	25	Osu Klortey Municipal Assembly
13	Okaikoi North Municipal Assembly		

The beneficiary Metropolitan and Municipal Assemblies in the Greater Kumasi Metropolitan Area (GKMA) are presented in table ES1b.

Table ES 1b: Participating MMAs in GAMA

#	MMAs	#	MMAs
1	Kumasi Metropolitan Assembly	5	Suame Municipal Assembly
2	Asokore Mampong Municipal Assembly	6	Kwadaso Municipal Assembly
3	Ejisu Municipal Assembly	7	Oforikrom Municipal Assembly
4	Asokwa Municipal Assembly	8	Tafo Municipal Assembly

Legal framework

The preparation of this RPF was guided by the Ghana legal framework on involuntary resettlement and World Bank OP 4.12. This section describes the existing legal, institutional and regulatory framework in Ghana that relates with land administration, land tenure and land use. It also involves the appraisal of different legal instruments regarding government and individual acquisitions, resettlement and compensation policies in Ghana. It is the policy of the Government of Ghana to pay compensation or offer resettlement assistance to people whose properties, lands, or landed property are affected by projects being undertaken by the government. The applicable Ghanaian legal framework consists mainly of the following:

1. The Constitution of Ghana (1992),
2. The Ghana National Land Policy (1999),
3. Administration of Lands Act, 1962, Act 123
4. The State Lands Act, 1963, Act 125, as amended, and the
5. The Arbitration Act, 1961, Act 38
6. Lands (Statutory Wayleaves) Act 1963, (Act 186).

These laws principally govern the compulsory acquisition of land in Ghana and helped inform this

RPF, under which the project will be implemented.

The relevant World Bank operational policy (OP 4.12), which addresses land acquisition and involuntary resettlement was reviewed, and also informed this RPF. It is noted in this RPF that in the event of divergence between the two, the World Bank safeguard policy shall take precedence over Ghana's laws.

Potential impacts

The AF project interventions present significant social and environmental risks as they will involve the acquisition of land and involuntary resettlement. Based on experience under the parent project, the AF project implementation may result in physical and economic displacement of local populations, occupational health and safety concerns, and restriction of access to residential and commercial properties and therefore the need for mitigation measures. In particular, the process of implementing physical works and the (in)actions of contractors are expected to extend both positive and negative social impacts through interactions with the human and natural environment of the project. Thus, adequate measures must be put in place in order to ensure that all subprojects are screened for potential resettlement and where resettlement is anticipated, that the appropriate steps are taken to prepare Resettlement Action Plans and compensate project affected persons.

RPF Implementation

The institutional roles and responsibilities on administration of resettlement and compensation issues under the GAMA AF have been presented in the table ES2 below.

ES2: RPF Implementation

NO.	ACTIVITY	RESPONSIBLE AGENCY
1	Liaising with World Bank/Project Supporters	Project Coordinating Unit (PCU)
2	Coordination of Activities	PCU
3	Preparation of RPF	PCU
4	Disclosure of RPF	PCU/World Bank
5	Selection of Sub-Projects	PCU/ MMAs/ MSWR
6	Valuation of Affected Properties	Ministry of Lands and Natural Resources; and Land Valuation Division of the Lands Commission/ Resettlement Consultant
7	Preparation and implementation of RAP	PCU/GWCL
8	Disclosure of RAP	PCU/GWCL/World Bank
9	Preparation of RAP Completion report	PCU/GWCL

Grievance Redress Mechanism

The AF project will use the existing Grievance Redress framework under the parent project to address complaints from affected persons. The multi-tier level grievance redress process used under parent project will be replicated in the participating MMAs in GKMA. The PCU, GWCL and MMAs will incorporate the use of existing local grievance redress process available in the beneficiary communities to addressing project related disputes as was done under the parent project. Full detail of the process and content of the GRM is contained in section 10 of this RPF.

Monitoring and evaluation

The PCU and MMAs will conduct periodic monitoring and evaluation throughout the resettlement implementation process. This is to ensure that resettlement implementation is carried out in accordance with the relevant requirements of this RPF. The actions will be monitored and evaluated internally by a Monitoring and Evaluation team at each participating MMA. This RPF contains a Monitoring and Evaluation Plan (MEP) with indicators that the MEP will measure which includes: (i) impacts on affected individuals, households, and communities to be maintained at their pre-project standard of living, or better; (ii) compensation disbursement; and (iii) management of disputes or conflicts. The monitoring unit of the MMAs will submit periodic (preferably quarterly) reports to the PCU. The report will at least cover status of compensation disbursement, nature of complaints, redress actions and follow-ups.

Public Consultation

This GAMA AF RPF is based on recognition of the importance of stakeholders' consultation and participation. Broad based consultations were held in the participating MMAs from 1st February to 15th March 2020 to build trust, legitimacy, harness inputs and concerns that will help the implementation of the project and provide useful guides for subsequent consultations during the stage of preparation of site specific RAPs/ARAPs by the respective participating MMAs.

The preparation of this RPF builds on the public consultation that began during the preparation of the parent project and was strengthened as part of implementation of the parent project. The consultation will continue throughout the implementation of GAMA AF.

Estimate of Project Affected People

At this preparatory stage, subproject specific locations are currently unknown. In view of the above, reliable estimates of the number of potential project-affected persons are not possible to make at this point. Notwithstanding, this RPF is prepared to provide guidance and process for preparing an abbreviated resettlement action plan (ARAP) or a full Resettlement Action Plan (RAP). ARAP will be prepared when less than 200 persons are adversely affected at a given subproject site. RAP is required when more than 200 people are affected in a given subproject site. In projects expected to produce severe impacts, but affecting fewer than 200 people overall, a full RAP is required.

Estimated Budget for RPF Implementation

Table ES 3A and 3B below provides an indicative budget for the RPF and RAP implementation. These indicative budgets have been provided based on experience with resettlement implementation under the parent project. Final Resettlement cost estimates and budget will be clarified during implementation.

ES 3A: Estimated Budget for RPF Implementation

No.	Item	Description	Unit Cost \$	No. per annum	Total Cost \$
1	Training and Sensitization/ Awareness Creation of new MMAs	Workshop for MMA project teams including safeguard officers in GKMA	10,000	4	40,000

No.	Item	Description	Unit Cost \$	No. per annum	Total Cost \$
2	Sub metro, Zonal Council trainings for Assembly members, community leaders	Sub metro, Zonal Council workshops	5,000	8	40,000
3	Media, CSOs, NGOs, Design and Supervising engineers and Contractors	Workshops	10,000	4	40,000
4	Information and communication cost	Radio Discussions, announcements/print media announcements	Least cost	-	5,000
5	Printing of copies of RPF	Printing of copies of RPF for distribution to stakeholder	Least cost	-	2,500
6	RPF Disclosures	Publication of Disclosure notice of RPF in National Dailies and project communities	Least cost	-	2000
	Total				129,500

ES 3B: Indication Resettlement Cost Estimation

No.	Item	- Description	Unit Cost \$	No. per annum	Total Cost \$
1	RAP preparation cost	- Field visit, census and survey of PAPs and inventory and valuation of assets, cost of information and consultation, site specific reports - (inception, draft and final report writing)	Least cost	2	100,000
2	Compensation cost	- Compensation for lost assets (land, structures etc.) - Cost of replacement land - Cost of preparation of replacement farmland	200,000	2	400,000

No.	Item	Description	Unit Cost \$	No. per annum	Total Cost \$
3	Relocation and transfer	<ul style="list-style-type: none"> - Cost of moving and transporting movable items - Cost of replacement housing - Cost of site and infrastructure development services - Subsistence allowance during transition and - Cost of replacement businesses and downtime 	50,000	1	50,000
4	Income restoration plan	<ul style="list-style-type: none"> - Cost estimates for income restoration plans (e.g. training, small business, community enterprise, etc.) - Cost of incremental services (extension, health, education) - Environmental enhancement package (forestry, soil conservation, grazing land etc.) 	30,000	1	30,000
5	Grievance Redress Mechanism	- GRM Activities in MMAs	5000	8	40,000
6	Printing of copies of RAP	- Printing of copies of RAP for distribution to stakeholder	Least cost	-	2,500
7	RAP Disclosures	- Publication of Disclosure notice of RAP in National Dailies and project communities	Least cost	-	2,000
8	Resettlement Audit	- annual Resettlement Audit	Least cost	1	50,000
9	Administration costs	<ul style="list-style-type: none"> - Physical facilities (office space, staff housing, etc.) - Transport/vehicles, materials - Operational staff (managerial, technical) and support staff - Training and monitoring 	5000		40,000
	Subtotal				1,160,000
		- Contingency (10%) of total estimate			116,000
	Grand Total				1,276,000

Cost of Land acquisition and compensation payment to PAPs are not funded by IDA under this project. The government will provide land for the project and where necessary provide funds to pay in-kind and cash compensation to all PAPs under the project.

Disclosure

This RPF will be disclosed publicly in-country at beneficiary Metropolitan and Municipal Assemblies, Ghana Environmental Protection Agency (EPA) and all relevant Ministries, Departments and Agencies including GAMA Project Coordinating Unit and the Ghana Water Company Limited. The instrument will also be disclosed on the World Bank external website. When project locations are identified, individual RAPs/ARAPs will be prepared for each sub-project as needed, based on the guidelines provided in this RPF and will be disclosed in the same manner.

1.0. INTRODUCTION

1.1 Background

The Government of Ghana, acting through the Ministry of Sanitation and Water Resources, is implementing the Greater Accra Metropolitan Area (GAMA) Sanitation and Water Project (GAMA SWP) with financing from the World Bank. The project development objective of the GAMA SWP is to increase access to improved sanitation and improved water supply in GAMA with emphasis in low income communities and to strengthen management of environmental sanitation in the GAMA. The Project supports originally eleven (11) but, now twenty- five (25) Municipal and Metropolitan Assemblies spread across the Greater Accra Region. This is in support to the Environmental Sanitation Policy (ESP) where environmental sanitation is considered to be a powerful driver of human development as it affects quality of life, improving health and rising wealth; and contributes to the goals set in the National Water Policy (NWP - 2007).

The government has requested for Additional Financing from the IDA for four years to deepen the gains of the project within GAMA as well as complete ongoing sanitation and water services construction and rehabilitation activities. The additional finance will also extend and replicate the original GAMA SWP project activities to Greater Kumasi Metropolitan Area (GKMA) in the Ashanti Region of Ghana and support the preparation for new scale-up national programmatic intervention.

The parent project safeguards was rated Category A as a result of the scope of project activities and anticipated social and environmental impacts. This safeguards rating has been maintained for the AF project. Apart from the Environmental Assessment (BP/OP 4.01), Involuntary Resettlement (BP/OP 4.12) and Natural habitat (BP/OP 4.04) safeguards policies which were triggered under the parent project, the AF did not trigger any additional World Bank safeguards policy. The Resettlement Policy Framework (RPF) prepared for the parent project in February 2013 has been reviewed and updated to incorporate additional interventions under the Additional Financing. The AF may involve land take and involuntary resettlement and economic displacement. At the time of this AF project preparation, locations where subproject interventions would be implemented are unknown in sufficient details. Therefore, this RPF prepared as a suitable safeguard document to guide the preparation and implementation of specific Resettlement Action Plan (RAP) when the exact subproject locations, implementation design and PAPs have been sufficiently known. The RPF will apply to *all locations of sub-projects/activities to be identified under the AF*. A stand-alone safeguard documents prepared along with this RPF is the Environmental and Social Framework (ESMF) to provide guidance for addressing potential environmental and social impacts that may result from civil works.

1.2 Rationale for The Additional Financing

Since 2015, the parent GAMA Sanitation and Water Project has made significant achievements. The achievements include:

- a. ***Inclusive and affordable household toilets:*** Construction of over 27,000 toilets as of Dec. 2019 in low income areas within GAMA. The project has already exceeded its target of 19,100 household (HH) toilets thus benefiting 218,000 people.

- b. ***Water Supply provision to low-income communities:*** The project constructed about 281 km of pipelines, with 8,830 new connections and 114 standpipes providing access to water supply to 367,000 low income urban communities exceeding the targeted 250,000 people.
- c. ***Inclusive and gender conscious school sanitation facilities:*** The project has implemented disability friendly and menstrual hygiene management (MHM) considerate school toilets with separate blocks for boys and girls; Out of the 406 units planned to be constructed or rehabilitated under the project, 339 facilities have been completed and handed over while the remaining ones are over 97 percent completed.
- d. ***Flood protection and mitigation facilities:*** The project completed construction of drainage structures at critical junctions that substantially reduced the destructive impact of recurring flood in the city. The North Odorkor/Kaneshie 1st Light Culvert Drain improved; Mallam Junction Culvert Drain completed; Gbawe Culvert and Drains completed and extended; and Agbogba Culvert and Drains – completed. Similarly, the project accomplished desilting and dredging of 19 existing drains across the city.
- e. ***Forward looking actions:*** The project supported the development of a bio-digester construction manual in partnership with several other stakeholders, to serve as a national guideline for the use of bio-digesters.
- f. ***Simplified monitoring tools:*** The ESICOME mobile application (ESICApps) for data collection for Environmental Health activities has been developed and rolled out in selected MMAs in GAMA. The App was tested beginning June 2018. Expanded Sanitation Inspection and Compliance [ESICOME] is an Environmental Health and Sanitation Directorate initiative, to equip sanitation inspectors with ICT tools to aid in evidence-based inspection reporting.
- g. ***Sustainability:*** All the project activities have been implemented with participation of the project beneficiaries, using local capacity and above all with a subsidy mechanism that enabled the LIUCs to participate and benefit from the project. The project introduced mobile aided system to enable the beneficiary community save money for contribution to the capital expenditure (CAPEX) and operational expenditure (OPEX).

The AF will be for four (4) years duration to deepen the gains of the project and to increase access to sanitation and water supply services in low income areas within GAMA as well as complete ongoing sanitation and water services construction and rehabilitation activities. The additional finance will also extend and replicate the original GAMA SWP project activities to Greater Kumasi Metropolitan Area in the Ashanti Region of Ghana and support the preparation for new scale-up national programmatic intervention.

Similar to safeguards risks rating of the GAMA SWP, the PDO for the Additional Financing has been maintained to increase access to improved sanitation and improved water supply in the Greater Accra Metropolitan Area (GAMA) and Greater Kumasi Metropolitan Area (GKMA) with emphasis on low income communities and to strengthen management of environmental sanitation in the areas.

The AF will be implemented in 25 MMAs across GAMA area and 8 MMAs in GKMA targeting low income communities where environmental sanitation management is poor due to the lack of access to sanitation facilities by majority of the residents and there is dire need for interventions to reverse the situation. As a result, some activities will be implemented immediately in GAMA after AF approval while others will be implemented in subsequent years over the AF life as and when designs and specific sites are determined.

The safeguards instruments of the parent project have been updated to reflect the environmental and social conditions in GKMA in accordance with the World Bank's Safeguards policies on Involuntary Resettlement (BP/OP 4.12). These frameworks together with the relevant Ghanaian laws and regulations will provide the frameworks for assessing and managing the social and environmental impacts of the AF project.

As designs and specific locations for some subprojects have not been determined, the Ministry of Sanitation and Water Resources through the GAMA Project Coordinating Unit (PCU) has updated the ESMF and RPF to guide screening of future subprojects for impacts and mitigation planning. This RPF sets out the framework under which the project will assess, plan and mitigate potential impacts of sub-project activities in terms land acquisition and involuntary resettlement.

1.3 Principles and Objectives of the RPF

The purpose of the RPF is to clarify resettlement principles, guidelines and procedures, determine eligibility criteria, compensation entitlement, organizational arrangements, and guidelines for the preparation of Resettlement Action Plan (RAP) or Abbreviated Resettlement Action Plan (ARAP) to mitigate involuntary resettlement impacts on affected people and communities under the AF. The RPF is to:

- Establish the project's resettlement and compensation principles and implementation arrangements where resettlement is unavoidable;
- compensate at full replacement cost, provide livelihood assistance and where necessary provide specialized assistance for vulnerable households.
- Ensure that all resettlement and compensation activities under the project is conducted in accordance with the provisions of relevant Ghanaian laws and the objectives of the World Bank Involuntary Resettlement Policy;
- Describe the legal and institutional arrangements for resettlement planning and implementation, taking into considerations relevant country regulations and the World Bank policy on involuntary resettlement (OP 4.12);
- Establish the eligibility criteria for identification of project affected persons (PAPs) and resettlement matrix entitlements. The matrix will include material measures including cash compensation, replacement of land and structures, and in some cases support for livelihood restoration;
- Describe the consultation processes and procedures and participatory approaches involving PAPs and other key stakeholders; and
- Provide procedures for grievance redress and resolution of disputes.

The RPF will apply to *all locations of subprojects/activities to be identified/areas under the AF*. The procedures to be carried out throughout preparation and implementation, and impacts of any potential resettlement will be participatory and include in monitoring and evaluation

(M&E) activities. When Resettlement Action Plan (RAP) is required, the instrument will be prepared in accordance with guidance provided in this RPF, including Detailed Measurement Surveys, Identification (Census) of PAPs/displaced persons, and stakeholder consultations, grievance redress procedures and disclosure procedures.

The overall objective of the RPF is to guide the project to conduct all resettlement and compensation activities under the project in accordance with the provisions of relevant Ghanaian laws and the objectives of the World Bank involuntary resettlement policy to:

- (i) avoid or minimize resettlement,
- (ii) compensate at full replacement cost,
- (iii) provide livelihood assistance
- (iv) where necessary provide specialized assistance for vulnerable households.

1.4 Approach to the RPF

This RPF draws from the government's experience and lessons learnt on resettlement under the parent project. Prior to preparing the framework, the Ministry consulted with a cross-section of institutional and community stakeholders. The key stakeholders engaged include the relevant government ministries, department and agencies, Metropolitan and Municipal Assemblies and some affected communities. The stakeholders urged government to expedite implementation of the parent project interventions to deepen the gains and to improve environmental sanitation and water supply services across GAMA and GKMA.

1.5 Desk review of baseline information

The team also reviewed existing reports on environmental and social concerns associated with the proposed investments under the additional finance project. Experience and lessons learnt under the implementation of resettlement action plans under the parent project was collated and analyzed, including relevant country laws and regulations, Bank studies, and socioeconomic studies on the GAMA.

1.6 Stakeholder Consultations

Key project stakeholders identified under the AF were consulted in GAMA and GKMA. They include relevant Ministries, Metropolitan and Municipal Assemblies, private sector agencies in liquid and solid waste management and service provision, civil society groups, Non-Governmental Organizations, local communities and individuals with interest in the proposed project interventions. Field visits were conducted to project beneficiary communities in GAMA and GKMA to discuss the proposed AF interventions and assess the potential risks and adverse impacts on people and communities. Information obtained through consultations and field visits have been incorporated in section 11 of this updated RPF.

Stakeholder consultations that began as part of the preparation of this RPF will continue throughout the lifecycle of the project. The project will pay particular attention to continue to engage vulnerable people and groups including poor women, elderly, persons with disabilities among others.

2.0. DESCRIPTION OF THE PROJECT

2.1 Objective of the project

The government of Ghana has been implementing the Greater Accra Metropolitan Area (GAMA) Sanitation and Water Project (GAMA SWP) since 2015 with financing from the World Bank. The project development objective of the AF Project is aligned to the original GAMA SWP. The objective of the project is to “increase access to improved sanitation and improved water supply in the Greater Accra Metropolitan Area (GAMA) and the Greater Kumasi Metropolitan Area (GKMA), with emphasis on low income communities and to strengthen the management of environmental sanitation in the GAMA and GKMA.

2.2. The AF Project Components

The project has four components. They are:

Component 1 – Provision of Environmental Sanitation Services to priority low income areas in GAMA and GKMA: The objective of this component is to increase access to environmental sanitation services in low-income areas of the GAMA and GKMA, with strong focus on liquid sanitation (excreta disposal). About 42,000 toilets will be constructed in selected low-income communities of GAMA (12,000) and GKMA (30,000) to estimated 300,000 beneficiary people. The project will benefit low income communities following the successful implementation of the component under the original project. Enhanced community sensitization and mobilization activities in Metropolitan and Municipal Assemblies (MMAs); eligible low-income households will be provided 70% support up to a maximum of US\$600 to make the capital cost of their toilets affordable as successfully done under the parent project.

A total of about 120 units of sanitation facilities will be provided to selected schools who either lack sanitation facilities or have facilities that were in dire shape across the MMAs in the GAMA and GKMA. The school sanitation facilities will follow the standard established and implemented under the original project which is Menstrual Hygiene Management (MHM) considerate and disability friendly and with separate blocks for boys and girls.

Component 2: Improvement in Operational Efficiency and expansion of water distribution networks GAMA and GKMA: The objective of this component is to improve and expand the water distribution network in selected GAMA and GKMA communities to provide piped water to an estimated 300,000 people living in low income communities. About 120 km of pipe line will be laid and 10,000 new connections will be provided to low income communities.

This component also supports operational efficiency improvement in GWCL and undertake Non-Revenue Water (NRW) reduction activities in selected operational area in GAMA. GWCL has identified Accra East Region (i.e. one of the 3 GWCL Operational Regions in charge of water supply to GAMA) for the NRW intervention. In addition to the support provided to GWCL in implementation of the performance improvement program, the operational efficiency improvement work will include: network zoning and configuration, expanding the metering and integrating them with the existing SCADA system, as well as provision of domestic meters. Capacity building support will also be provided to the regional, and district staffs in the form of training, technical assistance, and equipping them with basic operating tools. This component will also support implementation of the performance improvement program GWCL is implementing

with support from the World Bank's under the utility of the future (UOF) initiative which seeks to support selected utilities in building a vision of the future of WSS and to support clients in turning this vision in to reality as well as the field level leadership (FLL) which aims at complementing the GWCL performance improvement program (PIP) implementation to be inclusive and participatory. A baseline for Non-Revenue Water (NRW) will be established at the beginning of the project. For the first two years, the target for NRW reduction will be 1% each year and for the last two years, NRW reduction of 1.5% each year. A cumulative reduction in NRW of 5% for the four-year duration of the project is therefore expected to be achieved.

Component 3: Planning, improvement and expansion of environmental sanitation services.

The component supports planning, improvement and expansion of environmental sanitation services, including through wastewater and septic sludge management investments, and development of planning for integrated sanitation and drainage in GKMA: The objective of this component is to develop integrated GKMA-wide plans for environmental sanitation and to finance critical elements to improve wastewater and septic sludge management. Simplified decentralized condominal sewerage systems will be provided for GKMA and processing of the sludge from household bio-digesters to convert them to useful products (circular economy) principles. The original project financed drainage infrastructure at the Mallam junction to alleviate some of the heavy floods that occur in heavy rains. The AF will finance works to improve drainage in the upstream and downstream of the of the drainage infrastructure at the Mallam junction to ensure an uninterrupted and streamline flow.

Component 4: Project Implementation and institutional strengthening. The component is designed to provide institutional strengthening and technical assistance (TA) to municipal, metropolitan and national institutions, as well as promoting of private sector initiatives including the operation and management of sludge processing. A flagship study under the parent project to (i) assess the water supply sanitation and Hygiene (WASH) aiming at analyzing the legal, institutional, and financial framework of WASH; (ii) identify inefficiencies in the pursuit of GoG's goals and policies, and (iii) propose options for policy, institutional, and regulatory adjustments, is being conducted. Implementation of the recommendations from the study and the ongoing effort in the MSWR to establish a sanitation authority will be supported under this component. Support will also be provided for project management and monitoring.

2.3 Geographical coverage of the AF Project

The AF will be implemented in 25 MMAs in GAMA area and targeting low income communities where environmental sanitation management is poor due to the lack of access to sanitation facilities by majority of the residents and there is dire need for interventions to reverse the situation. The GAMA MMAs are:

#	MMAs	#	MMAs
1	Ga South Municipal Assembly	14	Ablekuma North Municipal Assembly
2	Ga Central Municipal Assembly	15	Ablekuma West Municipal Assembly
3	Ga West Municipal Assembly	16	Ablekuma Central Municipal Assembly
4	Ga East Municipal Assembly	17	Ayawaso North Municipal Assembly
5	Ga North Municipal Assembly	18	Ayawaso West Municipal Assembly
6	La Nkwantanang Medina Municipal Assembly	19	Ayawaso East Municipal Assembly

7	La Dade Kotopon Municipal Assembly	20	Ayawaso South Municipal Assembly
8	Adentan Municipal Assembly	21	Accra Metropolitan Area
9	Tema Metropolitan Assembly	22	Weija-Gbawe Municipal Assembly
10	Tema West Municipal Assembly	23	Krowor Municipal Assembly
11	Ashaiman Municipal Assembly	24	Ledzokuku Municipal Assembly
12	Kpone Katamanso Municipal Assembly	25	Osu Klortey Municipal Assembly
13	Okaikoi North Municipal Assembly		

In addition, interventions under the AF will be extended to eight (8) Metropolitan and Municipal Assemblies in GKMA. They are:

#	MMA	#	MMA
1	Kumasi Metropolitan Assembly	5	Suame Municipal Assembly
2	Asokore Mampong Municipal Assembly	6	Kwadaso Municipal Assembly
3	Ejisu Municipal Assembly	7	Oforikrom Municipal Assembly
4	Asokwa Municipal Assembly	8	Tafo Municipal Assembly

2.4 Key potential activities and interventions of social significance

In order to achieve the PDO, the project would support:

- expansion and improvement of the water distribution networks,
- expansion of community water points and private water connections,
- development of on-site and sewerage sanitation facilities;
- improved collection and treatment of wastewater and fecal sludge; and
- Behavior change campaign on hygiene, sanitation and safe water will also be promoted through social mobilization activities, as well as social accountability to ensure the sustainability of the facilities and services

The AF project interventions present significant social and environmental risks as they will involve the acquisition of land and involuntary resettlement. Based on experience under the parent project, the AF project implementation may result in physical and economic displacement of local populations, occupational health and safety concerns, and restriction of access to residential and commercial properties and therefore the need for mitigation measures. In particular, the process of implementing physical works and the (in)actions of contractors are expected to extend both positive and negative social impacts through interactions with the human and natural environment of the project. The adverse impacts from these activities on people and the environment will be mitigated under the updated safeguards instruments i.e. Involuntary Resettlement OP 4.12 and the Environmental Assessment of the World Bank Safeguard policies triggered under the parent project.

3. ENVIRONMENTAL AND SOCIO-ECONOMIC CONDITIONS OF THE PROJECT AREA

3.1 Description of Project Location and Environmental and Socio-Economic Conditions

The Greater Accra Metropolitan Area (GAMA)

Until the creation of the new Municipal Assemblies in the Greater Accra Region in 2018 by the President of Ghana, the GAMA SWP was designed to focus on low income communities in eleven (11) Metropolitan and Municipal Assemblies (MMAs) in the Greater Accra Region. The beneficiary MMAs were the Accra Metropolitan Assembly (AMA), Tema metropolitan assembly (TMA), La Dade- Kotopon Municipal Assembly (LaDMA), Adentan Municipal Assembly (AdMA), Ga South Municipal Assembly (GSMA), Ga Central Municipal Assembly (GCMA), Ga West Municipal Assembly (GWMA), Ga East Municipal Assembly (GEMA), La Nkwantanang Municipal Assembly (LaNMA), Ledzokuku Krowor Municipal Assembly (LEKMA), and Ashaiman Municipal Assembly (ASHMA).

The AF project coverage in the Greater Accra Metropolitan Area (GAMA) is currently made up of 25 metropolitan and municipal assemblies with their respective population as presented in Table 3.1 below:

Table 3.1 Project Participating MMAs in GAMA

#	MMAs	Total Population	Male	Female
1	Ga South Municipal Assembly	376,846	184,655	192,191
2	Ga Central Municipal Assembly	152,584	74,766	77,817
3	Ga West Municipal Assembly	219,788	107,696	112,091
4	Ga East Municipal Assembly	198,220	97,128	101,092
5	La Dade Kotopon Municipal Assembly	86,808.74	96,719	86,808
6	La Nkwantanang Medina Municipal Assembly	111,926	54,284	57,642
7	Ledzokuku Municipal Assembly	227,932	111,687	116,245
8	Adentan Municipal Assembly	115,994	58,379	57,649
9	Tema Metropolitan Assembly	353,086	169,481	183,604
10	Accra Metropolitan Area	346,519	164,041	182,478
11	Ashaiman Municipal Assembly	190,972	93,727	97,245
12	Kpone Katamanso Municipal Assembly	109,864	53,376	56,488
13	Okaikoi Municipal Assembly	228,271	110,681	117,590
14	Ablekuma North Municipal Assembly	251,846	121,142	130,704
15	Ablekuma West Municipal Assembly	79,973	39,187	40,786
16	Ablekuma Central Municipal Assembly	224,795	110,150	114,645
17	Ayawaso South Municipal Assembly			
18	Ayawaso East Municipal Assembly	118,688	58,157	60,530
19	Ayawaso North Municipal Assembly	152,584	74,766	77,817
20	Ayawaso West Municipal Assembly			
21	Krowor Municipal Assembly			
22	Ga North Municipal Assembly	101,552	49,760	51,791

23	Tema West Municipal Assembly	150,007	73,503	76,503.57
24	Weija-Gbawe Municipal Assembly	180,916	88,649	92,267.16
25	Osu Klorttey Kolley Municipal Assembly	121,723.	57,574.98	64,148.02

Source: MoF Composite Budget of Assemblies 2020 (population data for 3 newly created MAs are not available)

The population of Greater Accra Region has increased from 1,491,817 in 1960 to 2,905,726 in 2000 to 4,010,054 in 2010 and 4,943,075 in 2019. The region has the second largest population, after Ashanti Region, and its share of the total population of the country has steadily increased. The region has remained the most densely populated region with the highest growth rate in the country since 1960. The region's population density has doubled between 1984 and 2010 and this is, in part, a reflection of migratory movements to the region. The 4.4 per cent annual growth rate for the period 1984-2000 is far in excess of the national average figure of 2.7 per cent and implies a doubling of the regional population in 16 years, compared with 26 years for the country.

The Age Structure

The age structure of the MMAs in GAMA is characteristic of populations experiencing rapid growth. The age-sex structure is shaped by its past history of fertility, mortality and migration. The region's age structure is still a youthful one characterized by downward trends in fertility growth. The proportion of the population aged less than 15 years was 39.4 per cent in 1960. It increased to 42 per cent in 1970, and then decreased sharply to 33 per cent in 2000. The fertility decline in the past two decades has given rise to a corresponding rise in the proportion of the aged (65 years and older) from 2.6 per cent in 1984 to 3.9 per cent in 2000 (GSS 2010).

Sex structure

Greater Accra had a sex ratio of 93.6 which means there are about 94 males to every 100 females in the region. This situation is consistent with the national sex ratio of 95.2, and could be attributed to male emigration and higher life expectancy at birth for females. With the exception of Adenta, all the districts in Greater Accra have more females than males. Adenta's high sex ratio could indicate that the municipality may be fast establishing itself as a migrant-receiving area of male adults (GSS 2010).

Land use Pattern

A rapid increase in urban population in GAMA over the last two decades has triggered transformation in the land use pattern in the area. GAMA has the highest urban population growth rate in Ghana and has experienced an increase in land use changes influenced by a combination of several factors. The area has expanded extensively with a number of formal and informal settlements as a result of inadequate housing facilities. The vegetation cover continues to reduce by the creation of new housing estates. Land that was used for agricultural purposes has been lost to housing development. This situation not only has implication for the environment, but also the livelihoods of farmers in GAMA.

Economic Activity

Among the economically active population, 82.6 per cent are employed, and 13.4 per cent are unemployed. The region's unemployment rate of (13.4%) is higher than the national average of 10.4 percent. The occupational structure of the region shows that 42.0 per cent of the

economically active population was engaged in sales and service occupations, while professional, technical and related workers comprise 10.8 percent. The three largest occupational groups among males are production, transport operators and related workers (29.6%), sales workers (19.4%), and clerical and related workers (14.4%). On the other hand, 42.0 percent of females are into trading, 19.5 per cent in production, transport and equipment, and 13.9 per cent in services sector.

More than half of the economically active population in the region is self-employed with employees, while a third (32.6%) are employees. A much larger proportion of females (62.6%) than males (41.6%) are self-employed without employees, implying that males are 1.5 times more likely than females to be employees. The private informal sector, which employs 6 out of every 10 economically active people, plays a leading role in the economy of the region. Females (69.1%) dominate the private informal sector and a higher proportion (40.7%) of males than females (28.5%), are employed in the public and private formal sectors.

Income

Income levels of residents of the GAMA vary widely and this constitute the basis of a classification of areas within GAMA into 4 income zones. The stratification is based upon housing characteristics and environmental conditions of the residential suburbs of the city. This has been adopted by the Accra Metropolitan Assembly (AMA) and gazetted in the Local Government Bulletin of the Assembly (January, 2002). High inequalities exist in the distribution of income in Accra. At the prices of August 2002, average annual household income was estimated to be ₵12,462,499.65 in the old Ghana Cedis in first class income zones. Household incomes vary even among income zones.

Ethnicity

In GAMA, Ga and Tema, the Akan, Ga-Dangme and Ewe are the three predominant ethnic groups. The largest ethnic group in the Municipalities is the Akan, comprising 39.8 percent, followed by Ga-Dangme (29.7%) and Ewe (18%). In terms of individual ethnic sub groups, detailed results indicate that the Gas form the single largest sub- group, accounting for 18.9 per cent of the population. Among the Akan group, the Fantes constitute 10.6 percent, Asantes, 8.3 per cent and Akuapem 4.9 percent. There are other smaller ethnic groups from the three northern regions of Ghana. Nationalities from Africa and other parts of the world can also be found in the Municipalities.

Religious Groups

The percentage distribution of religious groups shows the predominance of Christians (82.9%) in the region, compared with the second major religion, Islam (10.2%). Among the Christian group, adherents of Pentecostal and Charismatic churches constitute the largest religious denomination (38.0%) followed by Protestants (26.0%) and Catholics (9.7%) in that order. The distribution is almost similar for both sexes except for the predominance of females in the Pentecostal and Charismatic churches. There are however more male than female Muslims which conforms to the national pattern.

Social Cohesion

With regard to activities which bring people together, two activities, marriages and festivals stand

out as the most distinct within the municipalities. Other activities of tribal and business associations, pressure groups, religious groups and national games, are among some activities which bind individuals and groups within the municipalities.

Marriages

Intermarriage is very high among the various ethnic groups within the municipalities. The pattern of marital status of the population aged 15 years and older shows that AMA (43.3%) and Tema (43.5%) have the smallest proportion of married persons and the largest proportions of persons who have never married (41.6% and 42.7%). On the other hand, the Ga District has the smallest proportion (4.2%) of persons living in consensual union. Statistics indicate that about 50.0 per cent of persons 15 years and older are in formal marriages or informal cohabiting unions, while an additional 9.6 per cent have once been married. In spite of the minimum legal age of 18 years prescribed for marriage, there is an indication that marriage takes place among persons aged 12-17 years.

Festivals

Perhaps the most important common religious institution that has survived as an expression of the unity of the various ethnic groups relates to their annual festivals celebrated by the various groups. The Gas celebrate the Homowo on their land while the other ethnic groups have various social gatherings in Accra but travel to celebrate their festivals in their home towns. These festivals and gatherings provide an occasion for meeting, at the same time to welcome new members of the family while remembering the dead. Festivals are also occasions for the settling of family feuds and raising funds for development projects.

Conflict Resolution

Conflicts are often resolved through the traditional authorities, religious leaders and through the legal system. Every community in GAMA has a chief who settles minor disputes between citizens. The Chiefs act as arbitrators and reconcilers between aggrieved parties to restore peace and harmony between individuals and families. Some aggrieved parties prefer to seek the services of religious leaders to resolve conflicts whilst others seek judicial redress from the law court.

Water and Sanitation Conditions Within GAMA

Sanitation and water problems confronting the Greater Accra Metropolitan Area (GAMA) have been highlighted in various publications and fora culminating in a recent conference held in Accra resulting in the preparation of the current Sanitation and Water Project for the GAMA. The frequently cited sanitation and water problems faced by residents of the GAMA are:

- Bad drainage systems (e.g. no gutters)
- Lack of toilets
- Lack of good drinking water
- Bad refuse dumping practices

Water Supply

The source of water to the Municipalities is the Pone and Weiya Water works. There is however marked variations with respect to income classes in the access to water. Most of the first class

residential areas are connected to the water supply network and in most cases receive water most days of the week and pay official rates charged by the Ghana Water Company. In recent times it is common to have tanks in such areas to supplement shortage that may occur.

However large sections of the middle and low income earners in the Municipalities have irregular supply of water and most areas are not connected to the network. In such areas residents who can afford tanks are compelled to purchase them as a matter of necessity to supplement their water supplies. Those who cannot afford the tanks purchase water from vendors at high prices. In most of the newly created Municipalities where housing development is expanding at an alarming rate, majority of the households are relying on boreholes because they do not have access to potable water.

In Tema, over 80% of the settlements in the municipality have access to potable water by means of pipe-borne water system. A few of the suburbs, however, still depend on unreliable sources of water.

Sanitation and Waste Management

Waste management remains a major challenge confronting the Municipalities. Sanitation facilities are adequate in the Tema city, high income residential areas and some parts of the middle income areas within the Municipalities. These are as a result of the privatization of refuse collection in some parts of the municipalities which have brought vast improvement in sanitation standards.

However, despite these efforts lower income residential areas are characterized by choked drains, indiscriminate waste disposal and uncollected refuse in central waste containers. The current system pertaining to these areas is not sustainable due to the non-payment for communal waste container services provided by the municipalities.

Municipalities have initiated measures to replace very old public toilets with new ones in the low income areas. Challenges however exist relating to supply of water to these new toilets due to the generally poor water supply network in the Municipalities. Another major challenge is the lack of household toilets in these areas. It is therefore common to observe open defecation and illegally constructed makeshift urinals across community drains.

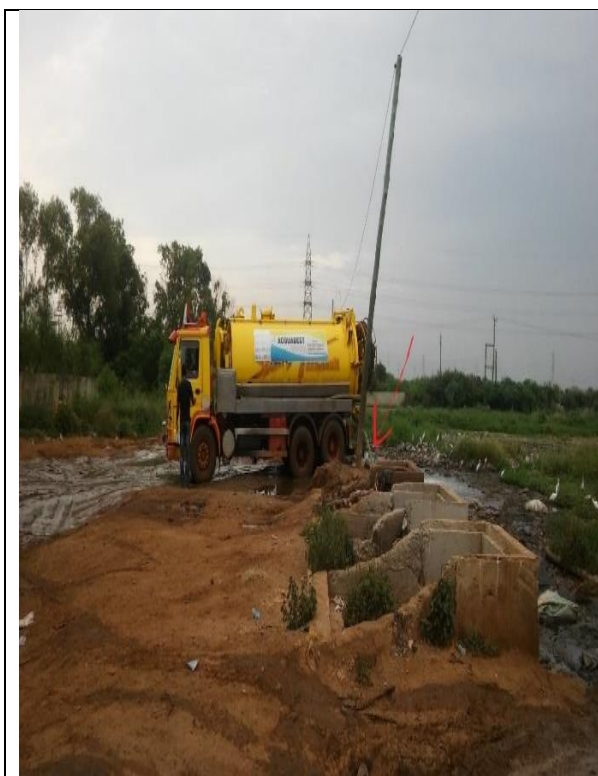


Figure 3.1: Faecal Sludge Dump Site



Figure 3.2: Insanitary Conditions

Greater Kumasi Metropolitan Area (GKMA)

Greater Kumasi Metropolitan Area fall under the Ashanti Region. The area lies in the Tropical Rain Forest Zone, approximately 250km inland from the coast and located between longitude 1°15'W and 2°00'W, and latitude 6°15'N and 7°10'N. The area covers about 254 square kilometers of the Ashanti region and strategically located in south-central Ghana and serve as the intersection point of the major roads connecting Ouagadougou, the capital city of Burkina Faso with the coastal cities such as Accra and Takoradi. The city is also the intersection of routes which connects the north and south of the country and all cities in Ghana can be reached from Kumasi within a day by road including the major regional capital cities. As a result, the city has been attracting people as the centre of commerce with one of the largest open markets in Western Africa.

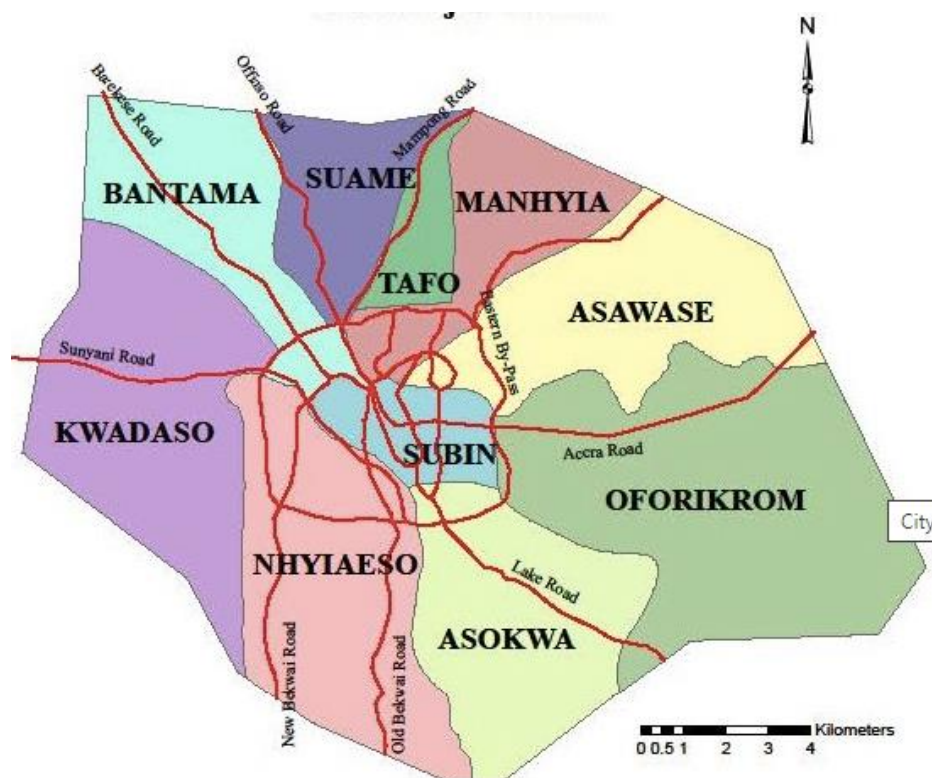


Figure 3.3: Greater Kumasi Metropolitan Area

The project interventions will focus on additional eight (8) Metropolitan and Municipal Assemblies in the Greater Kumasi Metropolitan area. The additional areas are Kumasi Metropolitan Assembly, Asokwa Municipal Assembly, Suame Municipal Assembly, Kwadaso Municipal Assembly, Oforikrom Municipal Assembly, Tafo Municipal Assembly, Asokore Mampong Municipal Assembly, and Ejisu Municipal Assembly.

Table 3.2. Project Participating MMAs

#	MMAs	Total Population	Male	Female
1	Kumasi Metropolitan Assembly	1,730,24	826,479	903,779
2	Asokore Mampong Municipal Assembly	304,815	145,779	159,036
3	Ejisu Municipal Assembly	143,762	68,648	75,114
4	Asokwa Municipal Assembly	182,950	89,646	93,304.50
5	Suame Municipal Assembly	231,276	110,472	120,804
6	Kwadaso Municipal Assembly	251,215	139,304	111,911
7	Oforikrom Municipal Assembly	303,016	149,827	153,189
8	Tafo Municipal Assembly	204,494	97,028	107,466

Source: Medium Term Development Plans (2018 – 2021)

Traditional set-up Kumasi

Traditional set-up Kumasi is the capital of the Asante Kingdom. The kingdom covers Ashanti Region, part of Brong Ahafo and Volta Regions. The Asante Kingdom emerged as a State in 1701 after the defeat of the Denkyira State, the then Overlord. The Kingdom is now a Traditional Council, the Asanteman Traditional Council which is headed by the Asantehene (Asante King) who also doubles as Kumasihene or the Paramount Chief of Kumasi. He is the embodiment of the culture of the people and presides over 45 “Amanhene” (paramount chiefs) in the kingdom. These Amanhene wield authority over a certain number of communities within the kingdom. Under the Omanhene (Paramount Chief) are Odikro (Chiefs) who rule communities. The ascension to chieftaincy (except “nkosohene” which is by virtue of one’s contribution to society) is through a matrilineal descent system. This hierarchical structure has created a generally peaceful and united atmosphere in the Metropolis. It may also serve as a critical instrument for socioeconomic development of the Metropolis since the rulings of the Asantehene tend to be respected and abided by the populace.

The largest ethnic group in the Kumasi Metropolis is the Asante (80.7%), a sub-group of the larger Akan ethnic group. This is followed distantly by the Mole Dagbon (8.7%) and Ewe (3.6%). Almost all the other ethnic groups in Ghana are resided in the Metropolis. Although, ethnic and cultural diversity abounds tremendously in the Metropolis, the population is closely-knit together in a harmonious relationship due to the presence of a strong traditional administrative set-up that endeavors to foster cohesion among the diverse ethnic groups.

Traditional knowledge, values and practices: The Asante’s holds in high esteem their traditional values, attitudes and practices. This is exhibited in their celebration of Akwasidae and the organization of funerals. The Akwasidae is held regularly at 40 days interval on Sundays and nine times in a year. Every fourth Akwasidae is celebrated as Adaekese which is celebrated twice in a year. This ceremony affords the Asante’s the opportunity to remember and honour their past leaders and heroes. It attracts people from all walks of life, especially those from the Diaspora. Thus, it serves as an avenue tourism and revenue generation. The celebrations of dead relatives through luxurious funeral rites have come to stay in the Metropolis. They attract relatives and sympathizers from all walks of life. Key features of these ceremonies are donations by relatives and sympathizers. Thus, it has become a source of revenue generation. Some residents use the occasion to show off their level of their wellbeing in society. Politicians also take advantage of it to rally political support towards or during election. The inability of some residents to bear all the cost has led to the formation of social groups called “Fun Clubs”. These clubs assist members by spreading the cost of funeral ceremony among the members. Financial institutions have also evolved to grant loans to bereaved relatives who do not have their own funds to perform the funeral ceremonies.

Population

Kumasi has been known as the second largest city in Ghana, attracting many immigrants not only from Ghana but from other countries as well. As in many African countries, urbanization has been taking place in Ghana causing an extreme population increase in Kumasi Metropolitan Assembly (KMA) in the past quarter-century. During the same period, the population increase of the capital city of Ghana (Accra Metropolitan Assembly) has been steady but not as high as KMA thus turning KMA the well-known second largest city into the largest city in the nation in 2010 with the

population of 2,035,064. KMA (254 km²) now accounts for 8% of the national population while Accra Metropolitan Assembly (AMA, 166 km²) decreased its share to 7%.

The now most populous city KMA has also attracted people to the surrounding districts forming Greater Kumasi Metropolitan Area bringing an increase of approximately one million inhabitants during the last decade from 2000 to 2010. During the same period, Greater Accra Metropolitan Area (GAMA) has also increased by approximately one million inhabitants. However out of the one million, less than 15% actually moved into the districts surrounding KMA while over 80% of the population increase in GAMA moved into the districts surrounding AMA. As a result, GAMA (1,482km²) reached 3.7 million population in 2010, while GKMA (2,870 km²) accommodated 2.8 million population.

Table 3.3: Population of Kumasi and Accra

Area	Population data			Population Increase		Projected Population Increase*
	1984	2000	2010	1984-2000	2010	
Greater Kumasi	790,374	1,758,741	2,764,091	968,367	1,005,350	1,358,463.33
Ashanti Region	2,090,100	3,612,950	4,780,380	1,522,850	1,167,430	1,468,609
Greater Accra Metropolitan Area	1,289,180	2,715,805	3,756,423	1,426,625	1,040,618	1,849,395
Greater Accra Region	1,431,099	2,905,726	4,010,054	1,474,627	1,104,328	1,963,264
Ghana	12,296,081	18,912,079	24,658,823	6,615,998	5,746,744	31,072,940

Source: Population and Housing Census; * <https://worldpopulationreview.com/countries/ghana-population/cities/>

Population Growth

Population of GKMA has been increasing rapidly with annual population growth of 5.13% between 1984 and 2000, and 4.62% between 2000 and 2010 which is much larger than the growth rate of Ashanti Region as well as of Ghana. On the other hand, the population growth rate outside KMA has dropped greatly from 4.24% to 2.16% while that of KMA increased slightly from 5.63% to 5.69% which is a high rate to continue for over quarter-century.

Age Structure

The age structure of the population Kumasi Metropolis shows that persons between the ages of 15-64 years (conventionally referred to as the potential labour force or productive age group) forms 63.3 percent of the population of the Metropolis. The population 65 years and older forms 3.6 percent of the population. Persons 0-14 years in the Metropolis constitute 33.2 percent. This shows that the productive age group are more in the metropolis where economic activities are rife.

Social infrastructure

The Kumasi Metropolis has a wide array of infrastructure that provides social services to its residents. Facilities for healthcare delivery, teaching and learning, water supply, electricity transmission, information and communications technology, transport services and security services are available to residents. Health Kumasi Metropolis has 136 health facilities providing healthcare services to its residents. The biggest such facility is the Komfo Anokye Teaching Hospital (KATH) which is a modern teaching hospital widely used by residents and others from Ghana and overseas. The majority of the 136 health facilities (115) are privately owned. Education There are 919 pre-schools, 967 primary schools, 597 junior high schools, 52 senior high schools and 10 tertiary institutions in Kumasi. The Kwame Nkrumah University of Science and Technology, the nation's premier Science and Technology University, is located in Kumasi. It offers higher education for people from Ghana, Africa and the world as a whole. Utility services The main sources of safe drinking water supply to residents in Kumasi are Barekese and Owabi water treatment plants. Out of the 1000km of pipelines for water transmission and distribution in the region, Kumasi alone has 704 km of these networks supplying safe drinking water to its residents. Notwithstanding this fact, some households have installed mechanized boreholes with overhead poly tanks to augment the supply of safe drinking water by Ghana Water Company Limited (GWCL). The Kumasi Metropolis is connected to the national electricity grid line hence residents have access to electricity to support their domestic and economic activities. This may partly explain the presents of wide range of industrial activities in the Metropolis.

Economy

There are 1,156,647 persons aged 15 years and older, who constitute the working age group, in Kumasi. About two-thirds (769,381) of these persons are economically active and about nine in every ten of these economically active persons are employed. These persons are employed in a wide range of economic activities. Wholesale and retail; repair of motor vehicles and motorcycles employs majority (38.4%) of the working population in Kumasi. Notable areas in the Metropolis where these people conduct their economic activities include Kumasi Central Market, Adum Shopping Center, Asafo, Afua Kobi and Bantama Markets. The other markets are Oforikrom, Krofrom, Tafo, Kwadaso and Atonsu. The rest are Suame, Tafo and Asafo magazines and Sokoban Wood Village. All these centers attract clients not only from Kumasi but the whole country and West African sub-region.

Current Situation of Industries in Kumasi Metropolis

According to the 2010 Population and Housing Census, the share of agriculture including fishing in the active labor force was 8.0%, the industry sector accounted for 27.7%, and the services 64.2%. Sub-sectors with large shares are (1) wholesale and related trade (35.9%), (2) manufacturing (19.2%), (3) agriculture/hunting/forestry (7.1%), and (4) transport, storage and communication (6.7%).

Agriculture

Although Kumasi is said to have about 120 km² of irrigable lands consisting of swampy and marshy areas, which account for 47% of the total area, rural area accounts for only 6% as compared

to urban 48% and peri-urban 46%. Moreover, only 5% of the active work force is engaged in agriculture. Kumasi's agriculture is limited to small scale staple crop production including maize, plantain, cocoyam, cassava and traditional (tomatoes, peppers, etc.) and non-traditional (carrots, cabbage, etc.) vegetables. Also, a total of 165 fishponds are said to be functioning. Considering the strong urbanization pressure on the metropolis, expansion of agriculture in Kumasi is neither recommendable nor realistic.

The only way to sustaining agriculture is its integration with urban recreation taking advantage of the precious open space with semi-natural setting. Protecting open spaces is an important issue because they have various functions such as conservation of sound living environment and protecting areas from various disasters.

Accommodation and food service activities

This sector of the economy consists of the hotels, guest houses, restaurants and traditional catering services (chop bars). Kumasi has state-of-the-art hotels that can host international conference. One of such hotel is Kumasi Golden Tulip. Collectively these activities employ 56,169 and are the third largest employer in the Metropolis.

Migration

On the basis of the answer to the "place of birth" question in the 2010 PHC, migrants are defined as persons who were enumerated in a place different from where they were born, while non-migrants are persons who were enumerated in the place they were born. The data shows that there are 929,203 migrants, representing 53.7 percent of the population in Kumasi Metropolis. This means that the current population of Kumasi Metropolis comprises less than half of persons born within the Metropolis. Among the 929,203 migrants, 576,373 or 62.0 percent were born elsewhere in Ashanti Region. The remaining 335,458 migrants (36.1%) are persons born in other regions particularly the regions which share borders with Ashanti Region, such as Brong Ahafo 69,455 or 7.5 percent, Central 50,568 or 5.4 percent, Eastern Region 36,619 or 3.9 percent and Western Region 33,134 or 3.6 percent. The three northern regions together contribute 91,693 or about 10 percent (9.9%) of the migrants to the Metropolis. Greater Accra and Volta account for 63,989 or about 6 percent (5.8%). About two percent (1.9%) of the migrants (17,372) are from outside Ghana. In relation to the duration of residence of all migrants, almost one-half (47.9%) have lived in the Metropolis for up to 4 years, 20.6 percent for 5-9 years, 19.1 percent for 10-19 years and 12.4 percent for more than 20 years. For those born elsewhere in the region 46.9 percent have lived in the Metropolis for up to 4 years, 21.4 percent for 5-9 years, 20.1 percent 10-19 years and 11.6 percent for more than 20 years.

Poverty in GKMA

Although the poverty rate of KMA was less than 10% in 2000, according to the Development Plan for Kumasi Metropolitan Area (2010-2013), urban poverty has emerged in the peri-urban and slum communities. It is said that they are characterized with either inadequate or non-existent facilities / opportunities, poor housing, road network and educational facilities, inadequate access to quality health care, poor environmental sanitation, high illiteracy rates, relatively low incomes and high unemployment levels among other. These poverty areas coincide with high population density, where very high numbers of people live in a house with limited facilities.

Urban Facilities

In terms of number of facilities, the concentration of health and educational facilities is much higher in Kumasi Metropolis than in the surrounding districts. This is partly because many health and educational facilities and services are actively run and are provided by the private sectors in Kumasi Metropolis. Their involvement is overwhelmingly large compared with the surrounding districts.

4. POLICY, LEGAL AND INSTITUTIONAL FRAMEWORK

4.0 Introduction

The chapter summarizes existing national legislations and policies that guide entry and acquisition of land and real estate for the purpose of civil works by the state as well as the World Bank requirements on the Involuntary Resettlement. It also compares these national policies and laws with the Bank requirements so that measures gaps between the national legislations/policies and the Bank's requirements identified and the highest level of protection to the project affected persons are achieved.

Constitution of the Republic of Ghana

The 1992 constitution guarantees private property rights. Interference with ownership and enjoyments of such rights is discouraged by the constitution. Even the country's sovereign and inherent powers of eminent domain over private property are equally controlled and can be exercised only when it is in the public interest or for a public purpose. The 1992 constitution stipulates in article 20 (1) that:

“No property of any description or interest in or rights over any property shall be compulsorily taken possession of or acquired by the state unless the following conditions are satisfied: The taking of possession is necessary in the interest of defence, public morality, public safety, public order, public health, town and country planning or development or utilization of the property in such a manner as to promote the public benefit and the necessity for the acquisition is clearly stated as to provide justification for causing any hardship that may result to any person who has an interest in or right over the property.”

Further article 20(2) provides that such compulsory acquisition shall only be made under a law which makes provision for:

- The prompt payment of fair and adequate compensation
- Right of access to the high court by any aggrieved person.

Article 20(3) stipulates that where compulsory acquisition of land involves the displacement of any inhabitants, the state shall resettle them on suitable alternative lands with due regards to their socio-cultural values.

Another key provision worthy of note is that, where any property compulsorily acquired is not used for the stated purpose or in a public interest the owners are to be given the first option of taking back their lands subject to the refund of compensation received or payment of commensurate amounts for the property.

The Ghana National Land Policy (1999)

The Government of Ghana in 1999 put in place the above policy to serve as a broad framework and policy guidelines for land administration and utilization. The main objective is to provide guidelines aimed at enhancing land management systems, land use, conservation of land resource and enhancing environmental quality. All these are intended to ensure coordinated and orderly use

of land, a vital resource, by present and future generations.

Summarily, the policy seeks to give protection to proprietary rights and promote the concept of prompt payment of adequate compensation for compulsorily acquired lands and also create the enabling environment for community participation in sustained land management.

The State Lands Act (1962) Act 125 (as Amended)

Act 125 (as amended) is the main enactment normally used for compulsory acquisition. It provides that the President may by Executive Instrument (EI) acquire any land for the public interest. The modalities for the acquisition are spelt out in the Act and its Regulation – State Lands Regulation (1962) LI 230 and it culminate in the publication of an EI. Once the EI is published, the lands specified are deemed acquired and vested in the President. Consequently, all previous interests are extinguished.

The Act provides for compensation payment based on market or replacement values. Lump sum compensation is prescribed under the Act. Cost of disturbance and other incidental expenses or damages are to be considered in the award of compensation.

A major limitation of Act 125 is that provision has not been made for public consultation and involvement in the acquisition process. As effective consultation is crucial for project implementation, the acquiring agency will conduct extensive consultation with the affected locations and with other stakeholders at every stage of project implementation.

Administration of the Lands Act 1962, Act 123

Act 123 of 1962 was enacted to facilitate the management and administration of stool lands (and other lands). The Act empowers the Minister responsible for lands to manage stool lands in accordance with the provision of the law.

By section 7 of the Act 123 the President of the Republic may by Executive Instrument declare any stool land to be vested in trust and accordingly the state could administer such land as a trustee for the stool involve. In such situations, the legal rights to sell, lease, collect rent, litigate and manage generally is taken away from the customary land owners and vested in the state. However, the equitable right in the land, which is right to enjoy the benefits, is retained by the land owner.

Similarly, the Act provides in section 10 that “the President may authorize the occupation and use of any land for any purpose which, in his opinion, is conducive to public welfare or the interest of the state”. It is a requirement that the public notice shall be published in the Gazette giving particulars of the lands to be taken and the use to which it will be put. Persons whose interest are affected by “reason of disturbance as a result of the authorization” so made are entitled to be paid. The entitlements are however to be assessed by giving due consideration to the values of the land (and other losses suffered) and the benefits to be derived by the people in the area (by way of the use to which the state is going to put the land).

The difficulty of this law is that the nature of interest taken is not expressed in definite terms. Again, stakeholder consultation and community involvement is not highlighted. It must be observed that the state does not normally use this section of the Act and thus occupation of lands

is rarely exercised.

Lands Statutory Wayleaves Act – 1963 (Act 186)

The Lands Statutory Wayleaves Act 1963, Act 186 was enacted to facilitate the entry on any land for the purposes of construction, installation and maintenance of public utility works and creation of right of way and other similar rights for such works.

Works for which right of ways may be created are “highways or works for purposes of, or in connection with any public utility works”. The Act and its accompanying regulation, the Lands Statutory Wayleaves Regulation 1964 (LI 334) provides the modalities and procedures for the acquisition of statutory rights of way. Thus, the mechanism for entry for survey works and construction has been spelt in detail. The owner/occupier is required to be given formal notification of at least one week, about the intent to enter, and at least 24 hours prior to actual entry.

The right of way is legally established by the publication of an executive instrument. Losses and damages suffered are to be compensated for in accordance with the states procedure on compensation. Provision has also been made for restoration of affected lands where that is possible. In assessing compensation to be paid, consideration must be given to the increases of land values as a result of the installation or construction of works. A right of appeal by an aggrieved person is also provided for.

World Bank Policy on Involuntary Resettlement (OP 4.12)

The World Bank’s policy on involuntary resettlement provides requirements for the ‘Borrower’ for the implementation of resettlement operations. For projects such as laying of pipelines that displace people and businesses, the Bank requires the preparation of a Resettlement Action Plan (RAPs). The Bank’s policy (in paragraph 2) advocates that where feasible, involuntary resettlement should be avoided or minimized. The resettlement must be conceived and executed as a sustainable development program, providing sufficient investment resources to enable persons displaced by the project share in project benefits.

Under O.P 4.12, persons displaced must be:

- i. Meaningfully consulted and should have opportunity to participate in the planning and execution of the resettlement;
- ii. Compensated for their losses at full replacement cost prior to civil works;
- iii. Assisted with the move and supported during the transitional period in the resettlement site, and
- iv. Assisted in their efforts to improve their former living standards, income earning capacity and production levels or at least to restore them.

Policy and Practice: Comparing Ghanaian Law and the World Bank OP 4.12

To ensure adverse project impacts are mitigated, the World Bank has elaborate policies on land acquisition and associated compensation matters. These are intended to compliment municipal and national laws on the subject.

World Bank Operational Policy O.P. 4.12 on Involuntary Resettlement requires that explicit and adequate provision be made for project affected person who are either displaced physically or

economically or suffered other losses, to ensure that they are not worse off as a result of World Bank financed projects. Livelihoods of persons to be affected must be preserved, but in cases this is inevitable, minimal displacement should occur. In instances where displacement is unavoidable, compensation should be paid to PAPs to help them to restore their social, economic and environmental livelihoods.

The Ghana statutes makes provision for compensation to be paid to only persons who have suffered any loss and can produce any form of title that is legal in a form of deeds, leaseholds, or legally binding, tenancy agreement to land in question. However, the World Bank Operational Policy expects all forms of losses without exception to be catered for.

Under the Ghanaian statutes, it is the preserve to the Minister to assess loss due to work done but World Bank OP 4.12, advocates the involvement of project affected persons through for instance surveys etc. to ensure that the project enjoys the full support of the Bank and project affected persons.

The Operational Policy advises that the project affected persons be assisted during their transition period in the resettlement site and effort made to restore their livelihoods whereas the Ghana laws are silent on that. **Error! Reference source not found..**¹ highlights some comparison between the Ghanaian Laws and the World Bank Policy.

Table 4.1: Comparison of Ghana and World Bank Policies on Resettlement and Compensation and Gap filling measures

Specific Issue	Ghana Legal and Regulatory Framework	OP 4.12 Requirement	Gap Filling Measures
Land Owners	<p>Property acquired compulsorily in the public interest or for a public purpose shall be used only in the public interest or for the purpose for which it was acquired.</p> <p>Where the property is not used in the public interest or the purpose for which it was acquired, the owner of the property, immediately before the compulsory acquisition, shall be given the first option for acquiring the property and shall, on such reacquisition, refund the whole or part of the compensation paid as provided for by law or such other amount as is commensurate with the value of the property at the time of the reacquisition.</p> <p>Resettlements in the case of acquisitions can be claimed as of right only by persons with proprietary interests in acquired lands.</p>	<p>Through census and socio-economic surveys of the affected population, identify, assess, and address the potential economic and social impacts of the project that are caused by involuntary taking of land (e.g., relocation or loss of shelter, loss of assets or access to assets, loss of income sources or means of livelihood, whether or not the affected person must move to another location) or involuntary restriction of access to legally designated parks and protected areas</p> <p>Land-for-land exchange is the preferred option; compensation is to be based on replacement cost.</p>	<p>Compensation at Replacement Cost will be applied when RAP/ARAP is prepared.</p>
Land Tenants /Squatters	<p>No constitutionally or legislatively recognized resettlement rights or assistance for those without recognized (formal) legal rights to land.</p>	<p>For those without formal legal rights to lands or claims to such land that could be recognized under the laws of the country, the government should provide resettlement assistance in lieu of compensation for land, to help improve or at least restore those affected persons' livelihoods.</p>	<p>Squatters and land tenants will be provided cash compensation for buildings, structures, installations and improvements and other resettlement</p>

Specific Issue	Ghana Legal and Regulatory Framework	OP 4.12 Requirement	Gap Filling Measures
			assistance. Advance notice to move not less than a month and Right to salvage materials without deduction from compensation.
Land Users	Article 20(3) the 1992 Constitution requires that where a compulsory acquisition or possession of land affected by the State involves displacement of any inhabitants, the State shall resettle the displaced inhabitants on suitable alternative land with due regard for their economic wellbeing and social and cultural values.	Identify and address impacts also if they result from other activities that are: (a) directly and significantly related to the proposed project, (b) necessary to achieve its objectives, and (c) carried out or planned to be carried out contemporaneously with the project.	Land users will be provided cash compensation for buildings, structures, installations and improvements and other resettlement assistance
Owners of Non-permanent Buildings	There are no constitutionally or legislatively recognized resettlement rights or assistance for those without recognized (formal) legal rights to land.	For those without formal legal rights to lands or claims to such land or assets that could be recognized under the laws of the country, Bank policy provides for resettlement assistance in lieu of compensation for land, to help improve or at least restore their livelihoods	To be provided resettlement assistance together with cash compensation for buildings, structures, installations and improvements once the structure is impacted
Owners of Permanent Buildings	The Land Valuation Division is responsible for the computation of compensation on the basis of market value in the case of land and replacement value	Entitled to in-kind compensation or cash compensation at full replacement cost including labour and relocation expenses, prior to displacement.	Affected buildings will be re-instatement/replaced or cash compensation

Specific Issue	Ghana Legal and Regulatory Framework	OP 4.12 Requirement	Gap Filling Measures
	for houses and other properties damaged or destroyed as a result of the acquisition. The State Lands Act defines replacement value as the amount required for “reasonable reinstatement equivalent to the condition of the land at the date of said declaration.”		at replacement cost including labour cost, and relocation expenses prior to displacement will be paid to the PAP.
Community, Cultural and Religious assets	The Land Valuation Division is responsible for the computation of compensation on the basis of market value in the case of land and replacement value for community and religious assets damaged or destroyed as a result of the works. The State Lands Act defines replacement value as the amount required for “reasonable reinstatement equivalent to the condition of the land at the date of said declaration.”	Entitled to in-kind compensation or cash compensation at full replacement cost including labour and relocation expenses, prior to displacement.	Affected buildings will be re-instated/ replaced or in-kind compensation will be provided. Cash compensation at replacement cost including labour cost, and relocation expenses prior to displacement will be paid to the community leader/ member nominated by the affected parties
Timing of Compensation Payments	There are no relevant constitutional or legislative provisions that specify the timing of completion of resettlement and compensation.	It is required to implement all relevant resettlement plans before project completion and provide resettlement entitlements before displacement or restriction of access. For projects involving restrictions of access, impose the restrictions in accordance with the timetable in the plan of actions.	All compensation payments are to be made prior to displacement

Specific Issue	Ghana Legal and Regulatory Framework	OP 4.12 Requirement	Gap Filling Measures
Calculation of Compensation and Valuation	Ghanaian laws require the Minister for social welfare to take all reasonable measures to assist in the resettlement of people and to ensure that no person suffers undue hardship or is deprived of necessary public amenities as a result of his or her resettlement.	Bank policy requires: (a) prompt compensation at full replacement cost for loss of assets attributable to the project; (b) if there is relocation, assistance during relocation, and residential housing, or housing sites, or agricultural sites of equivalent productive potential, as required; (c) transitional support and development assistance, such as land preparation, credit facilities, training or job opportunities as required, in addition to compensation measures; (d) cash compensation for land when the impact of land acquisition on livelihoods is minor; and (e) provision of civic infrastructure and community services as required	The Replacement Cost Approach (RCA) will be adopted for the calculation of compensation. This is expanded to cover transition and transportation allowance for PAPs who will move temporarily.
Relocation and Resettlement	In situations where inhabitants have to be displaced, the state is to resettle all on “suitable land with due regards for their economic wellbeing and social and cultural values”	To avoid or minimize involuntary resettlement and, where this is not feasible, to assist displaced persons in improving or at least restoring their livelihoods and standards of living in real terms relative to pre displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher	Involuntary resettlement is considered as the last option. Physically displaced PAPs are to be provided with sites at least equivalent to the old site. Preference to be given to land-based resettlement for displaced persons whose livelihoods are land-based (i.e. farmers, etc.)

Specific Issue	Ghana Legal and Regulatory Framework	OP 4.12 Requirement	Gap Filling Measures
Completion of Resettlement and Compensation	There are no relevant constitutional or legislative provisions that specifically state that resettlement and compensation needs to be completed.	Implement all relevant resettlement plans before project completion and provide resettlement entitlements before displacement or restriction of access. For projects involving restrictions of access, impose the restrictions in accordance with the timetable in the plan of actions.	A RAP/ARAP will be prepared in consultation with PAPs and other stakeholders and disclosed prior to displacement. Compensation payments to be done prior to displacement.
Livelihood Restoration and Assistance	There are no specific laws or regulations specifying support for livelihood restoration and transition and moving allowances	Livelihoods and living standards are to be restored in real terms to pre- displacement levels or better.	PAPs are to be offered resettlement support to cover the transition period.
Consultation and Disclosure	Consultation requirement not provided for directly in legislative or constitutional provisions. The issue of compensation is the responsibility of the Lands Commission and the Lands Valuation Division on the basis of the criteria established under the State Lands Act 1962 as amended.	Consult project-affected persons, host communities and local NGOs, as appropriate. Provide them opportunities to participate in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan), and for establishing appropriate and accessible grievance mechanisms.	Displaced persons and their communities are provided timely and relevant information, consulted on resettlement options, and offered opportunities to participate in planning, implementing, and monitoring resettlement.
Vulnerable Groups	No specific provision.	Particular attention to be paid to vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children.	Particular attention to be paid to vulnerable groups, especially those below the

Specific Issue	Ghana Legal and Regulatory Framework	OP 4.12 Requirement	Gap Filling Measures
			poverty line, physically challenged, widows the elderly, women and children
Grievance Mechanism and Dispute Resolution	<p>There are various legislative measures that govern the rights of persons with formally recognized interests in land including provisions for procedural redress and complaint mechanisms.</p> <p>There is legislative provision made for notice and procedural requirements – 1964 Lands (Statutory Way Leaves) Regulations, and for compensation for compulsory acquisition – 1963 Lands (Statutory Way Leaves)</p>	It is required to establish appropriate and accessible grievance mechanisms.	Appropriate and accessible grievance mechanisms to be established based on the guidelines in this RPF.

5. PROJECT ACTIVITIES AND POTENTIAL INVOLUNTARY RESETTLEMENT

5.1 Description of AF Project Activities and Potential Involuntary Resettlement

The GAMA and GKMA project activities under this AF will include:

- Construction of household toilets
- Provision of gender inclusive institutional sanitation facilities
- Laying of main water supply distribution lines
- Rehabilitation and expansion of existing sewage systems
- Construction of new sewage systems

The construction of these activities present significant social and environmental risks as they will involve the acquisition of land and involuntary resettlement. In particular, the process of implementing physical works and the (in)actions of contractors are expected to extend both positive and negative social impacts through interactions with the human and natural environment of the project. Based on experiences with similar projects, the project implementation may result in physical and economic displacement of local populations, occupational health and safety concerns, and restriction of access to residential and commercial properties and therefore the need for mitigation measures. The adverse impacts from these activities on people and the environment will be mitigated under the updated safeguards instruments i.e. Involuntary Resettlement OP 4.12 and the Environmental Assessment of the World Bank Safeguard policies triggered under the parent project. The Environmental and Social Management Framework has been reviewed and updated to include environmental conditions and project impacts in Greater Kumasi Metropolitan Area.

5.2. Principles and objectives of Involuntary Resettlement

The WB principles on involuntary resettlement are the basic fundamental requirements underpinning the preparation and implementation of any resettlement instruments under this AF. These principles are intended to avoid, minimize, or mitigate negative impacts of involuntary resettlement.

Any adverse impact of the AF subprojects on land and/or people (land acquisition, resettlement, and livelihood restoration of affected people) will be addressed in compliance with the relevant laws of Ghana and the World Bank safeguard policy on involuntary resettlement (OP 4.12). Where there are gaps or inconsistencies between Ghanaian laws and the World Bank policy, the World Bank policy OP 4.12 will apply in compliance with this RPF.

5.3. Cut- off date

To avoid an influx of outsiders to subproject areas and misuse of the compensation policy, the PCU and GWCL in collaboration with the MMA and affected persons will agree on cut-off date along with planning and commissioning of census in a participatory manner. The objective of the cut-off date is to establish a deadline for which project-affected persons to qualify for entitlement to compensation. No new arrivals in the project area or assets created after the cut-off date will be eligible for compensation after this date. The cut-off date will be consistent with the requisite laws and policies and provide reasonable time to allow for adequate capture of all eligible PAPs. The cut-off date will be announced and made public through appropriate means of reach-out such as through consultations, post bills, radio advertisement during the community awareness campaigns. and other means as appropriate. Persons who enter or undertake developments in the subproject area after the cut-off date will not be eligible for compensation and/or resettlement assistance.

In order to ensure consistency between Ghana legal requirements and WB policies, cut-off date would be the date of commencement of inventory of assets/properties.

5.4. Identification and Assistance to Vulnerable Groups

The principles adopted under resettlement process entails special measures and assistance for vulnerable affected persons, such as female-headed households, disabled persons, migrants and the poor. Identification of vulnerable groups was one of the key issues considered during implementation of resettlement action plans under the parent GAMA project. The AF project will continue to identify and support PAPs who are already vulnerable based on existing conditions including poverty, poor health, old age, and lack of employment. For such groups, the negative of impacts of the project interventions may worsen their conditions due to displacement, compensation, and resettlement process. The Ministry will identify and assess vulnerable persons through census and the RAP process when project scope and activities are properly identified and confirmed.

Vulnerable people to be considered under the Project include:

- The elderly, from 70 years and above
- Widows;
- Women and children;
- Physically challenged persons;
- Mentally challenged/highly depressed persons;
- Affected Persons who are too ill, bedridden, hospitalized or affected by HIV/AIDS;
- Unemployed youth;
- Female-headed households; and
- Migrant without proper land documents.

Assistance to vulnerable persons

RAPs for various subprojects will include specialized assistance and support for vulnerable persons, depending on the circumstances of vulnerability and needs. Assistance to vulnerable people may include but not limited to the following:

- financial management training to support better and effective utilization of compensation funds; movement assistance including secured transport and rent subsidy. This may be mainstreamed through component 3 activities of the project
- logistical support for vulnerable households to assist them access their compensation benefits, e.g. transport to bank to cash compensation cheques;
- Assistance in building: providing materials, workforce, or building houses; and
- Healthcare insurance (using standard Ghana NHIS) for critically-ill PAPs especially during movement and transition period.

Provisions to be made in RAPs

RAPs to be prepared for subprojects will include measures for identifying and assisting vulnerable people at the census stage. Upon identification, further assessment will be conducted to identify the cause and impacts of their vulnerability, either through direct interviews by the RAP consultant or the MMA project coordinator or social officer at the project inception stage of the RAP/ARAP preparation stage. This is to ensure participation and early identification to ensure that their disability/vulnerability may be known upfront and appropriate measures put in place to minimize the project adverse impacts on them.

6.0 ELIGIBILITY CRITERIA AND ENTITLEMENT MATRIX

6.1 Introduction

In this Section, eligibility criteria, which are necessary to determine who will be eligible for resettlement and benefits and to discourage inflow of ineligible persons, are set out.

6.2 Eligibility Criteria for Various Categories of Project Affected Persons

PAPs will be entitled to compensation based on the status of their occupation of the potential project area.

Under the WB's OP 4.12, PAPs are defined as those who are affected by project activities which result in:

- Relocation or loss of shelter
- Loss of assets or access to assets; and/or
- Loss of income source, business or means of livelihood, whether or not affected person must move to another location

6.3 Eligibility

All PAPs irrespective of their status or whether they have formal titles, legal rights or not, squatters or otherwise encroaching illegally on land, are eligible for some kind of assistance if they occupied the project area before the cut-off date. Persons who occupy the area after the socio-economic study (census and valuation) are not eligible for compensation or any form of resettlement assistance, except possibly for moving expense. Similarly, assets, built after the cut-off date are not eligible for compensation (Table 3).

All persons residing, conducting activities or earning income within the project affected areas at the cut-off-date, which is the last day of inventory of loss will be entitled to compensation and resettlement assistance. To determine their eligibility, PAPs are classified as follows:

- Person who have formal right to land (including customary and traditional rights recognized under Ghanaian Law);
- Persons with temporary or leased rights to use land; and
- Persons who do not have formal legal right to lands or other assets at the time of the census, but who have claim to such legal rights by virtue of occupation or use of those assets.
- Businesses within the community

Those who do not have the legal title to land but reside in the affected area before the cut-off-date will be compensated for properties such as houses and other investment on the land but will not be compensated for the land.

Table 6.1: Eligibility Criteria for Compensation

PAP Classification	Eligible for		
	Compensation	No Compensation	Assistance
Those with legal right	Land or asset at replacement cost	For land, assets, and structure on the land after the cut-off-date	Assistance as needed
Those with temporary or leased rights at cut-off date	Land and assets at replacement cost	For land, assets, and structure on the land after the cut-off-date	Assistance as needed
Those with no legally recognized right but arrived before cut-off date.	Assets at replacement cost except that compensation may be “topped off” to allow the PAP to acquire a new residence.		Assistance as needed
Those who arrived after Cut-off-date	None	None	None
Those with business located within the Community	Assets and lost income as a result of lost business during project duration	For business located in community after the cutoff-date and outside the affected area.	Assistance as needed

PAPs affected through land acquisition, relocation, loss of residence and structures, and business enterprise are entitled to a combination of compensation measures and resettlement assistance, depending on ownership right and lost assets. PAP will be entitled to compensation and resettlement assistance that will help in the restoration of their livelihoods to at least, pre-project standards.

The detailed census of PAPs will be appended to the RAP/ARAPs. Subprojects should only be approved if they include at least a preliminary RAP and budget. Special attention shall be taken to secure the sites from opportunistic invasion. These measures should include close consultation with the recognized PAPs, signs that inform general public of intended use of site, security patrols to identify opportunistic invaders.

Nevertheless, if works are not initiated two (2) years or more after declaration of a cutoff date, a new census and evaluation of properties shall be carried out.

6.5 Proof of Eligibility

The PCU will consider various forms of evidence as proof of eligibility to cover:

- Affected persons with legal/formal legal rights, documented in the form of certificates of occupancy, tenancy agreements, rent receipts, building and planning permits, business operating licenses, utility bills among others. Unprocessed/unregistered formal legal documents will not bar eligibility and procedures for confirming authenticity of such documents will be established in the RAP.

- Affected persons with no formal or recognized legal rights. Criteria for establishing non-formal, undocumented or unrecognized claims to eligibility shall be established by alternative means of proof of eligibility such as:
 -Affidavit signed by landlords and neighbors
 -Witnessing or evidence by recognized trade union heads, traditional authority, customary heads, community elders, family heads and elders, elected Assembly members and the general community.

6.6 Eligibility for Community Compensation

It is important to note that the eligibility may be claimed collectively e.g. as a community or religious group. Communities permanently losing land and/or access to assets and or resources under statutory/customary rights will be eligible for compensation. Example of community compensation includes public toilets, market places, taxi parks, schools and health centers. The rationale for this is to ensure that the pre-project socio-economic status of communities adversely impacted is also restored. The local community leaders will play a crucial role in identifying users of land.

Eligibility criteria will also be determined by the status of development up to when the study starts and will further be determined by other development approval as issued by the government. The consultant will interview key government officers in the various local government Areas.

6.7 Defining Entitlements and Preparing an Entitlement Matrix

The basis of what is to be paid as compensation will be determined by identifying the most appropriate entitlement for each loss. Based on the entitlements, options for resettlement will be selected in accordance with Bank Policy OP 4.12 (6a (ii)) and the merits of the option.

The RAP planner will prepare an entitlement matrix with respect to both temporary and permanent displacement. This matrix will set the measure for the payment for all losses or impacts. It will also list the type of loss, criteria for eligibility and define entitlements as presented in Table 6.2 below.

Based on this comparison, entitlement matrix presented below is designed to assist the process by bridging the gaps between requirements under Ghana Law and the World Bank OP4.12. The higher of the two standards is followed in this entitlement matrix, since this procedure also satisfies the requirements of the lesser standard. The missing values in the entitlement matrix will be determined at the time the resettlement plans (RAPs) are being negotiated and prepared.

Table 6.2: Entitlement Matrix

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
Commercial Land	Land used for business partially affected Limited loss	Title holder/business owner	Cash compensation for affected land Disturbance cost equivalent to 10% of net annual income based on tax records for previous year (or tax records from comparable business, or estimates where such records do not exist).
		Business owner is lease holder	Disturbance cost equivalent to 10% of net annual income based on tax records for previous year (or tax records from comparable business, or estimates where such records do not exist)
	Assets used for business severely affected If partially affected, the remaining assets become insufficient for business purposes	Title holder/business owner	Land for land replacement or compensation in cash according to PAP's choice. Land for land replacement will be provided in terms of a new parcel of land of equivalent size and market potential with a secured tenure status at an available location which is acceptable to the PAP. Transfer of the land to the PAP shall be free of taxes, registration, and other costs. Relocation assistance (costs of shifting + allowance) Opportunity cost compensation equivalent to 2 months net income based on tax records for previous year (or tax records from comparable business, or estimates)
		Business person is lease holder	Disturbance cost equivalent to 2 months net income based on tax records for previous year (or tax records from comparable business, or estimates), or the relocation allowance, whichever is higher. Relocation assistance (costs of shifting) Assistance in rental/ lease of alternative land/ property (for a maximum of 6 months) to re-establish the business.
Residential Land	Land used for residence partially	Title holder	Cash compensation for affected land

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
	affected, limited loss Remaining land viable for present use.		
		Rental/lease holder	Cash compensation equivalent to 10% of lease/ rental fee for the remaining period of rental/ lease agreement (written or verbal)
		Title holder	<p>Land for land replacement or compensation in cash according to PAP's choice.</p> <p>Land for land replacement shall be of minimum plot of acceptable size under the zoning law/ s or a plot of equivalent size, whichever is larger, in either the community or a nearby resettlement area with adequate physical and social infrastructure systems as well as secured tenure status.</p> <p>When the affected holding is larger than the relocation plot, cash compensation to cover the difference in value.</p> <p>Transfer of the land to the PAP shall be free of taxes, registration, and other costs.</p> <p>Relocation assistance (costs of shifting + allowance)</p>
	Land and assets used for residence severely affected Remaining area insufficient for continued use or becomes smaller than minimally accepted under zoning laws	Rental/lease holder	<p>Refund of any lease/ rental fees paid for time/ use after date of removal</p> <p>Cash compensation equivalent to 3 months of lease/ rental fee</p> <p>Assistance in rental/ lease of alternative land/ property</p> <p>Relocation assistance (costs of shifting + allowance)</p>

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
Buildings and structures	Structures are partially affected	Owner	Cash compensation for affected building and other fixed assets Cash assistance to cover costs of restoration of the remaining structure
	Remaining structures viable for continued use	Rental/lease holder	Cash compensation for affected assets (verifiable improvements to the property by the tenant). Disturbance compensation equivalent to two months rental costs
	Entire structures are affected or partially affected Remaining structures not suitable for continued use	Owner	Cash compensation for entire structure and other fixed assets without depreciation, or alternative structure of equal or better size and quality in an available location which is acceptable to the PAP. Right to salvage materials without deduction from compensation Relocation assistance (costs of shifting + allowance) Rehabilitation assistance if required (assistance with job placement, skills training)
		Rental/lease holder	Cash compensation for affected assets (verifiable improvements to the property by the tenant) Relocation assistance (costs of shifting + allowance equivalent to four months rental costs) Assistance to help find alternative rental arrangements Rehabilitation assistance if required (assistance with job placement, skills training)
		Squatter/informal dweller	Cash compensation for affected structure without depreciation Right to salvage materials without deduction from compensation Relocation assistance (costs of shifting + assistance to find alternative secure accommodation preferably in the community of residence through involvement of the project)

Land and Assets	Types of Impact	Person(s) Affected	Compensation/Entitlement/Benefits
			Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available) Rehabilitation assistance if required assistance with job placement, skills training)
		Street vendor (informal without title or lease to the stall or shop)	Opportunity cost compensation equivalent to 2 months net income based on tax records for previous year (or tax records from comparable business, or estimates), or the relocation allowance, whichever is higher. Relocation assistance (costs of shifting) Assistance to obtain alternative site to re- establish the business.
Standing crops	Crops affected by land acquisition or temporary acquisition or easement	PAP (whether owner, tenant, or squatter)	Cash compensation equivalent to average of last 3 years market value for the mature and harvested crop.
Trees	Trees lost	PAP (whether owner, tenant, or squatter)	Cash compensation based on type, age and productive value of affected trees plus 10% premium
Temporary Acquisition	Temporary acquisition	PAP (whether owner, tenant, or squatter)	Cash compensation for any assets affected (e. g. boundary wall demolished, trees removed)

7.0 PROPERTY VALUATION AND COMPENSATION

7.1 Valuation of Properties

The purpose of the valuation is to assess the overall Compensation Payable as part of the assessment of resettlement related issues under AF project. As the detailed activities are not too clear at this stage, the scope of the valuation covers land, structures and crops/economic trees on the project site to be affected and also unavailable to the owner for usage. Loss of income or disruptions to livelihoods are considered as far as it may be appropriate for payment of compensation for the period of disruption of farming /livelihood/business.

7.2 Basis of Valuation

The basis of the valuation is derived from the World Bank's Involuntary Resettlement Policy, OP 4.12; the States Lands Act 1962; and the Constitution of Ghana.

7.3 Valuation methods and compensation rates

The table 7 below provides the general guideline for cost preparation and method for valuing affected assets/ properties taking a cue from sampled RPFs prepared for other public-sector projects. In this context, the compensation is the amount required, so far as money can do so, to put the owner or user of a land or building in the same position as if his/her use and enjoyment has not been disrupted. In other words, it is based on the principle of "Full Replacement Cost". Market Comparison Approach (MCA) will be adopted for the valuation of land if there is a vibrant and free land market. It involves the direct comparison of the property's value determining features with those of the immediate and surrounding vicinity that sold recently. In applying this method, values of plots of land from the neighbourhood of the sites will be collected, compared, adjusted to take account of minor differences, and applied to arrive at the reported values. This is to ensure that the values obtained would be adequate to secure in-kind alternative land or cash compensation for the affected owners. Alternatively, the negotiation approach should be adopted if there is no availability of vibrant and free land market, in which case the investor or interested individual will negotiate with the land owner and agree upon an amicable price for the leasing of the land. Replacement land will be in terms of a new parcel of land of equivalent size and productivity with a secure status at an available location which is acceptable to the PAP. Transfer of the land to the PAPs shall be free of taxes, registration, and other costs.

Structures

The Full Replacement Cost Approach (RCA) will be adopted for the valuation of the structures. It involves finding the estimate of the gross replacement cost of a structure which is the estimated cost of constructing a substitute structure, having the same gross area as that existing, at prices current at the relevant date. For the purpose of this valuation, the affected assets/structures and development will not be depreciated in line with the World Bank requirements.

Crops/Economic Plants

The Enumeration Approach will be adopted for affected crops/economic plants under the project. The Enumeration Approach involves taking census of the affected crops (either by counting or area-by-area) and applying the updated Land Valuation Division (LVD) crop rates. Timber and fruit trees will also be counted based on type, age and productive value and the LVD rates duly applied.

The existing approved Land Valuation Division crop rates available is of 2014. Updated valuation rates to be applied under the AF will ensure that the crop rates compensate for the labor and equipment invested in the crop cultivation as well as the replacement cost of crops lost to ensure that the rates are in harmony with the full replacement value requirements.

7.4 Valuation responsibility

The Lands Valuation Division of the Lands Commission will be engaged to value affected assets/properties based on the full replacement cost principle (which include transaction cost such as labor and transport cost). The LVD is considered against the fact that law mandates them to perform this responsibility for public-purpose land transactions and acquisitions. To facilitate the LVD's role, representatives from the division have been drafted into the project's steering committee. Certified private valuers may also be engaged where necessary especially involving private persons or if required to assist the process. The professional valuers will be required to apply methods and the rates that are consistent with the "full replacement value" requirement.

7.5 Other considerations into the Compensation Package

Livelihood Assistance/Loss of Income

The estimation for loss of income (referred to as livelihood assistance) for affected farmers/businesses will be generally based on the following factors:

- estimated income of farmers or daily sales of produce from farms or the business units; and
- estimated period of construction or AF activity which will disrupt farming or business or commercial activity.

Losses of income for farmers/businesses will be estimated from net monthly/annual profit of the farm/business verified by an assessment of visible stocks and activities.

Resettlement/Relocation Assistance

Where PAPs are to be physically displaced or relocated, resettlement assistance should be provided to take care of the transport cost of mobilizing and moving the affected properties to a new location and an accommodation assistance where affected persons will have to rent accommodation at the initial stages.

Disturbance Allowance

Cost of disturbance is one of the components to be considered when determining compensation for PAPs (especially for affected structures, crops and livelihoods) as provided in the State Lands Act 1962. However, the LVD does not provide specific breakdown or constituents for the various components of the LVD rates or values for public consumption. As a result, based on the experience from parent Projects (2014 to date), which was financed by the World Bank, 10% of the assessed property/ loss of income if that is the only compensation due the PAP was included in the RPF and applied during the preparation of the ARAPs and RAPs. It is recommended that the AF also applies the 10% disturbance allowance as done under the parent project.

7.6 Types of Compensation

Both cash payment and in-kind compensation will be used in this project. Cash payment compensation will be calculated and paid in Ghana Cedis (GHS). Compensation rates will be based on open market value of land when known or estimated or negotiated and full replacement value of structures/crops. In-kind compensation may include land, buildings, building materials,

seedlings, agricultural inputs, agricultural produce and financial assistance for equipment etc. When replacement land is considered, the project will ensure that the land proposed for replacement has locational advantages comparable to the one lost. The Project will take steps to extend secured tenureship of land and structures provided to PAPs in place of impacts.

7.7 Compensation Payments/ Claim

Compensation will be paid prior to the affected person vacating or releasing the land or property. In cases where compensation will have to be paid in-kind, the project representative and the PAPs should confirm in the MOU if such in-kind compensation will be before or after releasing of land for project. Each eligible affected person will sign a compensation claim and commitment form together with the authorized project representative in the presence of a witness.

8. ADMINISTRATIVE AND INSTITUTIONAL FRAMEWORK

The key government ministries, departments and agencies responsible for administration of resettlement and compensation issues under this GAMA AF include:

- Ministry of Sanitation and Water Resources
- Ministry of Local Government and Rural Development
- Ministry of Finance
- Lands Commission
- Environmental Protection Agency
- Ghana Water Company Limited
- District Assemblies
- External Consultants
- Communities
- Traditional Authority
- PAPs

The institutional roles and responsibilities are elaborated below and summarized in Tables 8.1 and 8.2.

8.1 Ministry of Sanitation and Water Resources

The Ministry has the responsibility for the implementation of the GAMA Sanitation and Water Projects in general and acts on behalf of the Government of Ghana in all aspects of the GAMA SWP. The Project Coordinating Unit under GAMA SWP plays an advisory role as well as provides back-stopping support to MMDAs on issues relating to Safeguards (e.g. preparation and implementation of RAP and other related World Bank Guidelines).

8.2 Ministry of Local Government and Rural Development

The Ministry of Local Government and Rural Development (MLGRD) exists to promote the establishment and development of a vibrant and well-resourced decentralized system of local government for the people of Ghana to ensure good governance and balanced rural based development. The Ministry is responsible for policy formulation, implementation, monitoring and overall oversight of the MMDAs.

8.3 Ministry of Finance

The Ministry of Finance is the agency that manages the central government's budget. It is responsible for releasing money to be paid to affected persons of projects undertaken by state agencies.

8.4 The Lands Commission

The Lands Commission was established under the Lands Commission Act (2008) Act 767. This law was passed in 2008 to bring together four major land agencies to manage and co-ordinate land administration in Ghana. These agencies were made Division of the Commission as follows;

Public and Vested Lands Division

The Public and Vested Lands Management Division of the Lands Commission (established by the Lands Commission Act, 2008, Act 767) is the principal land management organization of the

government. All public land is vested in the President of Ghana and held in trust for the people of Ghana. The Public and Vested Lands Management Division manages all public land on behalf of the President. In each of the ten regions of Ghana, there is the Regional Lands Commission, which performs the functions of the Lands Commission. In addition to managing public lands on behalf of government, the division has other mandates which include:

- Advise the government and local authorities on policy matters, and to ensure that the development of individual parcels of land is consistent with area development plans; and
- Advise on and assist in the execution of a comprehensive programme of land title registration.

Land Valuation Division

The Land Valuation Division (LVD) was established in 1986 (PNDC Law 42) as Land Valuation Board (LVB), through a merger of valuation divisions operating within different ministries. However, the LVB was brought under the Lands Commission as the Lands Valuation Division (LVD) with the promulgation of the new Lands Commission Act 2008, Act 767. The LVD is responsible for all valuation services for the government, including assessing compensation to be paid as a result of land acquisition or damage to an asset in view of a government project. The Division sets rates for crops, which are applicable nation-wide.

The LVD has 10 regional and 44 district offices. The district offices are involved only in ‘rating valuation’ and that any valuation has to be undertaken by the Regional offices which have certified valuers. The LVD also keep records of private sector certified valuers.

Survey and Mapping Division

It was established in 1962 under the Survey Act 1962, (Act 127) as the Survey Department. The Department was brought under the Lands Commission as the Survey and Mapping Division with the promulgation of the Lands Commission Act 2008, (Act 767). The Division supervises, regulates and controls the surveys and demarcation of land for the purposes of land use and land registration. It also supervises, regulates, controls and certifies the production of maps. It is responsible for planning all national surveys and mapping among other functions.

8.5 Environmental Protection Agency (EPA)

The EPA established under the EPA Act, 1994 (Act 490) is responsible for the protection of the environment and this include the human environment as well. Its functions include the following:

- Advise the Minister on the formulation of policies on all aspects of the environment and in particular make recommendations for the protection of the environment
- Ensure compliance with any laid down environmental impact assessment procedures in the planning and execution of development projects, including compliance in respect of existing projects
- Act in liaison and co-operation with government agencies, district assemblies and other bodies and institutions to generally protect the environment
- To promote effective planning in the management of the environment.

The EPA has ten regional offices. However, it has three offices within the GAMA geographical

boundaries located in Accra, Tema and Amasaman and one regional office in Kumasi in the Ashanti region of Ghana. The EPA is the main government body which has responsibility for receiving and reviewing all Environmental and Social Impact Assessment reports. Generally, RAP reports are submitted as annexes attached to the main Environmental Impact Assessment (EIA) Report to the EPA.

8.6 District Assemblies

The district assemblies (DAs) have been created as pivot administrative and developmental decision making agencies in the various districts. They are a key structure in the government administration process. The districts have been established as monolithic structures to which are assigned responsibility of the totality of governance at the district level. The Assembly functions, which are broadly aimed at attaining its objectives and fulfilling its mission of improving the quality of life of its people, are to:

- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the municipality.
- Promote and support productive activity and social development in the municipality and remove any obstacles to initiative and development;
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the municipality.
- Be responsible for the development, improvement and management of human settlements and the environment in the municipality.
- In cooperation with the appropriate national and local security agencies be responsible for the maintenance of security and public safety in the municipality.
- Ensure ready access to courts in the municipality for the promotion of justice.
- Initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by this Act or any other enactment.

The Assemblies will be responsible for acquiring lands for sub-projects and where resettlement and compensations are triggered; they will be responsible for the implementation of the provisions of the RAP or ARAP that will be prepared for subproject activities under the AF.

8.7 Non-Governmental Organization (NGO) Activities

A good number of the NGOs are located in the Greater Accra Region. These are both international and national not-for-profit, non-partisan non-governmental organizations working to assist the vulnerable, marginalized and deprived in society. They are involved in various social development activities in several fields especially education, environment and empowerment of the people in the municipalities.

Table 8.1: Institutional roles and responsibilities

Institution/ Stakeholder	Description of Roles and Responsibilities
World Bank	Review and give No Objection to the RPF/RAP/ARAP report; Disclose the approved report on World Bank External Website Conduct periodic site visits/monitoring and audits as needed to check Project Compliance with safeguards.

Institution/ Stakeholder	Description of Roles and Responsibilities
Ministry of Sanitation and Water Resources (MSWR)	The Ministry hosting and responsible for the implementation of the GAMA Projects in general and acts on behalf of the Government of Ghana in all aspects of the Projects.
The GAMA Project Coordinating Unit (PCU)	The PCU of the GAMA SWP has the overall responsibility for the preparation and implementation of the RAP in accordance with OP4.12. The PCU will provide technical advice to participating MMAs, Consultant and Contractors on issues relating to this RPF and implementation of the RAP. The Social Safeguard Specialist shall ensure compliance with the RPF and RAP/ARAP as may be applicable to the project.
Ministry of Finance	The Ministry responsible for the provision of funds for compensation payments to PAPs on behalf of the Government of Ghana.
Environmental Protection Agency (EPA)	The EPA shall ensure strict compliance to the environmental and social safeguard measures outlined in the RPF, RAPs/ARAPs and Environmental and Social Management Plan (ESMP).
District Assemblies	MMAs under the project will be directly responsible for securing lands for all sub-projects and the implementation of the provisions of the RPF/RAP/ARAP with technical support from the project PCU.
GRM committees	GRM committees will be established and will responsible for resolving all grievances promptly and in a fair and transparent manner under the project Following up to ensure remediation of any complaints and grievances and responding to them
Lands Commission (Land Valuation Division)	The LVD of the Lands Commission will review and confirm values of affected lands and assets and confirmation of land/property boundaries especially during disputes or grievance redress issues concerning project affected persons.
NGOs	Monitor the implementation of the RAP/ARAP
Supervising Consultants	Supervising consultants to engaged by the project as project consultants to supervise civil works under the AF will have a representation in the RAP Management Teams specifically the Monitoring and Evaluation Team. The Consultant will also be responsible for organising site meetings to discuss and address quality of reinstatement of PAPs properties among others
Contractor	Contractor engaged by the project shall be responsible for reinstatement of affected properties for which cash or direct compensation was not made to the PAP.

Table 8.2: Resettlement Activities and Responsible Party

NO	ACTIVITY	RESPONSIBLE AGENCY
1	Liaising with World Bank/Project Supporters	PCU
2	Coordination of Activities	PCU
3	Preparation and Disclosure of RPF	PCU/World Bank
4	Selection of Sub-Projects	PCU/ MMAs/ MSWR
5	Selection of sub-project sites	PCU/Relevant MMAs/World Bank
6	Vetting of request for compulsory acquisition of land, Oversight of land expropriation and land issuance of titles to resettled PAPs.	Ministry of Lands, Land Valuation Division of the Lands Commission
7	Social Impact studies (conduct social impact assessment and property impact studies)	PCU through Resettlement Consultant
8	Identify vulnerable people when developing RAPs and ARPs	PCU through Resettlement Consultant
9	- Marking of affected properties, Inventory of affected properties, Notifications, Request for proof of eligibility, - Consultations	PCU through Resettlement Consultant, MAs and Land Valuation Division of the Lands Commission
10	Valuation of Affected Properties	Ministry of Lands and Land Valuation Division of the Lands Commission/ Resettlement Consultant
11	Organise and implement census of affected people and census and valuation of affected assets in the framework of the development of a RAP or ARAP	PCU through Resettlement Consultant
12	Consultations, planning and Preparation of RAP	PCU/Consultants
13	Review of RAPs and ARAPs	PCU and World Bank
14	Disclosure of RAP	PCU/World Bank
15	Internal Monitoring	PCU
16	External Monitoring and Approval	EPA, NGOs/CBOs, Communities, World Bank
17	Preparation of Monitoring and Evaluation Report of RAP and Disclosure	PCU
18	Establishing of Resettlement & Rehabilitation Committees - Utilities Committee to conduct an inventory of properties with utility services - Grievance Committee establish procedures for dispute resolutions - Payment Committee establish payment modalities	PCU, MMAs
19	Disclosure of values. Making of offers Processing for payments	PCU/ Resettlement & Rehabilitation Committees /MAs
20	Release of funds for payment	MOF/MSWR/MMAs

21	Compensation Payments	Payment Committee (PCU/MMA/Resettlement Committees, MSWR
22	Grievance and dispute resolutions	Grievance Committee
23	Taking possession of site	PCU /MMA

9. RAP PREPARATION AND IMPLEMENTATION

The RAPs or ARAPs will be prepared by the GAMA Project Coordinating Unit/GWCL in collaboration with the beneficiary MMA using the following guidelines;

- i. Consultation and participatory approaches. A participatory approach will be adopted to initiate the compensation process. The consultations must start during the planning stages when the technical designs are being developed, and at the land selection/screening stage. The process therefore seeks the involvement of PAPs throughout the census for identifying eligible PAPs and throughout the RAP preparation process. All public engagement and consultation activities will be guided by the national protocols on social distancing due to the COVID-19 pandemic and the World Bank Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings issued on 20 March 2020 if the social distancing protocols are still in force. The World Bank guidance is attached as annex 12.
- ii. Disclosure and notification. All eligible PAPs are informed about the *Sanitation and Water project* and the RAP process. A cut-off date is established as part of determining PAPs eligibility. In special cases where there are no clearly identifiable owners or users of the land or asset, the RAP team must notify the respective local authorities and leaders. A “triangulation” of information – affected persons; community leaders and representatives; and an independent agent (e.g. local organization or NGO; other government agency; land valuer) – may help to identify eligible PAPs. The RAP must notify PAPs about the established cut-off date and its significance. PAPs must be notified both in writing and by verbal notification delivered in the presence of all the relevant stakeholders.
- iii. Documentation and verification of land and other assets. The government authorities at both national and local levels; community elders and leaders; representatives from the Ministry of Sanitation and Water Resources PCU will arrange meetings with PAPs to discuss the compensation and valuation process. For each individual or household affected by the sub-project, the RAP preparation team will complete a Compensation Report containing necessary personal information on the PAPs and their household members; their total land holdings; inventory of assets affected; and demographic and socio-economic information for monitoring of impacts. This information will be documented in a Report, and ideally should be “witnessed” by an independent or locally acceptable body (e.g. Resettlement Committee). The Reports will be regularly updated and monitored.
- iv. Compensation and valuation. All types of compensation will be clearly explained to the individual and households involved. These refer especially to the basis for valuing the land and other assets. Once such valuation is established, the Ministry through the PCU will produce a Contract or Agreement that lists all property and assets being acquired by the sub-project and the types of compensation selected. The table below provides a sample of entitlements that are eligible for compensation. These options include in-kind (e.g. replacement housing) and cash compensation. All compensation should occur in the presence of the affected persons and the community local leaders.

- v. Community payments. Although most sub-projects do not normally take land and other assets belonging to a community, such as a community center, school, or sacred site, if this occurs in a sub-project, the community (as a whole) will be compensated. This compensation will be in the form of reconstruction of the facility (in case of damages) or replacement at least the same standard or equivalent or better standard required by local planning regulation. Examples of community compensation are expansion of grazing grounds; rehabilitation of school buildings, public toilets, health facilities; installation of wells or pumps; creation of market places; and reconstruction of community roads.
- vi. Grievance mechanism. The sub-project RAP team will establish an independent grievance mechanism. This may be set up through Local Authorities, including a Resettlement or Land Committee and through community leaders. All PAPs will be informed about how to register grievances or complaints, including specific concerns about compensation and relocation. The PAPs will also be informed about the dispute resolution process, specifically about how the disputes will be resolved in an impartial and timely manner. The RAP Team will produce a Report containing a summary of all grievances. If needed, the dispute resolution process should include Ghanaian Courts of Law, but traditional institutions can be an effective first step in both receiving and resolving grievances. The details of a grievance procedure are described in the section 10.

RAP Implementation

The RAP implementation process will consist of the following activities:

1. *Review and Approval of RAP Report* - The Project will submit the draft Resettlement Action Plan to the World Bank for review and comments. Upon receiving comments on the draft report, it will be finalized and re-submitted to the World Bank for “No Objection”
2. *Disclosure of RAP by the Ministry and World Bank* – Upon receipt of approval from the World Bank and Compensation Valuation Report have been accepted, the Ministry and the beneficiary Assembly will disclose the RAP in both print and electronic media. Hard copies shall also be placed in the Assembly offices and relevant MDAs and stakeholders.
3. *Issuance of Offer Letters/Notices to PAPs* – Upon approval, the Project in collaboration with relevant government institutions will support beneficiary assemblies to issue offer letters to claimants. The letters will include negotiations and acceptance forms for PAPs who will want to negotiate or accept the offer respectively.
4. *Negotiations with Dissatisfied PAPs* - In the circumstances where a claimant rejects the offer, the PAP shall have the right he/she to petition and the engage the services of a private Valuer to enter into a process of negotiation with LVD until he/she accepts the offer.
5. *Compensation of Project Affected Persons* - Once agreements are reached with the Project Affected Persons PAPs shall be paid prior to commencement of civil works.
6. *Vacation of Site by PAPs* - Once compensation and supplemental allowance is paid, business owners, home owners and tenants will be given reasonable timeframe to relocate for works to commerce.

7. *Preparation and Disclosure of RAP Completion Report* - A RAP completion report will be prepared at the end of the resettlement implementation. It will include a brief summary of the RAP and implementation and challenges as well as lessons learnt and any outstanding issues at the close of implementation of RAP.
8. *Completion audit of the RAP process*- the project will conduct RAP completion audit to assess RAP activities implementation in accordance with World Bank requirements and standards and national laws, and plan for the management of potential risks and impacts likely to result from implementation of subsequent activities related to the subproject.

10. GRIEVANCE REDRESS PROCEDURES

Grievance redress mechanism (GRM) is the institutions, instruments, methods, and processes by which a resolution to a grievance is sought and provided. The consultations of project affected persons and other key stakeholders at the very early stages of project implementation will ensure that their concerns are taken care of during implementation and would help minimize disputes or conflicts arising from implementation of any project activity. The AF will leverage on the GRM system of the parent project which is been operationalized as required by the World Bank;

10.1 Objectives of the Grievance redress mechanism

The objective is to address and resolve grievances or complaints from affected persons promptly, fairly, and in a manner that is, to the extent possible, acceptable to all parties. Every effort will be made to:

- Provide straightforward and accessible ways for the affected persons to voice complaints or resolve any disputes that might arise related to project implementation;
- Seek solutions to any tensions and conflicts early on in the implementation process, to avoid a ‘fire-fighting’ approach;
- Identify and implement appropriate and mutually acceptable actions to redress complaints;
- Respond in a timely manner, and with sensitivity to the needs of complainants
- Ensure that claimants are satisfied with the outcome of the corrective actions, and maintain a dialogue with them to the extent possible; and
- Avoid resorting to a high level of adjudication, such as judicial proceedings, as much as possible.

10.2 Potential sources of grievance/ disputes

Based on experience from the parent project and consultation of relevant stakeholders and communities, grievances and disputes that may arise during the course of implementation of the AF resettlement/ compensation activities may be related to the following issues among others:

Administrative Issues

- Delays in resolving complaints of PAPs.
- No response to complaints made;
- Disagreement with the computation of the resettlement or livelihood assistance or transportation cost;
- Land acquisition and Involuntary resettlement
- Mistakes in inventorying or valuing properties;
- Disagreement on property boundaries either between the affected person and the expropriation agency or between two neighbours;
- Disputed ownership of a given asset (two or more affected people claim that the affected asset is theirs);
- Disagreement on asset valuation methods and compensation amounts in cash or inkind;
- Exclusion from list of PAPs;
- Disagreement with the computation of the supplementary or resettlement assistance or transportation cost

- Claims by people who relocated on their own after receiving notification from the respective Assemblies about the project and the likelihood of impact on their activities

Community Issues: Siting of the project/subproject; successions, divorces, and other family issues resulting in disputed ownership or disputed shares between inheritors or family members;

10.3 The Grievance Redress Process

The grievance redress process will use the already existing GAMA SWP Grievance Redress framework and the GRM Hotlines +233501619361 and +233501680733. The multi-tier level grievance redress process under the parent project shall be disclosed to the PAPs, when the individual compensation contracts are signed. It will comprise three (3) tiers:

1. Local/Community Mediation Committee (Grievance Redress Team)
2. MMA Level redress teams
3. GAMA PCU/MSWR

Aggrieved persons may access the Court as the last option after exhausting all the redress process without solution to the complaint.

Aggrieved persons will be made aware of their right to access any of the three-tiers. However, PAPs will be encouraged to use the 1st and 2nd tier redress mechanism which is at local and Municipal authority level adjudicative system first before proceeding to the 3rd Tier and court as the last resort. The 1st to 3rd tier redress system will be accessed at no-cost to PAPs or other complainants. PAPs will be encouraged to utilize the full spectrum of tiers as much as possible as this ensures that the grievance redress mechanism is compliant with both national and World Bank safeguard policy requirements and is most desirable. However, PAPs will be made aware of their rights and anonymity in using the system.

10.4 Composition of The Redress Committees

Local/Community Mediation Committee

The Local/Community Mediation Committee (Grievance Redress Team) shall comprise of the following:

- Assembly member of the electoral area-Chair
- Unit committee member
- Opinion leader
- Representatives of PAPs

Municipal Level Mediation Committee

The MA level Mediation Committee (Grievance Redress Committee) shall comprise of the following:

- Presiding Member/ Coordinating Director or representative (chair)
- GAMA MMA Project Coordinator- Secretary
- Assembly member of the area/PAP
- Representative of the Supervising Consultant
- Other co-opted members as required

Ministry/PCU Level

- Chief Director/Project Director/ designated representative (chair)

- Safeguards Specialist at the PCU)- Secretary
- GAMA MMA Project Coordinator
- Representative of the PAPs

10.5 The general steps of the grievance process

The general steps of the grievance process comprise

- Registration/receipt of Complaints;
- Acknowledging the complaints
- Investigate and determine solution to the complaint
- Implementing the Redress Action;
- Verifying the Redress Action;
- Monitoring and Evaluation; and
- Recourse or Alternatives

Registration/ Receipts/Acknowledging of complaints

The PCU and MMAs have been keeping up-to-date records on grievances recorded and resolved. The project will use the established multi-tier GRM system under the project to register resettlement related complaints and disputes. The receipt of complaints at all levels will include logging and registration of complaints and tracking and providing timely feedback to the complainant as well as monitoring the status of the grievances and reporting. The existence and implementation arrangement to access to the GRM (where, when, how) will be widely disseminated within the project community/town as part of the consultation undertaken for the project in general.

1st Tier GRC

The Assembly member of the area will receive and acknowledge receipt of complaint within 24 hours. He/She will capture the complaint on the complaint form and submit to the Grievance Redress Committee at the local level (sample form is attached as annex 3). The Assembly member of the area will inform the complainants about the status of the grievances and if the grievance can be resolved by the Grievance Committee (i.e. if it necessitates no consultation with other organizations where relevant) to determine possible corrective actions within 5 days. PAPs have the right to escalate complaints to the next level.

2nd Tier GRC

The 2nd tier GRC will be chaired by the Presiding Member of the MA or designated representative. Grievances determined to be beyond the 1st Tier committee will be escalated to the 2nd level of resolution at the MMA level chaired by the Presiding Member. Consultations will be held with relevant authorities to determine solution for the complainant. In such cases, the time frame for the determination of possible corrective actions shall be 10 working days or extended in consultation with the affected persons.

After corrective actions are determined, the proposed solutions or corrective/preventive actions shall be communicated to the complainant within the agreed timeframe. The corrective steps, timeframe within which they are to be completed, and the party responsible for implementing the corrective actions shall be recorded in the Grievance Closeout Form (copy attached as annex 3). Once an agreement has been reached between the applicant and the responsible party on the

corrective actions, the applicant will sign off the grievance closeout form on their acceptance of resolution. If the applicant remains dissatisfied with the outcome, additional corrective action will be agreed on and carried out by the responsible party.

The Committee has a maximum of 20 days following the application within which to resolve any grievances properly lodged with it. The applicant will then be informed by the designated officer and the corrective actions recorded in the Grievance Closeout Form.

3rd Tier GRC

If complainant remains dissatisfied with the decision of the grievance redress team, he/she can bring it to the attention of the PCU safeguard person. Otherwise the GRC should forward the issue to MSWR/PCU for further action. The PCU in consultation with the relevant MMA safeguard person will set up an appropriate mediation team to resolve the issue within 2 weeks from the date of receipt of such a decision. If such a time line is not possible, the project would inform the complainant accordingly giving reasons and possible new date.

Verifying the redress action

When required, the grievance redress team from the MMA will visit the affected property site or get in touch with the complainant to confirm that the redress action is carried out. If the complainant is dissatisfied with the outcome of the redress proposal or action, additional steps may be taken to resolve the issue or reach an amicable agreement.

Court or Judicial redress

If the complainant remains dissatisfied with the mediation effort of the project, the complainant has the option to go to court to pursue appropriate recourse. Courts of law will be a “last resort” option, in view of the above mechanism.

11. STAKEHOLDER CONSULTATION

11.1 Introduction

Stakeholders consultations are very important to ensure the success of the project. Stakeholder consultations formed an integral part of the RPF formulation process. This RPF has been prepared in consultation with the GAMA Project Coordinating Unit, Metropolitan and Municipal Assemblies, non-governmental organizations and community groups and individuals. Stakeholder meetings and engagement were conducted in GAMA and GKMA in 1st February and 15th March 2020. This helped to uncover the potential project risks and impacts and increase stakeholders' "buy-in" of the project interventions. Stakeholder consultations will continue during the preparation of RAP/ARAP and throughout the RAP/ARAP implementation process and project implementation.

11.2. Objectives of the Stakeholder Consultation

The objectives of the stakeholder consultations are to:

- i. inform primary stakeholders about the project development objectives and activities;
- ii. engage and deliberate with officials of project beneficiary MMAs and communities about the project benefits and potential project adverse impacts on people and the environment and mitigation measures and offer stakeholders the opportunity to share their views and concerns on the project impacts;
- iii. obtain useful data and local information that will be useful in the RPF/RAP preparation (e.g. social structures and local grievance redress procedures);
- iv. establish and maintain a two-way process of dialogue and understanding between the project and its stakeholders; and
- v. create ownership among MMAs and communities to ensure sustained interest in the project activities.

11.3. Stakeholder Identification and Categorization

The RPF team in collaboration with the safeguards team at the GAMA PCU identified relevant stakeholders of the AF project. Stakeholders were identified and grouped under two broad categories: (i) primary stakeholders- those the project will directly or indirectly affect positively or negatively including (e.g. those who will lose land, farms/crops, residential or commercial buildings, businesses, etc. and (ii) secondary stakeholders – those who have direct responsibilities in project implementation (e.g. MMAs) and/or will support project with capacity and other forms of technical support before, during and after implementation of the resettlement activities (e.g. MMAs, MSWR, MLGRD, EPA, MoF, Lands Commission etc.). Primary stakeholders were identified through the following procedures:

- (i) Visit and engagement with officials of beneficiary MMAs and agencies; and
- (ii) Consultations with community leaders and traditional heads and consultations with small social groups including women and persons with disabilities.

Identification of secondary stakeholders (government agencies) and their roles was facilitated by the GAMA PCU Safeguards Team and review of the AF project document.

Table 11.1 Summary of Consultations in GAMA (1st February –15th March 2020)

Questions/ Concerns raised by the stakeholders	How the comments and questions were addressed (by the consultant)	Response by stakeholders (MMAs/ Community) to consultant's response
Category of Stakeholders: Officials of MMA in GAMA-Chief Executives, Coordinating Directors, Assembly Environmental Health Officers, Planning Officers, Engineers, SHEP Coordinators and Social Development Officers		
What is the scope of the AF and how will the new MMAs in GAMA benefit from it? Is the AF going to continue to support same or different interventions in the Assemblies?	The AF will continue to support key interventions of the parent Project MMAs. The activities will include provision of household and school toilet facilities, construction of local drains, and extension of water supply distribution lines and pipe connections to communities in low income areas. Similar to the GAMA project, the MMAs, in particular, the new MMAs will be required to identify sanitation projects for support under the AF project. Additional benefits include provision of subsidy of 30% to support household toilet beneficiaries. Overall, the project will expand on the existing sanitation infrastructure in the MMAs to improve sanitation and water supply.	The parent project has brought significant improvement in sanitation and water supply in the low income communities and they (the MMAs) will give their full support to the implementation of the AF interventions.
What will be the nature of participation and involvement of MMAs and local communities in the AF project: Will there be a change in the approach compared to the parent project? The MMAs and communities have found	Stakeholder involvement is a priority of the AF project as it was with the parent project. The MMAs will continue to own the AF project activities by way of leading the identification, planning and design of subprojects in collaboration with the PCU, GWCL and local communities. Consequently, the AF subprojects will continue to be planned and implemented in participatory manner and in accordance with the World Bank engagement procedures. In this connection, it will be ensured that	The participatory approach adopted by the parent project enabled the MMAs and community leaders to gain very good insight into resettlement planning and compensation procedures of the World Bank. This experience will be brought to bear on the AF project to ensure that PAPs identification and compensation issues will become easier and timely this time round.

Questions/ Concerns raised by the stakeholders	How the comments and questions were addressed (by the consultant)	Response by stakeholders (MMAs/ Community) to consultant's response
<p>the stakeholder involvement under the parent project very useful for example during the preparation and disclosure of ESMPs, EIAs, and RAP which activities helped to inform the communities about the subprojects through which they also provided their feed- back and perspectives. They wished that this is continued under the AF project</p>	<p>the identification of PAPs during preparation of the AF subproject's RAPs/ARAPs, disclosure of the instruments and monitoring of compensation and resettlement activities will be done with the involvement of the stakeholders. Through this, the local communities will continue to provide their concerns and input.</p>	<p>.</p>
<p>The GRM of the parent GAMA project allowed the involvement of the MMAs and community opinion leaders in the resolution of grievances quickly and was laudable. They are of the view that the MMAs and community members involvement should be maintained under the AF</p>	<p>Yes, the GRM procedures for the parent project is detailed and will be adopted for the AF project. However, the consultant is also interested in knowing if there are other community grievance redress processes which are working so that these can be adapted with a view to strengthen the existing GAMA GRM. GRM capacity will be enhanced for key project staff and community people especially in the new MMAs in GAMA so as to ensure there is continuous compliance with the safeguard's requirements of the project.</p>	

Questions/ Concerns raised by the stakeholders	How the comments and questions were addressed (by the consultant)	Response by stakeholders (MMAs/ Community) to consultant's response
project.		
We have tried during the parent project to comply with the World Bank requirement to pay compensation to PAPs prior to commencement of civil works, but it has not been easy for MMAs/ government to provide funding for such payments.	The World Bank OP 4.12 Policy on Involuntary Resettlement mandate governments to pay compensation to all affected persons on all World Bank funded projects prior to commencement of civil works on each subproject where compensation has to be paid. Therefore, just as it was done under the parent project, so will it be for the AF project too. It is therefore important for the MMAs to begin to make provisions in their Annual Budgets in anticipation for possible compensation payment during the AF project in order to avoid delays when the project finally takes off.	The idea for the MMAs to begin to make provisions in their Annual Budgets for anticipation compensation payment during the AF project was well taken.
What is the approach to ensure that all relevant staff in the MMAs benefit from safeguards trainings	Training is inbuilt in the project. The project will collaborate with MMA management to train relevant officers to ensure effective implementation of the project activities particularly on safeguards. Orientation will also be conducted for each contractors and workers before the commencement of each civil works contract.	Some MMAs are new and so they should be prioritized for the capacity building so as to equip them with the requisite safeguards knowledge on the World Bank.
Will the AF support rehabilitation/ construction of broken down and non performing liquid waste treatment facilities and landfills/solid waste dumps in GAMA	Yes, the AF will support some reconstruction or rehabilitation of liquid waste facilities, however, these activities will be carried out in GKMA under the AF. However, solid waste management if not being funded under this project. It is being considered under the GARID Project for the GAMA area.	Future projects should prioritize solid waste management as well.
Category of Stakeholders: Assembly members, community Leaders and members of Gbawe, Ga East, Tema West, Okaikoi South		

Questions/ Concerns raised by the stakeholders	How the comments and questions were addressed (by the consultant)	Response by stakeholders (MMAs/ Community) to consultant's response
How will the new project address the sanitation and flood problems in communities	The GAMA project has been supporting Assemblies to address the sanitation and water problems in MMAs in GAMA. The additional financing will continue to support the provision of household and school sanitation facilities, water supply, sewers, drains etc. However, communities should ensure that the interventions are protected and maintained. This will ensure they last and serve the community for long.	Communities are willing to support the project in awareness raising and communal labor for desilting of drains. However, they will need logistical support from the MMAs.
Will the project involve land acquisition and will compensation be paid when structures will have to be destroyed?	<p>The World Bank mandate government to pay compensation for properties in the right of way of projects prior to commencement of the civils works. In this regard, all proposed subproject sites will continue to be screened and where it is found out that people and/or economic activities will be displaced, the project will cause a Resettlement Action Plan (RAP) to be prepared which will identify all project affected persons (PAPs) and the appropriate compensation due each of the PAPs.</p> <p>Under the parent project, the project has adhered to this requirement and will do same for the upcoming project. If the project will affect anyone's property or livelihood, the project will assess the loss and pay appropriate compensation to the affected person. Where reinstatement is required, the project will ensure that these are done to mitigate impact. The project also has grievance redress system to address complaints of PAPs and interested parties who may have concerns about the project activities. If anyone</p>	The Assembly members expect the same level of community participation as has been done in the past in beneficiary MMAs as well as envisage that their views will be considered during subproject design and implementation.

Questions/ Concerns raised by the stakeholders	How the comments and questions were addressed (by the consultant)	Response by stakeholders (MMAs/ Community) to consultant's response
	has complaints, the project has grievance resolution system to address the complaints from affected persons to enable the project interventions to be carried out in the communities. Example is the timely construction of the Mallam Junction drain in the Weija Gbawe Municipal Assembly.	
Consultations with women: women in Osu Klotey Area, Weija, Gbawe, Abloagyei-Ga East, Pokuase-Ga North and Madina		
We know that the project is providing household toilet facilities at a reduced fee. How will the project solve the flooding problem in our communities?	The authorities are aware of the sanitation and flood problems due to unlined earth drains. They are aware of how the flooding also affect women and children. Provision of household toilet will continue at a subsidized fee. The Project will also continue to support the assemblies to address the flood problems in the communities.	Government should help to address the flood situation as it severely affect women and children and restrict their movement to the market and schools whenever there is a heavy rainfall.
Engagement with youth -Madina Zongo, Abloagyei, Gbawe CP and Adenta communities		
How will the project provide employment opportunities for the youth in the community	Workers from local communities are often engaged on short term or as waged workers to provide labor for construction activities. This is not only to provide employment but to prevent labor influx that could bring along social vices and behaviors which hitherto were not present in the community. During the construction period, contractors will be encouraged to employ some of its labor force from the host communities. Therefore, those who wish to work on the works should approach the MMA ahead of time.	The project should ensure that contractors use local labor to address the youth unemployment situation in the communities.

Table 11.2: Summary of Consultations in GKMA

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
Category of Stakeholders: Officials at MMA in GKMA- Chief Executives, Coordinating Directors, Assembly Environmental Health Officers, Planning Officers, and Social Development Officers, Engineers, Procurement Officers.		
<p>The extension of the GAMA AF project to GKMA is a welcome news. It will help address the current sanitation and water challenges in the low-income communities i.e. lack of household and institutional toilets, poor liquid and solid waste management, lack of safe drinking water in poor households. etc. Now, will the project be able to cover all the low income communities in the MMAs? What is the scope of the project and how would the project address these challenges in GKMA Assemblies</p>	<p>The current challenges of lack of access to household and institutional toilet in low income communities leading to poor environmental sanitation in the Metropolis is a major concern to the government. Poor access to safe water, lack of household toilets in the LICs and schools, broken down urban environmental sanitation management infrastructure especially the existing liquid waste treatment facilities and solid water dumps in GKMA lend similarities to the GAMA but which the parent GAMA project have successfully tackled.</p> <p>Improving access to sanitation and water supply in the low income communities of the GKMA is the main objective for extending the AF project to the GKMA also. Major activities to be implemented under the project include construction of household and school toilets, laying of water distribution lines, drainage construction and provision of decentralized sewer systems. However, back in GAMA, the success of the project was due to the high commitment exhibited by the beneficiary MMAs towards compliance with the World Bank and national policy requirements (including environmental and social risks management) of the project. It is therefore important that the GKMA MMAs will exhibit similar commitment and cooperation with the Ministry, the PCU, GWCL and other relevant agencies like the Lands Commission and the EPA in order to have a successful project.</p> <p>It is expected that the AF will extend to every LIC in the MMAs where sanitation and water problems is a challenge. To achieve this, all the</p>	<p>The MMAs will offer the necessary support to ensure the project is implemented successfully in GKMA. Project teams will be formed and available resources in the MMAs will be deployed to leverage the AF. The MMAs are looking forward to avail themselves to the relevant capacity that will be required of them to ensure compliance with the safeguards requirements of the project.</p>

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
	participating MMAs will be required to undertake needs assessment involving the local community people, to identify the critical sanitation challenges prevalent in specific communities for prioritization. Through this, the areas that are most prone to the challenges will be focused on since the financing for the AF will have to be spread across a total of 8 MMAs in GKMA and 25 MMAs in GAMA.	
<p>What are the key adverse impacts of the project and are there ways that the adverse impacts be addressed?</p> <p>What roles can the MMAs play in addressing the adverse impacts?</p>	<p>More often than not, development projects just like this AF project have potential for negative environmental and social impacts which must be identified early in the project planning stage and measures put in place to avoid or minimize the impacts. In addition to adverse environmental and social impacts resulting from the construction activities which include pollution of water bodies through indiscriminate solid and liquid waste disposal, loss of vegetation, noise from construction equipment, injury and accidents involving construction workers and host community people, there is potential for physical and economic displacement of people and properties. Furthermore, there is also the potential for risk of social conflicts, increased transmission of sexually transmitted disease like HIV/AIDs, child labor, sexual harassment of women employees and early pregnancies and child labor which can all arise from influx of construction labor into the project construction communities. However, as a part of the World Bank safeguards policy requirements for the project, during the planning of each specific subproject, environmental and social management plans will be prepared and the potential negative impacts will have to be identified which must be mitigated by the MMAs and contractor before and during the construction period. For instance, where individual properties and economic activities will be disrupted due to a particular subproject implementation, a compensation plan will be prepared for that subproject and appropriate compensation will have to be paid by the MMA/government before the construction works can begin. Similarly, the</p>	

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
	contractor will be required to institute and carry out appropriate safeguards measures for protecting the environment, workers and community people from accidents and injury while also ensuring that illicit behaviors are prohibited among the workers. Overall, the MMAs will have to ensure that they collaborate effectively with the PCU.GWCL and the EPA to monitor the contractors in doing what will be expected of them and where a contractor fails, sanctions should be upheld against the company.	
Unfortunately, the MMAs are not experienced in monitoring project adverse environmental and social impacts. Will appropriate capacity be provided on how we can be effective and remain compliant with the World Bank and EPA safeguards requirements of the project?	The PCU will collaborate with the World Bank and the EPA to provide the needed capacity for the MMAs to be able to monitor the contractors in doing the right things during subprojects implementation. As has already been noted, the GKMA MMAs lack capacity in basic steps required for ensuring identification and mitigation of environmental and social impacts and overall safeguards compliance on the AF project. These include screening of proposed subprojects, registration of subprojects with the EPA, acquisition of environmental permits, payment of compensation, resolution of conflict on the project and monitoring and supervision of contractors in accordance with the environmental and social management plans.	The MMs are committed to ensuring that the AF project be carried out in environmentally sound and socially friendly manner as can be deduced from the response. It is therefore proposed that the PCU should arrange that the required capacity be provided as early as possible.
The Assemblies have difficulty in securing government and or internal funding for compensation payment.	The World Bank safeguards policy OP 4.12 on Involuntary Resettlement which the AF project has triggered requires that government/project owners pay compensation to all persons who will be affected by projects the Bank supports. And this has been agreed with government in the projects undertaken between the Bank and the	The MMAs have to engage with the Ministries to as quickly as possible for budgeting towards the

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
<p>Why should the GoG/MMAs be made to pay compensation to people who have encroached on government property and road corridors where pipelines and drainage will be constructed interventions?</p>	<p>government, including the parent GAMA project. The following are the Bank's criteria for determining eligibility for compensation payment:</p> <ul style="list-style-type: none"> ▪ Person who have formal right to land (including customary and traditional rights recognized under Ghanaian Law); ▪ Persons with temporary or leased rights to use land; and ▪ Persons who do not have formal legal right to lands or other assets at the time of the project and affected persons identification, but who have claim to such legal rights by virtue of occupation or use of those assets. ▪ Businesses within the community <p>In this regard, even squatters are eligible for compensation once the construction works will impact on their properties and/or economic activities. It will therefore be ensured during the project phase that those deserving compensation payment are paid before they can be asked to give way to the project construction. It is therefore important for the MMAs to liaise with the Ministry of Finance to build into the Assembly Annual Budgets, adequate financial provisions in anticipation of compensation payments under the AF project before it is too late.</p>	<p>potential compensation issues on the project.</p>
<p>Some MMAs are currently participating in the World Bank funded project "Ghana Secondary Cities Project" which involves the</p>	<p>Training is inbuilt in the project. The PCU will collaborate with the World Bank and the EPA to train relevant MMA officers on the World Bank Safeguards Policies and national environmental laws triggered by the Project.</p> <p>The project will also offer training to equip the staff on how to effectively screen subprojects to identify their adverse environmental and social</p>	<p>The MMAs are ready to undergo safeguards trainings to enable them institutionalize environmental and social issues</p>

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
preparation of some safeguards document, many MMAs do not have previous experience in preparing safeguards instruments and paying compensation to affected persons. We need capacity building on safeguards as the expectations to handle the impacts are high	impacts, how to obtain environmental permit from the EPA, how to manage project related grievance redress among others. The PCU has Social and Environmental Safeguards experts who will support MMAs throughout the project to ensure that safeguards compliance is always achieved to ensure project success. Orientation on safeguards would be conducted for all contractors and workers prior to commencement of each civil works contract when the time comes for construction activities	management on project both for the AF and MMAs own future projects to ensure sustainability of their investments.
What can cause delays in project implementation as far as safeguards is concerned?	Delays can be caused by MMAs not adhering to the safeguards requirements of the project, not preparing the required instruments and disclosing prior to commencement of civil works, non-compliance/delays in release of funds and compensation payment, lack of consultation with stakeholders, MMAs inability to monitor contractors and consultants work to ensure strict adherence to occupational health and safety requirements. Others include land litigation, possibility of contractor abandoning project sites and not completing or reinstating affected properties etc.	To ensure an overall success of the AF project in the GKMA, it will be important to extend the project awareness and education to community levels to involve Assembly members, community opinion leaders, youth and women groups among others.
Consultation with Assembly members, Community opinion leaders, youth groups, women groups in GKMA		
What is the scope of the project and how would	The GAMA project has been supporting key interventions on sanitation and water in MMAs in GAMA. This include the provision of household and	The project will help communities to

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
the project address the sanitation challenges in the communities	<p>school toilet facilities, construction of sewers lines, provision of portable water to poor households in low income communities, construction of drains to address the flood situation in some communities in GAMA etc.</p> <p>The MSWR intends to extend the project to GKMA to address the current environmental sanitation and water supply challenges in low income communities in GKMA. The government of Ghana is extending the interventions to 8 MMAs in GKMA. The interventions in GKMA will include provision of household toilets, institutional toilet construction, water supply to poor households in low income communities, construction of sewers among others. The MSWR require the support of every member of the project beneficiary communities to successfully implement the project activities.</p>	address some of the sanitation problems. However, the assemblies should involve the communities in the project in particular, the design of the household toilets to ensure that they will be accepted in the communities,
There is inadequate availability of toilets in homes, schools leading to open defecation and appalling environmental sanitation scenes in every low income community in GKMA. Will the MSWR and the World Bank give the AF project monies directly to the communities to manage the the project themselves?	The AF project funds will be managed by MSWR through the MMAs. The MMAs in collaboration with the PCU and GWCL will be responsible for recruitment of contractors and consultants and payment of their fees following which they are required to provide accounts on the expenditures to the Ministry and the World Bank. However, the PCU, GWCL and the MMAs are expected to involve the community stakeholders in the project management through their engagement in awareness raising in the communities, identification and selection of subprojects and locations, monitoring of mitigation measures implementation by the contractor in the communities and MMAs staff and grievance resolution. The communities representatives will also be engaged in relevant capacity building activities. The communities will have no hands in handling project monies.	
How will the specific low income communities who	There will be broad community consultation on the AF finance through consultants who will be hired by the PCU/GWCL and the MMAs. Through	The Assembly members should begin

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
will benefit from the various subprojects be selected in each MMA? Will the communities be involved in the selection of the community subprojects and their locations?	this process, the MMAs and the communities (particularly their representatives in the assemblies and opinion leaders) will be called upon to identify and prioritize critical activities in the low income communities which the project can support. In other words, the identification of the candidate subprojects will be done in a participatory manner. This is some of the reasons why the ongoing consultation is going on among the community people for them to know their responsibilities and to be able to effectively engage in the project right from the beginning.	to further disseminate the AF project awareness beginning from now.
How are community leaders and traditional rulers involved in project management in the MMAs	Participation of traditional leaders and community leaders e.g. the Assembly members is key in this project requirements by the World Bank and the government. As explained above, the community leaders and representatives in the MMAs will have to be keenly involved in project identification; community entry activities and awareness; stakeholder consultation; disclosure of project information, project monitoring; land acquisition for projects and dispute resolution on projects.	It will be important that the community leaders be also involved in relevant capacity building activities so that they can effectively engage in their responsibilities under the project.
How will very poor residents i.e. women, the sick, the jobless, the disabled, the aged who currently do not have toilets in their homes be supported get their own toilets noting that the household toilets will not be provided by the project free of charge?	As it happened in the GAMA project, the project started with 50% subsidy on the household toilets provision in the low income communities. However, with advocacy and lobbying, it was reduced to 30% subsidy for the households. Therefore, opportunity still exist for advocacy and consultations through the MMAs, Assembly member for further reduction in the subsidy levels to enable more and more people particularly the poor and vulnerable to own toilets in their homes.	The Assembly members should begin to engage the MMAs to make a case for their demands for provision of the household toilets to be made free for the poor and vulnerable.

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
Will the project damage some properties in the low income communities during the subprojects implementation? If so, how will any loss be mitigated?	The specific subprojects nor their locations are not yet known. However, based of the parent GAMA project and the field visits conducted to the low income communities, there is the potential for some displacement of temporary structures and economic activities by the project activities. However, all structures and economic activities impacted will be duly compensated for prior to the beginning of the construction works. This is a policy of the World Bank who is providing the financial support for the project.	It is important for the relevant authorities to begin to mobilize compensation resources on hand so that delay in compensation will not affect smooth implementation of the project in the communities.
Who will be responsible for the payment of the compensation?	The government of Ghana through the Ministry of Finance/MMAs will have to pay all compensation monies when it is required. The project funds supplied by the World Bank will not be used in paying compensation to any project affected persons.	This is well noted.
There is high level of joblessness in the MMAs particularly the low income communities. Will the project allow for employment of the local community people or all the contractor's labor force will be imported?	The project and the World Bank encourage employment of local labor in the host communities. In this connection, the MMAs will have to arrange with contractors who will be engaged in the subprojects construction under this AF project to employ local labor as well. It is also noteworthy that employment of local labor does not lead to local employment generation alone but it also wards off labor influx and its attendant negative social vices on the host community such as spread of sexually transmitted diseases (including HIV/AIDs), theft, crime, abuse of drugs, prostitution, sexual harassment, early pregnancies, child labor and school dropout. The PCU will ensure that the contractors work under code of conduct which prohibits social vices associated with labor influx during the works.	It will important that the community people should be educated on labor influx impacts early before it is too late.
Consultation with People With Disability		
The project components	The proposal to provide PWDs household toilets free of charge is not a bad	

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
<p>on provision of toilets in for households and schools , and water supply are very dear to our hearts. This is because almost all of our members do not have toilet in our houses and so will have to attend public toilets which are normally far away. Is it possible for the household toilets to be constructed for PWDs free of charge because we are not able to afford due to our situation?</p>	<p>idea. However, this demand can be channeled to the MMAs through their representatives including Assembly members. There can be follow-up meetings to push this idea through MMAs to the MSWR. The parent GAMA Project has been providing the household toilets for a 70%/30% subsidy where the households pay the 30 %. When properly articulated, it may be possible that the MMA management and the MSWR can take a look at the proposal to see what can be done about it.</p>	
<p>One of the biggest challenge PWDs encounter with project which also threaten their safety in the community is contractors who leave open trenches and construction debris in the community. They also remove foot bridges over drains where the pass. How will the project</p>	<p>One key requirement of the Project is strict adherence to public health and safety by contractors when they are out there in project communities. The parent GAMA project has extensive experience in ensuring that contractors adhered strictly to this requirement. Same standards which were applied during GAMA project will be applied in GKMA also to ensure the safety of community members. It will be ensured that alternative routes are provided where road users access are interrupted by the project construction activities. Signage will put up at active construction areas to warn of potential at the location so that community people can take note and avoid those areas.</p>	

Questions/ Concerns Raised the stakeholders	How the comments and questions were addressed by the consultant	Response of the stakeholders to consultant's comments
ensure that safety of PWD is duly factored in the project		

Questions raised by Consultant	Responses provided by the institution	Responses/remarks by the consults
Consultation with Officials of the Asantehene Land Secretariat (ALS)		
What is the role of the ALS in land acquisition for government projects in the Ashanti region	<p>Land in Ashanti region can be categorized into (i) lands that are vested in the President of Ghana and (ii) public or stool lands. Stool lands form the greater portion of all lands within the Kumasi Traditional Area. These lands are managed and administered by the ALS which was established in 1943 by the Kumasi Town Ordinance 1943 (CAP 143). Public Lands (acquired under State Lands Act 1962 (Act 125)) and Vested Lands (acquired under administration of Lands Act 1962 (Act 123)) are managed by the Public and Vested Lands Division of the Lands Commission. Therefore, state institutions and Traditional Authorities exist together to manage and administer lands under their jurisdiction. However, the Asantehene is the overlord and ultimate custodian of all lands within the Kumasi Traditional Area. The King therefore holds the allodial title to all the lands under his jurisdiction on behalf of all his subjects. The Asantehene's Lands cover the Capital city of the region, Kumasi, (the Metropolis), and the seven other surrounding districts. However, the King has pockets of lands all over the remaining districts within Ashanti region.</p> <p>The responsibility of acquisition of stool lands for government development interventions rest with the acquiring authority and Lands Commission which leads the acquisition and negotiation process for appropriate compensation package to be paid by the state to affected persons (e.g. individuals, farmers etc.) or stool through the ALS. Land acquired by the</p>	The project will rely on the support of Lands Commission in involuntary resettlement processes to ensure that national laws and requirements of the World Bank Involuntary Resettlement (OP4.12 are complied with)

	Assemblies for public use does not attract payment except for the payment of administrative costs. Land dispute resolution is one of the major mandate of the ALS. Grievances arising from land boundary or leases are resolved through negotiation, mediation and arbitration.	
Consultation with Lands Commission Officials in Kumasi		
What is the role of the Lands Commission in land acquisition for government projects in the Ashanti region	Land acquisition for MMA projects are through compulsory acquisition or treaty (dialogue with the chiefs). However, the challenge encountered by most government agencies in the region is how to identify the rightful owner of the land in order to pay compensation package as required by law. This is often as a result of land boundary disputes and lack of documentation. Another challenge is the inability of acquiring agencies to fulfil the legal requirement of prompt compensation payment. However, the agencies find resources to pay compensation for projects financed by the World Bank in order to comply with the World Bank requirement of OP 4.12 and the project financing agreement	The project will rely on the support of Lands Commission in involuntary resettlement processes to ensure that national laws and requirements of the World Bank Involuntary Resettlement (OP4.12 are complied with)

11.4. Plan for Future Consultations and Communication

This RPF recommends that consultation will continue throughout the lifecycle of the project. GAMA PCU is required to provide relevant materials in a timely manner prior to consultation and in a form and language that are understandable and accessible to the groups being consulted. The requirements and phasing of consultations are as follows:

- Consultation on the finalization of RPF – to include:
 - Circulation of the draft RPF for comments to relevant institutions and stakeholders
 - Public disclosure of Final RPF (cleared by WB) in-country at designated centres accessible to stakeholders and on the WB's external website prior to appraisal
- During the preparation of individual Resettlement Plans
 - PAPs, groups and communities will be consulted and informed about their rights and entitlements with respect to their range of impacts
 - Consultation should include census of PAPs
 - Cut-off date should be announced to the community at the end of the census exercise to avoid opportunistic entrants into the land.
 - Consultation of the proponent and implementing government agencies on relevant policy terms such as replacement value, livelihood restoration measures, vulnerable group, etc.
- During the Implementation of the RAP
 - PAPs will be informed about the date/schedule of resettlement/compensation
 - They should be involved in site selection, screening and planning for land and housing compensation
 - PAPs should be notified on the start off time of project implementation to enable them relocate their assets early and without losses
- During audit/monitoring and evaluation of the A/RAP to determine the livelihood restoration performance of the PAPs
 - PAPs will be consulted to assess the condition of their livelihood prior and after the implementation of RAP. This will take place 6months after A/RAP and 2 years after RAP implementation.

11.5 Mechanism for Engagement/Consultation of PAPs

Two or more ways are suggested for meaningful engagement of PAPs. The first is to use the existing recognized traditional structure in which consultation is conducted through the village/community leadership. This means engagement is widely acceptable and an easy way to reach to all the groups in the community based on the existing traditional governance structure. The use of social gatherings such as churches and mosques will also be important for dissemination of information to PAPs, and finally, there is the need to segment consultations into smaller targeted groups. This is premised at giving a voice to less advantage groups, minority settlers and groups in the resettlement planning. To do this effectively, the attendance records of the various groups having phone numbers and contacts will be used to call or reach out to PAPs, including coordinating them for group meetings as and when necessary.

11.6 Tools for Consultation of Stakeholders

Depending on the target stakeholder and objective of consultation at any point, one or a combination of the following tools should be used.

Table 11.3. Tools for Stakeholder Consultations

Stakeholder	Consultation Tools
Project affected persons and groups <ul style="list-style-type: none">• Community Development Associations• Land owners, tenants, squatters• Vulnerable group/women	Focus group discussions, questionnaire, worship centers, community town hall meetings, Print materials, texting by phone
Government Agencies/Ministries	Phone calls, e-mails, visit, meetings, electronic media

11.7 Disclosure Requirements

The RPF and RAP will be disclosed in compliance with relevant Ghanaian regulations and the World Bank operational policy. It will be disclosed in-country and designated sites at the MMAs in the project areas, translated as much as possible into main local language. It will also be disclosed as required by the Ghanaian laws, while the World Bank will disclose the document at its website.

12. BUDGET AND FUNDING

12.1 Budget

In line with the legal framework of the RPF, compensation and resettlement assistance will be paid by Ministry of Finance through the Ministry of Sanitation and Water Resources and beneficiary MMAs to all categories of eligible persons. At this AF preparatory stage, subproject specific locations are currently unknown. In view of the above, reliable estimates of the number of potential project-affected persons are not possible to make at this point. Notwithstanding, this RPF is prepared to provide guidance and process for preparing an abbreviated resettlement action plan (ARAP) or a full Resettlement Action Plan (RAP). ARAP will be prepared when less than 200 persons are adversely affected at a given subproject site. RAP is required when more than 200 people are affected in a given subproject site. In projects expected to produce severe impacts, but affecting fewer than 200 people overall, a full RAP is required. Table 12.1 and 12.2 below provides an indicative budget for the RPF and RAP implementation. These indicative budgets have been provided based on experience with resettlement implementation under the parent project. Final Resettlement cost estimates and budget will be defined during implementation.

Table 12 .1 Estimated Budget for RPF Implementation

No.	Item	Description	Unit Cost \$	No. per annum	Total Cost \$
1	Training and Sensitization/ Awareness Creation of new MMAs	Workshop for MMA project teams including safeguard officers in GKMA	10,000	4	40,000
2	Sub metro, Zonal Council trainings for Assembly members, community leaders	Sub metro, Zonal Council workshops	5,000	8	40,000
3	Media, CSOs, NGOs, Design and Supervising engineers and Contractors	Workshops	10,000	4	40,000
4	Information and communication cost	Radio Discussions, announcements/print media announcements	Least cost	-	5,000
5	Printing of copies of RPF	Printing of copies of RPF for distribution to stakeholder	Least cost	-	2,500
6	RPF Disclosures	Publication of Disclosure notice of RPF in National Dailies and project communities	Least cost	-	2000
	Total				129,500

Table 12.2: Resettlement Cost Estimation

No.	Item	- Description	Unit Cost \$	No. per annum	Total Cost \$
1	RAP preparation cost	- Field visit, census and survey of PAPs and inventory and valuation of assets, cost of information and consultation, site specific reports - (inception, draft and final report writing)	Least cost	2	100,000
2	Compensation cost	- Compensation for lost assets (land, structures etc.) - Cost of replacement land - Cost of preparation of replacement farmland	200,000	2	400,000
3	Relocation and transfer	- Cost of moving and transporting movable items - Cost of replacement housing - Cost of site and infrastructure development services - Subsistence allowance during transition and - Cost of replacement businesses and downtime	50,000	1	50,000
4	Income restoration plan	- Cost estimates for income restoration plans (e.g. training, small business, community enterprise, etc.) - Cost of incremental services (extension, health, education) - Environmental enhancement package (forestry, soil conservation, grazing land etc.)	30,000	1	30,000
5	Grievance Redress Mechanism	- GRM Activities in MMAs	5000	8	40,000
6	Printing of copies of RAP	- Printing of copies of RAP for distribution to stakeholder	Least cost	-	2,500
7	RAP Disclosures	- Publication of Disclosure notice of RAP in National Dailies and project communities	Least cost	-	2,000
8	Resettlement Audit	- annual Resettlement Audit	Least cost	1	50,000
9	Administration costs	- Physical facilities (office space, staff housing, etc.) - Transport/vehicles, materials	5000		40,000

No.	Item	- Description	Unit Cost \$	No. per annum	Total Cost \$
		- Operational staff (managerial, technical) and support staff - Training and monitoring			
	Subtotal				1,160,000
	Contingency	- Contingency (10%) of total estimate			116,000
	Grand Total				1,276,000

Since the specific sites and sub-projects are not yet determined, this RPF refers only to an estimated number of PAPs. An indicative RAP budget outline is presented below.

Table 12.3: Indicative Outline of a RAP Budget

Asset acquisition	Amount or number	Total estimated cost	Agency responsible
Land			
Structure			
Crops and economic tress			
Community infrastructure			
Land Acquisition and Preparation			
Land			
Structures			
Crops areas and others			
Community infrastructure			
Relocations			
Transfer of possessions			
Installation costs			
Economic Rehabilitation			
Training			
Capital Investments			
Technical Assistance			
Monitoring			
Contingency			

Table 12.4: Cost Assumptions

#	Item	Costs	Assumptions
1	Compensation for loss of Land	/hectare	For land acquisition purposes, based on Ghanaian average market cost, or from similar projects
2	Compensation for loss of Crops	/hectare of farm lost	Includes costs of labor invested and average of highest price of staple food crops and Ghanaian market Prices
3	Compensation for loss of access to pastoralists	If applicable	Those affected would be provided with shared access, or alternate routes (decision agreed through consultation and participation of all)
4	Compensation for loss of access to fishing resources.	If applicable	Data provided from the revised socio-economic study will determine market values of catch, fish products etc.
5	Compensation for Buildings and Structures	If applicable	This compensation may be in-kind or cash. Costs for basic housing needs should include ventilated pit latrines, outside kitchen, and storage.
6	Compensation for Trees	/year/tree	Includes costs of labor invested and average of highest price of trees (and tree products) and Ghanaian market prices
7	Cost of Relocation Assistance/Expenses	/household	This cost reflects the moving and transportation Allowance
8	Cost of Restoration of Individual Income		Assumed to be higher than the GDP/capita in Ghana
9	Cost of Restoration of Household Income		These costs reflect the livelihood restoration program of the RAP
10	Cost of Training Farmers, pastoralists and other PAPs		This is a mitigation measure involving capacity building and involves PAPs and affected communities

12.2 Sources and funding arrangement

The PCU will determine an appropriate Resettlement Budget based on subproject impacts, valuation reports and mitigation plan. The Government of Ghana shall provide resources for compensation payments relating to land acquisition and physical assets replacement/resettlement issues.

Disclosure of the RPF

This RPF will be disclosed in-country in the offices of the beneficiary Metropolitan and Municipal Assemblies, Environmental Protection Agency (EPA) and all relevant Ministries Departments and Agencies including GAMA Project Coordinating Unit and Ghana Water Company Limited. The

instrument will also be disclosed on the World Bank external website.

When project locations are identified, individual RAPs/ARAPs will be prepared for each sub-project based on the guidelines provided in this RPF and would be disclosed in the same manner.

13. MONITORING AND EVALUATION OF PROJECT IMPACTS

The PCU, GWCL and MMAs will conduct periodic monitoring and evaluation throughout the resettlement implementation process. This is to ensure that resettlement implementation is carried out in accordance with the relevant requirements of this RPF. A Monitoring and Evaluation Plan (MEP) will be prepared as part of RAP for subprojects to monitor implementation of resettlement implementation. The main indicators to measure will include: (i) subproject impacts on affected individuals, households, and communities; (ii) improvement of communities affected by the project; (iii) timely payment of cash compensation; and (iv) management of disputes or conflicts. In order to measure these impacts, the RAP will identify the specific indicators to be monitored; define how they will be measured on a regular basis; and identify key monitoring milestones (e.g. at mid- point of the RAP implementation process).

The PCU will use the existing reporting systems under the Parent Project for sub-project RAP implementation reporting in order to

- Provide timely information to the project about all resettlement and compensation issues arising as a result of RAP related activities;
- Identify any grievances, especially those that have not yet been resolved at the local level and which may require resolution at the higher levels (e.g. by the PCU);
- Document completion of project resettlement and compensation that are still pending, including for all permanent and temporary losses;
- Evaluate whether all PAPs have been compensated in accordance with the requirements of this RPF and that PAPs have better living conditions and livelihoods; and
- Identify mitigation measures, as necessity, when there are significant changes in the indicators that may require strategic interventions (e.g. vulnerable groups are not receiving sufficient support from the sub-project).

The independent impact evaluation will determine:

- (i) If compensation payments have been completed in a satisfactory manner; and
- (ii) If there are improvements in livelihoods and well-being of PAPs.

Several indicators are used to measure these impacts. These include, among others, a comparison of income levels before-and-after; access to livelihoods and employment; changes in standards of housing and living conditions; and improvements in level of participation in sub-project activities. There are measures to verify these basic indicators, such as number of children in-school (compared to pre-RAP levels); changes in health standards; and changes in access to markets or roads – all of which may reflect overall improvements in standards of living.

The following methods will be used for measuring impacts:

- (i) Questionnaires with data stored in a database for comparative analysis (before-after and with-without);
- (ii) Documentation and recording of PAPs situation, including subsequent uses of assets/improvements;
- (iii) Relocation/resettlement and Compensation Reports, including status of land impacts; percentage of individuals selecting cash or a combination of cash and in-kind

- compensation; proposed use of payments;
- (iv) Number of grievances and time and quality of resolution; and
- (v) Ability of individuals and families to re-establish their pre-resettlement activities, in terms of improvements in land and crop production, and/or presence of other alternative incomes.

The RAP team will maintain, together with local officials, basic information on all physical or economic displacement arising from the sub-project. This includes an update, for example on a quarterly basis, of the following:

- (i) Number of sub-projects requiring preparation of a RAP;
- (ii) Number of households and individuals physically or economically displaced by each sub-project;
- (iii) Length of time from sub-project identification to payment of compensation to PAPs;
- (iv) Timing of compensation in relation to commencement of physical works;
- (v) Amount of compensation paid to each PAP household (if in cash), or the nature of compensation (if in kind);
- (vi) Number of people raising grievances in relation to each sub-project;
- (vii) Number of unresolved grievances.

The PCU will review these statistics to determine whether the RAP implementation arrangements, as defined in this RPF, are effective in addressing RAP related issues. Financial records will be maintained by the sub-projects and the PCU, to determine the final cost of RAP implementation.

The RAP implementation Monitoring and Evaluation Team from the MMA will monitor the activities of the Grievance Redress Team to ensure that complaints and grievances lodged by PAPs are properly logged, followed-up and resolved amicably.

The M&E framework will comprise of three components:

- Performance monitoring (Internal Monitoring)
- Process or impact monitoring
- Completion audit or end evaluation

General monitoring indicators shall include:

- Public consultation,
- Grievance procedures in place and functioning,
- Timely disbursement of compensation,
- Compensation disbursement to correct parties, and the
- Physical progress of resettlement.

RAP monitoring framework adopted for the project is summarized in the table below:

Table 13.1: RAP monitoring framework

Component	Type of Information Required	Responsibility	Frequency of Reporting
Performance Monitoring	Quarterly narrative status and compensation disbursement, nature of complaints, redress actions and follow-ups	MMA RAP M&E Team	Quarterly
Process/Impact Monitoring	Annual quantitative and qualitative surveys. Regular public meetings and other consultation with project affected people; review of grievance mechanism outputs	Safeguards Specialists/Officers/Consultants	Annual
Completion Audit	External assessment report against timeline and consultation with affected persons	External M&E Consulting Agency.	On completion

Performance Monitoring

Performance monitoring is an internal management function allowing the MMA M&E RAP Team to measure physical progress in activities against milestones set out in the RAP implementation plan. Performance milestones to be monitored are summarized below

Table 13.2: Performance monitoring framework

Issue	Indicators	Means of Verification	Frequency of Reporting
Baseline Census of PAPs	Confirmation of the census survey of PAPs in various categories	RAP Report (Compensation Matrix)	As required by the RAP management
Consultation	Public consultations	Minutes of meetings including pictures.	As required by the RAP management
Compensation and Resettlement Assistance	Timely disbursement of compensation. Compensation disbursement to the correct parties;	Field Survey	As required by the RAP management
Restoration of Livelihoods Affected.	Implementation of mitigation measures during construction by the contractor	Field Survey	Daily
Physical progress of resettlement	Demolition of affected property. Relocation from project	Field Survey	Monthly

Issue	Indicators	Means of Verification	Frequency of Reporting
	site		
Grievance Mechanism	Grievance procedures in place and functioning	Grievance Resolution Report, including resolution forms No. of cases reported and settled by GRCs Average time of resolution No. of PAPs who sought resolution at the court	Monthly

Annual audit. The annual audit of RPF implementation, and as applicable RAP implementation in sub-project(s), includes: (i) a summary of RAP performance of each sub-project; (ii) a compliance review of RAP implementation process; and (iii) a progress report on the quality of RAP implementation in terms of application of guidelines provided in this RPF.

The audit will verify results of monitoring of RAP implementation indicators, and assess whether the project achieved the resettlement objectives. A specific measure of whether livelihood and living standards have been restored or enhanced will be completed. The audit will also assess the efficiency, effectiveness, impact, and sustainability of RAP sub-project activities. The aim is to learn lessons for application to future sub-projects or other projects in the sector and in the country. Finally, the audit will ascertain whether the resettlement entitlements were appropriate, as defined in the RPF guidelines.

Socio-economic assessment. The purpose of socio-economic assessment, which is part of the evaluation process, is to ensure that PAPs livelihood and wellbeing have improved, and have not worsened as a result of the sub-project. An assessment will be undertaken on payment of compensation, restoration of income and livelihoods, and provision of sufficient community development activities. Monitoring of living standards will continue after resettlement. Additionally, a reasonable period (usually two years) must be established for monitoring post-resettlement impacts. A number of indicators will be used for measuring status of affected people.

Most socio-economic assessments use surveys, focus group meetings, and participatory appraisal tools for measuring impacts. A separate assessment must be made for each sub-project. Additionally, since a baseline household survey was completed during RAP preparation, the end-RAP assessment can measure changes from this baseline.

ANNEXES

Annex 1. Screening checklist for identifying cases of Involuntary resettlement

This screening Checklist will be used by Environment and Social Officers at the MMA and PCU to screen for subproject's social risks and impacts prior to preparation of Terms of Reference (TOR), and preparation of the appropriate instrument.

A. DETAILS OF PERSON DESIGNATED TO FILL OUT THIS FORM

Completed by (Name):

.....

Contact Details:

.....

Job Title/ Designation:

.....

Date:

.....
.....

Signature:

.....
.....

B. PROJECT/SUBPROJECT DESCRIPTION

Name of Project:

.....

Name of Project Execution Entity/Organization:

.....

Location of the Project:

.....

Type of the Project:

.....

Approximate size of the Project in land area:

.....

Location of the project:

Region: MMA:

.....
Town/Community:
.....

C. THE CHECKLIST

Please fill in the checklist below by ticking applicable answer (Yes or No):

- i. Will the Project lead to permanent acquisition of the land? Yes/ No.....
- ii. Will the project lead to temporary occupation of the land or use of the land for a limited time frame? Yes...../No.....
- iii. Based on available sources, consultations with local community/ authorities, local knowledge and / or observations, could the project alter any cultural heritage site? Yes...../No.....if yes, describe [.....]
- iv. Will the project result in the physical displacement of people? Yes...../No.....
- v. Will the project result in the permanent removal or damage or demolition of structures or buildings? Yes...../No.....If yes estimate # []
- vi. Will the project result in the temporary removal or relocation of structures? Yes...../No.....If yes, estimate # []
- vii. Will the project affect or block access to homes, organisations, farms, forest or any assets in general? Yes...../No.....
- viii. Will the project result in the permanent or temporary loss or damage to standing crops, fruit or economic trees? Yes...../No.....
- ix. Will the project result in the loss of income of affected farmer or business person? Yes...../No.....
- x. Will the project affect farmlands that have been cleared but not cultivated? Yes...../No..... How many persons impacted by the project?-----

D. PROPOSED ACTION

If all the above answers are 'NO' except for the permanent land acquisition only or temporary land occupation only or both, please follow the requirements in the RPF to address any compensation issue. If there is permanent land acquisition or temporary land occupation or no land acquisition and there is one or more of the above answers as YES, there is need for further action. The number of affected persons need to be investigated further to determine which resettlement instrument to

be prepared in line with the RPF to address the resettlement and compensation related issues. Actions to address to address compensation issues

RAP will be prepared where more than 200 individuals are displaced. ARAP will be prepared where less than 200 individuals are displaced. The preparation of the RAP/ARAP will involve the following key activities:

- Consultation of stakeholders on the subproject
- Census of Affected Persons & Assets/ Socio-economic baseline to identify the persons/assets/livelihood that will be affected by the sub-project., ensuring the eligibility criteria. Valuation of land or affected properties.
- Elaboration of the RAP/ARAP report.
- Consultation and disclosure of the RAP/ARAP documents.
- Compensation payment.
- RAP/ARAPs will need World Bank approval prior to commencing resettlement activities. Resettlement activities must be completed before commencing AF Project activities on the fields or civil works on the ground

E. COMMENTS BY PERSON FILLING THIS FORM

.....
.....
.....
.....
.....
.....

F. COMMENTS (The PCU/MMA should sign off this form and attach copy to the project proposal)

.....
.....
.....
.....
.....

Name:

Date:

Signature

Annex 2: Tasks/ToR for the preparation of RAP

This sample RAP TOR presents the relevant areas that must be addressed during the preparation of RAP. The Inception Report to be submitted by the Consultant must propose/explain (as relevant) how the RAP will be prepared during COVID pandemic if social distancing is required. Last payment of the RAP will only be made once WB has cleared the RAP.

The following outline should be included in the RAP at minimum.

1. Description of the sub-project and of its potential land impact
 - 1.1 General description of the project and identification of the project area
 - 1.2 Potential impacts. Identification of
 - 1.2.1 Project component or activities that give rise to resettlement;
 - 1.2.2 Zone of impact of such component or activities;
 - 1.2.3 Alternatives considered to avoid or minimize resettlement; and
 - 1.2.4 Mechanisms established to minimize resettlement, to the extent possible, during project implementation.
2. Objectives. The main objectives of the resettlement program
3. Socio-economic studies and census of affected assets and affected livelihoods.

The findings of socio-economic studies and census to be conducted with the involvement of potentially displaced people include:

 - 3.1 The results of a census survey covering current occupants of the affected area to establish a basis for the design of the resettlement program and to exclude subsequent inflows of people from eligibility for compensation and resettlement assistance;
 - 3.2 Standard characteristics of displaced households, including a description of production systems, labour, and household organization; and baseline information on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of living (including health status) of the displaced population;
 - 3.3 The magnitude of the expected loss—total or partial—of assets, and the extent of displacement, physical or economic.
 - 3.4 Information on vulnerable groups or persons as provided for in OP 4.12, para. 8, for whom special provisions may have to be made;
 - 3.5 Provisions to update information on the displaced people's livelihoods and standards of living at regular intervals so that the latest information is available at the time of their displacement.
 - 3.6 Consultations strategy of the RAP:
 - identification of stakeholders and PAPs.
 - Types of consultations held (numbers, locations and number of participant (by gender)
 - Summary of issues discussed and responses provided.
 - 3.7 Other studies describing the following
 - 3.7.1 Land tenure and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, nontitle-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the project area;
 - 3.7.2 The patterns of social interaction in the affected communities, including social networks

- and social support systems, and how they will be affected by the project;
- 3.7.3 Public infrastructure and social services that will be affected; and
- 3.8.4 Social and cultural characteristics of displaced communities, including a description of formal and informal institutions (e.g., community organizations, ritual groups, nongovernmental organizations (NGOs)) that may be relevant to the consultation strategy and to designing and implementing the resettlement activities.
- 4. Legal and Institutional Framework.
 - 4.1 Summary of the information included in this RPF
 - 4.2 Local legal specificities if any (ensure conformity with gap analysis and legal framework)
 - 4.3 Local institutional specificities
 - 4.3.1 Identification of agencies locally responsible for resettlement activities and NGOs that may have a role in project implementation;
 - 4.3.2 Assessment of the institutional capacity of such agencies and NGOs; and
- 5. Eligibility and entitlements.

Based on the definitions and categorization in this RPF (see entitlement matrix), definition of displaced persons and criteria for determining their eligibility for compensation and other resettlement assistance, including relevant cut-off dates.
- 6. Valuation of and compensation for losses.

The methodology to be used in valuing losses to determine their replacement cost; and a description of the proposed types and levels of compensation under local law and such supplementary measures as are necessary to achieve replacement cost for lost assets.
- 7. Resettlement measures:
 - 7.1 Description of the packages of compensation and other resettlement measures that will assist each category of eligible displaced persons to achieve the objectives of the policy (see OP 4.12, para. 6).
 - 7.2 Site selection, site preparation, and relocation. Alternative relocation sites considered and explanation of those selected.
 - 7.3 Legal arrangements for regularizing tenure and transferring titles to PAPs.
 - 7.4 Housing, infrastructure, and social services.
 - 7.5 Environmental protection and management.
 - 7.6 Community participation. Involvement of PAPs and host communities
 - 7.7 Integration with host populations. Measures to mitigate the impact of resettlement on any host communities
 - 7.8.1 Specific assistance measures intended for vulnerable people, to be identified
- 8. Grievance procedures. Based on the principle mechanisms described in this RPF, description of affordable and accessible procedures for third-party settlement of disputes arising from resettlement; such grievance mechanisms should take into account the availability of judicial recourse and community and traditional dispute settlement mechanisms.
- 9. Organizational responsibilities. The organizational framework for implementing resettlement, including identification of agencies responsible for delivery of resettlement measures and provision of services; arrangements to ensure appropriate coordination between agencies and jurisdictions involved in implementation; and any measures (including technical

assistance) needed to strengthen the implementing agencies' capacity to design and carry out resettlement activities; provisions for the transfer to local authorities or PAPs themselves of responsibility for managing facilities and services provided under the project and for transferring other such responsibilities from the resettlement implementing agencies, when appropriate.

10. Implementation schedule. Based on the template presented in the RPF, present an implementation schedule covering all resettlement activities from preparation through implementation, including target dates for the achievement of expected benefits to PAPs and hosts and terminating the various forms of assistance. The schedule should indicate how the resettlement activities are linked to the implementation of the overall project.
11. Costs and budget. Tables showing itemized cost estimates for all resettlement activities including special assistance to vulnerable persons and other contingencies.
12. Monitoring and evaluation. Arrangements for monitoring of resettlement activities by the implementing agency, supplemented by independent monitors as considered appropriate by the Bank, to ensure complete and objective information; performance monitoring indicators to measure inputs, outputs, and outcomes for resettlement activities; involvement of the displaced persons in the monitoring process; evaluation of the impact of resettlement for a reasonable period after all resettlement and related development activities have been completed; using the results of resettlement monitoring to guide subsequent implementation.

Annexes to the RAP:

Annex1: Details of all PAPs with name, ID, and type of loss (quantified).

Annex 2. Consultation details

Annex 3. Complaint form customized for the RAP

Annex 4. Minutes, attendance and pictures of consultations

Annex 3: Sample Grievance And Resolution Form

Name (Filer of Complaint): _____ PAPs ID Number: _____

Nature of Grievance or Complaint:

Date Individuals Contacted Summary of Discussion

Signature _____ Date: __

Name of Person Filing Complaint: _____ Position: _____

Review/Resolution

Date of Meeting on Grievance _____ People Present at Meeting (see attachment: :

Was field verification of complaint conducted? Yes, No

Findings of field investigation:

Summary of Conclusion from Meeting :

Key Issues _____-

Was agreement reached on the issues? Yes No If agreement was reached, detail the agreement below:

If agreement was not reached, specify the points of disagreement below and Next Action Step Agreed:

Signed (Conciliator):_ Signed (Filer): _____

Signed: _____ Independent Observer

Date: _____

Annex 4: Sample Table Of Contents For Consultation Reports

1.0 Introduction.

1.1 Project Description

2.0 Stakeholder Analysis

2.1 Areas of Influence/Stakeholders

2.2 Description of Stakeholders

3.0 Stakeholder Engagement

3.1 Previous Consultation Activities

3.2 Implemented Community Engagement Activities

4.0 Summary of Key Issues

5.0 Future Consultation Events

TEMPLATE Table on Consultation Activity Summary

Location Communities Represented	and	Meeting Dates	Attendees	Discussion Summary
Example:				

Annex 5: List of Stakeholders Consulted

List of participants at KGMA stakeholder consultations

NO.	NAME	DESIGNATION	INSITUTION/COMMUNITY	
GAMA Sanitation and Water Project Coordinating Unit				
1	Anthony Mensah	Director, Sanitation	MSWR	
2	Sauda Ahmed	Head, World Bank Unit	MOF	
3	George Asiedu	Project Coordinator	GAMA-PCU/MSWR	
4	George B.K. Awudi	Safeguards Specialist	GAMA-PCU/MSWR	
Kumasi Metropolitan Assembly -12/02/2020				
1	Hon. Osei Asibey	Metropolitan Chief Executive	KMA	
2.	K. A. Boateng	Metropolitan Chief Director (MCD)	KMA	
3.	Michael Agyemang	Metropolitan Planning Officer (MPO)	KMA	
4.	Daneil Ameyaw	Metropolitan Works Engineer (MWE)	KMA	
5.	Esther Apraku Nyarko	Metro Director of Social Welfare and Community Development	KMA	
6.	Prosper Kotoka	Director -Works Department WMD	KMA	
7.	Ossei Assibey Bonsy	WMD	KMA	
8.	Joshua Tetteh Norby	Physical Planning Officer	KMA	
9.	Augustina Attakoro	GES-SHEP	GES	
10.	Isaac Bassanyin	MEHO	KMA	
OFORIKROM MUNICIPAL ASSEMBLY (13/02/2020)				
1.	Justice Amoah	MCD	OFMA	
2.	Kwabena Boateng	P.M	Ayigya Ahenbrunum	
3.	Ohene-Beng Francis	Urban Roads	OFMA	
4.	Irene Godi	MPO	OFMA	
5.	Eric Adomako	MBA	OFMA	
6.	Jonathan Doku	Works Dept.	OFMA	
7.	Raubila Mohammed	Social Development Officer	OFMA	
8.	Olivia Opoku	Social Development Officer	OFMA	
9.	Constance Akuka	MEHO	OFMA	
10.	Gloria Asiedu Ampem	Municipal Works Engineer	OFMA	
11.	Asante Kweku Adjei	Physical Planning Officer	OFMA	
12.	Dr. Kingsley Osei-	Health Directorate	Oforikrom Municipal	

	Kwakye		Health Directorate	
ASOKWA MUNICIPAL ASSEMBLY				
1.	Dickson Frimpong	Municipal Social Welfare and Community Development Officer	ASMA	
2.	Rev. Ebenezer Oteng-Marfo	Municipal Director	GES	
3.	Sandra Tuor	Devt. Planning Officer	ASMA	
4.	Emmanuel Tetteh	Municipal Works Engineer	ASMA	
5.	Joel Gumah	Municipal Environmental Health Officer	ASMA	
6.	Adwoa Konadu Yiadom	Assistant Director 1	ASMA	
7.	Doris Nana Anansewa Wiredu	Administrative Officer	ASMA	
8.	Williams Agyemang-Duah	Administrative Officer	ASMA	
9.	Duah Frederick	Administrative Officer	ASMA	
10.	Collins Ntoso	Administrative Officer	ASMA	
SUAME MUNICIPAL ASSEMBLY (14/02/2020)				
1.	Abdul-Hussein Rasheed	MCD	SMA	
2.	Busia Ben Opoku	MPO	SMA	
3.	Nana Adu-Ansere Bekoe II	Traditional Rep	Suame	
4.	David O. Darko	MEHO	SMA	
5.	Stella Brefo	SW & CD	SMA	
6.	Bernard Appiah	Works	SMA	
7.	Pastor Anthony Anyamesem-Poku	MDE	SMA	
8.	George B.K. Awudi	Safeguards Specialist	GAMA-PCU/MSWR	
9.	Noble Wadzah	Consultant	MW of Water/Sanitation	
10.	Christian Emmanuel Bruku	Field Officer to Consultant		
MEETING WITH COMMUNITY PEOPLE				
AYIGYA AHENBRONUM ELECTORAL AREA (14/02/2020)				
1.	Dora Ama Yeboah	Unit Committee Chairperson		
2.	Isaac Kofi Acquah	In charge of community development		
3.	Frederick Yeboah	Community organizer		
4.	Christian Osei-Adu	Resident		
5.	Gabriel Kisseh	Resident		
6.	Nana Konadu	Community chief		
7.	Baba Issifu	Opinion leader		

8.	Samuel Adjei			
9.	Bismarck Appoh			
10.	Francisca Atah Boatemaa	Women leader		
11.	Ekua Afriyie	Women representative		
12.	Mavis Nsiah			
AYIGYA ZONGO				
1.	Iddrisu Isa	Opinion leader		
2.	Nass Ibee	Opinion leader		
3.	Ismaila Mahama	Community chief		
4.	Hamadu Guruza			
5.	Hamza Mohammed	Community leader		
6.	Mallam Yahaya	Resident		
7.	Lawrencia Afriyie	Resident		
8.	Iddrisu Salifu	Unit committee member		
1.	Patrick Ntow Yeboah	Engineer	GWL	
ENVIRONMENTAL PROTECTION AUTHORITY (EPA)				
1.	Mr. Samuel Oteng	Regional Director	EPA	

Attendance sheet of stakeholders consulted

ANNEX 11: PICTURES

A. MEETING WITH OFFICIALS OF KUMASI METROPOLITAN ASSEMBLY



MEETING WITH THE MUNICIPAL CHIEF DIRECTOR (2ND LEFT), ASOKWA
MUNICIPAL ASSEMBLY



DISCUSSION MEETING WITH TECHNICAL PEOPLE OF ASOKWA MUNICIPAL
ASSEMBLY



DISCUSSION MEETING WITH TECHNICAL PEOPLE OF OFORIKROM MUNICIPAL ASSEMBLY



(1ST FROM LEFT) OF MEETING WITH MUNICIPAL CHIEF DIRECTOR SUAME
MUNICIPAL ASSEMBLY



DISCUSSION MEETING WITH TECHNICAL PEOPLE OF SUAME MUNICIPAL



ASSEMBLY

ADDITIONAL PICTURES FROM COMMUNITY RECONNAISSANCE



Meeting with Regional Director of EPA



Meeting with Persons with Disabilities

Annex 12: Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings

With the outbreak and spread of COVID-19, people have been advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Countries have taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings. These restrictions have implications for World Bank-supported operations. In particular, they will affect Bank requirements for public consultation and stakeholder engagement in projects, both under implementation and preparation. WHO has issued technical guidance in dealing with COVID-19, including:

- (i) Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response;
- (ii) Risk Communication and Community engagement (RCCE) readiness and response;
- (iii) COVID-19 risk communication package for healthcare facilities;
- (iv) Getting your workplace ready for COVID-19; and
- (v) (v) a guide to preventing and addressing social stigma associated with COVID-19.

All these documents are available on the WHO website through the following link:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

This Note offers suggestions to World Bank task teams for advising counterpart agencies on managing public consultation and stakeholder engagement in their projects, with the recognition that the situation is developing rapidly and careful regard needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project. Investment projects under implementation. All projects under implementation are likely to have public consultation and stakeholder engagement activities planned and committed as part of project design. These activities may be described in different project documents, and will involve a variety of stakeholders. Commonly planned avenues of such engagement are public hearings, community meetings, focus group discussions, field surveys and individual interviews. With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account their importance of confirming compliance with national law requirements, below are some suggestions for task teams' consideration while advising their clients: Task teams will need to review their project, jointly with the PMUs, and should:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.

- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines. For example, selection of resettlement options by affected people during project implementation. Reflecting the specific activity, consider viable means of achieving the necessary input from stakeholders (see further below).
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context. Based on the above, task teams should discuss and agree with PMUs the specific channels of communication that should be used while conducting stakeholder consultation and engagement activities.

The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings.
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including Webex, zoom and skype.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders.
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions.
- Where direct engagement with project affected people or beneficiaries is necessary, such as would be the case for Resettlement Action Plans or Indigenous Peoples Plans preparation and implementation, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators.
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.
- An appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations. However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, the team should discuss with the PMU whether the project activity can be rescheduled to a later time, when meaningful stakeholder engagement is possible. Where it is not

possible to postpone the activity or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance. Investment projects under preparation. Where projects are under preparation and stakeholder engagement is about to commence or is ongoing, such as in the project E&S planning process, stakeholder consultation and engagement activities should not be deferred, but rather designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs. Some suggestions for advising clients on stakeholder engagement in such situations are given below. These suggestions are subject to the coronavirus situation in country, and restrictions put in place by governments.

The task team and the PMU should:

- Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread.
- Review the draft Stakeholder Engagement Plan (SEP, if it exists) or other agreed stakeholder engagement arrangements, particularly the approach, methods and forms of engagement proposed, and assess the associated potential risks of virus transmission in conducting various engagement activities.
- Be sure that all task team and PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people.
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including Webex, zoom and skype meetings.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders.
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements and mail) when stakeholders do not have access to online channels or do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions.
- Employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops.

The format of such workshops could include the following steps:

- Virtual registration of participants: Participants can register online through a dedicated platform.

- Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics: These can be distributed online to participants.
- Review of distributed information materials: Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.
- Discussion, feedback collection and sharing:
- Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this.
- Group, team and table discussions can be organized through social media means, such as Webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.
- Conclusion and summary: The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.
- In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project weblinks/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.
- Engagement with direct stakeholders for household surveys: There may be planning activities that require direct stakeholder engagement, particularly in the field. One example is resettlement planning where surveys need to be conducted to ascertain socioeconomic status of affected people, take inventory of their affected assets, and facilitate discussions related to relocation and livelihood planning. Such survey activities require active participation of local stakeholders, particularly the potentially adversely affected communities. However, there may be situations involving indigenous communities, or other communities that may not have access to the digital platforms or means of communication, teams should develop specially tailored stakeholder engagement approaches that will be appropriate in the specific setting. The teams should reach out to the regional PMs for ENB and Social Development or to the ESSA for the respective region, in case they need additional support to develop such tailored approaches.
- In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the task team should discuss with the client whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus spread. Where it is not possible to postpone the activity or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.