

RESETTLEMENT FRAMEWORK

Advancing Sustainability in Performance, Infrastructure, and Reliability of the Energy Sector Project (ASPIRE)

February 21, 2020



Palestinian Energy & Natural Resources Authority

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List of Acronym	ns
DISCO	Distribution Company
COGAT	Coordination of Government Activities in the Territories
СР	Connection point
EQA	Environmental Quality Authority
ESIA	Environmental and Social Impact Assessment
ESSs	Environmental and Social Standards
DISCOs	Electricity Distribution Companies
E & S	Environmental and Social
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESO	Environmental and Social Officer
ESPIP	Electricity Sector Performance Improvement Project
GHG	Green House Gases
Gol	Government of Israel
GRM	Grievance redress mechanism
HEPCO	Hebron Electricity Power Company
HSE	Heath safety and Environment
IEC	Israeli Electricity Company
IEE	Initial Environmental Evaluation
ISO	International Standards Organization
JDECO	Jerusalem District Electricity Company
EQA	Environmental Quality Authority
LMP	Labor Management Procedures
МоН	Ministry of Health
MoLG	Ministry of Local Governorate
MPA	Multiphase Programmatic Approach
MVC	Municipalities and Village Councils
NEDCO	Northern Electricity Distribution Company
NGO	Non-Governmental Organization
OHL	Overhead Line
OHS	Occupational Health and Safety
РА	Palestinian Authority
РАР	Project Affected People
PEAP	Palestinian Environmental Assessment Policy
PEL	Palestinian Environment Law



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PENRA	Palestinian Energy and Natural Resources Authority			
PERC	Palestinian Electricity Regulatory Council			
PETL	Palestinian Electricity Transmission Company Ltd			
PMU	Project Management Unit			
РРА	Power Purchase Agreement			
PESIA	Preliminary Environmental and Social Impact Assessment			
PPE	Personal Protective Equipment			
RP	Resettlement Plan			
RF	Resettlement Framework			
ROW	Right of Way			
PV	Photovoltaic			
RE	Renewable Energy			
RPP	Revenue Protection Program			
SELCO	Southern Electric Company			
SEF	Stakeholder Engagement Framework			
SEP	Stakeholder Engagement Plan			
TDECO	Tubas District Electricity Company			
TOR	Terms of Reference			
TSO	Transmission System Operator			
WB	World Bank			
WB&G	West Bank and Gaza			
8				





1. Project Background

The Advancing Sustainability in Performance, Infrastructure, and Reliability of the Energy Multiphase Programmatic Approach (ASPIRE MPA) aims to realize the twin goals of the World Bank towards reducing extreme poverty and boosting shared prosperity by improving energy services for the West Bank and Gaza (WB&G) population. By increasing access to electricity for vulnerable populations, ASPIRE aims to improve livelihoods and contributes to reducing poverty. By supporting the Palestinian Authority (PA) to diversify energy sources, the MPA will help to reduce supply shortages (including rolling electricity blackouts)—a major debilitating factor for those unable to afford a diesel generator. Supporting small and medium-sized enterprises (SMEs) to gain access to improved electricity will have a three-fold effect of: (i) increasing their productivity and revenues; (ii) increasing their ability to compete with large companies; and (iii) helping them to grow their businesses, which will in turn create jobs and reduce unemployment.

ASPIRE is designed on the analytical foundation provided by the *Securing Energy for Development report*¹, which elaborated the Palestinian Energy and Natural Recourses Authority (PENRA) Vision 2030. This Vision supports the goals of PENRA's Electricity Sector Strategy (2017-23), and National Renewable Energy Policy (2017-22). The vision seeks diversification of power supply with the aim to serve all currently suppressed demand with the expectation that diversification will help optimize the average cost of power. Achieving this vision requires sustained financing to undertake longer-term planning, concerted policy measures, and infrastructure interventions. This is the overarching rationale for ASPIRE MPA and is manifested in the project development objective of "Improve operational and financial performance of energy sector institutions and diversify energy sources".

A. Description of Project Activities

The Advancing Sustainability in Performance, Infrastructure and Reliability in Energy project aims to improve: (i) The sector performances in terms of electricity supply, distribution and collection of the service provider with higher efficiency & lower losses, (ii) the regional integration in terms of diversification of sources and energy exchange with neighboring countries, (iii) the Private sector participation in terms of better environment for investments in domestic generation usage of local resources, and (iv) the Environmental footprint by replacing the traditional energy with clean energy from renewable resources. The project components are the following:

Component 1 – Improving Infrastructure for Regional Electricity Interconnections

This will include the rehabilitation of 170+ (PETL-IEC) connection points based on 4 categories according to the Voltage level and source of medium voltage lines. The low voltage connection points will be upgraded to Medium Voltage. The scope will include the supply of outdoor disconnector switches, Auto

¹ Please refer to summary of the SED report in Annex 4. The full report can be accessed at

http://documents.worldbank.org/curated/en/351061505722970487/pdf/Replacement-MNA-SecuringEnergyWestBankGaza-web.pdf(accessed on October 8, 2019)



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re-closure and Metering Panel. In some cases, the metering room will be rehabilitated or will be newly built. PETL is expected to execute part of the work by their own technical staff and by a contractor.

This component includes also the rehabilitation of Tarqumia Substation and the Design and Build of MV lines and infrastructure works between Jericho and Ramallah to evacuate imported energy from Jordan and & the rehabilitation, construction & interconnection of medium voltage grids of the distribution companies (TDECO, NEDCO, HEPCO, SELCO, JEDCO and GEDCO)

Component 2 – Improving Sustainability of Service Delivery

This component focuses on the sustained improvement of operational performance of the five DISCOs in the West Bank and one in Gaza. It extends the first phase of revenue protection launched in the west bank and Gaza under the Electricity Sector Performance Improvement Project (ESPIP) project, designed to improve the efficiency of the Palestinian electricity sector and energy security in Palestine by applying a set of measures along the energy supply chain. Component 2 also includes a "Revenue Protection Program" (RPP) with improved metering and billing systems. The RPP will reduce commercial losses by installing smart meters in high-end costumers and Advanced Metering Infrastructure (AMI).

Component 3 – Enabling Private Sector Engagement in Renewable Energy

This component focuses on the reinforcement of infrastructure to enable the evacuation of utility scale projects (sub component 3.1) and a scale up of rooftop solar PV systems for health, SMEs and residential sector (sub component 3.2).

These sub components will extend the first phase of the revolving fund (a mechanism where the beneficiaries installments will be revolved for the supply of new systems) currently on execution in Gaza by extending the mechanism also to the West Bank for SMEs and will open to poor and vulnerable householders by partial grant of 40-60 % of the system cost. The project will also include shared solar systems for residential buildings and multi-family buildings.

A subcomponent will also scale up the grant support for renewable energy and energy efficiency in health facilities.

Component 4: Technical Assistance, Capacity Building, and Project Management

This component will focus on engaging energy sector institutions in defining the potential pipeline and training needs. The technical assistance will enable PENRA to organize workshops, support feasibility studies and ensure dialogue and knowledge sharing within the sector in coordination with other line ministries. This subcomponent will also support a pilot improved battery recycling in Gaza by assisting in the identification of best practices to support small scale battery recycling and retooling the operation equipment of 2-3 small workshops. Due to the hazardous waste from recycling battery, this subcomponent is likely to have a substantial risk. Based or technologies identified, relevant ESMP will be created.



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Of these four components, components 1 and 4 are expected to have a significant environmental and social impact while components 2 and 3 is likely to have a moderate environmental and social impact. These are addressed in this Environmental and Social Framework.

2. Scope and Rationale for the Resettlement Framework

PENRA will make all efforts to minimize land requirements and maximize use of governmental unoccupied and unclaimed land, voluntary donated land will also be considered for the implementation. However this Resettlement Framework is being prepared to establish a process that will be used when land acquisition or restriction on land use are unavoidable for sub-projects. The project components, listed below, may require acquisition of small pieces of land for upgrading or construction of towers, which is covered under this RF. Land might also be needed for upgrading existing connection points. At this stage the exact amount of land that could be needed, given the project spreads over West bank and Gaza, is not known nor the number of people who could be affected but it is estimated that the land area needed for the upgrading or construction of towers and upgrading of existing interconnection points would range between 1 to 10 square meters. Except for small portions of new transmission lines, all activities are upgrading of existing transmission lines and connection points. As the exact sites of priority lines and connection points becomes available based on site-specific designs, site specific Resettlement Plans (RPs), here after referred to as RPs, based on this RF will be prepared. The land acquisition may be needed for upgrading existing or building new power transmission towers, transmission lines and connection points. Upgrade of existing infrastructure may expand the footprint, e.g., when replacing a single pole with tower. In some areas where new towers and lines are being added on an existing Right of Way (ROW), the land may be currently encroached, in other areas, the ROW may need expansion requiring some adjoining private lands to be utilized. In addition, once the final design of the Jericho Ramallah line is approved, the proximity to Bedouin communities will become evident. The project will make all efforts to avoid resettlement.

Subcomponent 1.1 Rehabilitation of PETL-IEC connection points in WB&G.

Subcomponent 1.2 Upgrade of medium voltage lines in Nablus, Jenin, Hebron and Gaza.

Subcomponent 1.4 Building Jericho-Ramallah medium voltage transmission line

Subcomponent 3.1. Grid reinforcement and upgrade to enable evacuation of utility-scale RE in West Bank and Gaza. This subcomponent will focus on strengthening infrastructure for medium and high voltage interconnection and evacuation of solar PV systems.

At the time of appraisal, PENRA has initiated the process of finalizing specific sites and for the four subcomponents listed above. As a result, this Resettlement Framework (RF) will form the basis for preparation of RPs, once the sites are identified and relevant approvals, including from Israeli authorities, are obtained. The RPs will be prepared and disclosed, prior to commencement of procurement for the sub-project related works activities.





3. Objectives of Resettlement Framework (RF)

The objective for the RF is to set out the policies, principles, institutional arrangements, schedules and indicative budgets that will take care of anticipated resettlements. These arrangements are also meant to ensure that there is a systematic process (as against an Ad-hoc one) for the different stages of the implementation of ASPIRE that assures continuous beneficiary participation, involvement of relevant institutions and stakeholders, adherence to World Bank ESSs requirements, in particular ESS5 and ESS10, and PA's procedures and requirements, and outline entitlement and compensation for affected persons.

The main goal of the RF is to identify the Project Affected Persons, types of impacts, strategies for compensation/restoration of potential losses for individual and business and to establish the mechanism to compensate losses adequately according to polices of other financing partners, Palestinian legislations and ESS5 requirements.

In addition, this RF provides the basis for the audits that could be required for any existing solar PV plants that are considered associated facilities infrastructures to the power infrastructure being constructed or upgraded through this project. The ESMF outlines the following three-step process to determine if solar PV plants fall under the definition of associated facility and if yes, the audit that must be carried out for the infrastructure to be eligible for WB funding. For the purpose of this RF the term "Associated Facilities" means facilities or activities that are not funded as part of the project and are: (a) directly and significantly related to the project; (b) carried out, or planned to be carried out, contemporaneously with the project; and (c) necessary for the project to be viable and would not have been constructed, expanded or conducted if the project did not exist.

A. RF Principles:

The principled of the RF listed below are consistent with principles indicated in the ESS5 and that the expression of these principles is the same as ESS5. PENRA, the implementing agency, and other entities who pay a role in the implementation of this RF commit to these principles and all relevant requirement of ESS5

- To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives;
- To avoid forced eviction;
- To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely cost and (b) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to predisplacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher;
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure;
- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant;
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.





B. Eligibility Criteria under the RF

Under this framework, the proposed affected persons include:

- (a) Who have formal legal rights to land or assets;
- (b) Who do not have formal legal rights to land or assets, but have a claim to land or assets that
- is recognized or recognizable under national law; or
- (c) Who have no recognizable legal right or claim to the land or assets they occupy or use.

Where land acquisition or restrictions on land use are unavoidable, PENRA will conduct a census to identify the persons who will be affected by the project, to establish an inventory of land and assets to be affected. In conjunction with the census, PENRA will indicate a cutoff date for eligibility. Information regarding the cut-off date will be well documented and will be disseminated throughout the project area at regular intervals in written and (as appropriate) nonwritten forms and in relevant local languages. This will include posted warnings that persons settling in the project area after the cutoff date may be subject to removal.

- 1. This RF covers direct economic and social impacts that both result from Bank-assisted investment projects, and are caused by
 - a. The involuntary taking of land resulting in
 - i. Relocation or loss of shelter;
 - ii. Loss of assets or access to assets; or
 - iii. Loss of income sources or means of livelihood, whether or not, the affected persons must move to another location; or

The applicability of ESS5 is established during the environmental and social assessment. This RF applies to permanent or temporary physical and economic displacement resulting from the following types of land acquisition or restrictions on land use undertaken or imposed in connection with project implementation:

(a) Land rights or land use rights acquired or restricted through expropriation or other compulsory procedures in accordance with national law;

(b) Land rights or land use rights acquired or restricted through negotiated settlements with property owners or those with legal rights to the land, if failure to reach settlement would have resulted in expropriation or other compulsory procedures;

(c) Restrictions on land use and access to natural resources that cause a community or groups within a community to lose access to resource usage where they have traditional or customary tenure, or recognizable usage rights. This may include situations where legally designated protected areas, forests, biodiversity areas or buffer zones are established in connection with the project;

(d) Relocation of people without formal, traditional, or recognizable usage rights, who are occupying or utilizing land prior to a project specific cut-off date;





(e) Displacement of people as a result of project impacts that render their land unusable or inaccessible;

(f) Restriction on access to land or use of other resources including communal property and natural resources such as marine and aquatic resources, timber and non-timber forest products, fresh water, medicinal plants, hunting and and gathering grounds and grazing and cropping areas;

(g) Land rights or claims to land or resources relinquished by individuals or communities without full payment of compensation; and

(h) Land acquisition or land use restrictions occurring prior to the project, but which were undertaken or initiated in anticipation of, or in preparation for, the project.

4. Description of Project Areas

The ASPIRE MPA includes components that cover all areas of West Bank & Gaza. The project areas relevant for this RF under the sub-components identified in section 2 are described here.

Under Component 1

Subcomponent 1.1 Rehabilitation of 170 PETL-IEC connection points: These connections points are spread across all areas including Hebron (51), Nablus (23), Qalqilya (16), Jenin (13) and the rest spread across the governorates. A connection point is an existing small building that has specific power control and metering equipment and IEC transfers electricity to Palestinian distribution network. In some sites, the upgrade and rehabilitation could involve a small increase of the existing footprint by 1-10 square meters per existing connection point or existing tower. For new towers, land requirement could be between 5-20 square meters. Map 1 provides an overview of the electricity sector infrastructure. All points where IEC supply enters West Bank and Gaza are the connection points.



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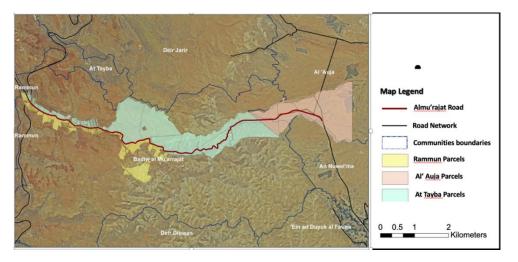
Map 1 provides an overview of the locations of the connection points and proposed locations of the transmission lines covered by this RF.





Subcomponent 1.2 for upgrade of medium voltage lines in Nablus, Jenin, Tubas and Hebron. One of the priority areas identified is a transmission line between Jenin and Nablus, which will be upgraded. The exact routes of the priority lines are under joint study by the relevant Electricity Distribution Companies and PENRA, and will be finalized when having final approvals from the Israeli Civil Administration. transmission lines covered under

Subcomponent 1.4 involves a proposed Jericho-Ramallah medium voltage transmission line, which is located primarily in Jericho Governorate, and secondarily in Ramallah and al- Bireh Governorate. The project area starts at the Nuwaimeh area northwest of the Jericho city and ends at al- Taybeh east of Ramallah and al- Bireh cities. The line is expected to serve the Palestinian communities in al- Taybeh, Rammun, Deir Jarir as well as Ramallah and al- Bireh cities. The project area is located in the eastern part of Ramallah and al-Bireh Governorate and in Jericho Governorates in the eastern slopes. The land plots surrounding the Muarajat Street are private lands under the jurisdiction of al- Taybeh, Rammun and al-Auja villages. The images below show detailed description of the land parcels around al- Muarajat road as well as major locations for Bedouin communities in the area:



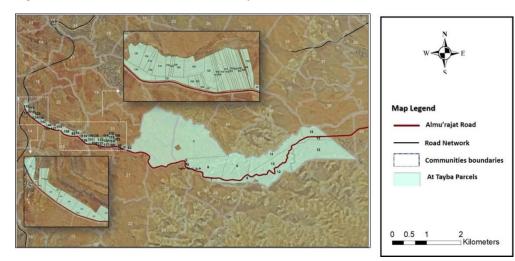


Figure 1: Land Parcels around Al muarajat Road and locations of Bedouim Communities



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Figure 2. At Tayba Parcels

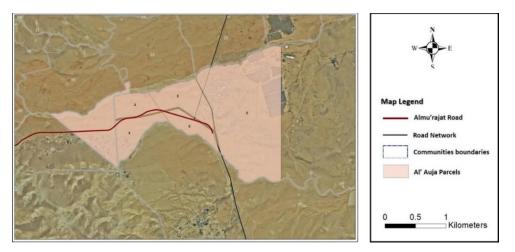


Figure 3. Al' Auja Parcels

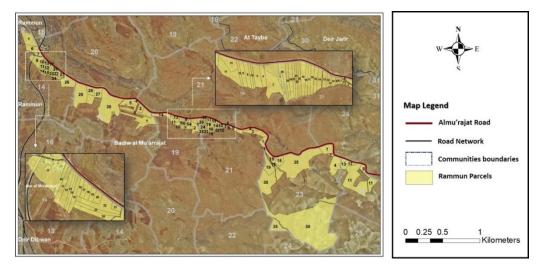


Figure. 4. Rammun Parcels

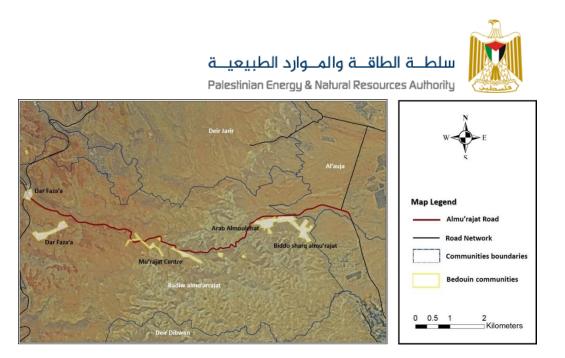


Figure 5. Almu`arajat Road and Bedouin Communities

Subcomponent 3.1. Grid reinforcement and upgrade to enable evacuation of utility-scale RE in West Bank and Gaza are currently in identification stage.

A. Project Affected Communities and Project Affected People (PAPs)

While PENRA will make all efforts to minimize land requirements and maximize use of governmental unoccupied and unclaimed land for the sub-projects requiring upgrade or construction of new infrastructure. Voluntary donated land will also be considered for the implementation. Subject to prior Bank approval, such voluntary land donation may be acceptable providing the Borrower demonstrates that: (a) the potential donor or donors have been appropriately informed and consulted about the project and the choices available to them; (b) potential donors are aware that refusal is an option, and have confirmed in writing their willingness to proceed with the donation; (c) the amount of land being donated is minor and will not reduce the donor's remaining land area below that required to maintain the donor's livelihood at current levels; (d) no household relocation is involved; (e) the donor is expected to benefit directly from the project; and (f) for community or collective land, donation can only occur with the consent of individuals using or occupying the land. The Borrower will maintain a transparent record of all consultations and agreements reached.

This RF will still consider that some land acquisition will be necessary. As the project involves improving the distribution network across West Bank and Gaza, project beneficiaries are also those likely to be affected including, urban and rural people with residential houses, businesses, farmers, as well as vulnerable groups that includes Bedouin communities along the transmission lines, especially those living in area C, women headed households, and disabled. As the prioritization of the transmissions lines for upgrade or construction is currently underway and in case of Jericho-Ramallah line under approval stage, a sample of six areas in West Bank, which are likely to fall on the route of these transmission lines or as communities near a connection point, were visited by Bank's team. Site selection will proceed on a rolling basis, with sites prioritized based on demand on the network while taking into account the time



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needed for securing required approvals and financing. It is expected that the initial design of 2-3 transmission lines for upgrade/construction and first batch of 30 connection points for upgrades will be identified by August 2020 (six months after effectiveness). For the Jericho-Ramallah transmission line, as a small portion of the falls in Area C, approvals from the Israeli administration has been requested.

A snapshot of the socio-economic profile of these areas is given below. West Bank & Gaza are highly urbanized and, except for pockets of deep poverty in and around refugee camps, the socio-economic profile is not dissimilar among urban and rural populations.

Sample sites for upgrade of connection points

Sarra Town. This is one of the sample sites for Component 1 activities related to connection points upgrade. The town is located 11 kilometers southwest of Nablus. According to the Palestinian Central Bureau of Statistics (PCBS), the town had a population of 3,384 in 2018. Over the past few years, the town has witnessed economic boom due to its proximity to An- Najah National University new campus (al- Akademiya). This proximity along with the city's demographic expansion towards the village increased demand on the village's lands and resulted in the construction of several housing compounds in the village. A series of high-end restaurants and cafés have recently opened along the road that connects Nablus city with Sarra town which provided many jobs to the town's youth. The expansion increased the land value and the construction of new infrastructure which contributed to the village's gaining of a municipality status. The town is spread over 4,500 square meters. Majority of the town's residents work as employees in the public sector while some work as manual laborers in Israel. Unemployment is high in the village and particularly among women.

Yaseed village is, located 15 kilometers northeast of Nablus. According to the Palestinian Central Bureau of Statistics (PCBS), the town had a population of 2,580 in mid- year 2019 which is expected to reach 2,681 inhabitants in mid-year 2021

Alfondoqomia Village. This is a Palestinian village located in the Jenin Governorate of the northern West Bank, northwest of Nablus. According to the Palestinian Central Bureau of Statistics (PCBS), the town had a population of 4,265 in 2018. Majority of the village residents work as employees in the public and private sector while many of them also work in the Palestinian security apparatuses.

The governorate of Qalqilya is, located northwest of the West Bank. It is 16 kilometers southwest of the Palestinian city of Tulkarim. According to the Palestinian Central Bureau of Statistics (PCBS), the town had a population of 112,400 in 2018. The municipality is 252101 square meters, 92623 of them are designated area B while the remaining 62699 are designated Area C. According to a field survey taken by the Applied Research Institute-Jerusalem (ARIJ), 45% of Qalqilya's working population was employed by government, 25% worked in agriculture, 15% worked in trade and commerce, 10% worked in industry and 5% worked in Israeli labor.

The village of Awarta is, located 8 kilometers southeast of Nablus. According to the Palestinian Central Bureau of Statistics (PCBS), the town had a population of 7,500 in 2018. The village size is 22,000 square meters; 13,000 of them are confiscated by Israel. The village residents work as public and private sector employees while some of them work as manual laborers in Israel. The size of the village agricultural land is 6,000 square meters; 65% of it is planted with olive trees.



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Proposed Jericho – Ramallah Medium Voltage transmission Line

The currently proposed design for the Jericho - Ramallah transmission line, which utilizes an existing Right of Way (ROW), in some segments passes through Bedouin communities, some of whom have been living in the same locations for over 40 years. These communities are already living in close proximity, including underneath, the existing power lines. As the new transmission line requires significant separation from existing lines, it is likely that the new transmission line will be farther away from these communities. Given their unique way of life and established communities and their vulnerability special measures will be taken, as described under this RF, to ensure they can continue their activities and that they are able to continue their way of life. For the preparation of the SEP a few of these communities have been consulted but the consultation will continue, and their views will be taken into consideration for the design of the interconnector. As appropriate and wherever possible, the design will be adjusted to ensure that the risks to these communities, their exact locations and their views. If a RP is needed for this interconnector it will be prepared based on this RF and will also fully document these communities and any mitigation measures identified with their full participation.

5. Potential Project Impacts

As most of the activities focus on upgrading existing infrastructure, there is limited impact. The impacts mainly relate to small amount of land , described above, that may be needed for the new towers, the rehabilitation and expansion of the connections points, and impact on those who have already encroached on the Right of Way (ROW) of the existing line that will be upgraded, and those whose access could be restricted temporarily or permanently. Project will be in both rural and urban areas, including built up urban areas such as Tubas, Nablus, Jenin, Jericho, Hebron, and Gaza. One transmission line (Jericho-Ramallah) may cut cross rural areas and affect vulnerable populations such as the Bedouin communities in Area C described above. In total there are about 14 Bedouin communities living along the existing right of way and existing transmission line, 11 of them are small communities represented by one or two families while two communities are large with about 50 families.

PENRA will make all efforts to minimize land requirements and maximize use of governmental unoccupied and unclaimed land and voluntary donated land. However, when unavoidable, sub-project activities may require acquisition of small pieces of land, private buildings, businesses, public land and affected groups could include private land owners and private business owners, land users, farmers, encroachers and Vulnerable PAPs include Bedouin communities along the Jericho lines as well as possible women head of households, disabled, poor, including poor households with a female heads, especially in Gaza.

Regarding the Bedouin communities along the Jericho-Ramallah transmission line, it is important to note that most of them currently live under or near an existing IEC transmission line. The Jericho-Ramallah line will be parallel but not adjacent to the existing IEC line. Pending final approvals, the new proposed line is likely to be farther away from the existing communities. The preliminary consultation that was done with three of these communities indicates that they will not move regardless of the proximity of the line to their residences. However, based on the final design of the transmission line, further consultations will be conducted with the Bedouin families. Residences of such people are a mixture of semi structured homes and tents. They are mostly established at the existing locations. The three households that were consulted lived there for 25 to 40 years. They have been assisted by UN and NGOs to have solar energy, washing



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machines, corrugated metal, wood and fabric for the makes shift structures, latrines, etc. A preliminary ESIA, based on the currently proposed design, has been prepared. A final ESIA, based on the approved design, will identify all the Bedouin communities and other public and private landowners along the transmission lines, document their numbers and locations, among other things. Continuous consultations will be done with them and if they will be affected the mitigation measures will be developed with their full participation. Once the alignment is final also a RP based on this RF will be prepared in case of any impact. The RP will ensure that Bedouin communities' special way of lives will be taken into consideration, including their production systems, special needs, community and institutional arrangements such as having a chief for a number of households, to name some. The socioeconomic section of the RP will include all these issues. It will be ensured that these people are kept involved in all the stages of the project preparation and implementation of the proposed Jericho-Ramallah line.

6. Legal and Institutional Framework

This section explains Palestinian legal framework for land acquisition and expropriation and related procedures. In the subsequent section under the GAP analysis the requirements of the ESS5 are described and compared to the Palestinian laws explained in this section (Table 1). For this RF whenever there is a gap the requirements of the ESS5 will be applied.

The legal and institutional framework concerning Palestine is quite exceptional. The laws and regulations applied will vary depending on whether the subject area is in the Gaza Strip, Areas "A" "B" or "C" in the West Bank. The relevant laws span the Ottoman regime, the British Mandatory period, the Jordanian administration of the West Bank, the Egyptian administration of the Gaza Strip, the Israeli occupation of the OPT and East Jerusalem, and the PA's administration over certain areas in Palestine. However, it remains a challenge to seek remedies in the PA court system because of the uncertainty concerning enforcement and the institutional limitations of a court system operating under occupation.

The laws and ordinances applicable to the Gaza Strip and West Bank before 1967 were adopted into the PA legal regime as Decision No. 1 of the Elected Palestinian Council on 20 May 1994. The decision provided that "The laws, regulations and orders which were in force prior to 5 June 1967 in the West Bank and Gaza Strip shall remain in force until unified." In addition to the applicable laws, and according to law No.12, the Office of the President issued presidential decrees placing the PEA and PEA-related projects under the President's jurisdiction.

A. Existing Palestinian legal and policy framework for land acquisition

According to Law No.24 of year 1943 modified by Law No. 2 of year 1953 on "Land Expropriation for Public Projects" and its articles (3) and (21), the Government can expropriate up to 25% of any privately-owned land for public interest reasons - without compensating the owners for the value of the land being expropriated. Exceptions are made to owners who prove to be largely damaged by this land expropriation. However, owners are entitled to compensation for all crops and trees, buildings and fixed structures on the expropriated 25% area of the land.

In case an entire plot of land is required, the promoter has to submit an official request to the Secretariat of the council of ministers with land limits, coordinates and lot numbers. A dedicated evaluation inter-ministerial committee will assess the land value and will submit the evaluation results



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report to the secretariat of council of ministers for approval. A presidential decree is issued accordingly and the budget for compensation is made available at the ministry of finance. No one (owner or user) can financially benefit from the acquired land after the date of the presidential decree (cut out date)

However, in case of pressing time demands to expropriate land to a specific project serving public interest, the Government is entitled to seize the land immediately and then to initiate compensation negotiations with owners/users (Law 2/1953, Article (12)).

C. Existing Palestinian Process to Acquire Land for a Public Purpose

The steps followed under the Palestinian laws to acquire land for a public purpose are the following:

- i. The notice of the intention to acquire land must be posted in "Form A" or "Form B" set out in the Schedule (as amended) at convenient places or near the land to be acquired stating the intention is to acquire the land. The notice also needs to be published in the Official Gazette. In addition, any person registered as an owner of the land or having an interest shall be served with the notice."
- ii. The period of the notice must be at least two months from the publication of the notice in the *Gazette* unless urgently required. If the land is urgently required a statement must be indicating that it is for an urgent public purpose and shall be considered conclusive evidence of that fact.

D. Existing methodology of Asset Valuation and Compensation Packages according to the Palestinian laws

The West Bank Acquisition Law and Gaza Acquisition Law provide the rules for assessment of the compensation for land acquired through powers of eminent domain. The laws and ordinances applicable to Gaza and the West Bank before 1967 were adopted into the PA legal regime as Decision No. 1 of the Elected Palestinian Council on 20 May 1994. The decision provided that "The laws, regulations and orders which were in force prior to 5 June 1967 in the West Bank and Gaza Strip shall remain in force until unified." The Prime Minister and Ministers of Interior, Justice, and Finance have the authority to enact the provisions of the WBL. In addition to this provision, by virtue of PNA Law No. 12 for the year 1995, the PENRA is under the jurisdiction of the Office of the President. Additional Presidential decrees since June 2007 have provided the President with authority that would normally belong to the various Ministers. However, the Office of the President has delegated the authority to the respective Ministers appointed as part of the "emergency government".

If the parties cannot agree to fair compensation, the land owner or party with an interest in the land can make a claim to the courts to be awarded compensation in accordance with the following rules for estimating compensation:

i. No allowance shall be made on account of the acquisition being compulsory;



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- ii. The market value of the land is what a willing seller might be expected to receive in the open market, without regard to any improvements or works made or constructed after the date of notice published in the *Gazette*.
- iii. The special suitability or adaptability of the land for any purpose shall not be taken into account if it is a purpose to which it could be applied only in pursuance of powers derived from legislation;
- iv. The court must also take into consideration the damage to be sustained by the owner by reason of the severance of the land so acquired from other land belonging to him or her.

The laws provide more detailed provisions for assessment of compensation for all returns and capital rental value for taxation made by or acquiesced by the claimant, as well as compensation for loss of rents and rent to be paid for the lease of land, among other losses.

Existing Process to Acquire Land for a Public Purpose under Palestinian laws

Party wishing to acquire land ("the Promoter") shall publish a notice in the Gazette for 15 days declaring its intention to acquire the land. After the 15-day notice period, the acquiring party is required to submit an application to the Cabinet with a map of the land at which point the Promoter must prove financial capability of pursuing the transaction. (Article 3)

Upon receiving the application, the President (or delegated Minister) will decide on the modality of the scheme proposed by the promoter. The modality varies from absolute acquisition of land to restrictions on practicing any right derived from its ownership. (Article 4).

Once the Cabinet's resolution is approved by the President or authorized Minister, the resolution shall be published in the Gazette and the Promoter is required to submit the resolution to the Registrar with the names of the owners of the land. If the land is unregistered, the names of the holders of the land are submitted. (Article 5)

The publishing of the scheme in the Gazette (pursuant to Article 5) makes the scheme a "public utility scheme". (Article 7)

The Land Register then freezes any transactions relating to the subject land when the Promoter provides the Registrar with a copy of the land deed along with a clear sketch (if the land is registered at the Land Registration). (Article 8)

After the notice period, the Promoter is required to enter into negotiations with the landowner or the holders of the land regarding the land rights. (Article 9)

The landowner is required to inform if there are other people making use of the land within 15 days from the date of notification of the acquisition resolution. If this is not done, the landowner is liable to these persons for compensation. The tenants and holders are otherwise liable for compensation from the Promoters who are seeking to acquire the land. (Article 10)

In urgent cases that are in the public interest, the Promoter may submit an urgent application for acquisition of land to the President or authorized Minister. If the President or Minister is convinced of the urgency, the Promoter is not required to abide by the procedures concerning notice, publication and the requirement to negotiate with the landowner(s) (Articles 5, 6, 8 and 9). However, the Promoter must



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leave a deposit with the Treasury as compensation for the landowner(s) and the Registrar must perform a survey of the land which will be used to determine compensation. (Article 12)

Existing Rules for Assessing Compensation for Land

If the Promoter and the landowner do not agree on the compensation amount, either party may refer the dispute to the court, in which case the court will determine the amount of compensation for the land or usufruct right based on the following criteria in Article 15:

- a) Rent fees are not to be affected;
- b) the price of adjacent lands of the same kind;
- c) the price of the land if it is publicly sold on the market;
- d) rent fees for leasing the land shall be assessed based on annual fees at the time of publication of the Cabinet's acquisition resolution;
- e) damages caused to the values of the land;
- f) decrease in value of any remaining part of land must be considered;
- g) consideration of any damage incurred as a result of separating the acquired land from any other land belonging to landowner; ...

Article 16 empowers the court with the jurisdiction to consider all lawsuits, hear all contradictory litigation and any claims made to the subject land.

General Issues

The Promoter may totally or partially abandon plans to acquire the land by publishing such intent in the Gazette but is obligated to pay the land owners and rights holders' compensation for expenses and damages caused. (Article 19)

The land owner may request the land be restored if the Promoter is not the government has not commenced work on the public scheme within three years and the reasons for not starting are not adequate or reasonable. (Article 20)

E. Existing Methodology of Assets Valuation and Compensation

The valuation methodology of the crops and assets' compensation is vital in order to facilitate the compensation process. Following is a summary of valuation process for various types of impacts:

Type of loss	Valuation mechanism	Entity responsible for valuation
Waqf and private owned lands	The Palestinian Land Authority provides alternative lands taken from the Ministry of Endowment where a land for land swap has occurred. For lands expropriated from private owners, cash compensation will be given to the owners.	Palestinian Land Authority
Crops and trees	Any affected tree(s) or standing crops will be compensated for. The Ministry of Agriculture develops price lists of the affected crops and trees. The lists will be updated and provided to the PLA and Ministry of Finance to be the basis of compensation	Ministry of Agriculture PENRA Ministry of finance

Methodology of Asset Valuation





F. Existing Arrangements for Delivery Of Compensation

The Permanent land acquisition and compensation will be applied as follows:

- 1- The PMU-PENRA should provide a detailed map on land acquisition scope in order to identify the land acquisition area.
- 2- The PAPs should be consulted with during the preparation of the RP in order to provide them with the required information regarding their rights, valuation procedures and grievances and redress mechanism.
- 3- This document is translated into Arabic and is made available in places that are accessible to all project affected people (thus meeting the Bank's translation and disclosure requirement).
 All affected parties described in this RP will receive their compensation prior to incurring the adverse impact (loss of job, land take etc.).

G. Existing Arrangements For Recalculation Of Compensation

In case there is a delay of more than one year from the valuation to compensation the following procedures will be applied:

- a. Verification of the inventory developed for the PAPs
- b. Palestinian Land Authority in cooperation with the Ministry of Agriculture should update crops and trees price lists.
- c. The PLA in cooperation with the interested municipalities will inform the PAPs about the modified project time plan. In addition, the value of compensation of the potential affected lands/crops/trees and assets will be defined and forwarded to the financial department in the PENRA.

H. Description of the institutional procedure

As per the Palestinian legislation, land acquisition for public use process involves multiple governmental institutions: the general secretariat of council of ministers, the land authority and the ministry of finance.

The procedure for land acquisition can be resumed as following:

- 1. The promoter, PENRA in this case, has to submit a set of document to the general secretariat of the council of ministers including: land survey stamped by the land authority, property ownership certificates, land lot numbering and names of the users in case the land is not registered.
- 2. The promoter sends a formal request to the land authority for land evaluation. The land authority forms a committee with members composed from different ministries for this purpose.
- 3. The intention of land acquirement is published on the newspaper for 1 day and a standstill period of 15 days is left for objections.
- 4. The land evaluation results are sent by the secretariat of council of ministers to the ministry of finance to book the budget to compensate the eligible parties
- 5. The set of documents of the above 3 points is submitted again by the promoter to the secretariat of council of ministers. The documents are so discussed in the council of ministers along with the land evaluation results for approvals.



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- 6. A prime minister decree is issued for the land acquisition and a presidential decree is followed accordingly.
- 7. Objection from land owners are accepted via legal ways (through court) only for the amount of the determined compensation.

Note: the current institutional approach is based on Law No.24 of year 1943 modified by Law No. 2 of year 1953 on "Land Expropriation for Public Projects". The procedure is out of PENRA's mandate and therefore any common approach, if possible, will need to be jointly negotiated with the relevant competent authorities.

I. Gaps Between Palestine Legislations and the World Bank ESS5

Palestinian legislations described above are consistent with the World Bank ESS5 in the following features;

- The requirement to pay compensation where land is compulsorily acquired
- The requirement to compensate for losses, whether temporary or permanent in production or damage to productive assets and crops; and
- The provision for pre-judicial avenues for resolution of disputes and rights of appeal.

There are, however, eight specific areas where provisions required under WB ESS5 extend beyond those required under Palestinian legislation. These are listed in the Table 1 below.

Table 1

SI.	Gap	Strategies to bridge the Gap	
No.	ESS5	Palestinian Law	
1	<i>The cut-off date</i> : The ESS5 requires a cut-off date in order to prevent people influx to the project area. This measure is stipulated in order to protect the project owner and preventing wasting of resources.		The cut- off date has to be indicated by PENRA as the date after which there should be no influx to the land area.
2	Replacement Value: Under ESS5, compensation for lost properties will be calculated based on full replacement cost.	Under Palestinian laws compensation for the acquired property based on full market value of the property at the data of the verdict.	Compensation under this project is going to be based on the replacement cost. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets,

Gaps between the Palestinian Legislations and the ESS5 of World Bank



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			or the undepreciated value of replacement material and labor for construction of structures or other fixed assets, plus transaction costs. In all instances where physical displacement results in loss of shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets acceptable minimum community standards of quality and safety. The valuation method for determining replacement cost should be documented and included in relevant resettlement planning documents. Transaction costs include administrative charges, registration or title fees, reasonable moving expenses, and any similar costs imposed on affected persons. To ensure compensation at replacement cost, planned compensation rates may require updating in project areas where inflation is high or the period of time between calculation of compensation rates and delivery of compensation is extensive
3	Monitoring and Evaluation: The Borrower will establish procedures to monitor and evaluate the implementation of the Resettlement Plan and will take corrective action as necessary during implementation to achieve the objectives of ESS5 as explained in this RF. The extent of monitoring activities will be proportionate to the project's risks and impac.t	Monitoring or evaluation measures are not stipulated in Palestinian regulation. Lack of the necessary legal provision needed to put in place monitoring and evaluation measures can negatively impact the accountability and transparency programs and plans may not be able to benefit from corrective action in cases of mistakes nor receive	PENRA will implement appropriate monitoring and evaluation mechanisms to ensure that principles and stated objectives of the RF and subsequent RPs are met.



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		rewards in cases of good	
		performance	
4	Resettlement planning and procedural requirements:	There is presently no requirement to prepare a formal Resettlement Plan (RP) under Palestinian law, nor to undertake any of the component activities of a resettlement action plan such as, a 'census', socio- economic survey, consultation with project affected people, monitoring or reporting. There are no specific references in the legislation to 'involuntary resettlement'.	PENRA in compliance with the RF shall prepare a Resettlement Plan (RP), consistent with the requirements of the ESS5 For the preparation of RPs consultations will be carried out as required under the ESS5. This is in addition to consultation done for the, Stakeholder Engagement Plan (SEP) and ESIA. Finally, a project specific GRM will be established and communicated to the affected communities and people.
		Also, there is no explicit consultation requirement in Palestinian law	
5	Compensation eligibility Under ESS5 the following are eligible for compensation: a) Who have formal legal rights to land or assets; (b) Who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized or recognizable under national law; or (c) Who have no recognizable legal right or claim to the land or assets they occupy or use.	Under the Palestinian legislation, the only people and entities entitled for compensation are those with registered property rights, for example, registered landowners, occupants, users and those with registered third party rights or those who have legally obtained the right to register their title but whom, for some reason, have not completed registration. This	Eligibility for compensation will include all categories of impacts as defined by ESS5 and reflected in this RF, including those who are occupying or utilizing land prior to a project specific cut-off date. This includes the Bedouin communities. The '25% rule' will not be applied, such cases will be considered eligible for compensation and all land taken will be compensated at a replacement cost. Economically displaced persons who are without legally recognizable claims to land will be compensated for lost assets other than land (such
	The census described in that well be conducted for the preparation of the RP will establish the status of the affected person	potentially disqualifies many categories of affected people that would be entitled to compensation under the	as crops, irrigation infrastructure and other improvements made to the land), at replacement cost. There will be no compensation or assistance to persons who encroach



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		According to the	on the project area after the cutoff
		Palestinian laws, the	date for eligibility.
		Government can	0 /
		expropriate up to 25% of	
		any privately-owned land	
		for road opening-	
		without compensating	
		the owners. Exceptions	
		are made to owners who	
		prove to be largely	
		damaged by this land	
		expropriation. However,	
		owners are entitled to	
		compensation for all	
		crops and trees, buildings	
		and fixed structures on	
		the expropriated 25%	
		area of the land.	
6	Income restoration	Palestinian law does not	ESS5 applies as explained in the first
	Under the ESS5, the	have any provisions on	column
	affected person will be	livelihood restoration	
	provided with opportunities		
	to improve or at least		
	restore their means of		
	income earning capacity,		
	production level, and		
	standards of living		

7. Valuation and Compensation Under the Project

In general, PENRA will implement the project on governmental unused and unclaimed lands when possible in order to minimize the impacts related to private land acquisition.

The RF seeks to ensure that despite PENRA's best efforts, if a sub-project requires land acquisition, the PAPs who suffer a complete or partial loss of lands, crops, trees and assets or access to them will be clearly defined and recognized as eligible for some kind of assistance regardless of of their legal land status.. This follows a two-step process, which are proposed to be used in preparation of the RP:

- The first step is a socioeconomic study to confirm and document that all adversely affected people were correctly enumerated. A cut-off-date is set. The residency should be identified through the census survey, the owners will be entitled for compensation for their loss of properties and/or assistance for livelihood stabilization.
- The second step is defining legality of the PAPs status. Identified PAPs are classified into the following categories in the ESS5



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- (a) Those who have formal legal rights to land or assets;
- (b) those who do not have formal legal rights to land or assets, but have a claim to land or assets that is recognized or recognizable under national law; or
- (c)those who have no recognizable legal right or claim to the land or assets they occupy or use.

All the above categories are entitled to some forms of compensation, as explained below. For each specific site, the RP will include formal arrangements to compensate project affected people upon approval by the Cabinet of Ministers.

Each RP will present the people entitled for compensation, assistance and livelihood restoration, in line with the illustrative table below.

Table 2

No Type of Losses Level of Impact Entitled Compensation Policy Responsible Person(s) and Standards entity Loss of Agricultural Land Α. A. 1 Permanent Loss PAPs with formal All affected Full replacement value for Palestinian entire land affected of productive legal ownership farmers have Land land right to land or those formal legal Authority. who do not have ownership right to Ministry of formal legal rights to land. or those who Agriculture. PENRA land or assets, but not have do have a claim to land formal legal rights Ministry Of or assets that is to land or assets, Finance recognized or but have a claim recognizable under to land or assets national law that is recognized recognizable or under national law Loss of Standing Crops, Trees, and Plants Β. B.1 Loss of standing Permanent Farmers Ministry of or Crops (complete or individuals Enable the farmers to Agriculture. crops, trees, or who plants or access partial) loss of cultivate the land harvest their crops PENRA to them standing crops, and who have Ministry Of trees, or plants formal Trees Finance legal ownership rights Ministry of Agriculture to the crops on provides price lists that which the crops will be adopted along with the project activities. are or those who Thereafter, cash do not have compensation is formal legal delivered. rights to land or

People Entitled for Compensation, Assistance and Livelihood Restoration



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	C. Land users		assets, but have a claim to land or assets that is recognized or recognizable under national law The Ministry of Agriculture which provides the basis for negotiation. This table is updated regularly according to seasonality and market value.	Every effort will be made to minimize crop impact.	
		e u ·			
C.1	Loss of residence for those who have been living in that location before the cut off date.	Full impact, possibility of losing their place of residence	All affected persons and communities regardless of land ownership status.	For established communities that are using land they should be provided with an alternative areas with their agreement. The new area should have the same characteristics as the land they left so they can keep their way f lives. Additional relocation assistance should be provided to the vulnerable communities to be affected, such as the Bedouin communities	Palestinian Land Authority. PENRA Ministry Of Finance.
D: En	croachers				
D.1	Those who have encroached to the ROW	Losing part of theirs dwelling, a wall, trees, farm area, etc.	All who are affected	All project affected persons should be compensated for their loss of investment they made on the land	Palestinian Land Authority. PENRA Ministry Of Finance.
E: Los	ss of assets/structu	res other than lands an	d residence		
E1	Those losing assets other than land. And Economically displaced	Losing crops, irrigation infrastructure and other improvements made to the land	All whose non land assets or livelihoods are affected	Will be compensated for loss of assets at replacement cost . Additionally, the Borrower will provide assistance in lieu of land	Palestinian Land Authority. PENRA Ministry Of Finance.





			-	
persons who are without legally recognizable claims to land.			compensation sufficient to provide such persons with an opportunity to reestablish livelihoods elsewhere.	
s of livelihoods and	d restriction of access			
Loss of livelihoods not included above such as Livelihood that are land based such as ag laborer and those working on land or affected due to restriction of access Resource-based livelihoods, notty trado	Losing their wages, are restricted to graze their animals, lose access to some other natural resources and fishery, their petty trade is disrupted or lost permanently,	Day laborer in the area that could be affected during construction. Those who use the land for grazing their animals and their access restricted (Bedouins and other who are using grazing and their movement could be restricted	Measures to allow affected persons to improve, or at least restore, their incomes or livelihoods to the level before the project	Palestinian Land Authority. Ministry of Agriculture. PENRA Ministry Of Finance
Access to businesses; loss of business; loss of land; loss of crops; loss of tress' loss of part of construction	Businesses that part or whole are on the ROW; stalls and structures, crops on the ROW, walls, fences, part of building, etc.	If there will be permanent or temporary impact	If land is lost then then it will be compensated in accordance to A.1, if trees and crops, will be compensated according to B.1; if assets or improvements will be affected, they will be compensated according to E.; and if livelihood affected compensation will be according to F1.	Palestinian Land Authority. PENRA Ministry Of Finance.
Inerable /marginal	ized groups			
During the social assessment for preparation of the RP information on vulnerable groups such as Bedouins and other marginalized	Impact on livelihoods, way of life, possible displacement		To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of land tenure. If assets are affected, ensure the replacement of assets	Palestinian Land Authority. Ministry of Social Affairs. PENRA Ministry Of Finance
	are without legally recognizable claims to land. so of livelihoods and Loss of livelihoods not included above such as Livelihood that are land based such as ag laborer and those working on land or affected due to restriction of access Resource-based livelihoods, petty trade sht of Way (ROW) Access to businesses; loss of business; loss of busines; loss of busines; loss of busines; loss of busines; loss of busines; loss of tress' loss of tress' loss of part of construction	are without legally recognizable claims to land.Losing their wages, are restricted to graze their animals, lose access to some other natural are land based such as ag livelihood that are land based such as ag agLosing their wages, are restricted to graze their animals, lose access to some other natural resources and such as ag lost permanently, on land or affected due to restriction of access Resource-based livelihoods, petty tradeAccess to businesse; loss of business; loss of land; loss of tress' loss of tress' loss of part of constructionBusinesses that part ouiding, etc.Inerable /marginalized groupsImpact on livelihoods, way of assessment for preparation of assessment for preparation of usiness and otherInerable groupsImpact on livelihoods, way of assessment for preparation of assessment for preparation of the RP information on vulnerable groups such as Bedouins and other	are without legally recognizable claims to land.Image: claim sto land.as of livelihoods and included above such as Livelihood that are restricted to graze their animals, lose access to some Livelihood that are land based such as ag fishery, their petty laborer and affected due to restriction of accessDay laborer in the are at hat could be affected during construction. Those who use the land for grazing their animals and their access restricted (Bedouins and other who are using grazing and taccessAccess to of businesse; loss of businesse; loss of thes? loss of trads is disruented or structures, crops on to fault, loss of part of part of socialIf there will be permanentity or whole are on the ROW; stalls and structures, crops on the ROW, walls, tress' loss of part of building, etc.If there will be permanent or temporary impactInterable /marginalizet groups such as Bedouins and orthe RP information on vulnerableImpact on lise, possible displacementDuring the groups such as Bedouins and otherImpact on lise, possible displacementproper such as Bedouins and other	are without legally recognizable colams to land.to provide such persons with an opportunity to reestabilish livelihoods elsewhere.Loss of livelihoods not included above such as Livelihood that are restricted not included above livelihood that are restricted resources and fishery, their petty laborer and these working on land or affected due to fishery, their petty laborer and these working on land or affected due to fishery, their petty laborer and these working on land or affected due to fishery, their petty restriction of access to some construction.Day laborer in the are at hat could be affected during construction. Toose who use the land for grazing their animals and their access restricted (Bedouins and other who are using grazing and their movement could be restriction of access to businesse; loss of part of construction.Measures to allow affected persons to improve, or at least restore, their incomes or livelihoods, petty tradeMater May (ROW)



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have to be		grazing land is restricted	
needed should		ensure alternative	
be collected		measures.	

8. Proposed Institutional Arrangements

This section proposes the organizations and agencies primarily responsible for resettlement implementation and also the proposed implementation timetable. It describes the capacity of these entities for effective implementation by reference to links to authority, prior experience with resettlement, and number and training of their personnel.

The following scheme provides an overview of the institutional responsibilities for implementation the Resettlement Action Plan.

Table 3

Overview -Institutional Responsibilities for Implementing the Resettlement Action Plan

Authorities and Agencies	Responsibilities		
During planning phase			
PENRA (PMU)	 Describing the scope of lands and assets required by the project Communicating with other governmental entities Prepare a RP in cooperation with independent consultant Monitor that all processes are followed in accordance to the RF and the RPs are prepared in accordance to the RF Apply maximum avoidance mechanism to reduce the involuntary resettlement Propose the best strategies to consult with the community Prepare the permissions and decrees in cooperation with other entities 		
Municipalities (Tubas, Nablus, Jenin, Jericho, Ramallah-Al Bireh have been identified)	 Provide the preliminary inventory information including land borders, list of owner names and required logistics Facilitate consultation with relevant PAPs and provide documentations of the legal status of these PAPs. 		
Ministry of Local Governance	 Contribute with the Palestinian Land Authority through the project life Provide urban plan and exiting ROWs within their area of responsibility 		
Palestinian Land Authority	 Provide official land maps & lot numbers and land ownership certificates Identification all affected persons, advising them of their rights, Follow-up all matters of public and PAPs concern with regard to any complaints that may arise during the implementation process. Direct contacts with affected persons either individually or in groups. Propose alternative lands to replace the affected lands Establish the valuation committee 		
Ministry of Finance	Provide land ownership proof		



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Authorities and Agencies	cies Responsibilities			
	• Allocate budget for compensation if required by specific sub-projects			
Cabinet Committee	 Coordinate between the involved ministries Issue the land expropriation decree Endorse the final land acquisition profile of the project 			
Ministry of Agriculture (If applicable)	 Provide price lists of the crops and trees Propose the compensation of wells Coordinate with the Ministry of finance regarding the proposed compensation 			
Ministry of Social Affairs	• Evaluate the Impact on livelihoods, way of life of vulnerable and marginalized groups			
Ministry of Public Works & Housing	• Assist on valuation of loss of assets and civil structures and infrastructures			
During negotiation				
Municipalities	 Conduct consultation meetings with the project affected people at the project areas, inform them about the RP and their right to obtain compensations, and explore their priorities and preferences Collect the grievances to be shared with PENRA 			
Palestinian Land Authority	 Disclose grievances channels to the community Identification all affected persons, advising them of their rights, Follow-up all matters of PAPs concern with regard to any complaints that may arise during the implementation process. Direct contacts with affected persons either individually or in groups. Develop a grievance log 			
PENRA (PMU)	 Disclose grievances channels to the community Engage with all affected persons, advising them of their rights, Follow-up all matters of PAPs concern with regard to any complaints that may arise during the implementation process. Direct contacts with affected persons either individually or in groups. Document all activities related to the negotiations and grievances and develop a grievance lodger. The ESO in PENRA PMU will be responsible of this activity. 			
Ministry of Finance	Legal Examination the ownership documents			
During the RP implementation p	hase			
Municipalities	 Undertake community liaison (day to day operation) Collaborate with the other entities Transfer received complaints to PENRA 			
Palestinian Land Authority	 Nominate a dedicated evaluation committee Recommend acceptance of compensation- package to Ministry of Finance or land authority Adjudicate on appeal against land acquisition values to courts 			
Ministry of Finance	 Certify compensation agreements and transfer funds to PAPs Adjudicate on appeal against land acquisition values to courts 			
PENRA	 Monitor the compensation agreement in consistency with the RP relevancy Collect the grievances raised by the PAPs, document and report them to the bank Monitoring of RP implementation procedures 			



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Authorities and Agencies	Responsibilities		
External Monitoring consultant	Ensure compliance with funding agreements		
	Evaluate and monitor the process		

Capacity Building

A capacity needs assessment of the key entities involved with RP implementation indicates that while adequate capacity exists among the Palestinian entities in key areas of RP preparation and implementation (carrying out the census, identifying adverse impacts, carrying out consultations, etc); there is still scope to learn about the specificities of ESS5 including ensuring that when a gap is evident between the World Bank ESS5 and Palestinian legislation, that the principles of World Bank ESS5 are to be followed. Capacity building is proposed through environmental and social standards related training on ESS5, documenting of information related to grievance redressal; and also monitoring data. The component 4 of the project will be used for the capacity building activities upon agreement between the WB and PENRA- as proposed in the table below. It is estimated that an amount of 4500 USD will be allocated for training on resettlement and land acquisition.

Training Module	Learning objectives	Duration and Date	Proposed trainees	Proposed cost
WB policies related to resettlement, and land acquisition, activities [ESS5]	 Having a full understanding of the guidelines and common practice of the WB regarding RP including GRM systems, monitoring and evaluation 	 - 1 day theoretical presentation. - One month after project effectiveness 	 -PENRA PMU staff and public relations -One representative from MoLG -One representative from each Municipality - One representative from PETL and each DISCO - One representative from PLA 	1,500 US\$
Skills of registering, filling and documenting complaints	 Having a full understanding of filling and documenting processes. 	- 1 day theoretical presentations	-PENRA PMU staff and public relations -One representative from MoLG	

Table 5-5: Proposed Capacity Building Activities



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Table 5-5: Proposed Capacity Building Activities

Training Module	Learning objectives	Duration and Date	Proposed trainees	Proposed cost
	 Learn to use a data base software for complaints logging and retrieving Gain the ability to develop a report about the grievance and redress 	 1 day on the job training One month after effectiveness 	-One representative from each Municipality - One representative from PETL, one from each DISCO and Palestinian Electricity Regulatory Council (PERC) - One representative from PLA	1000 US\$
Skills of the complaint handling	 Learn the procedures of assessing the eligibility of the complaint Learn the procedures of formulating a response to the complainant Learn the skills to communicate decision to complainant 	 - 1 day theoretical presentations - 1 day on the job training - One month after effectiveness 	-PENRA PMU staff and public relations -One representative from MoLG -One representative from each Municipality - One representative from PETL, one from each DISCO and PERC - One representative from PLA	1,000 US\$
Monitoring and evaluation	 Learn procedures of tracking the complaint after the implementation 	- 1 day theoretical presentations	-PENRA PMU staff and public relations -One representative from MoLG	1,000 US\$



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Table 5-5: Pro	posed Capacity	v Building Acti	vities
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Training Module	Learning objectives	Duration and	Proposed trainees	Proposed
		Date		cost
	of resettlements • Learn the skills of evaluating the GRM procedures	 1 day on the job training Three months after effectiveness 	-One representative from each Municipality - One representative from PETL, each DISCO and PERC - One representative from PLA	
Total budget for capacity building activities			4500\$	

9. Consultation, Disclosure and Grievance Procedures

A. Introduction

Stakeholder consultations were carried out during the preparation of the Environment and Social Framework documentation, including preparation of this RF, among them consultation with three Bedouin communities along the Jericho Ramallah line. In addition, under ESS10 several consultations were carried out with the main stakeholders, including some of the communities in the project areas, local authorities and some municipalities. Brief summary of these consultations is presented below. Once the preliminary designs are ready, more in-depth consultations will be carried out with the affected people and communities for the preparation of RPs. In addition, under ESS10 additional consultation will be carried out during the course of the project.

Effective resettlement planning requires regular consultation with the project stakeholders. The consultations should cover issues related to anticipated resettlement impacts, disclosure arrangement, grievance redressal mechanisms, anticipated project benefits. For preparation of the RPs, consultations have to be conducted during the ESIA and RPs phase to build a dialogue with the local stakeholders, heads of councils, local leaders, as well as citizens. Subsequent consultations provide opportunities for PENRA and people affected by the project to communicate with them the project, the impact, compensation packages and eligibility criteria, resettlement assistance, and the timing of resettlement activities. The consultations should take the form of: Scoping meetings; Individual and group meetings conducted during the data collection phase and; Public consultations.

During preparation of this Resettlement Framework and the Stakeholder Engagement Plan (SEP), consultations were carried out in six representative areas (Sarra, Fandoqomiya, Qalqilya, Awarta,



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Muarajat, and Yaseed). Consultations with stakeholders were carried out to ensure that the views and interests of a representative sample of stakeholders are taken into accounts. At the time of project appraisal, none of the sub-projects require resettlement or compensation. These meetings were held to elicit stakeholder views on measures for complaints handling and project level grievance redressal mechanism. If and when a sub-project requires land acquisition, the RF will be applied for prepraration of RP and PAPs will be identified to ensure census is completed and adversely affected PAPs are enumerated and, project impacts and entitlements are described to them. The purpose was also to elicit their views on all.

B. Comments and concerns raised during the RF preparation

Stakeholders consultations were carried out in six sample areas, as summarized below. The visits aimed to introduce the communities to the project and get their initial feedback including expectations, concerns as well as proposed mitigation strategies to feed into the social component of this evaluation. If and when sub-projects required land acquisitions, the land related concerns expressed by stakeholders will be addressed by PENRA for the specific areas and Project Affected People::

- 1- Prepare all required instruments including ESIA, SEP and RPs. A census and asset survey will be undertaken as part of the ESIA and RPs to identify the eligible PPs and determine the magnitude and significance of the land impact.
- 2- Prevent any close alignments of the routes that may cross private lands.
- 3- In case land acquisition is required, complete all necessary land acquisition in accordance with the RF and subsequent RPs and entitlement Framework prior to the commencement of any construction works
- 4- Ensure that the affected persons are:
 - Informed about their options and rights;
 - Consulted on, offered choices among, and provided with alternatives;
 - Provided prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project;
 - Provided with development assistance;
 - in addition to compensation measures.
- 5- Establish a grievance mechanisms and monitor grievances.

SARRA Town



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This was selected as a representative site for subcomponent 1.1, to conduct a preliminary social and field visit. The connection point is built over land owned by the municipal council in Area B. Since the project site is already constructed, no further consultations from external experts are required. The social consultant visited Sarra village on October 22, 2019 and met with the town's mayor, members of the municipal council as well as representatives of the town residents. The attendees showed an overall approval and support for the project. According to the attendees, the project will contribute to the generation of direct and indirect significant positive social impacts including improved access and reliable electricity service for the customers apart from catering for future urban growth. At this stage, no disadvantaged or vulnerable individuals or groups have been identified in the project's area.

Alfondoqomia

As a second representative site for sub-component 1.1, the village of Fondoqomiya was chosen to conduct a preliminary social and field visit. The social consultant visited Fondoqomiya village on

October 23, 2019 and met with the head of the village local council, members of the village council as well as representatives of the town residents. The visit also included field visits to the connection points; the old the new ones. The attendees showed an overall approval support for the project. Initial screening of the project's impact revealed that there be no PAPs as the land plots where the current connection



point or the new ones are located are owned by the local council. The image below shows an image of the consultation meeting with the local council and town residents.

Awarta

This is a representative site for the subcomponent 1.1, the low voltage connection point will be upgraded to medium voltage connection point and supplied through PETL from IEC network. The social consultant visited Awarta village on October 22, 2019 and met with the head of the village council, members of the village council as well as representatives of the town residents. The attendees showed an overall approval and support for the project. According to the attendees, the project will contribute to the generation of direct and indirect significant positive social impacts including reduction of the village electrical bill by at least 18% due to transforming





the electricity from low voltage to high voltage and improved access of electricity to the customers. It was noted that the electricity service is currently available to a majority of the town's residents, however in three areas the electricity service is very poor which results in damages to electrical appliances of households in the area. Availability of electricity could improve economic growth in the village. Currently due to the poor electricity, the village residents are unable to carry any economic projects including small factories or farms.

Yaseed village

As a representative area for sub-components 1.1, 1.2 and 3.1. In particular, this village falls on the route of a potential upgraded transmission line between Jenin and Nablu sub-stations; an initial public consultation session was held with land owners as well as two local council members from Yaseed village on October 9th, 2019. The attendees expressed concerns that the project will result in loss of access, ability to build, loss of land value due to presence of power towers and the harm to the village flora. In the past, the community alleged that Tubas Electricity Distribution company TDECO had built towers in their land without notice and the tower's location was not within the street's right of way. The land owners had filed a lawsuit against the company to remove them. Besides indicating their lack of trust in TDECO's services, they expressed concern that the project's activities may trespass over the farmers' private land and not within the road's RoW. During the meeting, landowners expressed their concerns regarding the route of the line claiming that the towers' location could potentially trespass over their land. Regarding the potential sub-project that was discussed during the meeting, based on the proposed coordinates for the transmission line and overhead towers, the GIS expert concluded that the line and towers are within the ROW and do not encroach on any land. Nonetheless, going forward PENRA will identify the sub-project sites and begin stakeholder consultation prior to finalizing the transmission line designs including socio-economic assessment of options for overhead and underground cables.

Qalqilya

As a representative site for sub-component 1.1 and 3.1, the town of Qalqilya was chosen to conduct a preliminary social and field visit. The social consultant visited Qalqilya municipality on October, 23, 2019 and met with the mayor deputy, members of the municipal council, a representative of the NGOs in the town as well as representatives of the residents. The visit also included field visits to the connection point. The attendees expressed broad reservations about electricity sector, irrespective of the WB-supported projects . Few years ago, the municipality held a public consultation meeting with the local community to discuss joining the Northern Electricity company (NEDCO) , however the community has strongly rejected the proposition. The proposition was also rejected by the political factions in the governorate. The attendees explained that the reasons are that the community is highly conservative where a religious figure from the community (Sheikh) issued a fatwa (verdict) that privatization is contrary to Islamic teachings and therefore association with PETL and NEDCO presents a challenge. The community fears an increase charges on electricity service. The municipality representative required a



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clear description about the project's added value and a description of municipality role after the project. As mitigation strategies, the attendees recommended the following: (a) Guarantees for quality service; (b) Guarantees to increase capacity from the IEC to accommodate the urban expansion ; (c) Clear description of how electricity prices are determined and; (d) Guarantees to protect local workers' rights and not to substitute them with workers from PETL.

C. Disclosure

To ensure that all project affected people and the broader stakeholder community have access to information contained in this RF, PENRA will disclose on its website, http://www.penra.pna.ps/, project information and all key documentation, including this Resettlement Framework. The information will be disclosed in Arabic and English and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs (such as, disability, literacy, gender, mobility, or accessibility). The disclosure should include information on : (i) stakeholder engagement process, highlighting the ways in which stakeholders can participate; (ii) time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported and; (iii) the process and means by which grievances can be raised and will be addressed.

Once specific sub-projects that require land acquisition are identified, consultations will be held as per the SEP and RF and signages will be deployed to ensure local communities are aware of the scope and timeline of activities under this project. This will be followed with preparation and disclosure of RP, as described above.

D. Grievance Mechanism

A GRM system for the project will be established in PENRA that is easily accessible to the people who are affected by the project. The main objective of this GRM is to ensure that affected people, including land owners, land users, vulnerable groups, Bedouin communities, those whose livelihoods or access will be affected by the project, among other others, have access to a viable system to air grievances and to seek resolution. A grievance system is also important for PENRA to ensure they are accountable to complaints and that these are handled transparently and also in an efficient manner. The Environmental and Social Officer will be responsible for handling project related grievances including land acquisition and resettlement grievances. The grievance resolution process involves the following main steps:

Receipt of Grievances

Anyone from the affected communities or anyone believing they are affected by the Project can submit a grievance:

By completing a written grievance registration form that will be available - (i) at the local municipalities and in the affected villages (i.e. those within proximity of construction activities); (ii) at the entrance of each construction site; (iii) on the Project's website; and (iv) at the Project's headquarters in Ramallah and Gaza. Grievance registration forms will be provided. The Project's



Environmental and Social Officer will review the received grievances and record them in a Grievance Register.

- Electronically: the complainant files a complaint electronically using the electronic GRM forms on the ministry website: www.penra.pna.ps/
- By telephone: the complainant can call the following numbers:
- PENRA Ramallah: +970 2 2984752
- PENRA Gaza: +970 9 238477
- ESO mobile once hired: TBD
- By email: ESO@penra.pna.ps

Where possible it is desirable that complaints are submitted in writing by the complainant. Should the complainant not wish to comply with this request and submit the complaint verbally, then the complainant information and the details of the complaint should be entered in the GRM log.

Procedures for filing complaints

The complainant fills in the designated form in writing and signs it, or fills it electronically including all personal information and details of the complaint.

The complainant encloses all copies of documents which may support the complaint.

The GRM staff at the Complaints Unit will ensure that the form is filled in accurately. The complainant receives a receipt or a confirmation email of acknowledgment with a reference number to track the complaint.

If the complainant choses to file his/her complaint verbally, the GRM employee must register the complainant information and details of the complaint into the system. The complainant will receive a reference number to track his/her complaint.

Registering complaints

The GRM staff will enter the complaint into the GRM log. The complaints register records the following information:

- Complaint Reference Number
- Date of receipt of complaint
- Name of complainant
- Confirmation that a complaint is acknowledged
- Brief description of Complaint
- Details of internal and external communication
- Action taken: (Including remedies / determinations / result)
- Date of finalization of complaint

Original documentation must be kept on file.

Referral and Examination of complaints



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A GRM system will be established, which include a GRM Committee. The ESO will inform the complainant that an investigation is underway within three business days. The complainant shall be informed of the estimated duration for resolving the complaint which is no later than ten business days from the date of receipt of the complaint. Where the complaint is unlikely to be resolved within the estimated duration, the ESO must promptly contact the complainant to request additional time and explain the delay. In any event, the complaint must be resolved no later than two weeks from the date of receipt of the complaint is not, the ESO will refer the complaint to the Director of the PMU to take the appropriate measures.

Notifying the complainant and Closing the complaint

1- Notifying the Complainant:

The ESO shall notify the complainant of the decision/solution/action immediately either in writing, or by calling or sending the complainant a text message.

When providing a response to the complainant, the ESO must include the following information:

- A summary of issues raised in the initial complaint;
- Reason for the decision.

2- Closing the Complaint:

A complaint is closed in the following cases:

- Where the decision/solution of complaint is accepted by the complainant, the ESO shall close the complaint and sign outcome and date in the Complaint Register.
- > A Complaint that is not related to the project or any of its components.
- > A Complaint that is being heard by the judiciary.
- A malicious complaint.

Additional Dispute Resolution Scheme

Where the complainant is not satisfied with the outcome of his/her complaint, the following procedures shall be considered:

1- Internal Dispute Resolution Scheme

The ESO shall advise the complainants that if they are not satisfied with the outcome of their complaint, they may readdress the issues with the DG of PMU at PENRA and request a further review or consideration.

Where the complainants are not satisfied with the resolution provided by the DG of PMU, the ESO shall advise the complainants to readdress the issue either to the President of PENRA.

2- External Dispute Resolution Scheme



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In case the complainants are not satisfied with the internal procedures for handling complaints, the outcomes of the complaints or for any unhandled complaints, the ESO shall provide information on a complainant's right to refer their complaint to the Cabinet's Unit for grievances or to the judicial system.

E. Monitoring And Evaluation (M&E)

Monitoring and Evaluation (M&E) are key components of the RF and have the following objectives:

- Monitoring of specific situations or difficulties arising from implementation and of the compliance of implementation of the RF and relevant RPs with objectives and methods set out in the RF and will be followed in the RPs;
- To verify that all activities in each RP have been effectively completed with respect to quantity, quality and timeliness;
- Evaluation of medium and long-term impacts of resettlement on affected households' livelihood, environment, local capacities and economic development.

In carrying out all activities related to monitoring, evaluation and supervision, consideration will be given to the vulnerability issues. The different vulnerable groups referred to above should be consulted during the monitoring process in order to ensure that their concerns are handled fairly.

Internal Monitoring

A wide range of tools could serve for monitoring purposes. The previously mentioned socio-economic survey can serve as a participatory tool for defining monitoring indicators. Moreover, periodic Participatory Rapid Appraisals (PRA) will allow consulting with the various stakeholders (local government, Local Committees, community leaders and PAPs). They will involve obtaining information, identifying problems and finding solutions through participatory means, which may include key informant interviews, focus group discussions (FGD), community public meetings, structured direct field observation, and indepth case studies of problems or success stories.

Table 4

Guidelines for the Monitoring Indicators

The main indicators that will be monitored regularly are the following:

- a) Checking that the **screening activities that have been carried out** in order to determine the need for the preparation of a RP
- b) Payment of compensation to PAPs in various categories, according to the compensation policy described in the RP; with special focus on the vulnerable groups and no discrimination according to gender, tribal backgrounds or any other factor



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- c) **Delivery of technical assistance**, relocation, payment of subsistence and moving allowances
- d) Delivery of income restoration and social support entitlements
- e) **Public information dissemination** and consultation procedures
- f) Adherence to grievance procedures and outstanding issues requiring management's attention and equality of access
- g) Attention given to the priorities of PAPs regarding the options offered

h) Co-ordination and **completion of resettlement activities** and award of civil works contracts

External Monitoring

In accordance with WB requirements for consultant procurement, an organization for the independent monitoring and evaluation of RP implementation should be hired. The organization should be specialized in social sciences and experienced in resettlement monitoring. The organization should start its work as soon as the updated RP has been approved.

The rationale behind hiring an external institution is to ensure that the overall objective of the resettlement plan is achieved in an equitable and transparent manner. In addition to reviewing the issues covered by the internal monitoring progress report, the external agency shall also evaluate and assess:

- The competence and effectiveness of the project implementing agencies
- Adequacy of compensation, development and transitional assistance techniques provided for the PAPs
- Ability to reach the most vulnerable PAPs
- Consultation and public disclosure of the RP
- Effectiveness of the grievance redresses mechanism

Evaluation, however, is intended to ensure that policies (both Palestinian and the WB's) have been adhered to and provide the feedback needed for adjusting strategic directions. Evaluation, thus, has the following objectives:

- General assessment of the compliance of resettlement activities with the objectives and methods as set out in this RP
- Assessment of the compliance of resettlement activities with the laws, regulations and safeguard policies cited above
- Assessment of resettlement and relocation procedures as they have been implemented



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- Evaluation of the impact resettlement and relocation has on incomes and standard of living, with the focus on the poor and the most vulnerable
- Identification of actions to improve the positive impacts of the program and mitigate its possible negative impacts

The evaluation of resettlement activities will be part of general assessment and review activities undertaken for the project, as a whole.

10. Proposed Budget and Time Plan

Each partial and full resettlement plan will include detailed cost of compensation and other rehabilitation entitlements and relocation of displaced persons, if that be the case, with a breakdown by agricultural land, residential land, business land, houses, businesses and other assets. The cost estimates will make adequate provision for contingencies. resettlement plans will explicitly establish sources for all funds required, and will ensure that fund flow is compatible with the timetable for payment of compensation and provision of all other assistance.

11. Preparation of Resettlement Instrument,

This RF describes different types of instruments for mitigating different types of potential impacts on the population as a result of resettlement. The pre-assessment conducted by the PENRA suggests that a limited amount of land requires expropriation. An inventory of all sites that are to be acquired, along with a description of the parcels, locations, surface areas, land use, census of the parcels, assets, including the numbers concerned and an estimation of the land value of each parcel, will be undertaken by the PENRA.

A. Preparation of Resettlement Plan (RP)

Site specific RPs are will be prepared in accordance to this RF. To minimize the impact of the proposed physical work impact on a site that is identified, a pre-feasibility study will outline the cadastral information (if the land is surveyed) or other information on ownership, as well as existing structures and uses of the land that would be directly affected by the Project, either temporarily or permanently. The information will be verified by a qualified third party who will enumerate all ownerships and uses of the land that will be affected, together with an estimate of the numbers of people affected by the type of impact.

Where the Project entails no disturbance or expropriation of land, this information shall be properly recorded and made available.

If the Project plans entail impact on lands, the plans shall be reviewed and revised by PENRA based on the appropriate and documented consultations with the affected persons. The objective of such consultations is to avoid or minimize expropriation of lands and adverse socio-economic impacts.



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The RP procedures include the following: Where the Project will have an unavoidable impact; the PENRA will notify the World Bank by means of a RP along with the information provided in the pre-feasibility study. This RP, with the findings in the study, will identify and justify the temporary or permanent expropriations proposed, and will include 1) potential impact on all persons affected by the Project; 2) a census outlining the number of persons requiring compensation, as well as specific entitlements, compensation, or other remedial action; 3) the assignment of executing roles and responsible agencies; and 4) a record of the initial consultations with the affected persons.

The RP will include the following components:

- i. The project activities which require acquisition of land or other assets;
- ii. Census and social economic information
- iii. Certified enumeration of the persons affected and the types of impact;
- iv. Entitlements, corresponding table of compensation and bases of compensation rates;
- v. The timetable for implementation of the proposed actions;
- vi. Financial and organizational arrangements;
- vii. Consultation;

. .

- viii. Grievance procedures; and
- ix. Verification of resources for compensation purposes.