

# Land Acquisition and Resettlement Plan Compliance Report

---

Project Number: 42417-023, 42417-033  
Approval Number: Loan 2752, Loan 3293  
February 2016

## Armenia: Sustainable Urban Development Investment Program – Tranches 1 and 2

LARP2 Area (Argavand-Shirak Section)  
CAP and ERP under LARP3

This compliance report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgments as to the legal or other status of any territory or area.

*February 8, 2016*

# **SUSTAINABLE URBAN DEVELOPMENT INVESTMENT PROGRAM**

**PROJECT 2: LARP2 AREA (ARGAVAND-SHIRAK SECTION),  
CAP AND ERP UNDER LARP3**

## **COMPLIANCE REPORT**

Authored by: **EXTERNAL MONITORING AGENCY**

**AM PARTNERS CONSULTING COMPANY LLC**

## CONTENT

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
1.1	PROGRAM BACKGROUND .....	3
1.2	OBJECTIVES OF THE CR .....	4
1.2.1	External monitoring and evaluation .....	4
1.2.2	Compliance review of the LARP2 .....	4
1.2.3	CAP Due to Construction Issues and the Emergency Relocation Plan .....	5
1.3	METHODOLOGY OF THE COMPLIANCE REVIEW .....	5
1.3.1	Methods and activities .....	5
1.3.2	Survey methodology .....	7
<b>2</b>	<b>ASSESSMENT OF THE COMPLIANCE .....</b>	<b>8</b>
2.1	LARP IMPLEMENTATION PERIOD .....	8
2.2	COMPLIANCE AND ACCURACY OF DOCUMENTATION PACKAGES .....	8
2.3	SNAPSHOT CONTACTS WITH APS .....	8
2.4	COMPLIANCE WITH THE DISBURSEMENT OF COMPENSATIONS AND ALLOWANCES .....	9
2.4.1	Compensations and allowances paid .....	9
2.5	DEVIATIONS BETWEEN PLANNED AND ACTUAL IMPACT AND COMPENSATIONS .....	11
<b>3</b>	<b>IMPLEMENTATION MODALITIES .....</b>	<b>12</b>
3.1	REHABILITATION CONTRACTS CONCLUSION AND DISBURSEMENTS .....	12
3.2	PUBLIC HEARINGS .....	12
<b>4</b>	<b>COMPLAINTS AND GRIEVANCES .....</b>	<b>14</b>
4.1	GRIEVANCES AND COMPLAINTS .....	14
4.1.1	Formal complaints .....	14
4.1.2	Complaints identified during the interviews .....	14
4.2	EXPROPRIATION AND COURT CASES .....	14
<b>5</b>	<b>SATISFACTION SURVEY .....</b>	<b>15</b>
5.1	APS' AWARENESS ON LAR PROCESSES .....	15
5.2	CONTRACTING, DISBURSEMENT AND RECEIPT OF COMPENSATIONS .....	16
5.3	COMPLAINTS AND GRIEVANCES .....	16
5.4	SATISFACTION WITH LARP PREPARATION AND IMPLEMENTATION .....	17
<b>6</b>	<b>CONCLUSIONS AND RECOMMENDATIONS .....</b>	<b>19</b>
6.1	ACHIEVEMENTS .....	19
6.2	IDENTIFIED SHORTCOMINGS .....	19
6.3	WRAP-UP CONCLUSION AND RECOMMENDATION .....	19
<b>7</b>	<b>APPENDICES .....</b>	<b>20</b>
7.1	LIST OF PERSONS INTERVIEWED .....	20
7.2	SATISFACTION SURVEY QUESTIONNAIRE .....	21
7.3	PUBLIC HEARING AND INFORMATION DISCLOSURE .....	25

## LIST OF TABLES

Table 1 - Comparison of the LARP2 Artgavand-Shirak Section planned and actual impacts and compensations .....	10
Table 2 - Intensity of contractual process .....	12
Table 3 - APs' awareness on LAR activities (among 10 APs).....	15
Table 4 - APs' awareness on information collection types (among 9 APs).....	15
Table 5 - APs' complaints and grievances (among 3 APs) .....	16
Table 6 - APs' satisfaction with communication with DESC and IA (10 APs) .....	17
Table 7 - APs' satisfaction with valuation of acquired property and compensations (10 APs) .....	17
Table 8 - APs' satisfaction with other aspects of LARP implementation (10 APs).....	18
Table 9 - Selection of AHs for the Household Survey .....	20

## List of abbreviations

ADB	Asian Development Bank
AH	Affected household
AP	Affected person
CAP	Corrective Action Plan
DESC	Detailed Engineering and Construction Supervision Consultant
EA	Executing Agency
EMA	External Monitoring Agency
ERP	Emergency Reinforcement Plan
IA	Implementing Agency
EMA	External Monitoring Agency
LAR	Land acquisition and resettlement
LARF	Land acquisition and resettlement framework
LARP	Land acquisition and resettlement program
MFF	Multi Tranche Financial Facility
MOE	RA Ministry of Economy
PIU	Project Implementation Unit
PMIC	Program Management and Implementation Consultant
ADB SPS 2009	ADB Safeguard Policy Statement (2009)
YM	Municipality of Yerevan

# 1 INTRODUCTION

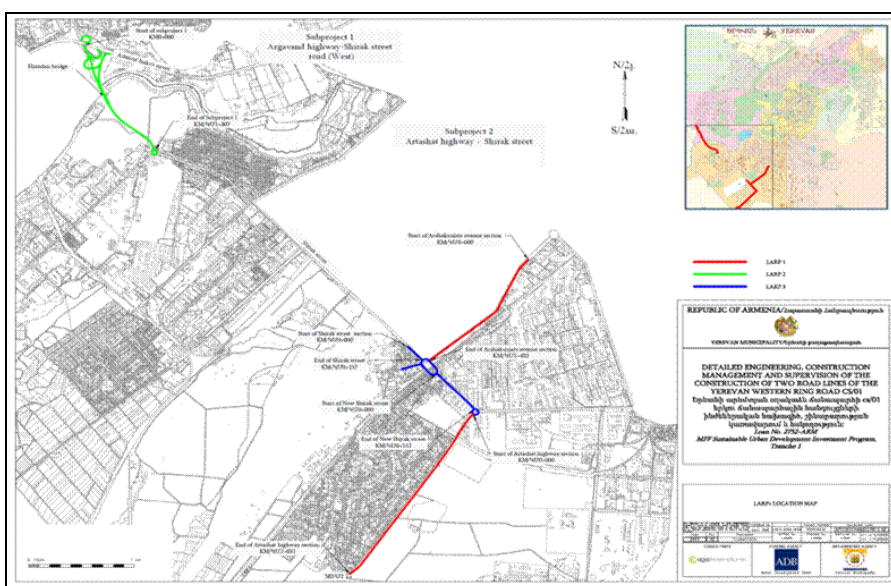
## 1.1 PROGRAM BACKGROUND

1. The Sustainable Urban Development Investment Program, (the Program), financed by Asian Development Bank (ADB) under a Multi Tranche Financial Facility (MFF), is being implemented by the RA Ministry of Economy (MOE), as the Executing Agency (EA), and the Municipality of Yerevan (YM), as the Implementing Agency (IA) working directly through the Project Implementation Unit (PIU). The Program aims at promoting a sustainable, integrated, socially affordable, and cost efficient urban transport system.

2. The Program requires substantial land acquisition and resettlement (LAR) with more than 200 affected persons (AP). Both Tranche 1 and Tranche 2 have been classified as Category A for the involuntary resettlement safeguard according to the ADB guidelines. To facilitate the implementation of the LAR Plan (LARP) for Tranche 1, the total area was divided into three parts for which the following separate LARPs have been prepared:

1. LARP1 - Arshakuniats Avenue Section and Artashat Highway Section (Tranche 1 of the Program);
2. LARP 2 – Argavand-Shirak Section (Tranche 2 of the Program);
3. LARP3 - New Shirak Street Section (Tranche 1 of the Program).

Picture 1 - Map of the LARPs implementation area



**LARP2, as well as for the Corrective Action Plan (CAP) due to construction issues on unanticipated impacts under LARP3 and Emergency Reinforcement Plan (ERP).** Argavand-Shirak section was removed from Tranche/Project1 to Tranche/Project 2 because of shortage of funds. ADB and the Project Governing Council gave their no objection on removing this section to Tranche/Project 2 on 14 March 2014 and on 20 June 2014 accordingly.

3. External Monitoring Agency (EMA)<sup>1</sup> completed the Compliance Review (CR) for the LARP1 Section 2 in June 2014, and for the Section 3 - in November 2014; for the LARP3 - in August 2015. Civil works in mentioned areas commenced respectively in July 2014, January 2015, and September 2015. **The current Compliance Review covers the LAR-related issues for the**

<sup>1</sup> Implementation of the Compliance Reviews for all 3 LARPs of the Program is delegated to AM Partners Consulting Company LLC, which operates as an External Monitoring Agency (EMA) for the Program

4. ADB concurred with LARP2 on June 9, 2015 and the Government of Armenia (GoA) approved it on August 31, 2015.

## 1.2 OBJECTIVES OF THE CR

### 1.2.1 External monitoring and evaluation

5. The Program LAR Framework (LARF) requires the EMA to carry out the external monitoring in parallel with the implementation of LARPs. The EMA monitors and verifies that the LARP implementation has been made according to the requirements and to determine whether resettlement goals are achieved, livelihood and living standards are restored (and to what extent) and provide recommendation for improvement.

6. External monitoring entails two types of activities: a) short term-monitoring of LARPs implementation and compensation delivery and b) a long-term evaluation of the rehabilitation effects of the LARPs. The **short-term monitoring** or the compliance review of the LARPs' implementation will be carried out in parallel with the implementation of each LARP activity and will entail extensive field visits and communication with APs. The **long-term evaluation** will be carried out before and after the LARPs implementation to find out if the LARPs rehabilitation objectives have been attained or not, as well as for the assessment of the LARPs' implementation impact on the AHs.

### 1.2.2 Compliance review of the LARP2

7. The current CR is the final short-term monitoring task of the EMA; the CR of the LARP1 and LARP3 areas have been completed in 2014 and 2015. The current CR addresses the LARP2 area - Argavand-Shirak Section. The objective of the CR is to verify that compensation activities have been carried out based on the provisions of the ADB Safeguard Policy Statement 2009 (SPS 2009), the Program LARF and LARP2 (to the maximum possible extent). The review also identifies eventual complaints and grievances, the ways these were solved and the general satisfaction of the APs.

8. LARP 2 area partially covers 3 communities: Yerevan city, Argavand village, and Getapnya village. In total, 36 APs<sup>2</sup> (with duplications) under 34 ID numbers have been affected by the implementation of the LARP2, though this list needs further explanations and several important reservations. During the CR, EMA addressed and interviewed well-informed household members of APs selected from 10 IDs

9. Implementation of the LARP2 resulted in the current Compliance Report that documents the following:

- Compliance of the LARP implementation process to the LARP2, LARF, ADB SPS 2009, and the RA Law on Eminent Domain;
- Delivery of compensations and rehabilitation
- Allowances to APs at unit rates applied in LARP2;
- Management of compensations disbursement schedules;

---

<sup>2</sup> Including mentioned rural communities

- Management of complaints and grievances, and other issues.

10. **The approval of this Compliance Report by ADB will be the condition to start civil works in the LARP2 area.**

### **1.2.3 CAP Due to Construction Issues and the Emergency Relocation Plan**

11. Civil construction works conducted in Artashat highway (LARP3 area) caused unanticipated structural damages. 1 land plot owned by 1 AH is temporarily affected and all the improvements (trees, crops, fences etc.) on that particular part of the land plot are alienated. In addition, 3 support structures are permanently affected. This raised a need for additional construction works to compensate impacts on new AP. A separate CAP due to construction issues was prepared to conduct all the formal LAR measures for this AP. PIU has organized a working meeting and consultation with the AP and his lawyer on 12<sup>th</sup> of October 2015. The purpose of the meeting was to inform AP about unforeseen impacts and present him compensation entitlements. The resettlement specialist and lawyer of PIU provided consultation, particularly presented the procedure and steps of registration of AP's right to the affected property. There is a legacy issue regarding the property used by the AP. It is expected that the compensations will be paid to the AP(s) immediately after resolving that legacy issue. **The total budget for the CAP due to construction issues comprised 12,785,460.50 AMD.** As agreed with ADB, compensations specified by the CAP due to construction issues will be paid from the budget of the LARP3. Once the compensation is paid this will be reported to ADB, and included in the next Social safeguards semi-annual monitoring report as well as the next compliance report.

12. Civil construction works conducted in Artashat highway (LARP3 area) needed for the excavation of the bridge foundation and infrastructural works caused unanticipated structural damages to the property of another AP, too. Following verbal and written complaints from those APs with respect to the proximity of the project site and damage to his premises, an Emergency Reinforcement Plan (ERP<sup>3</sup>) has been prepared for reparation of the damages caused to a certain location as a result of construction works. The PIU initiated a seismic survey as a pro-active measure, which was conducted by a specialized organization<sup>4</sup>. That survey was followed by an impact assessment and compensation valuation. Impact assessment was conducted with the purpose of measurement of losses and calculation of respective compensation. The results were compiled in a specially prepared ERP. The ERP was approved by the ADB on December 25, 2015. **The total reinforcement cost amounted to 11,076,320 AMD.** Compensations specified by the ERP were paid from the budget of the LARP3.

## **1.3 METHODOLOGY OF THE COMPLIANCE REVIEW**

### **1.3.1 Methods and activities**

13. The EMA applied the following methods during the compliance review:

- Revision and analysis of secondary materials;

---

<sup>3</sup> See the Emergency Reinforcement Plan(ERP), SUDIP Armenia, Tranche - 1

<sup>4</sup> Seismic Safety LLC, License N13809



- A 2-stage contacting and interviewing of APs (snapshot telephone contacts with all available APs and Household Survey (HS) with 30% of selected APs), as it is specified/required by the ToR and the Contract of the EMA;
- Data classification, comparison, analysis, and compilation.

14. Respectively, the EMA conducted the following activities:

- Review and carry out a comparison of higher-level documents, such as the RA Law on Eminent Domain, ADB SPS 2009, Program LARF, and LARP2;
- Review and carry out an analysis of all APs' documentation packages collected and applied by the IA for each of them, including the documents describing the impacts APs faced, valuation of acquired assets and calculation of compensations and allowances (including revisions), contracts and agreements, etc.;
- The EMA contacted all the available/accessible APs by phone either for arrangement of an interview with them, or for a snapshot discussion of a few topics related to the compensation disbursement. Consequently, the EMA surveyed APs with 10 IDs<sup>5</sup> (out of 26 APs without double calculation) in a face-to-face format and with the application of a standardized questionnaire, and APs from all IDs have been interviewed by phone.
- All the information collected via the review of secondary materials has been classified, cross-checked, compared, and analyzed.

15. Assessment of the compliance of the LARP implementation to the requirements of the LARP2, LARF, ADB SPS 2009, and the RA Law on Eminent Domain has been conducted via the review of the implementation process (processes, documents collected, compensation contracts/agreements conclusion, disbursement of compensations and allowances) and the requirements of normative documents. The analysis of the actual implementation of the LARP2 and compensation provisions to APs bases on a comparison of planned and actual figures of segregated impact and compensations for the LARP2.

16. Snapshot interviews were conducted with APs from all IDs. Snapshot contacts were made via telephone calls and personal meetings for short discussion of the contracting and compensations' disbursement processes. Finally, EMA conducted a satisfaction survey of 10 APs to collect further detailed information on APs' perceptions towards different aspects of the LARP2 implementation. The survey used a specially designed questionnaire and addressed in detail the overall LAR process (duration, compensation payment modalities, grievances redress mechanism (GRM), respondents' satisfaction with specific aspects of LARP implementation, etc.), and the extent of the accomplishment of the objectives of the LARP2.

17. The analysis of Program documents, snapshot contacts, face-to-face interviews, direct observations on the area of LARP2, and intensive discussions with IA officers and APs were sources of information on LARP2 implementation modalities, eventual complaints and their resolution, timeliness of compensation and other relevant issues. EMA reviewed and used/referred to the following documents during the compliance review:

1. ADB SPS 2009;
2. Involuntary Resettlement Safeguards: A Planning and Implementation Good Practice Sourcebook<sup>6</sup>, ADB, November 2012;

---

<sup>5</sup> Approximately 38% of the total number of all individual APs

<sup>6</sup> See - <http://www.adb.org/documents/involuntary-resettlement-safeguards-planning-and-implementation-good-practice-sourcebook-d>

3. The Program LARF and LARP2;
4. APs profile documentation packages, including the following documents:
  - a. Description Protocols of affected assets and other impacts;
  - b. Valuation Reports of affected assets and other impacts;
  - c. Acquisition/Compensation Contracts and Agreements and related/accompanying documents;
  - d. Other documents and datasets provided by the IA and the DESC.

### **1.3.2 Survey methodology**

18. The EMA did not apply any sophisticated methodological tools for the implementation of snapshot contacts. All the contacted APs received the same questions and were open to respond as they liked.

19. The survey of APs became one of the main tools for collecting (qualitative) information on compliance of the implementation with the requirements of the LARF and LARP2. This survey addressed overall LAR process (e.g. APs' awareness of LARP development and implementation process, disbursement of compensations, etc.), complaints and grievances, respondents' satisfaction with main aspects of the LARP implementation, etc.

20. For the implementation of the survey, EMA sampled 10 APs (representatives of affected households and businesses) of the LARP2 area. The sample included all the main types of APs (by the main types of impacts APs faced). EMA selected the APs' IDs randomly<sup>7</sup> from the group of APs facing certain impact. Within the selected IDs, EMA surveyed heads of households (with few exceptions) and managers of businesses, who formally present their households in relations with the IA. EMA specially designed a standard Questionnaire<sup>8</sup> for the survey, which was discussed and agreed with the IA and ADB prior to the fieldwork.

---

<sup>7</sup> Via application of random figure generating function in MS Excel

<sup>8</sup> The Questionnaire is presented in [Appendix 7.2](#)

## 2 ASSESSMENT OF THE COMPLIANCE

### 2.1 LARP IMPLEMENTATION PERIOD

21. The implementation of the LARP2 started with sending of drafts of compensation contracts and agreements to APs in October 2015. For the implementation of the LARP2 a LARP Implementation team consisting of a team leader, one social specialist and one lawyer, was hired by YM. The IA implemented the LAR procedures and process based on the approach required by the LARP2 and in accordance with the Program LARF and ADB SPS 2009 requirements.

### 2.2 COMPLIANCE AND ACCURACY OF DOCUMENTATION PACKAGES

22. EMA verified the compliance and accuracy of documentation of the LARP2 Section APs via direct observation and review of documentation packages of all APs<sup>9</sup>. During the verification process, EMA observed several typical **minor shortcomings**<sup>10</sup>, such as:

- missing signatures and dates on copies of description protocols attached to the package;
- missing copies of APs' identification documents (passports);
- missing acts on delivery/acceptance of alienated property;
- minor contradictions in description protocols, evaluation reports, and acquisition contracts;
- missing copies of confirmation statements<sup>11</sup> signed by the APs.

23. EMA introduced the identified shortcomings to the IA and recommended to make respective corrections. **The IA followed EMAs' recommendations and resolved shortcomings to the maximum possible extent before the completion of the CR.**

### 2.3 SNAPSHOT CONTACTS WITH APs

24. EMA addressed the following themes and issues during snapshot contacts with APs:

1. Receipt of compensation amounts;
2. Reasons of not receiving the compensation amounts;
3. Any costs related to the process of receiving the compensations and allowances;
4. Timing of receiving the compensations and allowances;
5. Any other problems related to the contracting and disbursements;
6. Any other general problems related to the acquisition of assets;

25. 36 APs (with duplications, i.e. some persons appear several times under different IDs) concluded acquisition contracts and agreements with the IA (personally or based on formal delegation confirmed by the Powers of Attorney or heritage documents) as of January 2016. The IA disbursed (and the APs received in their bank accounts) amounts of compensations and allowances within the acceptable periods. **The average duration of disbursements of compensations and allowances mostly comprised less than 15 working days after the conclusion of acquisition contracts/agreements and submission of necessary documents**

---

<sup>9</sup> Documents of the same APs that appeared in the LARP2 under different ID were combined into one package per AP

<sup>10</sup> Having no further consequences on the LARP implementation process

<sup>11</sup> Document that APs sign after the conclusion of Compensation Agreements and Contracts confirming that they do not have any complaint. This hinders the APs from unjustified complaints in future. The IA started applying this document after the EMA's recommendation

(such as certificates issued by the State Cadastre and other respective papers) to the PIU. In few cases the payments have been made later than 15 calendar days (for 1-6 days) from the moment of contracting, but that was due to technical reasons, i.e. APs did not provide all the necessary documents. **All the APs except of 4 cashed-out their amounts immediately after they received them in their bank accounts.** The mentioned 4 APs preferred to keep their amounts on their bank accounts for a while.

26. **All the contacted APs attested that no deductions from their amounts were made, and no payments were charged by any of involved organizations and the bank. None of the contacted APs had any complaint in regard to receiving their amounts.**

27. **None of the contacted APs mentioned any other problems in regard to contracting, disbursement, and receipt of their compensations and allowances.** No case of expropriation was applied within the frames of the LARP2 implementation.

28. **None of contacted APs had serious complaints in regard to other major aspects of the LARP implementation.** 3 APs had issues regarding the LARP preparation. They had (initial) doubts and disagreements with measurement and valuation of losses, but later all issues were resolved amicably, i.e. the disagreements did not escalate to complaints or grievances.

## 2.4 COMPLIANCE WITH THE DISBURSEMENT OF COMPENSATIONS AND ALLOWANCES

### 2.4.1 Compensations and allowances paid

29. The DESC calculated and presented in the LARP2 the compensations and allowances against the various types of impacts in accordance with the Entitlement Matrix<sup>12</sup> and the IA applied<sup>13</sup> respective rehabilitation measures (provision of compensations and allowances). Amount of compensations and allowances introduced by the LARP2 was totaling to 276,427,141.67 AMD<sup>14</sup> (the VAT and registration amounts excluded). Minor changes of the planned amounts happened after the approval of the LARP2 by the ADB and the GoA and the Yerevan Mayors decree N3055, adopted on September 29, 2015 defined the total amount of compensations and allowances to be 276,704,910 AMD. Actual amount of compensations and allowances paid to the APs within the rehabilitation measures implemented by the IA and paid from the proceeds of the ADB Loan and YM budget<sup>15</sup> comprised **265,150,404 AMD**<sup>16</sup>. This amount contains all the compensations and allowances paid to LARP2 APs.

---

<sup>12</sup> See the LARF of the SUDIP, 2012, Page 6, Table 2. See <http://www.sudipyerevan.am/wp-content/uploads/SUDIP-LARF-2012-1.pdf>

<sup>13</sup> As suggested in the LARF that specified and harmonized the requirements of the ADB SPS 2009 and RA legislation requirements

<sup>14</sup> See the LARP2, Chapter 8.9, Table 8-22

<sup>15</sup> I.e. funds allocated from the State Budget by the RA Government for the payment of various taxes, registration and other fees are not counted here

<sup>16</sup> See [Table 1](#)

Table 1 - Comparison of the LARP2 Artgavand-Shirak Section planned and actual impacts and compensations

N	Impacts categories	Measure unit	LARP2 - Argavand-Shirak Section, <i>planned</i>				LARP2 - Argavand-Shirak Section, <i>actual</i>			
			Quantity	Amount evaluated, AMD	N of APs	N of APs w/o double counting	Quantity	Amount compensated, AMD	N of APs	N of APs w/o double counting
1	Acquisition of <i>legally entitled own land</i>	m <sup>2</sup>	9,841.22	115,246,676.79	13	13	8,474.74	103,932,158	13	13
2	Acquisition of <i>legally leased lands</i>	m <sup>2</sup>	2,273.75	3,688,554.00	3	3	2,378.55	3,856,318.00	3	3
3	Acquisition of <i>illegally used lands</i>	m <sup>2</sup>	2,435.19	14,603,752.00	13	13	2,410.09	14,390,518.00	13	13
4	Acquisition of <i>non-residential buildings</i>	m <sup>2</sup>	393.05	112,067,493.0	11	0	393.05	112,067,493	11	0
5	Compensation for the impact on <i>renovations</i>	m <sup>2</sup>	39.03	1,679,305.0	2	0	39.00	1,679,305	2	0
6	Acquisition of <i>fences, stone</i>	m	42.50	395,510	1	0	42.50	395,510	1	0
7	Acquisition of <i>fences, metal net</i>	m	195.55	936,126	4	0	195.55	936,126	4	0
8	Acquisition of <i>fences, metal fence</i>	m	70.00	186,931	1	0	70.00	186,931	1	0
9	Acquisition of <i>improvements</i>	m <sup>2</sup>	1,007.96	8,996,740	9	0	1,007.96	8,996,740	9	0
10	Acquisition of <i>crops</i>	m <sup>2</sup>	25.00	25,000	1	0	25.00	25,000	1	0
11	Acquisition of <i>seedlings (fruit trees)</i>	tree	16.00	24,000	1	0	16.00	24,000	1	0
12	Acquisition of <i>fruit-bearing trees</i>	tree	37	5,464,530.0	3	0	40.00	5,279,700	3	0
13	Acquisition of <i>wood trees</i>	tree	56	1,219,890.0	2	0	56.00	1,219,890	2	0
14	Acquisition of <i>decorative trees</i>	tree	79	193,800	4	0	79.00	193,800	4	0
15	Compensation for impact on <i>business, temporary</i>	case	5	9,749,285.0	5	4	5.00	9,749,285	5	4
16	Compensation for impact on <i>employment, temp.</i>	person	3.00	224,750	3	3	3.00	224,750	3	3
17	Compensation for severe impact	AH	3	969,717.5	3	0	3.00	960,030	3	0
18	Compensation for vulnerability	AH	2.00	600,000	2	0	2.00	600,000	2	0
19	Compensation of transportation costs	AH	11.00	362,850	10	0	11.00	362,850	10	0
20	Compensation for structures' transportation costs	trip	1	70,000	1	0	1.00	70,000	1	0
	<b>Total</b>			<b>276,704,910.29</b>		<b>36</b>		<b>265,150,404</b>		<b>36</b>

## 2.5 DEVIATIONS BETWEEN PLANNED AND ACTUAL IMPACT AND COMPENSATIONS

30. In the course of the actual implementation of the LARP, the LARP2 implementation team faced the need for revision of measurements and calculations of impacts and compensations for 8 APs. EMA discussed all those revisions and respective amendments and finds them legitimate and justified. The IA addressed the part of issues that rose and applied changes and amendments as follow-up of the APs' complaints (that were further discussed and agreed with the DESC and its sub-contractors); other issues were identified by the implementation team.

31. The following changes are worth mentioning:

- The size of the impact on legally entitled lands happened due to exclusion of one AP (ID164). During the LARP2 preparation old cadastral maps have been used. During the LARP2 implementation phase this was identified and revision of impacts has been conducted via use of new/updated cadastral maps. According to updated cadastral maps this AP was not affected by the LARP2.
- Due to the same reason of using old maps, the land owned/used by the AP under the ID 165 was considered as illegal. After the revision, it was identified that part of that land is legally entitled. That part of land was re-measured and a new ID 140 was introduced for that land (though the AP was the same as in case of ID 165).
- In addition, after the revision the impact size on legally entitled lands for the IDs of 159, 160, 161, 162, 163, and 171 was amended/decreased. These changes ultimately resulted in decrease of the total size of affected legally entitled land.
- The size of the impact on illegally used lands decreased slightly due to changes applied for the AP under the ID 156 (see above).
- The change in size of the impact and respective compensations for the acquisition of fruit-bearing trees happened due to changes applied for the AP under the ID 173. This AP applied to the IA requesting additional measurement and stock-taking of the affected fruit-bearing trees<sup>17</sup>. The IA (and sub-contractors) followed the APs' request and conducted new measurement, which appeared to be necessary. As a result, it was clarified that impact will happen on different trees than it was measured initially and respective amendments were applied.
- The changes mentioned in the previous point caused respective changes in the amounts of the compensation for the severe impact.

32. EMA assesses the conducted revisions and amendments to be necessary and required. It allowed to correct minor shortcomings that happened in the LARP2 preparation phase and ensure better accuracy in operations and satisfaction of the APs.

---

<sup>17</sup> See the row 12 - "Acquisition of *fruit-bearing trees*" in [Table 1](#)

### 3 IMPLEMENTATION MODALITIES

#### 3.1 REHABILITATION CONTRACTS CONCLUSION AND DISBURSEMENTS

33. The EMA conducted the assessment of the efficiency of the contractual process via reviewing of all acquisition contracts and agreements concluded between the IA and APs. The IA has concluded the majority of acquisition contracts and agreements in the period of November - December 2015. Conclusion of few contracts happened in October. Some contracts took more time to conclude due to necessity of ensuring necessary documents and resolving other uncertainties and problems related exceptionally to APs' internal issues (such as incomplete heritage documents, court cases between different APs, etc.). 6 APs spent longer time to collect necessary documents, but it did not really influence LARP2 implementation process. Detailed information on the intensity of concluding contracts is presented below.

**Table 2 - Intensity of contractual process**

Period	Quantity of contracts concluded	Share
October 2015	7	15%
November 2015	22	47%
December 2015	18	38%
<b>Total</b>	<b>47</b>	<b>100%</b>

34. IA disbursed compensations and allowances within 15 calendar days after the conclusion of the acquisition contracts and agreements, and submission of related documents to the PIU. According to the LARP2<sup>18</sup>, the start of the LARP2

implementation should have started in August 2015; the conclusion of the acquisition contracts and the payment of rehabilitation compensations and allowances should have been finished as of November 2015. Implementation of the LARP2 started slightly late and lasted till the December 2015. However, that delay did not leave substantial negative impact on the whole process.

#### 3.2 PUBLIC HEARINGS

35. The IA organized 2 events with the APs of the LARP2 area. The first event was held on May 2013 for Argavand, Getapnya communities and APs of Argavand-Shirak section. Public consultations were held by the PIU with the assistance of DESC consultants. The team leader of the valuation company presented the DMS and Valuation Methodology. A representative of the Independent Monitoring Agency held a presentation on the monitoring that will occur during the implementation process. The following stakeholders and implementers participated in the event:

1. Project Director, Deputy Head of the PIU;
2. Resettlement, PR, institutional strengthening, and technical experts of the PIU;
3. Representatives of the DESC, Uptime LLC, ;
4. Representatives of the EMA;
5. Representative of the PMIC;
6. Other experts and consultants,
7. 26 APs from the LARP2 area.

36. The agenda of the event consisted of the following issues:

- A. Presentation of the Program LARF to the participants;

<sup>18</sup> See the Table 10-1, Land Acquisition and Resettlement Plan 2

B. Presentation of the acquired assets valuation and the compensations'/allowances' calculation methodology;

C. Questions and answers.

37. IA organized the second event in June 2015 for discussing the problematic issues raised consistently by the APs from the area of LARP2. Due to importance of the raised questions the IA decided to scale-up the process and the event was hosted by the Deputy Mayor of Yerevan. The stakeholders and implementers of the Program have been represented by the following experts:

1. Deputy Mayor of Yerevan;
2. Project Director, Deputy Head of the IA/PIU,
3. Experts of the IA;
4. Representatives of the DESC and subcontractors;
5. Representative of the EMA;
6. Other experts and consultants,
7. APs from the LARP2 area.

38. The agenda of the second event consisted of one major/aggregated issue: APs concerns in regard of the measurement of the LARP implementation impact, and evaluation of losses. The public hearing event passed in a format of active discussion, questions and answers.

39. EMA can confirm proper organization and implementation of the Public Hearing Events. The IA and related consultants did their best explaining the LARP implementation process, providing information materials, answering the APs' questions, etc. The representation of APs was high, too. **Satisfactorily, EMA can conclude that the IA followed the recommendation of the EMA and organized "pre-implementation" event, which allowed the IA to establish closer contact between the APs, IA,, and the administration of Yerevan and avoid a lot of unnecessary difficulties that might have happened in the course of actual implementation.**



## 4 COMPLAINTS AND GRIEVANCES

### 4.1 GRIEVANCES AND COMPLAINTS

#### 4.1.1 Formal complaints

40. EMA reviewed 2 formal complaints submitted by APs of the LARP2 area, discussed them with the IA implementation team, got acquainted with communication between the IA and the DESC on this issue. In particular those 2 complaints related to the following:

1. The AP under the ID146 had two issues: a) Disagreement with calculation of affected trees, and b) Request to compensate for the sidewalk adjacent to their affected property. The IA organized a site visit to the territory of the AP. The affected trees were recalculated. It was proven that initial calculation was correct. Also, it was explained to the AP that a new sidewalk is envisaged (will be constructed by the civil construction company) adjacent to the AP's fence therefore it is not subject for compensation.
2. The AP under the ID173 disagreed with the calculation of the number of affected trees. The IA organized a site visit to the territory of the AP. It was identified that initial measurement was wrong and new impact was measured and evaluated.

41. **The EMA contacted both APs with the purpose to check the extent of their satisfaction with the activities of the DESC and IA regarding their complaints. Both APs had no further complaint and fully agreed with the measurement of the impacts they face and calculation of compensations.**

#### 4.1.2 Complaints identified during the interviews

42. EMA also received 3 of complaints (or rather “disappointment remarks”) regarding the LARP implementation activities during the snapshot contacts and interviews with the APs. All those complaints related to the evaluation of the affected property. Those APs did not sign/accept the initial Description Protocols due to their disagreement with the evaluation rates, but eventually they concluded agreements and contracts and received compensations. *Ceteris paribus*, **this means that there is no formal complaint subject for further investigation.**

### 4.2 EXPROPRIATION AND COURT CASES

43. No expropriation of APs property was applied during the LARP2 implementation. No compensation amount was deposited with the Court of Justice during/for the LARP2 implementation.

## 5 SATISFACTION SURVEY

44. EMA carried out the household survey among 10 APs of the LARP2 Section. The main objective of the survey was the assessment of the APs' satisfaction (and other aspects sourcing from that) with the implementation of the LAR activities.

### 5.1 APs' AWARENESS ON LAR PROCESSES

45. Major findings related to the awareness of APs on LAR processes, implementation and other issues are presented below.

**Table 3 - APs' awareness on LAR activities (among 10 APs)**

N	Awareness aspects	Yes	No	D/K or D/R <sup>19</sup>
1.	APs informed on LAR process sufficiently before and comprehensively	10	0	0
2.	APs received formal notification about the alienation	10	0	0
3.	APs received documents or materials describing the LAR process	10	0	0
4.	APs participated in Public Hearings	8	2	0
5.	Information collection was conducted at APs' household	9	0	1

46. 2 APs had no time for participating the organized Public Hearing events. However, they were generally aware what happened during those events. **Communication and information disclosure to the APs from the LARP2 area was conducted in much better way than in case of previous LARPs.**

47. 9 APs were asked to specify when the information collection was conducted at their household. The range of their answers is quite wide: from 2010 to 2015. 2 APs were not able to specify exact period of information collection, at all.

**Table 4 - APs' awareness on information collection types (among 9 APs)**

N	Awareness aspects	Yes	No	D/K or D/R
1.	Socio-economic survey	9	0	0
2.	Assets' inventory	7	2	0
3.	Calculation of trees	2	7	0
4.	Measurement survey	9	0	0
	<i>Of which, participated by APs or household member</i>	7	2	0

48. All 10 APs mentioned that they received the Description Protocols of the acquired property (which indirectly means that all kind of information collection measures have been conducted at their households). All of them got the document before the conclusion of the acquisition contracts and agreements. All 10 APs mentioned that they reviewed the protocols thoroughly and agreed with the content of Description Protocols. 9 APs confirmed that they confirmed/signed Description Protocols; 1 Ap did not sign the document since they were generally against of alienation (although did not complain against any measurement and calculation). Finally, all APs confirmed

<sup>19</sup> D/K - don't know, D/R - don't remember

that they received preliminary acquisition contracts and agreements. All APs mentioned that they have had sufficiently long time (4-40 days) to review the preliminary documents. **EMA registers that substantial improvement is observed in APs' responses in regard of measurement, notification, protocoling, and other related issues in comparison with the same processes for previous LARPs.**

## 5.2 CONTRACTING, DISBURSEMENT AND RECEIPT OF COMPENSATIONS

49. All interviewed APs received their compensations and allowances on their bank accounts at the time of the EMA survey. Almost all of them cashed out their amounts. All interviewed APs confirmed that the way of receiving the amount of compensations and allowances was convenient for them. **Positive dynamics is obvious in comparison with the LARP3 implementation process.**

## 5.3 COMPLAINTS AND GRIEVANCES

50. 3 APs out of 10 mentioned that they have had different complaints. The statistics in regard to the number of APs dissatisfied with various stages of LAR activities is presented below:

**Table 5 - APs' complaints and grievances (among 3 APs)**

N	APs' complaints and grievances at the stages of...	Yes	No
1.	LARP preparation	0	3
2.	Stock-taking, measurement, survey	2	1
3.	Acquisition Contract and/or Agreement conclusion	0	3
4.	Payment of compensations	0	3

51. 1 AP was generally against the alienation, but had no complaint in regard of measurement and evaluation rates. 1 AP disagreed with the evaluation rates. 1 AP

disagreed with the measurement results. Only 1 AP applied to the IA formally; the other 2 preferred verbal communication with the LARP implementation team. In case of 1 AP the impacts were revised and new calculations were prepared. In case of the other 2 APs no further measures (except of an explanatory work) was conducted. Ultimately, all 3 APs concluded their compensation agreements and contracts and received compensations. If the APs had real complaints/grievances, they should have not signed the Description Protocols and Acquisition Contracts/Agreements. Signing them, APs officially confirmed that they have no complaints, which is a sufficient base for the IA for the completion/closing of the LARP implementation process. However, **the situation registered by EMA is much better than in case of the implementation of previous LARPs.** Reasoning for such improvement may be different: a) the volume of alienation and the number of APs was comparatively small, b) the volume of legally entitled property alienated within the frames of the LARP2 was small (APs did not much argue for compensations they received against alienation of illegally used property), c) the LARP implementation team accumulated enough experience (via implementation of previous LARPs) for easy and sufficient addressing the overwhelming majority of alienation cases, d) the DESC prepared the LARP2 much more properly (providing the small number and volumes of discrepancies with actual impacts) than it was done in case of previous LARPs.

52. The grievance redress mechanism specified in the LARP considered weekly meetings between the IA and APs at a certain place. 2 APs visited the IA specialist in that place and presented their concerns; 1 AP did not know about this opportunity.

#### 5.4 SATISFACTION WITH LARP PREPARATION AND IMPLEMENTATION

53. Contacts and communication between the APs, IA, and DESC (including the sub-contractor consultants) took place during the various stages of the LARP preparation and implementation. The following chapter aims at assessing the APs satisfaction with different aspects of that communication.

**Table 6 - APs' satisfaction with communication with DESC and IA (10 APs)**

N	Entities	Very satisfied	Satisfied	Not so satisfied	Dissatisfied
1.	DESC	10	0	0	0
2.	IA	10	0	0	0

54. APs' general attitude towards the entities involved in the LARP implementation processes is very positive. None of APs has any (even

slight) dissatisfaction with general contacts and communication with the DESC and IA specialists. Moreover, in almost all cases APs expressed their gratitude to the implementation team members of the IA. **Such a loyalty and satisfaction observed by the EMA is encouraging.**

55. Quite a number of APs are not satisfied with the results of the valuation of the impacted assets and the calculation of the compensation amounts. In turn, this dissatisfaction mainly spreads on and relates to the certain assets acquired. However, in the overwhelming majority of cases dissatisfied APs are subjective (which is legitimate) and have more expectations, having no objective bases and justification for that.

**Table 7 - APs' satisfaction with valuation of acquired property and compensations (10 APs)**

N	Property acquired	Very satisfied	Satisfied	Not so satisfied	Dissatisfied
1.	Business	2	0	1	0
2.	Buildings	2	1	2	0
3.	Land, used illegally	2	2	1	0
4.	Land, entitled (leased)	1	2	3	0
5.	Improvement	2	2	1	0
6.	Fence	0	1	1	0
7.	Crops, seedlings, decorative	0	0	3	0
8.	Fruit-bearing trees	0	0	2	0

56. Next issue assessed by the APs was the methodology of the calculation of compensations and allowances. EMA included this question in the scope of the satisfaction survey since the APs have been distributed an information booklet where the entitlement matrix is presented. APs had an opportunity to review the methodology of the calculation of compensations and express their opinions. APs provided their answers ranking the methodology of the calculation. **EMA skips the presentation of their responses, since further interviewing (and analysis of responses)**

identified that APs have no idea on the methodology and base their subjective judgments just on the amount of compensations.

**Table 8 - APs' satisfaction with other aspects of LARP implementation (10 APs)**

N	Implementation aspects	Very satisfied	Satisfied	Not so satisfied	Dissatisfied
1.	Contracts conclusion process	9	0	0	1
2.	Compensations disbursement process	10	0	0	0
3.	Availability of GRM	8	0	0	2
4.	Application of GRM	8	0	0	2

57. APs are mainly satisfied with all LAR-related processes. Available dissatisfaction relates only to the evaluation (rates) of the affected property. **EMA is more anxious for the APs' assessment of the GRM and its application. APs' awareness on the GRM is rather low; almost none of APs really understands how it operates and how they can use it.**

## 6 CONCLUSIONS AND RECOMMENDATIONS

### 6.1 ACHIEVEMENTS

58. The Compliance Review of the LARP2 implementation identified the following main achievements:

1. The IA implemented the LAR procedures and process based on the approach suggested by the LARP2, in accordance with the ADB SPS 2009 and LARF requirements;
2. The IA implemented the rehabilitation contracting with APs quite efficiently (fast), especially taking into consideration the sophisticated nature of the task and the approach of splitting the payment of compensations in 2 tranches of 85% and 15%.
3. The IA was efficient in addressing (few) complaints of APs in a short period and responsively. Modifications of the LARP2 prolonged the implementation process a little, but the implementation team was fully able to overcome the rising difficulties.
4. The IA managed the process of paying compensations and allowances efficiently. Payments have been made fast, without any unnecessary bureaucracy and delays. APs received their rehabilitation amounts promptly, and without any deductions.
5. Overwhelming majority of APs are generally satisfied with all aspects of LARP2 implementation processes.
6. The IA was open for additional complaints and applications from the side of the previous LARPs' APs that faced additional impacts during the construction stage. The IA met their requests, concluded new agreements and compensated additional losses caused to those APs within the frames of the CAP and ERP.

### 6.2 IDENTIFIED SHORTCOMINGS

59. Compliance Review of the LARP2 implementation identified the following shortcomings:

1. Revision of APs' documentation packages identified minor shortcomings, such as absence of some documents, typos in contracting documents, etc. EMA forwarded all those shortcomings to the IA and the latter took the responsibility of resolving them.
2. Few APs are not satisfied with the evaluation of acquired assets. EMA skips those complaints due to lack/absence of any justified proof in this regard. Evaluation of acquired assets was conducted by a specialized/licensed sub-contractor of the DESC in compliance with the Entitlement Matrix, LARP2, LARF and ADB SPS 2009 requirements.

### 6.3 WRAP-UP CONCLUSION AND RECOMMENDATION

60. Hereby, the EMA concludes that implementation of the LARP2 as well as the CAP due to construction issues and ERP sound with the RA regulatory and legislative framework, LARP2 and the LARF. As of the moment of the submission of the current Compliance Report no major issues are pending. EMA recommends starting the civil construction works.

## 7 APPENDICES

### 7.1 LIST OF PERSONS INTERVIEWED

**Table 9 - Selection of AHs for the Household Survey**

N	Respondents (AP IDs) ↓ Strata →	Non-residential buildings' loss	Business loss	Legal (leased) land loss	Illegal land loss	Agricultural income loss	Vulnerable groups	Other (mixed) losses
1.	142/147/169	x		x		x		x
2.	143		x				x	x
3.	153	x	x		x			x
4.	154	x			x			x
5.	155	x			x			x
6.	156		x					
7.	158	x			x			x
8.	162			x				
9.	173				x	x	x	x
10.	174			x				x

**7.2 SATISFACTION SURVEY QUESTIONNAIRE****Sustainable Urban Development Investment Program  
LARP 2 - Argavand - Shirak Section****INDEPENDENT MONITORING AGENCY****Compliance Survey**

Dear Sir/Madam

The Republic of Armenia is conducting the reconstruction of 2 highways with the support of the Asian Development Bank. You should know that your household will be affected by the Program implementation. In order to mitigate the negative the negative impact and bring it to the minimum the Government of Armenia has developed and will implement a Land Acquisition and Resettlement Plan (LARP). The objective of the LARP is to ensure the social safeguards for all the affected households via provision of fair compensations against all types of losses. The implementation of the LARP will be monitored by the Independent Monitoring Agency (EMA). The specific tasks of the EMA are the ongoing monitoring of the LARP implementation process and evaluation of the impact of the LARP implementation on the livelihoods of affected households. The current survey, that you are asked to participate, targets to assess the compliance of the LARP implementation.

Questionnaire N \_\_\_\_\_

Date \_\_\_\_\_  
d/m/y

i. Respondent's name

\_\_\_\_\_  
(Name / Surname)

ii. AH actual address

\_\_\_\_\_

iii. Respondent's telephone

\_\_\_\_\_



**1. AWARENESS ON THE LARP DEVELOPMENT AND IMPLEMENTATION PROCESSES**

**1.1. To your opinion, were you informed on LAR process (i.e. that your property (or a part of it) will be acquired for the purposes of the reconstruction of the road) sufficiently before and comprehensively?**

1. Yes	2. No	3. Don't know/remember
--------	-------	------------------------

**1.2. Did you receive any formal notification (letter, note, etc.) about the acquisition of your property?**

1. Yes	2. No	3. Don't know/remember
--------	-------	------------------------

**1.3. Did you get any documents or materials describing the LAR process (such as during the previous surveys, public hearings, prior to the conclusion of the agreement, etc.)?**

1. Yes	2. No	3. Don't know/remember
--------	-------	------------------------

**1.4. Did you (or a member of your household) participate in Public Hearings (held in N75 Secondary School (12<sup>th</sup> street, Nerkin Shengavit) on March 29, 2013 or before)?**

1. Yes → Q 2.6	2. No	3. Don't know/remember
----------------	-------	------------------------

**1.5. Why didn't you participate in Public Hearings?**

1. Did not know about them	2. Have no time	3. Other response	4. Don't remember
----------------------------	-----------------	-------------------	-------------------

**1.6. Was information collection conducted at your household?**

1. Yes, (1.1When?) _____	2. No → Q 1.10	3. Don't know/remember → Q 1.10
--------------------------	----------------	---------------------------------

**1.7. If yes, what type of information collection was conducted?**

1. Property stock-taking	2. Calculation of trees	3. Measurement	4. Socio-economic survey	5. Other	6. Don't know/remember
--------------------------	-------------------------	----------------	--------------------------	----------	------------------------

**1.8. If stock-taking, calculation, or survey was conducted at your household - were you or a member of your household present there?**

1. Yes → Q 1.10	2. No → Q 1.9	3. Don't know/remember → Q 1.10
-----------------	---------------	---------------------------------

**1.9. If no, were you were you informed about those works (by mail, phone call, or in other way)?**

1. Yes	2. No	3. Don't know/remember
--------	-------	------------------------

**1.10. Were you provided with Description Protocol of the acquired property?**

1. Yes	2. No → Q 1.16	3. Don't know/remember → Q 1.16
--------	----------------	---------------------------------

**1.11. When did you receive the Description Protocol?**

N	Period	Tick
1.	Before receiving the draft Agreement/Contract	
2.	Simultaneously with receiving the draft Agreement/Contract	
3.	After receiving the draft Agreement/Contract	
4.	While signing the draft Agreement/Contract	
5.	After signing the draft Agreement/Contract	
6.	Other (please, specify)	
7.	Don't know/ remember	

**1.12. Were you able to review the content of the Description Protocol thoroughly?**

1. Yes	2. No → Q 1.15	3. Don't know/remember → Q 1.15
--------	----------------	---------------------------------

**1.13. Did you agree with information provided in Description Protocol?**

1. Yes → Q 1.15	2. No (2.1.Why?) _____	3. Don't know/remember → Q 1.15
-----------------	------------------------	---------------------------------

**1.14. How did you express your disagreement with the information in the Description Protocol?**

--

**1.15. Did you sign the Description Protocol?**

1. Yes	2. No	3. Don't know/remember
--------	-------	------------------------

**1.16. Did you receive the Draft Agreement/Contract?**

1. Yes	2. No (2.1 Why?) _____ → Q 2.1	3. Don't know/remember → Q 2.1
--------	--------------------------------	--------------------------------

**1.17. How much time did you have for reviewing the Draft Agreement/Contract before signing it?**

1. _____ days	2. Don't know/remember
---------------	------------------------

**1.18. Was that time sufficient for you to review the Draft Agreement/Contract?**

1. Yes	2. No (2.1 Why?) _____	3. Don't know/remember
--------	------------------------	------------------------

**2. IMPACT AND COMPENSATION**

**2.1. Did you receive the compensation amount specified in the Agreement/Contract?**

1. Yes, completely	2. Yes, partially, 2.1 Why? _____	3. No, 3.1 Why? _____, → Q 3.1
--------------------	-----------------------------------	--------------------------------

**2.2. Was that way of receiving the compensation convenient to you?**

1. Yes	2. No	3. Other _____
--------	-------	----------------

**3. GRIEVANCE**

**3.1. Did you have any grievances/complaints?**

1. Yes	2. No → 4.1
--------	-------------

**3.2. At what stage did you have grievances/complaints?**

1. LARP preparation	2. Stock-taking, measurement, survey	3. Agreement/Contract conclusion	4. Payment of compensations	5. Other
---------------------	--------------------------------------	----------------------------------	-----------------------------	----------

**3.3. Please tell what grievances/complaints you had?**

--

**3.4. How did you tell/inform about your grievances/complaints?**

1. Written application to the PIU	2. Orally, to PIU	3. Written application to the Yerevan Municipality	4. Orally to Yerevan Municipality	5. Other (specify)
-----------------------------------	-------------------	--	-----------------------------------	--------------------

**3.5. What was the response to your grievances/complaints?**

--

**3.6. LARP GRM considers weekly meetings in the School (mentioned above)? Did you visit there?**

1. Yes, visited and presented	2. Yes, visited, but nobody was there	3. No, knew but did not visit	4. No, did not know	5. Other
-------------------------------	---------------------------------------	-------------------------------	---------------------	----------

**3.7. What did you do towards solution of your problem and redress of your grievances/complaints? (multiple responses are possible)**

1. Did nothing, 1.1 Why _____	2. Resolved via consultations and negotiations	3. Opened a court case	4. Other
-------------------------------	--	------------------------	----------

**3.8. To what extent was your grievances/complaints resolved?**

The problem was solved			
1. Satisfied fully → Q 4.1	2. Satisfied partially → Q 3.9	3. Yes, but I am not satisfied → Q 3.9	4. No → Q 3.9

**3.9. Why?**

--

**4. SATISFACTION**

**4.1. To what extent are you satisfied with the LARP implementation process - interrogation with IA (PIU) and consultants?**

	1. Very satisfied → Q 4.3	2. Satisfied → Q 4.3	3. Not so much satisfied	4. Not satisfied, at all
PIU				
Consultants				

**4.2. If not so much satisfied or not satisfied, at all: Why?**

--

**4.3. To what extent are you satisfied with the LARP implementation process - appraisal/valuation of assets? (as per unit of appraised asset)**

	1. Very satisfied → Q 4.5	2. Satisfied → Q 4.5	3. Not so much satisfied	4. Not satisfied, at all
Building, m <sup>2</sup>				
Illegal land, m <sup>2</sup>				
Improvement				
Other				

**4.4. If not so much satisfied or not satisfied, at all: Why?**


**4.5. To what extent are you satisfied with the LARP implementation process - compensations' and allowances' calculation method?**

	1. Very satisfied → Q 4.7	2. Satisfied → Q 4.7	3. Not so much satisfied	4. Not satisfied, at all
Building, m <sup>2</sup>				
Illegal land, m <sup>2</sup>				
Improvement				
Other				

**4.6. If not so much satisfied or not satisfied, at all: Why?**


**4.7. To what extent are you satisfied with the LARP implementation process - conclusion of Agreements/Contracts?**

1. Very satisfied → Q 4.9	2. Satisfied → Q 4.9	3. Not so much satisfied	4. Not satisfied, at all
---------------------------	----------------------	--------------------------	--------------------------

**4.8. If not so much satisfied or not satisfied, at all: Why?**

--

**4.9. To what extent are you satisfied with the LARP implementation process - disbursement of compensations and allowances?**

1. Very satisfied → Q 4.11	2. Satisfied → Q 4.11	3. Not so much satisfied	4. Not satisfied, at all
----------------------------	-----------------------	--------------------------	--------------------------

**4.10. If not so much satisfied or not satisfied, at all: Why?**

--

**4.11. To what extent are you satisfied with the LARP implementation process - grievance redress mechanism?**

1. Not aware of → Q 4.13	2. Very satisfied → Q 4.13	3. Satisfied → Q 4.13	4. Not so much satisfied	5. Not satisfied, at all
--------------------------	----------------------------	-----------------------	--------------------------	--------------------------

**4.12. If not so much satisfied or not satisfied, at all: Why?**

--

**4.13. To what extent are you satisfied with the LARP implementation process - grievance redress mechanism application?**

1. Not aware of → Q 5.1	2. Very satisfied → Q 5.1	3. Satisfied → Q 5.1	4. Not so much satisfied	5. Not satisfied, at all
-------------------------	---------------------------	----------------------	--------------------------	--------------------------

**4.14. If not so much satisfied or not satisfied, at all: Why?**

--

**5. RECOMMENDATIONS**

**5.1. What recommendations do you have for further improvement of the LAR process?**

LARP preparation: surveys, stock-taking, measurement
--

Appraisal/valuation of the acquired property and calculation of compensations and allowances
--

Conclusion of Agreements/Contracts
------------------------------------

Disbursement of compensations and allowances
--

**7.3 PUBLIC HEARING AND INFORMATION DISCLOSURE**

See the LARP2 Chapter 4.