

MINISTRY OF TRANSPORT
CENTRAL HIGHLANDS CONNECTIVITY IMPROVEMENT PROJECT
(CHCIP)

RESETTLEMENT ACTION PLAN
Gia Lai Province

April 7, 2017

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ACRONYMS

BP	Bank Procedure
CHCIP	Central Highlands Connectivity Improvement Project
DBCLA	District Board for Compensation and Land Acquisition
DMS	Detailed Measurement Survey
DPC	District People's Committee
EMC	External Monitoring Consultant
EMDP	Ethnic Minority Development Plan
FPIC	Free, Prior and Informed Consultation
HH	Household
LURC	Land Use Rights Certificate
M&E	Monitoring and Evaluation
MOT	Ministry of Transport
OP	Operational Policy
PC	People's Committee
PAH	Project affected household
PAP	Project affected person
PIC	Public Information Booklet
PPC	Provincial Peoples' Committee
PPMU	Provincial Project Management Unit
RAP	Resettlement Action Plan
TSPMU	Traffic Safety Project Management Unit
VND	Viet Nam Dong
WB	World Bank

DEFINITION OF TERMS

Affected person	<p>Persons who, as a direct consequence of the Project and without their informed consent or power of choice, are either (a) physically relocated or lose their shelter, (b) lose their assets or access to assets, or (c) lose a source of income, or means of livelihood, whether they are physically relocated to another place or not.</p> <ul style="list-style-type: none"> • Persons whose agricultural land will be affected (permanently or temporarily) by the Project; • Persons whose residential land/houses will be affected in part or in total (permanently or temporarily) by the Project; • Persons whose leased houses will be affected (permanently or temporarily) by the Project; • Persons whose businesses, including farm and non-farm business, or places of work, will be affected (permanently or temporarily) by the Project; • Persons whose crops and trees (annual and perennial) will be affected by the Project; • Persons whose other assets or access to those assets, will be affected in part or in total by the Project. • Persons who are squatters in public safety zones (i.e. right of the way) who are usually poor and rely on their retained business (located on the right of the way) for income generation activities.
Cut-off-date	<p>The cut-off date (by Article 67.1 of Land Law 2013) is the date when the Notice of Land Acquisition is officially released and sent to all identified project affected households. Once a cut-off day is established, people who encroach upon the project area after the cut-off date are not entitled to compensation payment, or any form of resettlement assistance.</p>
Eligibility criteria	<p>A set of criteria that was developed in line with the World Bank’s OP 4.12 to define the affected persons based on a) land ownership of the affected persons and b) severity of impact, including:</p> <ul style="list-style-type: none"> • Persons whose agricultural land will be affected (permanently or temporarily) by the Project; • Persons whose residential land/houses will be affected in part or in total (permanently or temporarily); • Persons whose leased-houses will be affected (permanently or temporarily); • Persons whose businesses, including farm and non-farm business, or places of work will be affected (permanently or temporarily); • Persons whose crops and trees (annual and perennial) will be affected; • Persons whose other assets or access to those assets, will be affected in part or in total by the Project; • Persons who are squatters in public safety zones (i.e. right of the way) who are usually poor and rely on their retained business on the safety zone for income generation activities; • Persons who rent houses for purpose of living.
Resettlement	<p>Resettlement covers all direct economic and social losses resulting from land taking and restriction of access, together with the consequent</p>

	compensatory and remedial measures. Resettlement is not restricted to its usual meaning - physical relocation. Resettlement can, depending on the case, include (a) acquisition of land and physical structures on the land, including businesses; (b) physical relocation; and (c) economic rehabilitation of affected people, to improve (or at least restore) incomes and living standards.
Remaining Land Investment Cost	Include costs that the land user has invested in land (for the land use purpose) but have not been fully recovered by the time the land is acquired. These includes costs for: a) landfill, b) soil fertility improvement, soil erosion prevention (for farming purpose), c) foundation preparation (for business purpose), and d) other investment as appropriate to the land use purpose.
Replacement costs	The amount of compensation sufficient to replace lost assets, covering transaction costs, which may include taxes, fees, transportation, labor, etc. With regard to land and structures, "replacement cost" is defined as follows: For agricultural land, it is the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes. For land in urban areas, it is the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes. For houses and other structures, it is cost to build the new house/structure with similar technical standard without depreciation and deduction of salvageable materials, plus the cost of any related registration and taxes.
Entitlements	Refer to compensation, assistance and resettlement packages that are designed for provision to eligible persons affected by the project.
Livelihoods restoration program	Series of development activities that are designed on the basis of the needs of the severely affected households and are implemented to support them to restore their income and living standards to the pre-project level.
Stakeholders	Any and all individuals, groups, organizations, and institutions interested in and potentially affected by a project or having the ability to influence a project.
Severely affected household	Households who lose 20% or more of their total landholding, or lose 10% or more for the poor/near poor and/or have to relocate are considered as <i>severely</i> affected households.
Vulnerable groups	Those who may be more heavily affected by economic or physical displacement than others and who may be more limited than the population at large in their ability to claim or take advantage of resettlement assistance and related development benefits. Vulnerable people/group can be (i) woman headed household with dependents, (ii) social policy person, (iii) ethnic minority, Poor/ near poor household (as identified by Gia Lai's poverty standard; (iv) landless person; and (v) lonely elderly.

EXECUTIVE SUMMARY

This RAP is prepared for the construction of the National Road No. 19 within Gia Lai province, which is 123,57km long, consisting of the following sections: section from Km67 – Km90; section Km131+300 – Km167, section Km180 - Km247, and two bypasses which is An Khê (6,2 Km) and Pleiku (21 Km).

The RAP includes key information on project impacts, the mitigation and compensation measures to be applied to redress the unavoidable adverse effects of project activities on local people; entitlement matrix for affected people; livelihood restoration measure for severely affected households; arrangement of RAP implementation; mechanism for information disclosure, consultation and participation; grievance redress mechanism; monitoring mechanism; and cost estimate for RAP implementation.

Scope of Impact and Mitigation Measures. For the purpose of construction/rehabilitation of the above mentioned road section, the project will acquire permanently an area of 1,808,604m² of land, of which agricultural land is 1,745,967m²(96.6%), residential land is 54,790m² (3.0%), and public land is 7,307m²(0.4%).

The project will potentially affect an estimated 915 households, of which 825 are land owner households, and 90 renter households. Number of severely affected households is 97 HHs, including 7 households losing 10% or more of total agricultural land holding and 87 relocated HHs. Number of affected business household is 220 HHs, and number of vulnerable is 90 HHs (10 poor, 15 women headed households with dependents, and 5 HH of social policy category, 60 ethnic minority households).

Besides, the project also affect fully 87 houses (resulting in relocation), and partly affects 223 houses. The total affected crop areas are 131,188 m², including rice (17,429m²), crops (30,959m²), sugar cane (82,800m²), coffee (29,306 trees), rubber trees (14,651 trees), pine (1,431 trees), acacia and eucalyptus (1,233 trees), and orchard trees (532). During the construction of the new campus, some temporary impact are envisaged, such as impact on environment, local traffic, and local businesses. Efforts will be made to avoid/minimize these temporary impact - through appropriate construction measures.

- Mitigation measures: In addition to compensation that will be made to the affected households for the affected assets that could not be avoided, effort was made by PPMU—through other non-compensation measures, to mitigate the potential adverse impact, such as early notification of land acquisition (i.e. before 90 days for agricultural land and 180 days for residential land). In case resettlement site will be built (based on the number of relocated households and the need to move into the resettlement of relocated households), the resettlement site would be constructed close to the existing houses of the affected households. In addition, during resettlement process, consultation will be conducted regularly to ensure comments and feedback of affected households are considered to avoid/mitigate the resettlement impact, where possible. Temporary impact on existing living and business activities will be mitigated by allowing the households to continue using their existing houses and running their current business until their new houses are ready constructed in the resettlement site. Moreover, contractors will be required to apply all possible mitigation

measures to avoid or mitigate temporary impact on local people with close monitoring of the PMU and local community.

Socioeconomic Profile of Affected Population. A Socioeconomic Survey (SES) was conducted to collect from affected household the information on a) their demographic characteristics, b) occupations, c) living standards (income, expenditure, loan/credit, health status, environmental sanitation, water access, participation of PAP in local groups, d) vulnerability of affected households, e) project impact on people's assets, including its cumulative impact at household level, f) consultation with PAP on the potential impact. On the basis of the SES, the collected information was analyzed to assess the overall potential impact of the project on the identified affected population and to prepare the Entitlement Matrix, and propose direction for activities for livelihood restoration program. Details are presented at Chapter III.

Information Disclosure, Public Consultation and Participation. A brief guidance on how Information Disclosure, Public Consultation, and Participation is established and will be implemented to promote effective two-way communication between the TSPMU and project stakeholders to ensure the affected and non-affected group understand the subproject purpose, subproject design, potential positive and negative impacts of the subproject, and subproject policy on involuntary resettlement. The guidance also aims to ensure affected people participate in all stages of resettlement implementation process by having access to all project information and providing their feedback to support subproject design and mitigation measures.

Principles and Policies for Compensation, Support, Resettlement and Livelihood Restoration sets forth principles and policies for compensation, support, resettlement and livelihood restoration. It provides details of compensation policies for types of impact and support and livelihood restoration measures.

Implementation Arrangements- set outs specific responsibilities of project stakeholders, including steps for preparation, updating and implementation of the RAP.

Grievance Redress Mechanism establishes a guidance to address grievance and complaints that may arise from affected households during RAP implementation.

Monitoring and Evaluation Arrangement describe how the RAP implementation is monitored and evaluated. This provides a brief guidance on how internal and external monitoring is carried out.

Costs and Budget provides a cost estimate and the arrangement of budget for RAP implementation.

I. INTRODUCTION

1.1 Project overview

1.1.1 Project Development Objective

The project development objective (PDO) is to improve safe and climate-resilient road connectivity along the National Highway 19 Central Highlands-Central Coast corridor in Vietnam.

The intended PDOs are expected to be measured by the following outcome indicators:

- Increase of freight and passengers volume transported on the NH19 corridor;
- Reduction in average travel time and vehicle operating costs on the NH19 corridor;
- Achievement of International Road Assessment Program (iRAP) 3-star rating or above on the NH19 corridor;
- Reduction of traffic accidents and fatalities on the NH19 corridor;
- Number of days of interrupted traffic due to climate/disaster events;

1.1.2 Project Descriptions

The National Highway No. 19 (NH19) runs East-West in the Central Highlands and Central Coast Regions from the regional port of Quy Nhon in Binh Dinh Province through Pleiku City in Gia Lai Province to the Cambodian Border of Le Thanh with a length of about 234 km. NH19 is recognized as a contribution to the ASEAN Highway Network as a key corridor in the Greater Mekong Sub region (GMS). The ASEAN Highway (AH) network, also known as the Great Asian Highway, is a cooperative project among countries in Asia and Europe and the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP), to improve the highway systems in Asia. The corridor that NH19 supports connects Bangkok to the Central Coast of Vietnam through Cambodia, and is a major transport link for agricultural products of the hinterland of Gia Lai, as well as the cross-border trade from Cambodia and Southern Lao to NH1 and Quy Nhon Port.

The traffic characteristics on NH19 are quite mixed with a large number of heavy trucks and high speed 4-wheeled vehicles with significant number of motorcycles and non-motorized traffic with local pedestrians, but the lack of sufficient road capacity and its poor conditions keeps NH19 being exposed to a high risk of traffic accidents. During the implementation of the Vietnam Road Safety Project (VRSP) in 2012, the International Road Assessment Program (iRAP) consultant assessed most of NH19 as Star 1 and 2 ratings in the safety standard, which revealed that NH19 is one of the critically dangerous road in Vietnam, where a high priority should be given for upgrading. Data from the Traffic Safety Committee of the Gia Lai Province show that accidents in the Province did not substantially decreased between 2011 and 2015, and it remains a key challenge. More importantly, on average 76 percent of the crashes involve motorcycles, which take up to 95% of the total vehicles. The road accident related to motorcycles is also about 75%. Studies from international research institutions (GRSP, MIROS, iRAP etc.) show that application of separate motorcycle lane in countries with high volume of motorcycle like Malaysia, Taiwan, Thailand, and India has proved a reduction in traffic accidents. According to the evaluation of Malaysian Road Safety Institute, 39% of accidents were reduced after the implementation of motorcycle lanes. The proposed activity under this project will focus on road safety infrastructure provisions for motorcycles and road safety

management through capacity building. To this end, forgiving roadside features, including an investigation into good practices and standardization of segregated or dedicated motorcycle lanes will be conducted. As a result of road safety surveys and design support, speeds will be investigated to ensure they are appropriate. Overall, these measures will help reduce the number of incidents, accidents, deaths and injuries along the NH19.

The upgraded road will help strengthen regional and trade-economic development within the two regions and with Cambodia, and help reduce poverty as it will ease mobility in the northeast provinces of Cambodia which are known for difficult meteorological and geographical conditions (frequent floods during the rainy season and mountainous terrain across Vietnam). The bypasses (An Khe bypass of 10km, and Pleiku bypass of 16km), the on and off ramps for trucks in strategic locations (mountainous areas), as well as safer and efficient intersections with feeder roads will contribute to trade related improvement and transport cost reduction. The proposed project will also leverage the current Government-financed program to rehabilitate the feeder roads that link the agricultural zones to the main corridor, therefore reducing further transport costs along the corridor. The proposed project will therefore strengthen transport and logistics connectivity along the East - West corridor from the Central Highlands to the Central provinces and contributing to the Asia Road system connection with neighbor countries.

Component 1 – Road Improvements (estimated cost of USD155m): This component will support the physical improvement of three sections of NH19 including pavement rehabilitation, widening of the road with paved shoulders, widening of lanes and features for the safe sharing of the road by users, including the design and addition of dedicated motorcycle lanes, the improvement of intersections, provision of road safety facilities including guardrails, curbs, and road safety signs. The total length of these 3 sections is 142km (out of a total length of 234km of NH19), composed on 116km of inter-urban roads and 26km of urban roads (bypasses), to complement the two Build-Operate-Transfer (BOT) sections of 75km implemented by the Government. The MoT and the two Provinces have indeed been addressing the connectivity improvement and road safety issues on NH19 by promoting two BOT improvement projects and the NH1- Quy Nhon Port section improvement financed by MoT and Binh Dinh Province during the past few years. The two BOT sections are now in service and collecting tolls. These BOT sections have also established a reasonable precedence for cross-section designs to accommodate the separation of fast and slow speed vehicles and motorcycles in urban, semi-urban and rural areas. The proposed project will help improve the remaining sections of NH19 by completing the establishment of NH19 as a Road Safety Corridor that meets international connectivity requirements with traffic safety standards including the Vietnam’s Traffic Safety Strategy requirements of a minimum of iRap 3-star standard, through road infrastructure safety features. In addition, as the proposed 142km section for financing contains sections which are highly prone to landslides and potential natural disasters, a targeted intervention on these sections contributes to the overall connectivity and safety along the entire corridor.

Component 2 – Institutional Strengthening (estimated cost of USD15.35m): This component will support the institutional strengthening aspect of the road improvement component through the preparation of the detailed design for the sections of the roads, bridges and bypass to be improved, as well as the supervision of the works, and the monitoring of the safeguards aspects. This component will be supported by technical assistance through the Global Road Safety

Program (GRSF) and the Global Facility for Disaster Reduction and Recovery (GDFRR) grants to (i) carry out the road safety audit to the road designs under the project; (ii) assess impacts of motorcycle lanes in Vietnam and update the draft manual for motorcycle lane design and specifications with incorporation of international best practices; and (iii) enhance climate resilience road design for disaster prone areas. In addition, this component is supported by road activities (enhancement of the traffic safety management capacity of provincial, district and commune level Traffic Safety Committees; road safety awareness program on media; etc.) being implemented along the corridors through government funding.

BOT Section: The proposed additional financing project would upgrade 18 km of the NH19 passing Gia Lai province (Đăk Pơ towns, Ha Tam commune, An Thanh commune of Đăk Pơ district) from Km90 to Km108, expanded five existing bridges (An Cu, Ca Tung, Luc Kuc, Xa Huong and Ha Tam bridge) and upgraded three junctions along the route. The rehabilitated road will be class III- road in plain area having 2 lanes for motor bikes and two lanes for four wheel vehicles. The road is 12 m wide with drainage and lighting system, side protection and traffic safety.

The project will permanently acquire about 1.7 ha of private land which will include 1.5 ha of agriculture land (garden, cash crop land) and 0.2 ha of residential land. Project will also take 4.4 ha of forest land. The project will impact 14 households though no body will be relocated. To manage the potential impacts in the pre-construction stage, the BOT project has prepared a resettlement plan which was complied with the Vietnamese regulations. The total amount for compensation, support and resettlement is 59.80 billions. The implementation of RP is yet to be initiated.

1.2 Gia Lai subproject

Among two components, Component 1 comprising of two subprojects (located in Gia Lai and Binh Dinh provinces) that will cause land acquisition for rehabilitation/construction of the NH 19.

1.3 Objective of the Resettlement Action Plan (RAP)

According to the World Bank's OP 4.12 (Involuntary Resettlement), because the Gia Lai subproject requires land acquisition Resettlement Action Plan needs to be prepared for the subproject in accordance with the requirements set forth in the Bank's OP 4.12.

In line with Bank's OP 4.12, the key principles of the resettlement are:

- 1) Physical displacement, economic and physical adverse impacts will be avoided where feasible or, if not possible, minimized by examining all available design alternatives, technology, and/or site selection. Where avoidance is not possible, impacts have to be mitigated;
- 2) If the need for resettlement is unavoidable, resettlement activities will be executed as an integral part of the project, providing sufficient investment resources to enable the persons affected by the project to receive the project benefits; and
- 3) All project affected people will be meaningfully consulted, and have the opportunities to participate in planning and implementing resettlement programs.

This RAP aims to:

- i. Ensure that no impoverishment of people shall result as a consequence of land acquisition, acquisition of assets, and resettlement for purposes of Project implementation.

- ii. Ensure no affected person is worse off as a result of the project.
- iii. Ensure all affected persons aware of procedure for grievances redress which is easily accessible and responsive.
- iv. Have in place a consultative, transparent and accountable involuntary resettlement process with a time frame agreed to by TSPMU and the affected persons.
- v. Provide adequate assistance in the form of transport, temporary accommodation, housing, training, capacity building, service provision etc. to project affected persons.

II. LEGAL FRAMEWORKS

This RAP has been prepared on the basis of currently applicable laws and regulations (related to land acquisition, compensation, support and resettlement) of the Government of Vietnam, and the World Bank's operational policy, namely Involuntary Resettlement (OP 4.12). This RAP was also developed on the basis of the consultations with different stakeholders under the CHCIP project, particularly with the affected peoples who will be compensated for the assets to be affected, and supported in the restoration of their livelihoods.

2.1 The Legal framework of the Government of Vietnam

A set of legal documents of the Government of Vietnam was employed under this project to establish a legal framework for this RAP, including:

- The Constitution 2013 of Viet Nam;
- The Land Law No. 45/2013/QH13, effective in July 1, 2014;
- The Law on Complaints 02/2011/QH13 dated 11 November 2011;
- The Law on Denouncement 03/2011/QH13 dated 11 November 2011
- Decree No.43/2014/ND-CP dated 15 May 2014, guiding in detail some articles of Land Law 2013;
- Decree No.44/2014/ND-CP dated 15 May 2014, provides the methodology for land pricing; adjustment to land price brackets, land price lists; specific land pricing and land price consultancy activities;
- Decree No.47/2014/ND-CP dated 15 May 2014, guiding in detail some articles of Land Law 2013 for compensation, assistance, resettlement when land is acquired by the State;
- Decree No. 16/2016/ND-CP dated 16 March 2016, on management and use of official development assistance (ODA) and concessional loans of donors;
- Decree No. 01/2017/ND-CP dated 6/1/2017 amending and supplementing a number of decrees detailing the implementation of Land Law.
- Circular No. 36/2014 / TT-BTNMT dated 30 June 2014, regulating method of valuation of land, construction, land price adjustment, specific land valuation and land valuation advisory;
- Circular No. 37/2014/TT-BTNMT dated 30 June 2014, regulating compensation, assistance and resettlement when the State acquires land;
- Decision No. 1956/2009/QĐ-TTg, dated 17 November 2009, by the Prime Minister approving the Master Plan on vocational training for rural laborer by 2020;
- Decree No. 75/2012/ND-CP of the Government dated 3 Oct 2012, specifies some of articles of the Complaint Law;
- Decree No. 76/2012/ND-CP of the Government dated 3 Oct 2012, specifies some articles of the Denouncement Law;
- Circular No. 30/2014/TT-BTNMT date 2 June 2014 regulations on allocation of land records, lease and transfer of land use, land acquisition.
- Decision No. 63/2015/QĐ-TTg dated 10 December 2015, on the assistance policies for employment and vocational training to labors (households) whose land are acquired by the State;
- Others relevant legal documents issued by People's Committees of Gia Lai which are currently active.

2.2 The World Bank's Operational Policy on Involuntary Resettlement (OP 4.12)

On the basis the World Bank's experience, involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risks. For instance, the production systems are dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills may be less applicable and the competition for resources greater; community institutions and social networks are weakened; kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost.

Given the above, World Bank's Operational Policy on Involuntary Resettlement (OP 4.12) was developed for use under the WB financed project. The overall objective of the policies are:

- (a) Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs;
- (b) Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs;
- (c) Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

2.3 Gaps between the World Bank's policy and Government of Vietnam's policy on involuntary resettlement and harmonization measures.

The resettlement and compensation policies applied for the project are to be in accordance with the World Bank's requirements and laws of the Socialist Republic of Viet Nam. Under the WB policy, it is a condition of funding that the Bank's requirements are met in relation to resettlement, compensation and rehabilitation to all affected households as defined in the OP4.12. With the promulgation of the Land Law 2013 (No. 45/2013/QH13) and relevant Decrees stated above, the policies and practices of the Government have become more consistent with the WB's social safeguards policies. Nonetheless, provisions and principles adopted in this RAP will supersede the provisions of the relevant decrees currently in force in Viet Nam wherever a gap exists, as provided for under Item 2, Article 87 of the land law 2013 and Article 51 of Decree 16/2016/ND-CP on the management and use of official development assistance fund.

The differences between the Government's Laws and Decrees and the WB's policy with regard to resettlement and compensation, and how to address these gaps for this project are shown in the table below.

Subjects	Bank's OP 4.12	Government of Vietnam	Project Measures
1. Land Property			
1.1. Policy objectives	PAPs (Project Affected Persons) should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher	There is a provision of support to be considered by PPC to ensure they have a place to live, to stabilize their living and production. (Article 25 of Decree 47). In case the amount of land compensation/support is not enough for resettled people to buy a minimum resettlement plot/apartment, they will be cash supported to be able to buy a minimum resettlement plot/apartment (Article 86.4 of Land Law 2013 and Article 27 of Decree 47)	Livelihoods and income sources will be restored in real terms, at least, to the pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
1.2. Compensation for land and non-land assets of PAPs without LURC.	Those PAPs without legal title to land will be included in consultations. Ensure that PAPs without titles to land, or any recognizable legal rights to land, are eligible for resettlement assistance and compensation for loss of non-land assets including dwellings, structures and other improvements to land such as crops, irrigation, at full replacement cost, if they have been constructed/created before cut-off date.	Land Law 2013, Article 77, item 2 and article 92: Persons who has used land before 1st July 2004 and directly be involved in agriculture production on the acquired land without LURC or illegalizable will be compensated for the acquired land area but not exceed quota of agricultural land allocation. But no compensation for non-land assets in the following cases: (i) the assets subject to the land recovery as stipulated in one of items a, b, d, đ, e, I, clause 1, article 64 and items b, d, clause 1, article 65 of the Land Law 2013; the assets created after the notification on land acquisition; and (iii) unused public infrastructures and other works.	Project affected people, without legal or recognizable legal claims to land acquired, who were in the project area prior to the cut-off date, will be equally entitled to participation in consultations and project benefit schemes, and be compensated for their lost non-land assets such as dwellings and structures occupied before cut-off date without deduction of salvageable materials. They will be entitled to resettlement assistance and other compensation and social support to assist them to improve or at least restore their pre-project living standards and income levels.
2. Compensation rate			

Subjects	Bank's OP 4.12	Government of Vietnam	Project Measures
2.1. Compensation rates for land and non-land assets	Compensation for lost land and non-land assets including houses and structures should be paid at full replacement costs without depreciation and deduction of salvageable materials.	Compensation for land at specific land price of affected land; Compensation for living house at the cost enough for constructing new house with similar technical standard; Compensation for other structures at current value.	Independent appraiser identifies replacement costs for all types of assets affected to apply for compensation.
2.2. Assistance for severely affected household	Provision of livelihood restoration and assistance for severely affected households who lose 20% (10% for the poor/vulnerable households) of productive land to achieve the resettlement objectives.	Providing subsistent support for affected household who lose 30% or more of productive land.	Provision of livelihood restoration and assistance measures for severely affected households who lose 20% (10% for the poor/vulnerable households) of productive land to achieve the objectives of resettlement
3. Grievance Redress Mechanism			
Grievance redress	Grievance redress mechanism should be independent	The same governmental body makes decisions on compensation and resettlement, and also make decision on grievance redress.	An effective Grievance Redress Mechanism is established, built on the existing governmental system, with monitoring by an external monitoring consultant.
4. Monitoring and Evaluation			
Monitoring and evaluation	Internal and external monitoring are required.	Citizens are allowed to supervise and report on breaches in land use and management on their own (or through representative organizations), including land recovery, compensation, support and resettlement (Article 199, Land Law 2013). There is no explicit requirements on monitoring of the resettlement works, especially independent (external) monitoring.	Both internal and external (independent) monitoring is to be regularly maintained (on a monthly basis for internal and bi-annual basis for independent monitoring) and reported to the WB. An end-of-project evaluation on the implementation of resettlement is required and report will be prepared to confirm whether the objectives of OP 4.12 were achieved.

III. SCOPE OF PROJECT IMPACT AND MITIGATION MEASURES

3.1 Scope of Project Impacts

3.1.1 Affected households

The project will potentially affect an estimated 915 households, of which 825 are land owner households, and 90 renter households. Number of severely affected households is 97 HHs, including 7 households losing 10% or more of total agricultural land holding and 87 relocated HHs. Number of affected business household is 220 HHs, and number of vulnerable is 90 HHs (10 poor, 15 women headed households with dependents, and 5 HH of social policy category, 60 ethnic minority households).

The affected households are classified as in Table 1 below.

Table 1– Classification of Impact on Land Owners

Ward/Commune	Severely affected HHs					Busin esses	Vuln erabl e	Marginal affected HHs	Renter HHs	Total	
	Losing 10-70% (for poor/ vulnerable)	Losing 20-70%	Losing >70%	Reloca- tion	Subtotal					AH	AP
Song An	-	-	-	-	-	-	-	15	-	15	68
An Phước	-	-	-	5	5	-	-	10	-	15	68
Thành An	-	-	-	2	2	-	-	20	-	22	99
An Bình	-	-	-	2	2	-	-	17	-	19	86
Ngô Mây	-	-	-	-	-	-	-	10	-	10	45
Tân An	-	-	-	11	11	5	-	30	5	51	230
Cư An	-	-	-	23	23	5	-	30	5	63	284
Đak DJrăng	-	-	-	-	-	15	-	26	-	41	185
Đăk Đoa townlet	-	-	-	-	-	-	-	10	-	10	45
Ia Băng	3	-	-	2	5	-	10	-	5	20	90
Tân Bình	-	-	-	5	5	5	20	10	3	43	194
Glar	2	-	-	4	6	-	15	-	5	26	117
A Dok	1	2	-	-	3	-	10	-	2	15	68
Kdang	-	-	-	7	7	-	5	10	-	22	99
Gào	-	-	-	-	-	-	-	15	3	18	81
An Phú	-	1	-	18	19	30	-	20	2	71	320
Chư Á	1	-	-	-	1	-	-	25	3	29	131

Ward/Commune	Severely affected HHs					Busin esses	Vuln erabl e	Marginal affected HHs	Renter HHs	Total	
	Losing 10-70% (for poor/ vulnerable)	Losing 20-70%	Losing >70%	Reloca- tion	Subtotal					AH	AP
Chư Hdrông	-	-	-	-	-	-	-	10	-	10	45
Bầu Cạn	-	-	-	2	2	10	-	20	2	34	153
Thăng Hưng	-	-	-	2	2	15	-	25	5	47	212
Bình Giáo	-	-	-	-	-	15	-	10	5	30	158
Ia Kriêng	-	-	-	2	2	10	-	30	5	47	212
Ia Kla	-	-	-	2	2	-	-	10	10	22	99
Chư Ty townlet	-	-	-	-	-	-	-	10	-	10	45
Ia Pnôn	-	-	-	-	-	5	-	10	5	20	90
Ia Nan	-	-	-	-	-	20	-	10	10	40	180
Ia Krêl	-	-	-	-	-	25	-	25	5	55	270
Ia Dom	-	-	-	-	-	30	-	20	5	55	248
Ia Din	-	-	-	-	-	30	-	20	5	55	248
TOTAL	7	3	0	87	97	220	90	448	90	915	4,170

3.1.2 Impact on Land

❖ Acquired land area:

The rehabilitation/construction of subproject in Gia Lai province will require a permanent acquisition of 1,808,604m² of land, as follows:

Residential land: 54,790 m² belonging to 1,080 households.

- Agricultural land: 1,745,967 m² belonging to an estimated 700 HHs, including:
 - Annual cropland: 1,712,529 m² belonging to an estimated 500 households.
 - Perennial land: 33,438 m² belonging to an estimated 200 households.
- Public land: an area of 7,307m² of public land may be affected.

Table 2 - Classification of acquired land

Commune/Ward	Residential land (m ²)	Agriculture land		Other land	Total (m ²)	Land tenure status	
		(m ²)				LURC	No LURC
		Annual cropland	Perennial land				
Song An	1,375	76,700	6,188	891	85,154	11	4
An Phước	2,153	55,800	2,300	3,000	63,253	10	5
Thành An	4,453	67,600	2,500	1,700	76,253	20	2
An Bình	3,912	44,000	-	391	48,211	15	4
Ngô Mây	-	9,404	-	1,325	10,729	10	0

Commune/Ward	Residential land (m ²)	Agriculture land		Other land	Total (m ²)	Land tenure status	
		(m ²)				LURC	No LURC
		Annual cropland	Perennial land				
Tân An	723	-	-	-	675	45	6
Cư An	13,800	32,600	5,200	-	51,600	60	3
Đak D Jrăng	1,617	79,200	-	-	80,817	41	0
Đăk Đoa townlet	387	-	-	-	100	10	0
Ia Băng	257	91,800	-	-	80,400	15	5
Tân Bình	320	95,300	17,250	-	104,870	35	8
Glar	232	104,300	-	-	84,232	15	11
A Đok	85	95,700	-	-	80,270	10	5
Kdang	340	115,600	-	-	105,840	14	8
Gào	240	52,525	-	-	50,640	15	3
An Phú	1,611	49,200	-	-	50,811	67	4
Chư Á	1,520	45,700	-	-	41,820	25	4
Chư Hdrông	122	65,100	-	-	60,372	10	0
Bầu Cạn	600	68,300	-	-	62,600	30	4
Thăng Hưng	954	67,100	-	-	55,154	40	7
Bình Giáo	820	69,200	-	-	61,420	24	6
Ia Kriêng	670	52,100	-	-	52,770	40	7
Ia Kla	690	53,500	-	-	40,290	20	2
Chư Ty townlet	12,200	85,200	-	-	97,400	10	0
Ia Pnôn	1,800	40,200	-	-	32,300	15	5
Ia Nan	474	51,600	-	-	52,074	30	10
Ia Krêl	1,420	49,100	-	-	50,470	30	25
Ia Dom	615	45,600	-	-	40,580	50	5
Ia Din	1,400	50,100	-	-	51,500	45	10
TOTAL	54,790	1,712,529	33,438	7,307	1,808,064	762	153

Land tenure status of the AHs

Overall, 83.3 % of total affected households in Gia Lai section (762 HHs) hold Land Use Rights Certificates (LURCs), or are eligible to issuance of LURCs. The remaining 16.7% (153HHs) don't have LURC.

3.1.3 Impacts on Houses and Secondary Structures

Houses: The project will affect an estimated 310 houses, of which 87 houses would be fully affected - most are of Grade 4 (78 houses) and 223 houses will be only partially affected.

Structures associated with houses: In addition to impacts on houses, the following structures associated with their houses are also affected (see table below).

Table 3 - Summary of affected houses and structures

Kitchens (m2)	Latrine (unit)	Graves	Wells	Electro meters	Water meters	Pipelines (m)	Fences (m)	Water containers	Yard (m2)
744	75	20	50	87	62	4,405.5	3,503.3	50	2,020

3.1.4 Impacts on Crops and Trees

The total affected crop areas are 131,188 m², including rice (17,429m²), crops (30,959m²), sugar cane (82,800m²), coffee (29,306 trees), rubber trees (14,651 trees), pine (1,431 trees), acacia and eucalyptus (1,233 trees), and orchard trees (532).

3.1.5 Impact on Businesses

There are 220 households whose businesses are to be affected. The area of affected business include junk shop, auto and motor repair, electronic repairs, etc. Some businesses have to relocate as the land on which the business are located are permanently affected.

3.1.6. Impact on Graves

An estimated 20 graves (located in a cemetery in Glar commune of Đăk Đoa District) would be potentially affected. These graves belong to Bahnar ethnic minority group. Consultation with the grave owners indicate that the affected households support the project implementation and expect the appropriate compensation. Once the detailed design for the subproject is available, inventory of loss and the detailed measures survey will be carried out to identify the exact number of graves to be affected. Relocation of the affected graves will be done on the basis of consultation with the affected households to meet their customs and habits of local peoples. Compensation payment for affected graves includes full costs associated with a) land for re-burial, b) excavation, c) relocation, d) reburial, e) construction of new tombs, and f) other reasonable related costs which are necessary to meet local customs.

3.1.7 Impact on Public Assets

An area of 7,307m² of public land (located within the right of the way) which are under governmental management could be potentially used for the project purpose. This area of land will not be compensated for.

Fifty one electric power poles at Km180 - Km241 in Gao commune (Pleiku City), Binh Giao, Bau Can, Thang Hung (Chu Prong district), Ia Nan, Chu Ty, Ia Pnon, Ia Krieng, Ia Kla, Krel, Ia Dom and Ia Din (Duc Co district) will need to be relocated.

3.1.8 Impact on Livelihood

Because most of the road section is rehabilitated on the basis of the existing road (except the bypass which is newly built), the land affected per household is kept at the minimum thanks to this linear impact. As such, although 1,745,967m² of agricultural land are affected, the loss of agricultural land does not affect remarkably, at household level, the livelihoods of those whose agricultural land is affected. Only 10 households are likely to lose 10-70% of their agricultural land. The remainder only has a marginal impact on agricultural land adjacent to the project road.

However, there is a considerable impact on the livelihoods of severely affected households, including 87 households who need to physically relocate their houses and 10 households who

lose 10-70% of their productive land. All the severely affected households will be supported to restore their livelihood through participation in a livelihood restoration programs that support them to effectively and promptly recover their income – either they are engaged in agricultural production or not.

For those who face cumulative impact –for example, losing residential land, house, and business, they will be consulted carefully at a later stage when the detained design is finalized and affected households can decide how and where they would relocate.

3.1.9 Cumulative impacts

Among the total 915 HHs affected by the subproject in Gia Lai, 151 HHs would face cumulative impact which may pose additional difficulties to them during their resettlement and livelihoods restoration process. These households include:

- 2 households will lose house + agricultural land + agricultural land based income;
- 40 households will lose house + businesses;
- 5 households will lose agricultural land + businesses;
- 100 households will residential land + businesses;
- 4vulnerable households will relocate.

These households will be entitled to participating in livelihoods restoration programs of the subproject.

3.1.10 Temporary Impact

During project construction, it is estimated that 9,800 m² of agricultural land area and 3,800 m² of public land could be affected temporarily. These potentially affected area will be returned to the owner upon completion of the construction. An estimated 5-6 EM households (Bahnar) - located at Boi village of Glar commune, are likely to be temporarily affected as a result of the establishment of a work camp and a disposal site. Effort will be made to avoid the impact on the EM households. Consultation with these EM households will be conducted (in line with the EMDP Gia Lai) when the plan is firmed up. In case where avoidance is not possible, compensation for such temporary effect will be made to the affected EM households in accordance with the entitlements set forth in the RAP for Gia Lai.

If additional land is temporarily acquired for the purpose of support the construction operation, such as worker camp, material storage the affected land should be compensated for duration of temporary use according to regulations of the RAP. Upon return of affected land to local people, the affected land must be restored to its pre-project condition – as agreed with the affected households.

In case the construction affects temporarily the business activities of local households outside the project area, resulting in loss of income that derive from such business, loss of income should be compensated for the entire period of impact – as agreed with the affected households.

3.2 Mitigation Measures

Effort has been made by PPMU to minimize the need of land acquisition and resettlement. Where avoidance of land acquisition is not feasible, compensation will be made to the affected households for the assets that are lost/affected, including their loss of income as a result of land

acquisition. The compensation payment will be made on the basis of the principles set forth in this RAP. In addition to compensation, households who are severely affected will be provided with additional financial support for resettlement. They are also eligible for participating in the Livelihood Restoration Program that was designed based on their needs to assist them in promptly restoring their livelihood as a result of loss of land/business/crops, or as a result of physical relocation. In addition to the compensation and support, other measures will be taken to mitigate the potential adverse impact, including early notification of land acquisition (i.e. before 90 days for agricultural land and 180 days for residential land), resettlement site is constructed close to the existing households. During resettlement process, consultation will be conducted regularly to ensure comments and feedback of affected households are considered to avoid/mitigate the resettlement impact. Temporary impact on existing living and business activities will be mitigated by allowing the households to continue using their existing houses and running their current business until their new houses are ready to move in. Contractors will apply all possible mitigation measures to avoid and/or mitigate negative impacts on local people during construction with closely monitoring by TS PMU and local community.

IV. SOCIOECONOMIC PROFILE OF AFFECTED POPULATION

4.1 Purpose of Socioeconomic Survey and Methods

4.1.1 Purpose

Generally, the socioeconomic survey on affected households helps understand the overall context of the subproject area and current socio economic status of affected households. It also provides inputs for preparation of resettlement instruments and designing livelihood restoration measures more relevant to the context of affected households to ensure the sustainability of the project entitlements.

Specifically, the Socioeconomic Survey (SES) aims to collect, from affected households, information on a) their demographic characteristics, b) occupations, c) living standards (income, expenditure, water access, electricity), d) project impact on people's assets, including its cumulative impact at household level, e) consultation with PAP on the potential impact, and f) their support for project implementation.

4.1.2 Research Methods

Mixed methods. Qualitative and quantitative techniques are combined to enhance the reliability and the validity of the SES. Quantitative techniques are used for socioeconomic survey on affected households using questionnaire to collect households' socioeconomic information whereas qualitative techniques are used in focus group discussion, key informant interview, community meetings to obtain in-depth understanding of issues that could not be well captured from structured household survey. Field observation was also conducted throughout the field work. The field work was started from 18-26 August 2016, 17-25 December 2016 for household survey exercise, focus group discussion, and key informant interview.

Sample size and sampling. A sample of 218 households out of total 915 affected households has been taken for the purpose of socio-economic household survey. Stratified sampling was adopted to enhance the representativeness of each type of impact. Priority is given to those who are poor and/or vulnerable, particularly to the severely affected groups, including those who a) are affected with more than 20% of agriculture land, b) relocate their house, and c) face cumulative impact (i.e. loss of houses, physical relocation, and loss of businesses, etc).

Data analysis. Quantitative data collected from the household survey were analyzed using Microsoft Excel. Qualitative data obtained from consultation sessions (public meetings, focus group discussion, informant interview, etc.) were also analyzed, by themes. Both method and data source triangulation are employed to ensuring validity and reliability/trustworthiness of the findings.

Consultation with Ethnic Minority community.

There are 60 ethnic minority households (belonging to five EM groups, including Bahnar, Jarai, Nung, Thai, and Muong) that are potentially affected as a result of the subproject. Representative of these groups have been invited to participate in a free, prior and informed consultation process during the RAP preparation to ensure they are consulted in accordance Bank's OP 4.10 and their meaningful feedbacks are collected to inform subproject design as well as measures to avoid/mitigate the potential adverse impact (See section 4.3.1 Ethnicity below for more on EM).

4.2 Socioeconomic Overview of Subproject Area

The subproject is located within Gia Lai province. The section, 123,57km long, consists of the followings: section from Km67 – Km90; section Km131+300 – Km167, section Km180 -

Km247, and two bypasses which is An Khê (6,2 Km) and Pleiku (21 Km), spanning across 29 communes and wards, 6 districts, one town (An Khe), and one city (Pleiku).

4.2.1. Economic condition

a. Pleiku city: Up to 2015, the ratio of trade-services accounted for 50.2%, industry and construction accounted for 44.4% and agriculture, forestry and fisheries accounted for 5.4%. In 2015, average income / hectare of production reached about VND 68 million. Per capita income in 2015 reached 39.1 million / person / year

b. An Khe Town: has the ratio of industry is 61%, service 28%, agriculture 11%.

c. Đắk Pơ District: In 2016, gross domestic product was estimated at VND 36,362.5 billion. Agriculture, forestry and fishery was invested focusing towards sustainable development, the production value is estimated at VND 24524 billion.

d. Mang Yang District: has the ratio of agri-forestry production is 52.98%, industry-construction is 24.25%, service 22.27%.

e. Đắk Đoa District: has economy with steady growth, averaging 11.5% / year. Estimated to the end of 2015, the total value of production reached VND 4,770 billion. Per capita income is estimated at VND 30 million. Agricultural economy achieved an average growth of 5.5% / year; agricultural development oriented commercial production, has formed and developed some concentrated production areas of industrial crops of high economic value, such as coffee, pepper. The district currently has over 13,200 hectares of coffee, over 1,100 ha of pepper. In animal husbandry, the district had a total livestock and poultry around 196725 heads, of which cattle are 63275 heads, crossbred rate was 41%.

f. Chư Prông District: In 2016, the total production value reached VND 4755.30 billion, of which agriculture, forestry and fishery accounted for VND 2933.17 billion; industry-construction accounted for VND 773.60 billion; service accounted for 988.53 billion

g. Đức Cơ: has annual average economic growth of 13.15%. The proportion of production value of agriculture and forestry accounted for 48.6%; Industry and construction accounted for 18.3%; Services accounted for 33.1%. Per capita income was VND 27.9 million / year.

4.2.2. Available infrastructure and service

a. Water supply and Sanitation

According to statistics of Gia Lai province, the proportion of people using clean water in the project districts ranged from 61.2% - 98.5%, while the highest rate recorded in Pleiku city, the lowest was Mang Yang district. There are 17.5% of project affected households use water from dug wells, 29.4% use bored wells, others use tap water (53.1%). For drinking water, 67.6% of households use tap water, 13.5% use dug well and 18.9% use bored well. The statistics of Gia Lai also indicated that the proportion of households with sanitary latrines in the districts of the project area ranges from 49% -100%, of which the highest rate was in Pleiku city and the lowest was in Duc Co district. Through direct survey of affected households, 79.3% of households have septic toilets, only 17.5% of households have temporary and unqualified latrines and 2.2% of households have no toilet, or to borrow others' or defecate on fields.

4.2.3. Social condition

a. Land use status

The project goes through An Khe town, Dak Po District, Mang Yang district, Dak Doa district, Pleiku city, Chu Prong district and Duc Co district-Gia Lai province. Here, agricultural land

accounts for a large proportion, particularly land use status of the districts in the project area are shown in Table 8 as follows:

Table 4. Land use status of town/district/city in project area (ha)

Administration unit		Agricultural	Forestry	Dedicated land	Residential land	Total
Gia Lai province	TX. An Khê	12,356	3,955	1,740	627	20.007
	Đak Pơ	24,071	18,017	3,799	378	50.253
	Mang Yang	49,408	51,870	5,892	2,010	112.718
	Đak Đoa	65,237	20,904	3,801	1,174	98.530
	Tp. Pleiku	16,461	2,269	3,395	2,726	26.077
	Chư Prông	105,461	45,354	3,487	1,027	169.391
	Đức Cơ	60,468	6,484	2,531	448	72.186
Land use structure		56.9%	30.5%	5.0%	1.5%	100.0%

Source: General Statistics Office of Gia Lai, 2015.

b. Population

In communes in the project area, nearly 70% of the population living in rural area, densely populated areas only seen in communes / wards in An Khe town, Pleiku city and in the center of the communes along NH19.

The investment project routes go through 7 districts of Gia Lai province. The population of the commune / ward / township in project area is shown in Table 2-14:

Table 5. Population of communes/wards/township in project area

Province	District	Commune/ward/township	Population in 2015			Area (km ²)	Density (person /km ²)	House hold	Average person/H
			Total	% Male	% Female				
Gia Lai	Đắk Pơ	Cư An	7.078	57,58	42,42	36,9	192	1.584	4,5
		Tân An	12.669	59,92	40,08	26,5	477	2.760	4,6
	An Khe town	Song An	5.442	49,76	50,24	44,2	123	1.197	4,5
		An Phước	3.545	48,58	51,52	13,2	269	778	4,6
		Thành An	5.471	50,78	49,22	22,5	243	1.346	4,1
		An Bình	8.170	49,76	50,24	9,7	845	1.962	4,2
		Ngô Mây	5.384	55,46	44,54	10,2	530	1.223	4,4
	Mang Yang	Đak D'ráng	5.019	50,95	49,05	50,5	99	1.324	3,8
		Kon Đông	10.162	51,26	48,74	17,0	167	2.191	4,6
	Đắk Đoa	Đắk Đoa	15.476	48,85	51,15	21,2	730	3.644	4,2
		Tân Bình	5.212	50,27	49,73	22,5	232	1.203	4,3
		K'đang	10.690	52,81	47,19	75,8	141	1.375	7,8

		A Dok	5.948	50,25	49,75	21,1	282	1.284	4,6
		Glar	8.984	51,25	48,75	41,7	216	1.978	4,5
		Ia Bãng	11.220	52,66	47,34	53,6	210	2.348	4,8
	Tp. Pleiku	Gào	4.093	54,19	45,81	58,0	71	1.345	3,0
		An Phú	10.887	52,12	47,88	11,2	976	2.602	4,2
		Chư H'Đrông	2.494	53,77	46,23	13,2	190	573	4,4
		Chư Á	9.300	46,48	53,52	14,5	643	1.942	4,8
	Chư Prông	Thăng Hưng	6.709	49,75	50,25	38,6	174	1.478	4,5
		Bầu Cạn	6.370	47,55	52,45	33,8	189	1.605	4,0
		Bình Giáo	6.642	44,84	55,16	41,9	159	1.585	4,2
	Đức Cơ	Ia Kriêng	5.427	49,25	50,75	109,2	50	1.217	4,5
		Ia Kla	7.289	46,56	53,44	49,9	146	1.697	4,3
		Chu Ty	14.344	43,88	56,12	113,5	126	3.044	4,7
		Ia Pnôn	4.672	49,25	50,75	116,0	40	4.672	1,0
		Ia Nan	8.673	51,95	48,05	90,2	96	1.880	4,6
Ia Krêl		8.313	49,26	50,74	53,1	157	1.960	4,2	
Ia Dom		6.995	49,25	50,75	145,7	48	2.438	2,9	
Ia Din		3.980	50,15	49,85	43,98	90	885	4,5	

Source: Survey data for RAP preparation, 12/2016.

In project area there are many ethnic minorities, of which the Bahnar and Jrai people account for most of all. Ethnic minorities concentrated mainly in Gia Lai province, with a population of from 30% - 70% of the population of the commune. In addition, in Gia Lai province, the political role of ethnic minorities are enshrined. Specifically, in the leadership of the communes and wards in project area, there is always at least the Chairman or Vice Chairman of PC of communes, wards are from ethnic minorities.

Kinh community focus in villages and population groups and live mainly alongside the main routes, typically NH 19. They live mainly on rice cultivation, industrial crops (pepper, coffee, rubber ...) and participating in commercial - services activities for the daily needs of people in the area.

Ethnic minorities in project area (bypass sections) are of the highlands and they concentrated in villages on average mountain terrain and slope types, in remote places, residential are often sparser. The residential and village density is not just tied to geographical and landscape factors, but also the relations with the farming level and stable level of life.

Shifting cultivation is the main form with the most important position in the supply of food and food stuff for the ethnic groups people of Central Highlands for irrigating farmland is not common, only appears in some parts of residential people as Ja Rai, Bahnar, ... living in favorable conditions, suitable for rice production. In fact, rice cultivation of the indigenous peoples still very primitive and extensive, although the use of motor vehicles, such as tractors, agricultural tractors and fertilizer, the agricultural productivity is often not as high as Kinh

people. Besides paddy field, economy is increasingly becoming an important factor, especially for the sedentary villages. But overall, horticultural economy has not been kept as the leading role in the household economy in Central Highlands.

c. Education

Statistics show that, in the communes in the project area, there are 121 educational institutions including kindergarten, elementary, junior high and high school.

Table 6. Schools in communes/wards/township in project area

Province	District	Commune/ward/township	School	Student				
				Kindergarten	Primary	Secondary	Highschool	Total
Gia Lai	An Khê	An Phước	2	87	259	181	92	619
		Thành An	3	219	439	310	510	1478
		An Bình	4	450	630	540	720	2340
		Ngô Mây	2	160	401	650	742	1952
		Song An	3	151	437	334	485	1407
	Đắk Pơ	Cư An	3	244	563	294	464	1565
		Tân An	5	435	952	850	518	2755
	Mang Yang	Kon Đông	7	326	1378	979	285	2968
		Đak DJrăng	3	379	612	345	534	1870
	Đắk Đoa	Đak Đoa	6	1008	573	366	618	2565
		Ia Kla	6	198	1040	473	586	2297
		Ia Băng	4	512	1364	518	156	2550
		Tân Bình	4	186	466	330	260	1242
		Kdang	4	543	1166	469	525	2703
		Glar	4	310	869	552	25	1756
	A Dok		3	245	767	449	560	2021
	Pleiku	Gào	3	272	445	211	61	989
		An Phú	4	472	1313	633	120	2538
		Chư Hdrông	4	23	162	580	136	901
		Chư Á	3	25	91	108	95	319
	Chư Prông	Thăng Hưng	4	272	697	412	550	1931
		Bình Giáo	4	213	780	432		1425
		Bầu Cạn	3	196	625	398	415	1634
	Đức Cơ	Ia Kriêng	4	564	1298	1354	1104	4320
		Chư Ty	3	873	1822	1879	1137	5711
		Ia Pnôn	3	452	986	1245	998	3681
Ia Nan		5	205	807	431	327	1770	
Ia Krêl		5	548	781	444	412	2185	
Ia Dom		4	411	775	470	286	1942	
Ia Din	4	211	596	298	175	1280		

Source: Survey data for RAP preparation, 12/2016.

For project affected communes in Gia Lai province, in the total number of affected people, secondary education accounted for the largest proportion, up to 416 people of 1,012 people (41.11%). The gender division do not have big difference, with 41.54% (221 people) of the male headed household and 40.62% (195 people) in the number of female headed households have this level. Ratio of who is attending and who have graduated high school is 15.61% (158 people),

in which men participate in this educational level is 1.56% more than women. Ratio of who are studying and graduated primary school is 19.37% (196 people) with no significant difference between boy and girl (- 2.0 percentage points for men). For higher education, in the project area, there is no significant difference between the proportions of men and women attending vocational, college and university. At the vocational college and university level, the general proportion is 14:43%, while the proportion of men is 14.1% (75 people) and women is 14.8% (71 people). The proportion of illiterates is 1.3% of the total number of affected people and the illiteracy rate among women and men fairly balanced (1.12% of men and women 1.46%).

d. Health

There are 37 medical facilities including health centers and hospitals in the Project area, each communes in the project area have at least one clinic (Dak Doa township - Dak Doa district, Kon Dong township - Mang Yang district and Chu Ty township - Duc Co district, there are 3 health facilities in each one).

Through investigation and refer to the final report of the Department of Health in 2016 in Gia Lai province, in the project area there often appears some common infectious diseases in adults, such as dengue fever, influenza, tuberculosis and eye diseases. With the children, there often have several diseases such as HFMD, chickenpox, eye diseases and upper respiratory diseases... Specifically common diseases of new cases were recorded in 2016 in the project area as follows: (i) 13374 cases of dengue fever in Gia Lai province; (ii) 24290 cases of influenza in Gia Lai province; (iii) 851 cases of chickenpox in Gia Lai province; (iv) 137 cases of HFMD in Gia Lai province (v) 754 TB cases in Gia Lai province; (vi) 7250 cases of eye disease in Gia Lai province. Among these diseases, TB has a high danger level and is prevented due to National TB prevention programs, and in each province there is specialized tuberculosis hospitals. The remaining diseases, because care facilities and health care are well-invested, these diseases often do not outbreak on a large scale.

e. Culture and religion

There are some cultural and religious relics along the investment route, such as: (1) Xa temple (Song An commune –An Khê town– Gia Lai, 20-30m from NH19), a small local temple, worshipping snake god, held annually on February 20th, lunar calendar, (2) Cho Dong parish church (An Bình ward - An Khê town - Gia Lai, 20m from NH19), (3) Minh Chau pagoda (Kong Dong township - Mang Yang district) 20m from NH19, (4) Buu Tan pagoda (Pleiku city – Gia Lai), 10m from NH19, (5) Duc Giang pagoda (Pleiku city – Gia Lai) 20m from NH19, (6) Nguyen Son pagoda, Khanh Thien pagoda (Chư Prông district – Gia Lai) 20-25m from NH19.

The traditional and unique customs, the harvest festival for favorable wishes, good weather, a prosperous life, the main festival of Jrai and Bahnar people are as follows:

+ Po Thi festival: held from November until the end of April following the calendar year. It is the biggest, crowded and longest festival.

+ Dam Trau festival: Organization for the period from the beginning of lunar December last year to March next year. Bahnar held for 3 days, and the Jarai held for one day and a half. Dam Trau festival was held on the occasion of the victory, the victory of the community celebration, inauguration of the communal house, praying for peace, celebration remove bad omen for the whole village or divine thanksgiving.

+ Com Moi festival: Held in November of each calendar year, the festival is typical of the Bahnar and Jrai held to thank the god of rice, new crop celebrate, pray for the rice fields to grow

more grain.

+ Cau Mua festival: Usually held in March - May each year. Ceremony for rain is a folk belief phenomenon, reflecting the aspirations of the inhabitants of agriculture department.

+ Ben Nuoc festival: usually held in March and lasted 1 day to pray for good weather, good harvests, and happy prosperous life.

+ Cong Chieng festival: is held every year in alternate form in the provinces that have gong culture in the Central Highlands, the time depends on the organizational plan of the province. The festival is held to promote the Image of Space of Gong culture recognized as a UNESCO Oral and Intangible Heritage of humanity.

+ Parents festival: commonly held on agricultural leisure (1-3 lunar month), in 1 day (not fixed) from the married child, own their own homes voluntarily informed the clan, parents that he/she want to celebrate thanksgiving for parents gave birth to and raised him/her.



Figure 1. Photos of some festivals

4.3 Findings of Socioeconomic Survey on affected households

The socioeconomic survey (household survey) covers representatives of 218 households who own land out of total estimated 915 affected households. The sampled 200 households comprised of 1,125 persons (as family members). The proportion of male respondents is 68% (136 persons). General information about the affected households participating in the survey are presented below:

4.3.1 Household size

Each affected household has an average household size of 4.6member. The proportion of male and female in all affected households are 51.6% and 48.1%, respectively, of which there are 127 households with 4 or less member (58.26%), 78 households with number of member of 5-7 (35.7%), 13 households with 8 members or more (5.96%).

Table 7- Summary of affected houses and structures

Total HH in sample	Project affected households		Household size					
	Number of people per HH	Average households size	<= 4 people/HH	%	5 - 7 people/HH	%	>= 8 people/HH	%
218	1,012	4.6	127	58.26	78	35.78	13	5.96

Within the sample of 218 households, the percentage of male-headed households 83.9% (183 HHs) whereas that of female-headed households are 16.1% (35 HHs).

4.3.2. Ethnicity

From the sample, most of the affected households are from Kinh (199 HHs, 91.3%). The remainder (19 HHs, 8.7%) are from ethnic minority, including Bahnar (11 HHs, 5.05%), Jarai (4 HHs, 1.83%), Nung (2HHs, 0.92%), Thai (1 HH, 0.46%) and Muong (1 HH, 0.46%). Of the total 19 ethnic minority households from the sample who are potentially affected, 4 Bahnar HH (located at Glar commune of Dak Doa district, Pleiku bypass) are likely to be relocated. Consultation has been conducted with these four households, including consultation with the local head of this EM group (Please see more on consultation with EM at section 5.3.2 below).

Some key socioeconomic and cultural practices of five groups of affected EM peoples (Thai, Muong, Nung, Bahnar and Jarai:

- **Socioeconomic condition**

Thai.

The social unit of the Tay is village with a male holding authority. Tay's property regimes are divided into public ownership of the village and into ownership of private household property. The public ownership includes all land, forests, rivers and natural resources within the village. Roads, bridges, temples and shrines are classified as public property. Private ownership comprised of all the production land that is owned, cultivated or reclaimed by each family. In addition, assets such as houses, agricultural products, household items, handicrafts and other items produced by household members are private property of the family. Each village has regulations concerning protection of forests and water resources as well as land and production activities. Social relations between relatives and neighbors in the village are demonstrated in all aspects of life, both in production, spiritual life and religious beliefs.

Agricultural production is the main economic activity for most Thai people in Gia Lai, they have more experience in embankment, digging ditches, making gutter drain to get water. Paddy rice is the main food, especially sticky rice. Thai people also cultivate for rice, vegetables and other crops. Each family raises livestock and poultry. Some households still maintain family crafts like knitting and weaving.

Muong.

Muong peoples live in the mountainous area to the southwest of Hanoi. Considered the only surviving descendants of the early Vietnamese, the Muong, unlike the lowland northern Vietnamese, have been less influenced by the Chinese. Their language, called Muong, is a subset of the Vietic branch of Mon-Khmer, a language family of Austroasiatic stock. The Muong's social structure is patrilineal and has as its foundation based on extended family. Only males can own property. Muong's economic base is agrarian. Rice is grown on terraced land. Dry rice cultivation is also practiced. Pigs, oxen, buffalo, and chickens are often kept. Hunting is additional done in order to provide meat for festivals. The Muong gather wood and cinnamon for extra income generation. They live in clusters of 10–25 houses, portions of which are used to

hold animals and store crops. A number of their towns have become trading centers. The Muong practices a religious animism, worshiping ancestral and supernatural spirits, many of which are also recognized by the northern Vietnamese.

Muong people live in areas that has more productive land, near roads, convenient for doing business. Previously, sticky rice are grown more than ordinary rice and is daily food. Currently, people eat more ordinary rice so ordinary rice is the main food crops.

Some households have developed industrial crops (coffee, pepper ...) and new rice that increases productivity and extend breeding livestock. Besides, people raise pigs, chicken in flock for meat and eggs. Their cages are placed away from home and water sources.

Nung.

The Nungs are closely related to the Tays and have similar village structure to Tay's. The Nung people share the language of Tay, and typically share the same villages with Tay. The Nung follows the male line and have a tradition of handing all inheritance down to only sons. The Nung are mostly Buddhists with influence of Confucianism, and they worship their ancestors. Like the Tay, the Nung have a long tradition of rice cultivation and well-developed irrigation systems. They grow vegetables, groundnuts, fruits, spices and bamboo. Their fields are typically located on the side of the hills.

Nung people know many types of handicrafts: weaving, knitting, woodworking, making carbon paper, etc. They also do some traditional jobs but still minor jobs for the need of families. These jobs are restored step by step, to increase incomes, while preserving traditional values.

Bahnar and Jarai. The Bahnar and Jarai people mainly grow rice, but in fields away from the road corridor. They also grow fruit and vegetable crops, industrial plants (coffee, rubber,..) and raise livestock. Agricultural livelihoods form their main source of income and sustenance. Some households also own small shops selling car appliances, food, toiletries, drinks and other basic commodities.

• **Culture life**

Thai. Thai people have the custom of matrilineal. They will move to their new houses after few years. But there is almost no case like this except the wives require. Houses of Thai people in Gia Lai are still traditional stilt houses.

About the spiritual world, Thai people have polytheistic belief and keep worshipping their ancestors. Their life attached to agricultural production. Thus, they keep the customs of taking water at New Year eve, welcome thunder and some other seasonal festivals. As for the dead, they have a concept that the dead continue "living" in the afterlife so the funeral is off ceremony for the deceased to "village of heaven."

Muong. Most of Muong people in Gia Lai still live in traditional stilt houses with 4 roofs. Under the stilt floor are barns and cages and other production tools.

Customs: Ancestor worshipping and polytheism. The old social organization of Muong people were "Governor" regime that divided into regions and shared governance.

Muong wedding is close to Kinh custom. When people give birth in the home, the main stair will be railed by a bamboo fence. They name the children after he/she grows about one year old. When a person dies, the funeral was held under strict ritual.

Nung. In many areas, corn is the main food. Corn is ground into flour to make thick porridge. Foods are prepared by frying, stir-fried, cooked, but rarely boiled. Many people abstain from meat of bovine animals and dogs.

Most of the houses are stilt house. Some are made of brick or wood.

Nung worship their ancestors. Altar placed in a solemn, beautiful decorated. Besides they also

worship land's deity, Guanyin, some types of ghost door, etc...and organizational offering when there has natural disasters, epidemics...

Nung people have are many unique festivals, cultural traditions, one of the most popular festivals which attract many people from different ages is " lung tung " (also means down field festival) is held annually in lunar January.

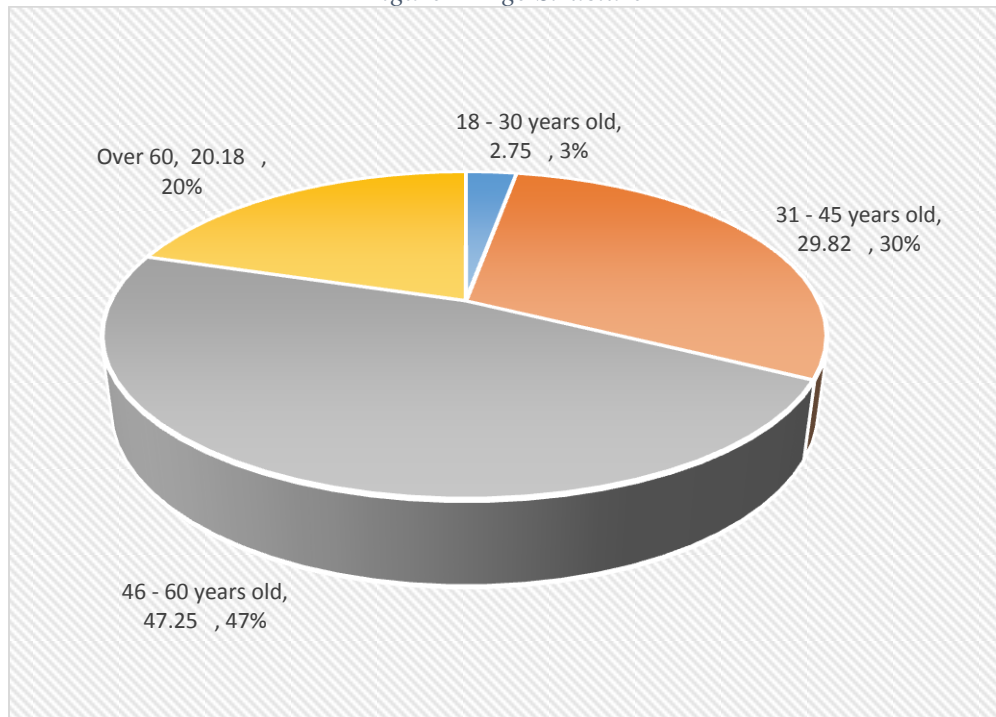
Bahnar and Jarai. Bahnar and Jarai have their own ethnic languages which are spoken mainly among families and community members. The Bahnar and Jarai have preserved their own languages and passed onto younger generations mainly verbally. In terms of culture and ancestral traditions, Bahnar and Jarai people still maintain their traditional customs to worship their ancestors and pray for good weather in the New Year Festival. During the festival, they usually wear traditional clothes. Each village has a cultural house which is a wooden structure built on tilts. In the project area, most Bahnar and Jarai people follow Christianity and Evangelicalism.

4.3.3 Age structure

Of the total 1,012 affected persons, 256 persons (25.3%) are 18 years of age, or under. There are 268 persons that are within the group of 18-30 years of age (26.48%). There are 203 persons within the group of 31-45 years of age (20.6%). The number of persons aged 46-60 years of age are 199, making up 19.66%. There are 71 persons aged 60 or above, accounting for 17.02%.

The data also suggested that 67.7% of the total affected population (from the sample) that are within the work age (685 persons). The persons above 60 years of age and under 18 years of age accounts for 32.3% of the affected population. Yet, around of this population are active in the area of agricultural production.

Figure 2- Age Structure



4.3.4 Education Status

Educational attainment of affected households are reviewed in two indicators (i) the level of education of the household head, and (ii) the level of education of family members who are affected. This aims to assist the design of information, education and communication activities, as well as livelihood restoration program.

- **Educational attainment of the household head**

Of the total 218 heads of households, there are 183 male-headed households and 35 female-headed households. Of these, there are 105 head of household (48.2%) who have completed secondary high school, 49 head of household (22.5%) have graduated primary school. At a higher level of education, there are 43 head of household (19.7%) who completed high school. The number of household heads completing vocational school, college, university is 17 people, making up 7.8%. The number of illiterate household heads are 4 people, accounting for 1.83%.

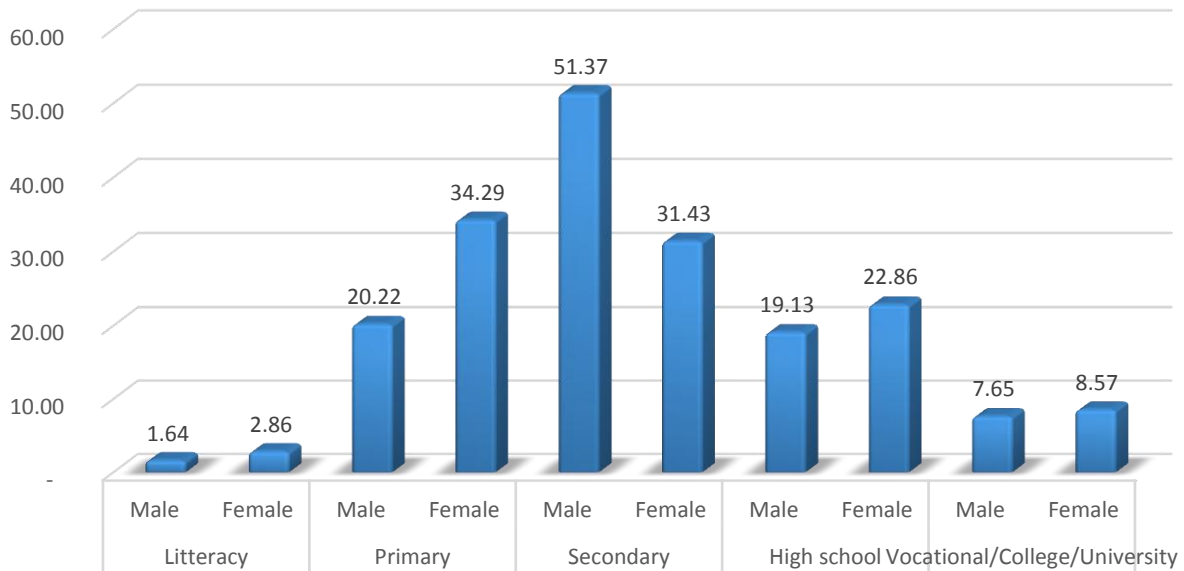
Comparing by gender, of the 105 householders completing highschool, the number of male head of household are 94 whereas female headed households are 11. Within the male headed household group, the number of households completing high school accounts for 51.37%. Within the female headed household group, the number of households completing high school makes up only 31.4% (11 person).

Similarly, at the primary school level, of 49 household heads, there are 37 male headed households and 12 female headed households. The male group accounts for 20.32% compared with total male headed households, and 17.0% compared with total household heads. The female group accounts for 34.29% compared with total male headed households, and 5.5% compared with total household heads.

At highschool level, this group include 43 persons, making up 19.7% compared to the total household heads. The female group accounts for 22.86% and male group accounts for 19.13%,

respectively to female and male group. The group completing vocational highschool, college and university makes up 7.8%, of which male group making up 7.65% and female 8.57%. There are four household heads (1.8%) who are illiterate. By gender, there are 3 male head households and 1 female headed households.

Figure 3 - Education Attainment by gender



• **Educational attainment of members of affected households**

Of the total 1,012 peoples (from 218 households participating in the socioeconomic survey), the number of men and women are 532 and 480, respectively. Children who have not yet at school age makes up 8.3%.

The data indicates that total affected households who complete highschool make up the highest percentage (416 persons, 41.11%). There is no remarkable difference between male and female at this educational level (221 male, 41.54%) vs 195 female, 40.62%.

Percentage who is attending and who have graduated high school is 15.61% (158 people), in which the percentage of male is 1.56% higher that of female. The proportion who are attending and graduated primary school is 19.37% (196 people) with no significant difference between men and women.

With regard to university level, no significant difference is found between the percentage of men and women enrolled in high school, college and university. At the highschool, colleges and university level, the proportion of person completing this level is 14.43% in which the proportion of men is 14.1% (75 people) and women is 14.8% (71 people).

The percentage of illiterates makes up 1.3% of the total number of affected people. The illiteracy rate among women and men is fairly balanced - 1.12% (men) vs 1.46 (women).

4.3.5 Gender Analysis

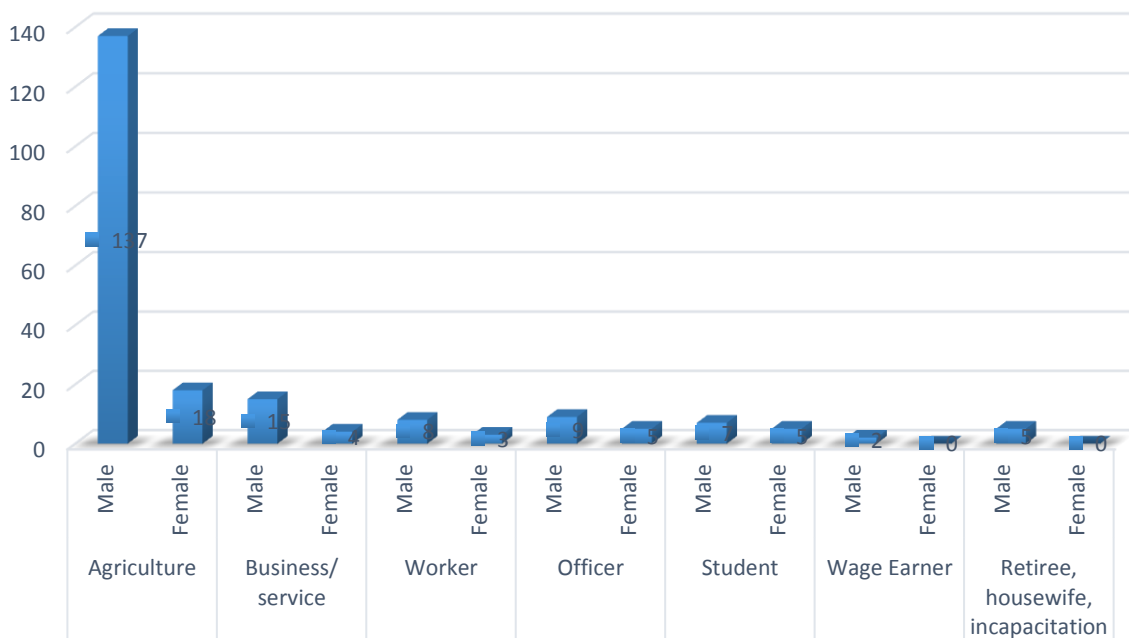
Occupation

• **Occupation of affected households head**

There are 155 households who are engaged in agricultural production, in which there are 137 person who are male headed household and 18 female headed households. These agricultural

households (155 HHs) accounted for 71.1 % of total affected households of the sample. The agricultural householders are scattered relatively even over the communes and towns. There are 5 household who are retired officials, doing housework, or engaged in handicrafts, mechanic, noodles, pastry, making up 2.29% of the total affected households from the sample. There are 11 household heads who work as workers for companies in industrial parks. The number of male household heads is 8 people and the number of female headed households is 3. There are 14 head (6.4%) who work as government officials. There are 19 households (8.72%) who are involved in sale businesses. There are 15 male headed household head and 4 female head households). There are two other household who work as drivers.

Figure 4 - Occupation by Gender



- **Occupation of members of affected households**

There are 532 men and 480 women from the sample taken. The number of people at the working age (18 – 60) makes up 67.7%.

There are 456 people (209 women and 247 men) who are currently engaged in agricultural production, accounting for 45.06% of total people from the sample. If disaggregated by gender, there is no big difference between men and women. The percentage of men and women participating in agriculture are 46.43% and 43.54%, respectively.

The number of people active in wage employment in private companies and private businesses is small (14 people, with 9 men and 5 women), making up 1.4%. Most of the household head (11 people) who work as hired labor is household head. Only 3 people who are not household heads. There are 2.87% (29 people, including 17 men and 12 women) who are working as hired labor, primarily in mechanical workshops (mainly young people).

There are 74 people (39 men and 35 women) who are working in the public sector (7.31%). Most of them are aged between 25 and 45 years old.

There are 75 people who are engaged in private businesses (7.41%) and 9 people (0.89%) in the

field of transport. There are 54 persons (5.34%, including 20 men and 34 women) who are retired and/or do housework, or running occasional small business during off-farm season. There are 301 people who are students (156 male and 145 female), accounting for 29.74% of those affected in the sample.

Income

The average income of 218 households affected is 11,230,000 VND/month. Compared between male headed households and female headed households, the average income from male headed households appears higher than that of female headed households - 3,750,000 VND/month for male headed households vs 1,600,000 VND/month for female headed households. The average income of all members of the affected household from the sample is 3,267,000 VND/month. Geographically, the average income appear to be higher in communes, towns of An Khe Town and Pleiko City compared to that of communes in the rural, remote areas.

Highest income are found among households in An Binh Commune with 15,104,000 VND/household/month whereas the lowest income are among communes of Ia Dok and Tay Giang with only 5,700,000 VND/household/month. The highest income per households is 550 million/year whereas the lowest income was 32 million/year.

Table 8– Monthly average income per households

<i><=2 Million VND</i>		<i>From 2 - 3 Million VND</i>		<i>More than 3,000,000 Million VND</i>		TOTAL	
Households	%	Households	%	Households	%	Households	%
23	10.55	47	21.56	148	66.7	218	100.0

Division of labor

While consultation with affected Kinh households indicate there is somehow a more balanced labor division among men and women based on the stereotype among the Kinh, it appears that women among affected EM groups still undertake heavy work such as child care and housework even when they are sick and need personal health care, including maternal health care. In addition, women among EM groups are still confined within their house – doing housework and crop care, whereas men are expected to participate in activities outside the family. This apparently leaves the women less chance of being trained in skills that can improve their traditional dual roles – child/family care and crop care. According to some literature, women are expected to take part in both housework and crop care and women are expected strongly expected to perform both roles. As they are not mainly involved in income generation activities, their voices are less heard.

Please see proposed gender action plan and gender monitoring plan at Section 7.3.3 (Gender Action and Gender Monitoring Plan) below.

Gender among potentially affected ethnic minority groups

For local people, agricultural production is the main work that are shared by all family members. For the Kinh, Thai, Tay, Muong ethnic groups, man and woman in a family play an equal role. In addition to housework, woman are expected to participate in farming activities: they can operate lawn mowers, spray pesticide, and directly harvest pepper and coffee. Only heavy works such driving of tractors/trucks are assumed by men. Affected people think that their current work assignment (within the family) is appropriate. If their productive land is acquired, lives of all

family members will be adversely affected. It is very likely that they need to work as hired labor to maintain their family income in case all or part of their productive land are acquired by the project. The acquisition of land would affect the labor division within the family itself.

For Jarai group (inherited matrilineal), woman plays a decisive role in every aspect of daily life - from farming to family expenditure. Therefore, the loss of productive land are of utmost concern to Jarai women. However, in terms of labor division, Jarai women can use simple farming tools whereas tractors are operated by men. To address the concern of women when land is acquired for the project purpose, women should be provided access to loan to undertaking other job in order to maintain their livelihoods. Training of new job, in their opinion, should target both men and women. Generally, local people expect access to loan to improve their agricultural production.

4.3.6 Energy, water and sanitation

100% of households have access to electricity from the national grid. In addition to lighting and other purpose, electricity is also used for cooking purpose despite gas is still the main energy when it comes to cooking which accounts for almost 98% of households. Coal and firewood are still used among some households.

In terms of water access, 17.5% of households use water collected from dug wells, 29.4% use drive wells, 53.1% use tap water. For drinking purpose, 67.6% use tap water, whereas 13.5% use dug well and 18.9% use drilled wells.

In terms of sanitation, 79.3% of households have flush toilets. 17.5% of households have temporary latrines. 2.2% of households have no access to latrine.

4.3.7 Vulnerable Households

Of the total 218 households participating in the survey, there are 38 households from vulnerable groups as defined by the policy framework. Of these, 09 households are ethnic minority, 5 women-headed households with dependent people, 06 households are poor households, 16 households are of social policies and 01 household with people of disability.

4.3.8 Impact on Livelihoods

Among the total 915 HHs affected by the subproject in Gia Lai, 151 HHs would face cumulative impact which may pose additional difficulties to them during their resettlement and livelihoods restoration process. These households include:

- 2 households will lose house + agricultural land + agricultural land based income;
- 40 households will lose house + businesses;
- 5 households will lose agricultural land + businesses;
- 100 households will residential land + businesses;
- 4vulnerable households will relocate.

These households will be entitled to participating in livelihoods restoration programs of the subproject.

During RAP updating exercise, PMU will conduct additional consultation with these HHs to see if they have any difficulties in restoring their livelihoods and/or need any special support from the project.

V. INFORMATION DISCLOSURE, PUBLIC CONSULTATION AND PARTICIPATION

5.1 Objective of Information Disclosure, Public Consultation and Participation

The Information Disclosure, public consultation and Participation aim to promote two-way communication between the TSPMU and project stakeholders, including affected people to ensure generally the public, and particularly the affected group, understand the subproject purpose, subproject design, potential positive and negative impacts of the subproject, and subproject policy on involuntary resettlement. It also creates opportunity for affected people to participate in all stages of resettlement implementation. Meaningful feedback from consultations will be considered and integrated in the subproject design and mitigation measures.

5.2 Stakeholders

The following stakeholders were informed of the project purpose and project's potential impacts:

- Representatives of affected households;
- Representatives of non-affected households who live adjacent to the project area;
- Representatives of Commune/ Ward Peoples' Committee;
- Representatives of District Peoples' Committee;
- Representatives of Gia Lai Peoples' Committee;
- Representatives of MOT, TSPMU;
- Representatives of Mass organizations, i.e. Women's Union, Farmers' Associations, etc.
- The World Bank team.

5.3 Methods of Information Disclosure, Public Consultation and Participation

5.3.1 Methods and Techniques

Various methods and techniques should be used to conduct information disclosure, consultation with and participation of affected peoples, including a) community meetings, b) household survey, c) focus group discussion, leaflet delivery, field observation and key informant interview. Using various methods and techniques aims to enhance the reliability and validity of the feedback from the project different stakeholders, particularly the affected people and to ensure that (i) affected people receive fully project information; (ii) all affected people are involved in process of free, prior and informed consultation during preparation and implementation of the subproject.

Severely and vulnerably affected group should be fully engaged in process of information disclosure, public consultation and participation. Meaningful consultation with this group should be conducted throughout the project cycle and their concerns should be integrated in the subproject design.

5.3.2 Information Dissemination and Consultation during preparation of RAP

The following information were shared with project stakeholders:

- Project description and objectives
- Project impact,
- Purpose of consultations, and consultation process,
- Tentative project timeline
- Summary of WB's OP 4.12 on Involuntary Resettlement.

- Compensation, support, resettlement options and principles
- Mitigation measures
- Grievance redress mechanism

In addition to the above consultation which was conducted directly by the consulting team of the TSMPTU, local governments at district levels have also conducted various community meeting with the participation of most of the affected households to inform project purpose, project boundary, project impact, as well as the government's key procedures in compensation, resettlement, and land acquisition.

At the stage of project preparation, feedback from representatives of affected households, local authorities are summarized, as follows:

A. Consultation from Focus Group Discussion: *(four FDGs were organized on August and December 2016. Please see list of consultation activities on Appendix 7 – List of consultation activities)*

The affected people, government and mass organizations have expressed their support for this project. Summary of the feedback from the affected households presented below.

- The detailed measurement survey should be strictly implemented and should be done closely with local authorities;
- The implementation of the project should be completed as soon as possible to avoid prolonged difficulties that may be caused to the livelihood of the local people, including the travel and transportation;
- The compensation must be paid in full, once, and directly to affected households;
- The detailed impact on each household remains unclear, it is expected the project will provide the affected households with more detailed information of the impact – at household level;
- Local people need to be involved in the process of inventory of losses;
- Compensation rates and site clearance procedure and progress should be disclosed and reflect the actual market prices.

B. Consultation from with representatives of affected EM peoples:

In addition to consultation with the 19 EM affected households through socioeconomic survey, key informant interview were also conducted with the heads of affected EM groups. Consultation has indicated the affected households and head of the affected EM groups support the project information and hope that the affected EM are compensated and supported for effective livelihoods restoration, as follows:

- The existing current road does not meet the travel needs of local people. Given the large daily traffic volume, especially due to trucks traveling at high speed, traffic accidents become common and typically serious. Therefore, local people supported the project implementation to for improve transportation and enhanced traffic safety to road users, particularly for ethnic minority peoples.
- Land acquisition for project purpose will affect the livelihood of ethnic minority peoples. Local EM peoples expect appropriate compensation and support. Compensation rates should be agreed with affected EM peoples. On the other hand, the construction process will have an adverse impact on agricultural production as well as the business of EM households. They asked that affected EM people should be supported financially to ensure the economic activities of the people are not affected.
- Workers participation in the project construction must sign up for temporary residence permit with local government. Workers should be trained to understand local culture,

customs and habits. There should be a good management of workers so as to avoid workers' conflicts with local EM peoples. Action should be taken to avoid social evils among workers during the construction period.

- EM peoples are mainly engaged in agriculture, and/or workers as hired labor. During the construction, job opportunities should be provided to local EM peoples to help improve the income of local EM. This also contribute to reduce the number of workers who come from other area, which may affect the social order in the locality.
- The process of road construction will affect traffic flow, transportation, and businesses. Suggest that construction should be completed as soon as possible, and carried in a rolling basis, to minimize the potential adverse impact on the livelihood of local peoples.
- Compensation and support policies applicable under the project as well as construction scheduled should be disclosed to local EM peoples.
- The project will go through the farming area of EM people. As such, during the course of construction, measures should be taken traffic safety for local people is assured and negative impact on farming activities are minimized.
- The project will bring about numerous benefits to local people, especially to ethnic minorities. As the project contribute to improving transportation and economic life of local EM, EM peoples expect the project will be carried out soon.
- When any complaint arises, the project owner and local government need to collaborate to resolve the problem quickly and reasonable, ensuring the rights of affected EM are protected.
- During construction, environmental sanitation should be assured, particularly the air, so as not to affect the health of local people.

C. Consultation from Focus Group Discussion: *(four FDGs were organized from 2-4 March 2017 with both Kinh and Ethnic Minorities.*

Impacts on income/food security:

For affected households living in the proposed bypass area (Thanh An, Ia Bang), the acquisition of agricultural land means loss of productive land, resulting in loss of income. There is no replacement land in the vicinity of the affected area. Thus, affected people are concerned that they could not buy other productive land to continue farming activities or they have to work far away from their houses if the new productive land is far from the existing house. For farmers, productive land is not only important to the land owners – as a means of income, but also to their descendants.

- For road sections that are to be widened in K'Dang and Dak Djang communes, construction activities are likely to affect business and living activities of local people, particularly those living along the NH19, resulting in decreased income due to the limited access to business establishments and environmental pollution.

Expected difficulties:

The transportation of agricultural products - from field to market, are likely to be affected during harvesting seasons because of the road construction. For example, transportation of sugarcane could be affected during harvest season (November to March), of coffee (September to October), and of pepper (January to April). The construction of bypasses may result in:

- Limited access to irrigation water.
- Fragmentation of agricultural land.
- Disruption of electric lines as well as fiber optic cable lines.

- Relocation of tomb which has not happened before. This is a sensitive issue that need to be taken care of.
- Environmental pollution including dust and noise.
- Cracking and subsidement of houses along the road due to vibration caused by construction operations.
- However, water support is anticipated to remain intact during construction operation because local people use dug well.

Recommendations/ proposals:

Compensation/support/replacement land

- Compensation should be made on the basis of market prices to enable affected households to afford a replacement land for continued farming, or for giving it to their children.
- Most affected households prefer land for land compensation to be able to continue farming activities.
- Households who lose land, or having land fragmented - as a result of land acquisition, prefers land-for-land compensation. Replacement land should be adjacent to each other for convenient production.
- In case houses are cracked during construction, compensation needs to be timely and appropriately made.

Job opportunities

In addition to compensation, it is recommended that the project should support affected households in job change and livelihoods restoration. Job security are important to many peoples. However, there are only some private coffee and pepper establishments operating in the community. Affected households expected more factories are built and operated so as more job opportunity are available to their children.

- There are only a few private coffee and pepper processing units in the project area, while the farmers are desperate for their children to be employed in these facilities. They suggest that the Project support to open more factories, factories, create stable jobs for their children

Environmental pollution

- It was recommended that measures should be taken to reduce dust and noise pollution during construction operations.

Support for livelihoods of local people

- It is recommended new road or flyovers be built to ensure normal transportation of farm product during harvesting season.
- Construction should be completed timely. Local people should be informed of the construction plan.
- Appropriate sites should be selected for materials stockpiling and dumping so as not to affect the traffic of local people.

Traffic safety

- During harvesting season, according to local people, accidents are likely to happen due to difficulties travelling and collision between local tractors and construction Lorries are likely to occur.
- Local people are particularly concerned of some locations where traffic accidents are common and thinks action should be taken to reduce the likelihoods of traffic accidents at

these locations. Construction equipment/vehicles should be parked at appropriate positions to avoid blocking of home access of local people.

- There are few slopes that are still dangerous to road users. Action should be taken at these location during the rehabilitation of the NH19.

For the bypass section, local peoples are concerned of increased theft and car accident once the bypass is put into use. Some local recommendations are:

- Guide post, sign posts, traffic lights should be installed at appropriate locations.
- Speed limit sign post should be installed at slopes.
- Lights should be installed at sections to increased safety to road users at night time.
- Local people should be notified of construction plan for enhanced cooperation, particularly when temporary bridges, road are built. Home access for each individual households should be appropriately set up to minimize the adverse impact on businesses and transport of local people.
- Construction should be done quickly and timely. Barriers should be installed properly to ensure safety for local people. A safety plan should be prepared for local people.
- Roads and inter-village roads should be built to support daily life activities and production of local people.

Influx of workers

- Local people are aware of the arrival of workers for the project works.
- Large number of workers concentrated in the construction sites may cause social disorder, attract the development of prostitution, drug addicts, infectious diseases...
- For Thanh An commune, local regular water supply may be affected given increased need for water due to influx of temporary labor at construction sites, particularly for households using dug wells during dry season.
- For other communes, the concentration of workers does not appear problematic to the water supply for local people.
- It is possible for workers to rent houses or lend land to set up construction camps.

➔ Recommendations:

- Management of workers is important and this undertaking should be done in collaborate manner with local authorities. Self-managed groups should be established with membership from both workers and local people.
- Workers must be registered for temporary residence with local authorities.
- Workers should be trained to observe local rules/regulations as well as respect local custom and habits.
- For Thanh An commune: It is possible to set up camps near Ba river. Water collected from Ba River could be treated for use by workers.
- Local peoples should be given job opportunities. This does not also give local people with chance to earn income but to reduce the possibility of conflicts.

Flood

According to the survey in four communes, only areas of Vang Bridge, Voi culvert in K'Dang commune are subject to flooding during heavy rain (June, July, and August). There are times when water overflow Vang Bridge. However, local are not inundated.

Sociocultural traits

For Thanh An commune, there are 9 ethnic minority households (21 persons) who migrated from other localities. These are not native groups, including Muong, Jrai, Thai, Tay, and Bahnar. These ethnic minority households no longer maintain their own customs and habits, or festivals.

For the remaining three communes, ethnic minorities are mainly Jrai. Jrai and the mainstream Kinh people have mutual extensive trading and economic relationships. Therefore, many customs and traditions of the Jrai are no longer practices. Wedding and funeral rituals are similar to the Kinh's. Most Jrai households are Evangelical. Thus, they no longer maintain their traditional festivals. Only a handful of ethnic minority households who do not follow Evangelicalism still observe their traditional grave ceremony. Matrilineality is typical for Jrai people. This practice is still maintained among the Jrai people. The proposed project, in their opinions, does not affect their customs and habits.

The roles of Già Làng (village ethnic minority head) and Trưởng Thôn (village head) are still very important. They are the mediator for some small conflicts within the hamlet/village and most of ethnic minority people respect and follow their advice.

Prior to RAP implementation, once the detailed design becomes available, more consultation will be conducted in a free, prior and informed manner with all identified affected households. Both RAP and EMDP for Gia Lai will be updated to reflect the final number of affected EM households, as well as the consultation outcome, and mitigation and livelihoods restoration measures thereof.

Disclose RAP: This draft RAP was disclosed in English at the World Bank's website on 20 February 2017 and in Vietnamese at the office of TSPMU and locally on in February 2017 prior to commencing project appraisal.

5.4. Mechanism for Information Disclosure, Public Consultation and Participation during RAP implementation

As the project starts its implementation, more information will be become available, such as results of replacement costs survey, updated compensation package, detailed design of resettlement, and updated RAP implantation plan. These information need to be consulted with and disclosed to affected households in a manner similar to those applied during project preparation. For severely affected households, such as those who need to relocate, or change their job, these people will be invited to consultation as the detailed and final information about project's compensation policies, resettlement and livelihoods options are important and help them make informed choice on mode of compensation and resettlement. The consultation and participation should be gender inclusive. All consultations with affected people need to be documented and attached to updated RAP and stored in PMU office for reference.

Prior to planned consultation events, information on compensation and entitlements will be summarized in information sheet, and will be explained verbally to participants during consultation meetings to enable them to understand clearly the policies and provide meaningful feedback. During project implementation, Leaflets summarizing key policies points will be provided to affected households during consultation meetings. Leaflet are useful for affected households to share with their family members and for future reference.

VI. PRINCIPLES AND POLICIES FOR COMPENSATION, SUPPORT, RESETTLEMENT AND LIVELIHOOD RESTORATION

6.1 General principles

6.1.1 Principles for Compensation and Support

- Households/individual/organization whose assets such as lands/houses/structures/crops, etc. and/or business are affected as a result land acquisition are entitled to compensation. Severely and vulnerably affected households will receive additional financial support to restore their livelihood to the pre-project level, and are eligible to participate in Livelihoods Restoration Program (See Section 6.3.4 for Livelihoods Restoration Program).
- Land will be compensated in cash at replacement cost for agriculture land and “land for land” or in cash for residential land at replacement cost depending on the choice of the affected households. PAPs who prefer “land for land” will be provided land plots in resettlement site nearby, and cash adjustment for difference between their land lost and the land plots provided.
- Compensation rates for affected land and non-land assets will be determined based on the replacement costs survey to be conducted by an independent price appraiser engaged by TSPMU.

6.1.2 Principles for Physical Resettlement

- All households who lose their houses (fully affected, or partially affected but the remaining part is not usable) must be entitled to buying at least a standard land plot from the project’s resettlement site.
- Households building houses on non-agricultural land prior to the project’s cut-off day but are eligible only for financial assistance will be additionally supported in terms of finance to enable them to afford a standard land plot in the project resettlement site if they have no other place to move to.
- The resettlement area will be planned properly and implemented in full consultation with PAPs. All basic infrastructures, such as paved roads, sidewalks, drainage, water and electricity access will be available before PAHs move in. Costs for these infrastructures will be covered by the TSPMU.
- Relocating households who prefer “cash for land” will be compensated in cash at the full replacement cost.
- All fees and taxes related to land conversion and LURC issuance will be either waived or included in a compensation package.
- Compensation and allowance must be provided to affected households at least 30 days prior to the taking of the assets for those who are not to be relocated, and 60 days in advance for those who will have to be relocated. Exceptions should be made for vulnerable groups who may need more time.
- By the end of the project, if the livelihoods of affected households have not yet restored to pre-project levels, additional support measures will be provided.
- As this RAP is one of the project components, the project will not be considered complete until the RAP is fully implemented and meets the objective of the World Bank’s OP 4.12.

6.2 Eligibility Criteria and Entitlements

6.2.1 Eligibility Criteria

The eligibility criteria of affected people for entitlements to compensation, support and resettlement are defined on the basis of the World Bank's Operational Policy on Involuntary Resettlement (OP 4.12), relevant Laws of the Government of Vietnam, and consultation with affected households. The eligibility for entitlements to compensation is determined by asset ownership criteria. There are three types of affected households as below:

- i. Those who have formal legal rights to land;
- ii. Those who do not have formal legal rights to land at the time the census begins but have claimed to such land and/or assets - provided that such claims that are recognized or recognizable under the laws of the country, or become recognized through a process identified in the resettlement action plan;
- iii. Those who have neither formal legal rights nor recognized or recognizable claims to such land that they are occupying.

Persons covered under (i) and (ii) are eligible for compensation payment at replacement cost for the land and non-land assets that they lose, and other assistance. Persons covered under (iii) are provided resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary to achieve the objectives of resettlement set out in this policy, if they occupy the project area prior to the project cut-off date. Persons who encroach upon the area after the cut-off date are not entitled to compensation or any other form of resettlement assistance. All persons included in (i), (ii), or (iii) are provided with compensation for loss of owned or used assets associated to affected land, including businesses associated to affected land if they have been created before the project cut-off date. Please see the definitions of **affected households** and **severely affected households** from the Section on *Definition of Terms* (above).

Splitting affected households after the cut-off-date.

Households with various generations sharing the same house are allowed to split after the project's cut-off-date if they are eligible for splitting as per the national Law of Residence (dated 29 November 2006, effective as of July 1, 2007) – as specified at Article 6 of Decree 47/2014/ND-CP and Land Law 2013. Where splitting is allowed under Decree 47/2014/ND-CP, the allocation of land plots for families sharing the affected land will be considered by Gia Lai PC.

6.2.2 Entitlements

With respect to a particular eligibility category, entitlements are the sum of compensation and other forms of support, including allowance, bonus (conditional), and opportunities to participate in livelihoods restoration program (See Appendix 1 - Entitlements Matrix, for details).

6.2.3 Cut-off date:

A cut-off date for this project has not been set because the road alignment for the project has not finalized. Once the road alignment is finalized and approved, local governments (district level) will issue a Notice of Land Acquisition to all identified project affected households. The date of notification for land acquisition will be the cut-off date for both titleholders and non-titleholders. Once a cut-off day is established, people who encroach upon the project area after the cut-off date will not be entitled to compensation payment, or any form of resettlement assistance. This

RAP will be updated once the DMS is completed; cut-off date is set and announced by local government.

6.3 Compensation Policies

All households who are affected by the project as a result of land acquisition will be entitled to compensation at replacement cost for their legal assets affected by the project such as land/crops/structures/businesses. In addition to compensation, those who are severely and vulnerably affected are supported for livelihoods restoration.

6.3.1 Compensation for Permanent Impact

a. Agricultural land

PAP with formal right to affected land (with LURC or eligible for LURC)

Compensation will be made at full replacement costs.

Households losing 20% or more of their total agricultural landholding, and 10% for poor/near-poor, and/or vulnerable groups, are considered *severely affected* and are entitled to allowance for life stabilization and participating in livelihoods restoration program (See Section 6.2.3 for allowances and 6.2.4 for livelihood restoration support).

If the remaining land area (not affected) is not economically viable, the area will be acquired and cash compensation will be paid for the remaining land area at replacement cost (*Article 77 of Land Law 2013, Article 4 of Decree 47/2014-ND-CP*)

PAP without LURC or customary rights to affected land

Compensation will not be paid for land but for trees/crops if they have been created before the cut-off date and cash assistance will be provided on the basis of land origin, land use history, reasons for ineligibility, and the time when the land was put into use.

PAP with leased rights

- ***PAP leasing land managed by government***

Households who lease government-managed land (with annual rental payment, or a one-off rental payment for the entire lease period) will not be compensated for the affected land, but compensated for the Remaining Land Investment Cost which will be calculated on the basis of survey (Article 76 of the Land Law 2013). Affected assets on rental land including crops and/or structures will be compensated at full replacement costs if created before the cut-off date.

- ***PAP leasing private-owned land for farming purpose:***

Households who rent private-owned land for agricultural purpose will not be compensated for land but for crops and structures, if any and created before the cut-off date, on the affected land at replacement costs. Compensation for affected land will be paid for the eligible land owner at replacement cost.

In addition to compensation payment for the affected land, severely affected and/or vulnerable/social-policy households are provided with allowance, and eligible to participate in livelihoods restoration program, and provided with conditional bonus.

b. Residential Land

Loss of residential land with no houses/structures thereon:

- (i) ***PAP with formal right to affected land (legal or legalizable):***

Compensation for loss of land will be paid in cash at full replacement cost.

- (ii) ***PAP without formal right to affected land (illegal or illegalizable):***

Financial support for loss of land on the basis of land use history and Land Law 2013 (Please see details on item (ii) below).

Loss of land with houses built thereon, and the remaining (non-acquired) land is adequate to reorganize:

(i) ***PAP with formal right to affected land (legal or legalizable):***

- Compensation for loss of land will be paid in cash - at replacement cost
- Compensation for affected houses/structure (See Section c. below).

(ii) ***PAP without formal right to affected land:***

Compensation for affected houses/structure (See Section c. below). Costs to repair the remaining houses are covered by the Project (See Section 6.2.3. Support/Allowances).

Loss of land with houses built thereon, and have to relocate:

(i) ***PAP with formal right to affected land (legal or legalizable):***

- Eligible households can opt: Compensation in cash for loss of land at replacement cost or allocation of a land plot/apartment in resettlement site;
- Compensation for affected houses/structure (see Section c. below).

(ii) ***PAP without formal right to affected land:***

Compensation for land is as follows:

- If PAP uses non-agricultural land¹ with house on it - prior to 1 July 2004, and the land was obtained by encroachment, PAP will be provided a new residential land plot in the project's resettlement site with levy collection, or are entitled to buying a new resettlement house, if they have no place in the project commune/ward to move [Article 7 of Decree 47/2014/ND-CP, Article 80 of Land Law 2013]. . In addition, for illegal land user using land after 2004 and prior to the cut- off date, a financial assistance will be provided at PPC's disposal
- If PAP is not eligible for LURC (as specified at Article 22 of Decree 43/2014/ND-CP) and is using land with house thereon and violation of the Land Law without preventive action from local authority, depending on land use history, PAP will be considered for cash assistance in accordance with regulations of Provincial People's Committee. Compensation for house/structure if created before the cut-off date are paid at full replacement costs in line with OP 4.12.

Compensation for affected land and house as regulated in item (ii) above. In case, PAP has no other residential land/house within project commune/ward, they are entitled to buying a standard land plot/apartment in resettlement site. Price of land/apartment is decided by PPC.

c. Compensation for house and secondary structures.

- *For entirely affected house and secondary structure*, regardless of the legal status of the affected land and if the affected house/structure has been constructed before the cut-off date compensation will be paid at replacement costs for affected house and structure to construct new house/structure with similar technical standard, without depreciation and deduction of salvageable materials. For partially affected house and structure, addition to compensation for affected part at replacement cost, compensation for expenses to repair the remaining part will be paid at rate with concurrence of the affected household.

¹ Non-agricultural land – as prescribed at Article 10 of Land Law 2013, include land such as public land, river land, industrial land, production land, etc.

- *For equipment and/or production line*, affected business household who own the equipment or production lines will be compensated for all costs associated with the disassembly, transportation, re-installation of the affected equipment and/or production line. In case irremovable or broken during removal. Compensation for the equipment and/or production line will be paid at replacement cost. An appraiser specialized in appraisal for such equipment/production lines will be engaged by the project owner to evaluate the costs - subject to review and approval of the District PC.
- *For small assets requiring specialized installation*, including landline phone, water connection, electric connection, cable TV, internet connection, etc., all costs related to uninstallation and re-installation at new house/business premise will be compensated at replacement costs.

d. Compensation for affected Standing Crops, Trees, and Animal, Aquaculture products.

For annual and perennial trees, standing crops, or aquaculture products, compensation in cash will be paid at replacement cost, irrespective of the legal status of the affected land, and are in line with Article 90 of the Land Law 2013.

Movable crops and animals will not be compensated but all actual costs associated with transportation of the trees to new location will be paid for affected household. If replanting of trees in new location incurs costs, such full costs will be compensated for.

Aquaculture that reaches harvest time by the time of land acquisition will not be compensated for, otherwise compensation at replacement cost will be paid.

e. Compensation for affected businesses

For economic loss resulting from contract termination: For households/individual who rent government or private-owned land for non-farm business, and the land rental is made on renewable contract basis. By the time when the affected land must be returned to government but the land lease contract is still valid, compensation will be paid – as agreed upon in the land lease contract, if any.

For loss of income incurred by business owner, compensation and support according to regulation of PPC regardless status of registration, and as follows:

- For registered businesses, compensation will be paid in cash for the loss of net business income, equivalent to 50% of the annual average net income - as declared with the tax agency during the recent three years (this amount is equivalent to 100% of monthly net income for 6 months).
- For non-registered businesses, whose operations are recognized by local authority and whose net income from non-registered businesses is affected, compensation will be paid in cash for the income losses for at least 3 months.
- For households who do retailed business. They do not have business license and do not pay tax, including also *squatter* whose business is located on the right of the way, compensation will be a one-off allowance of 3 million VND per household.

For loss of income incurred by business employees, employees who permanently lose their existing job due to acquisition of land on which the business are located will receive an unemployment allowance at the basic wage level for up to 6 months. Cash assistance for vocational training will be provided to the affected employee. PPC will decide on the assistance level for vocational training.

If they lose their income only temporarily during the business transition period, they will be supported with an allowance as specified by District PC.

f. Compensation for Graves.

The relocation of graves should be done on the basis of full consultation with the affected households to meet the customs and habits of affected households with regards to relocation of graves. Compensation payment for affected graves includes full costs associated with a) land for re-burial, b) excavation, c) relocation, d) reburial, e) construction of new tombs, and f) other reasonable related costs which are necessary to meet local customs and habits.

Land for relocation of all affected graves will be provided to the affected households - at a graveyard as designated by the District PC. Affected households will be informed of the location of this graveyard so that they can decide where to relocate the affected graves – to the designated graveyard. If AHs decide to relocate the affected graves on their own, the replacement cost for buying land will be compensated for.

In case owner of the affected graves could not be identified, public announcement have to be made (on TV, popular newspaper) for a number of times to look for the grave owners. Within a reasonable time, if grave owners could not show up, the relocation of graves should be done by a specialized unit in consultation with the District Department of Health. The geographical location and status of the graves (with photos taken in details), the procedure of grave relocation, and the new location of the graves have to be documented carefully for the owner's use at a later time.

g. Compensation for Loss of Public Structures and Community Assets.

Where public structures such as schools, health centers, libraries or other cultural centers, recreational parks, public roads, water transmission pipelines, and electricity transmission lines are affected, such affected works will be restored, and repaired or compensated to ensure normal operation at no cost to the local community.

6.3.2 Compensation for Temporary Impact (during construction)

During the construction process, if local households outside the project area are affected temporarily as a result of the construction, the impact will be assessed and included in the updated Resettlement Action Plan. Depending on the nature of impact, compensation for the adverse impact will be compensated for, as follows:

a. Temporary impact on land/ local business:

- In case residential land without house/structure thereon is temporarily acquired during construction, the affected land will be compensated equal to the rent of such land in locality for the duration of temporary use. Upon return of affected land to affected people, the affected land must be restored to its pre-project condition – as agreed with the affected households.

- In case business activities of households are temporarily affected during construction, resulting in loss of income that derive from such business, the loss of income should be compensated for the entire period of impact – as agreed with the affected households.

- Contractors will be informed of the RAP and should explore alternative construction method to avoid temporary impact. If avoidance is not possible, contractors will compensate for the above temporary impact in accordance with the RAP. Temporary impact is subject to both internal and external monitoring).

b. Compensation for damages caused by contractors to private or public structures.

Damaged property will be restored to its former condition by contractors, immediately upon completion of civil works. Under construction contracts, contractors will be required to take extreme care to avoid damaging property during their construction activities. Where damages occur, the contractor will be required to repair the damage or pay compensation to affected families, groups, communities, or government agencies at the same compensation rates as

specified in this RAP.

c. Compensation for unpredictable impacts.

Any other impacts identified during project implementation will be compensated in accordance with the compensation principles and policies set for in this RAP and in line with the World Bank's OP 4.12.

6.3.3. Support/Allowances

Besides the compensation for affected assets, AHs, especially severely and vulnerably AHs will be provided with allowances to support them during the transition period to restore or improve their livelihood and lives. The assistance levels will be adjusted and decided by PPC, taking into account inflation factor and price increase - as appropriate, at the time of resettlement implementation.

For affected residential land/houses

- ***Transportation Allowance:***

- For households who need to resettle in a new residential area, an amount of 6,000,000 VND will be provided if they physically relocate within the area of province. If relocating outside of the province, the transportation allowance will be 10,000,000VND.
- Relocated households who rent private house for living purpose will be provided with a transportation allowance not exceed the rate mentioned above.

- ***House Renting / Temporary Accommodation Allowance:***

House renting or temporary accommodation allowance will be provided to relocated households for 6 months, and also to re-organized households for 3 months for establishment of new house. Married adult offspring sharing house with their parents are provided with house rental as an affected household.

Relocation plan needs to be discussed clearly with affected households to minimize the time duration for temporary accommodation as this may affect the income generation activities/livelihoods of the affected households.

- ***House Repair compensation and support:*** If house/structure is partially affected and the remaining structure is viable for continued use subject to appropriate repair, all actual repairing costs for the affected part of the house/structure are paid by the Project, to enable PAPs to restore it to former or better conditions.
- ***Land Use Right Certificate:*** For resettled households, all costs related to issuance of Land Use Right Certificate for their new land/houses - either located in the project's resettlement site, or elsewhere (if PAP relocates on their own) will be covered by the Project – by either including the estimated costs for LURC issuance included in the compensation package for self-relocating households, or providing by the Project Owner (later on) for those resettling in the project's resettlement site at no additional cost to them. For re-organizing households whose land and house are partially affected, the costs relating to updating the LURC will be covered by the Project.

For significantly affected agricultural land:

- ***Allowance for subsistence and Livelihood Stabilization (during transition period):*** (i) PAPs losing 20% - 70% of their agricultural landholding (or 10% - 70% for the poor, near-poor, and vulnerable groups) will be provided with an allowance of 500,000VND/person/month for 6 months if no relocation, and for 12 months if relocation. In some special cases, allowance may be provided up to 24 months; (ii) PAPs

losing more than 70% of their agricultural landholding will be assisted at the above rate for a period of 12 months if no relocation, and 24 months if relocation. In some special cases, the allowance may be provided up to a maximum of 36 months; (iii) PAPs affected with less than 20% of their agricultural landholding and their remaining land is cannot be used will receive the above allowance for 12 months.

HHs without LURC and illegalizable will receive allowance equal to 60 % of the above rate.

[Article 19 of Decree 47/2014/ND-CP]

Allowances for job training/job change/job creation:

- **Affected households who are directly engaged in agricultural production:** these households will be supported in job training/job change and job creation with an amount of cash allowance which is not exceeding 5 times compensation value of affected agricultural land *[Article 20 of Decree No. 47/2014/ND-CP]*. For those who are at work age and wish to be trained for a particular job will be admitted to local training school and will be supported to find a new job and borrow loan to start a new job.
- **Affected households who are running their business at their residential land with the main income coming from this business:** For those who are at working age and wish to be trained for a particular job will be admitted to local training school and will be supported to find a new job and borrow loan to start a new job.

Specifically,

- Affected households who are eligible for this support are entitled to participating in one training program at no costs to them within a period of five years (from the date the Decision for Land Acquisition is issued). Free job consultation/orientation are offered at local Job Service Center.

[Decision No. 63/2015/QĐ-TTg, Decree No.47/2014/ND-CP]

Note: During the preparation of the training/job change/job creation program, consultation must be done with the affected households *[Article 84, Land Law 2013]*

Allowances for Vulnerable Households

- Female headed households with dependents and economic difficulties, households with disabled persons, elderly without any source of support will be provided with an amount of not less than VND 3 million per household.
- Relocating households with heroic mothers, heroic armed force personnel, labor hero, war veterans, wounded or dead soldiers, will be provided with support - from 3 million to 6 million VND per household;
- Poor households with certificate, or near-poor households, will be supported with an amount of 5 or 3 million VND/household, respectively.

Incentive Bonus:

- All affected households who hand the affected land over to the project on time as scheduled after receiving full compensation and allowances will be given an incentive bonus. Bonus value will be determined by the time of compensation payment.

6.3.4 Livelihoods Restoration Program

- All households who are *severely affected* and/or *vulnerable* will be eligible to participate in the Livelihood Restoration Program (LRP), which include trainings on agricultural extension, vocational training, credit access and other measures as recommended and

appropriate to support their livelihoods restoration to the pre-project level – as a minimum. The LRP will be developed in consultation with affected households on the specific measures that they need to assist in the livelihoods restoration. Vocational training will be provided to all labor-age members of the affected household, if they need.

- Livelihood Restoration Programs will be designed on the basis of assessment of needs of affected households. LRP will be mainstreamed into on-going local development program that support affected/poor households who relocate as a result of development project.
- Costs related to implementing LRP will be provided by the TSPMU.

The LRP will be updated in consultation with affected households after the Resettlement Action Plan is finalized and disclosed to the affected households for consultation purpose. During the final consultation to update RAP, PAP will be consulted for specific needs for training/credit access and the LRP will be updated, as part of RAP updating.

6.3.5 Gender Action Plan

According to the requirements of the World Bank, this project needs to be informed on three gender dimension; *gender analysis*, *gender action*, and *gender monitoring* and evaluation (M&E). A gender analysis of the socioeconomic characteristics of the affected population has been presented in Section 3.3.5 (above).

Gender Action: As part of RAP implementation, the following gender actions will be made.

- ***Participation.*** Women should be invited to all consultation sessions throughout project cycle, particular to consultation done in groups to allow them chance to express their opinion, concerns, and to provide feedback on their resettlement and income/livelihoods restoration process. Women are prioritized to work in the project on jobs that are suitable to them to earn extra income.
- ***Well-informed of Project Impact.*** The potential impact of resettlement and livelihoods restoration should be further informed to the affected women so that they are fully aware of the potential impact on their household as well as their income generation activities, and as such propose measures that the project should do to avoid or minimize the impact.
- ***Intra-household gender disparities:*** as the gender analysis indicates, women spend more time than men doing housework and care of their children. Some also work to earn extra income or do jobs that are typically done by men such as spraying of pesticide. As a result, the relocation process, particularly for those losing shelter, would apparently take them more time and effort and affects their ability to earn income, particularly those who work as hired labor, or are directly involved in crop care, or even travel out of their community for off-season jobs which apparently increase their burden.
- ***Income/Livelihoods Restoration.*** As some households may change their jobs, i.e. households who depend on seasonal income – primarily from crops and/or fruit trees, counseling and training of new jobs for this group should be done with the capacity of men and women in mind so as to ensure the training knowledge provided area applicable for them.
- ***Safety Assurance.*** As women take care of children, they need to be notified/warned of potential risks that are inherent during the construction process and/or during the relocation of their houses. In many cases where both men and

women are directly involved in the relocation/house building/new business operation, they need to arrange a safe, alternative person to take care of their children.

- ***Influx of labors***, PMU will ensure that prior to RAP implementation, awareness raising campaign, and information, education, communication activities, will focus specifically on the risks related to the arrival of laborers so that the EM community, as well as Kinh people are fully aware of the potential risks and take preventive measures. On the contractor side, contractors will be asked to train their workers of such potential risks so that they understand the local context and behave appropriately.
- On the basis of gender based consultations, as mentioned above, the methods of compensation payment, particularly the coordination between PPMU, C/DBCLA, and severely affected households, will need to be worked out carefully to ensure difficulties and challenges potentially faced by severely affected households are avoided, or minimized if not avoidable.
- More consultation needs to be carefully done among affected EM households to ensure the support and compensation provided to them are cultural appropriate to them, and that both men and women will have opportunity to participate in and receive socioeconomic benefits that are to be provided to them through development activities proposed under the EMDP for Gia Lai.

The other gender actions include the following:

Awareness Generation Campaign

The campaign will specifically address the issues related to gender based violence; women employment; HIV/AIDS; women health; women empowerment; and literacy among women. Apart from door to door approach; awareness campaigns will be through posters; wall paintings; street plays; village consultations; and various competitions among school children. Orientation workshop on gender issues for TS PMU and contractor's staff will also be carried out to sensitize staff members on gender related issues.

Safety of Women

During community consultations, it came out very clearly that women and children are the most affected section of the society when it comes to road accidents and other road related safety issues. Keeping this in mind, road safety has been taken up as a separate component of the project. Specific road safety engineering counter measures will be adequately integrated in the engineering designs to reduce the safety risks in hazardous locations and also to provide a safer road environment for all road users especially women and children. Project will improve safety of vulnerable road users through paved shoulders along entire stretches of project roads. Work zone safety standards would be fully integrated in the contract management framework to ensure safety of women workers.

Specific Provisions in the Construction Camp for Women

The provisions mentioned under this section will specifically help all the women and children living in the construction camp.

Temporary Housing

During the construction the families of labourers/workers should be provided with residential accommodation suitable to nuclear families.

Health Centre

Health problems of the workers should be taken care of by providing basic health care facilities through health centres temporarily set up for the construction camp. The health centre should have at least a doctor, nurses, General Duty staff, medicines and minimum medical facilities to tackle first-aid requirements or minor accidental cases, linkage with nearest higher order hospital to refer patients of major illnesses or critical cases.

Day Crèche Facilities

It is expected that among the women workers there will be mothers with infants and small children. Provision of a day crèche may solve the problems of such women who can leave behind their children in such a crèche and work for the day in the construction activities. If the construction work involves women in its day-night schedules, then the provision of such a crèche should be made available on a 24-hour basis.

The crèche should be provided with at least one trained staff / worker to look after the children. The worker, preferably women, shall take care of the children in a better way and can manage to provide nutritional food to them. In cases of emergency she, being trained, can tackle the health problems of the children and can organize treatment linking the nearest health centre.

Proper Scheduling Of Construction Works

Women, especially the mothers with infants should to be exempted from night shifts as far as possible. If unavoidable, crèche facilities in the construction camps must be extended to them in the night shifts too.

Control on Child Labour

Minors should be restricted from getting involved in the construction activities. It will be the responsibility of TSPMU to ensure that no child labourer is engaged in the activities. The cell would require cooperation of contractor and CPCs and PPCs province level for effective monitoring for control on child labour. Exploitation of young unmarried women is very common in such camps. A strong vigilance mechanism will ensure ceasing of such exploitation.

Special Measures for Controlling STD, AIDS

Solitary adult males usually dominate the labour force of construction camps. They play a significant role in spreading sexually transmitted diseases. In the construction camps as well as in the neighbouring areas they are found to indulge in physical relations with different women. This unhealthy sexual behaviour gives rise to STDs and ADIS.

While it is difficult to stop such activities, it is wiser to make provisions for means of controlling the spread of such diseases. Awareness camps for the target people, both in the construction camp and neighbouring villages as well, and supply of condoms at concession rate to the male workers may help to large extent in this respect.

Women Participation with Other Stakeholders

It is imperative to bring the issue of women's development in the process of socio-economic uplift within the scope of the RAP and thereby involving women meaningfully at all levels of the project.

Women are involved in the project anyway. However, most of the times, they are on the negatively impacted side. Following is the account of the ways women are affected and/or involved in the project.

- Women constitute almost half of the PAPs.

- It is expected that women labourers will be engaged as contract labourers during the construction period. Various studies shows that women constitute 25-40% of the semi-skilled and unskilled workforce in road construction contracts. However, women are seldom, if ever, involved in the road contraction industry at managerial levels.

Women need to be involved in the implementation of the RAP. The other areas of concern to the women and more readily addressed by them will be in managing health and hygiene issues at the construction camps (where there are possibilities of exploitation of women workforce, or children), and in managing the spread of highway related diseases.

However, involvement of women is seen to be more important and as part of the long-term strategy than symbolic in the project. Therefore, certain management positions will need to be occupied by the women in this project.

6.3.6 Summary of Gender Actions under the Project

Key Indicators	Steps Taken by Project
Representation and presence of women from different socioeconomic groups in all meetings	Local government maintains a list of affected households and their socioeconomic profile and ensure that women from each socioeconomic groups are invited to all meetings.
Venue for meetings is based on discussions with the women so they can feel free and uninhibited in their discussions.	Meeting conveners will make sure venue for meetings will be selected based on the convenience of invited women, to make sure women invited to the meetings feel free to raise their voice during the meeting
Women facilitators or work through women's groups or networks—formal or informal.	Ensure commune Women's Union appointed women faciliator in all meetings to faciliate the free discussions in which women participate in.
Women's involvement in preparation and review of resettlement plans.	During the RAP updating exercise, women representing different socioeconomic groups must be invited to community meetings to review and provided their feedback issues such as a) compensation package, b) support for livelihoods restoration, c) compensation payment, etc which will be reflected once the RAP is updated.
Women's associations are vested with authority.	Representative of commune/district's Women's Union are present in all meetings to add voices to women representing affected households.
Ensure women's involvement and participation in implementation and monitoring.	During RAP minitoring, women representing different socioeconomic groups must be invited to community meetings to provided their feedback issues such as a) compensation package, b) support for livelihoods restoration, c) compensation payment, etc which are done.
Social and cultural factors may	Commune and District Women's Union will

Key Indicators	Steps Taken by Project
exclude women from participating actively in planning, implementing, and executing resettlement activities	support commune Peoples Committee in ensuring that women from affected households have equal chance to actively participate in planning, implementing, and implementing resettlement activities
Do women have any information about the proposed project and resettlement plan?	Project Information Booklet will be shared with representative affected households who will bring them home for other family members to review. Commune and District Women's Union will conduct additional meetings to ensure their members (women) are aware of the project activities and the resettlement action plan.
Inclusion of women in the socioeconomic survey?	If additional socioeconomic survey is undertaken, ensure consultant doing the survey interview women from affected families.
Legal rights to land and property allocated as part of the resettlement package for Women	Ensure both men and women have titlement to the updated Land Use Right Certificate when the certificate is updated following the land acquisition.
Income-restoration programs to address gender issues	Ensure additional consultation with both men and women are carried out to address the livelihood restoration and development needs of the affected households.

6.4 Entitlements Matrix

With respect to a particular eligibility category, entitlements are the sum of compensation, relocation and other forms of support, including allowances, bonus (conditional), and opportunities to participate in livelihoods restoration program. According to IOL and local/central government policy on compensation, support, resettlement and the WB OP4.12 an entitlements matrix was established for the subproject to ensure all affected households and affected assets will be compensated and assisted to help affected households restore and/or improve their lives and livelihood to pre-project conditions (See Appendix 1 - Entitlements Matrix, for details).

6.5 Construction Labour Management Plan

In the proposed road project it is envisaged that during construction phase of the project large number of migrant labourers will be accommodated in a temporary campsite within the project area. The influx of migrant labour will have both negative and positive impacts on the nearby community and local environment. The labour will be accommodated in temporary campsite within the project boundary which can have significant interface with the nearby community. However, the influx of migrant workers would lead to a transient increase of population in the immediate vicinity of the project area for a limited time. This would put pressure on the local resources such as roads, fuel wood, water etc.

Hence, a plan has been designed so as to:

- Minimize potential impacts associated with influx on the host population and receiving environment;
- Provide safe and healthy working conditions and a comfortable environment for migrant labour; and
- Ensure compliance with the IFC PS 2 and national labour laws;

International Finance Cooperation (IFC) Performance Standard 2- Labour and Working Conditions is specific to labour and working conditions. This Standard focuses on the protection of the basic rights of workers, fostering constructive worker-management relationships, as well as promoting fair treatment and the provision of a safe and healthy workplace. The basic provisions for migrant workers under PS 2 are enumerated below:

- As per the provisions of PS 2, the client shall identify migrant workers engaged through third party and ensure that they are engaged on substantially equivalent terms and conditions to non-migrant workers carrying out similar work (if any);
- The contractor shall ensure provision of adequate accommodation, transportation, and basic services including water, sanitation, and medical care for the workers working on that project;
- The compensation paid to the migrant workers should be non-discriminatory and the principle of equal opportunity and fair treatment to be followed; and
- Wastewater, sewage, food and any other waste materials are to be properly handled, in compliance with local standards– whichever is more stringent – and without causing any significant impacts to the biophysical environment or surrounding communities.

General Requirements

All migrant workers are envisaged to be accommodated in temporary campsite within the project area. If migrant workers are accompanied by their families, provisions should be made accordingly. Guidance on Workers Accommodation developed by IFC and EBRD is also referred for inclusion of requirements for labour camp to be established by contractor during construction phase of the project². Contractor shall ensure implementation of the following measures to minimise the potential negative impacts of worker accommodation and workers on local communities:

Cleanliness: Pest extermination, vector control and disinfection are to be carried out throughout the living facilities in compliance with local requirements and/or good practice.

Complaints and incident reporting: A formal Complaints Procedure will be implemented to ensure timely and transparent response to complaints as received from labour.

Labour education: The workforce will be sensitized to local social and cultural practices through provision of an induction course for all employees that stipulates expected behaviour;

Labour behaviour in campsite provided: A Code of Behaviour governing appropriate behaviour in the accommodation facilities to be kept in place and to be strictly enforced. The contractor shall ensure implementation of the “rules of engagement” between labours living in campsite and community and shall be implemented by construction contractors for all engaged labours. A code of conduct has been developed and has been annexed with the report.

Labour Compensation and Accommodation: Client shall ensure that labours are provided with benefits such as annual leave, weekly rest day, etc. Accommodation to be provided for the

²http://www.ebrd.com/downloads/about/sustainability/Workers_accomodation.pdf

construction labour which cover facilities (including catering facilities, dining areas, washing and laundry facilities etc.) and supporting utilities.

Worker's Accommodation

The TSPMU will supervise and monitor the activities performed by their contractor and accommodation facilities provided in campsite. The following measures shall be provided:

- The labour will be provided with accommodation on twin sharing basis made of insulated material and locally available building material, etc.;
- The migrant workers with families shall be provided with individual accommodation comprising bedroom, sanitary and cooking facilities;
- The units will be supported by common latrines and bathing facilities duly segregated for male and female labour;
- Adequate number of toilets shall be provided in the accommodation facilities. A minimum of 1 unit to 15 males and 1 unit for 10 females shall be provided;
- The contractor shall provide a canteen facility for the construction workers and the food will be of appropriate nutritional value;
- All doors and windows shall be lockable and mobile partitions/curtains shall be provided for privacy;
- Facilities for the storage of personal belongings for workers shall be provided within the camp site only;
- Dustbins shall be provided for collection of garbage and will be removed on a daily basis;
- It is also required to provide first aid box in adequate numbers; and
- Ventilation should be appropriate for the climatic conditions and provide workers with a comfortable and healthy environment to rest and spend their spare time.

Security

The contractors shall put in place the following security measures to ensure the safety of the workers. The following measures shall be incorporated:

- Access to the campsite shall be limited to the residing workforce;
- The contractor shall be responsible for deploying adequate number of guards;
- Adequate, day-time night-time lighting shall be provided;
- The security personnel shall be provided with training to respect the community traditions and in dealing with, use of force etc.; and
- The rental accommodation shall be provided with firefighting equipment and portable fire extinguishers.

Provisions for Drinking Water

Access to an adequate and convenient supply of free potable water is necessity for workers. The domestic water supply shall be made available by the contractor.

- Safe drinking water shall be provided;
- Water tankers can be used for provision of drinking water for the migrant labours;
- The direct usage of water from bore well should not be allowed and water shall be adequately treated;
- The contractor should regularly monitor the quality of drinking water available. In case of non-compliance with the Drinking Water Specifications, additional treatment shall be provided or alternative sources of water supply shall be arranged; and

- All tanks used for the storage of drinking water are constructed and covered as to prevent water stored therein from becoming polluted or contaminated.

Cooking Arrangements

The construction phase will involve engagement of large number of migrant people in the project area for a limited time. Hence, there shall be requirement of provision of cooking facilities (kitchen) as listed below:

- Places for food preparation are designed to permit good food hygiene practices, including protection against contamination between and during food preparation;
- Adequate personal hygiene including a sufficient number of washbasins designated for cleaning hands with clean, running water; and
- All kitchen floors, ceiling and wall surfaces adjacent to or above food preparation and cooking areas are built using durable, non-absorbent, easily cleanable, non-toxic materials;
- Food preparation tables are equipped with a smooth, durable, easily cleanable, non-corrosive surface made of non-toxic materials.

To ensure that the fuel need of labourers in the project area does not interfere with the local requirements, necessary arrangements for supply of fuel wood to the labourers shall be done by the contractor. Fuel requirement for cooking purposes are only to be met by fuel wood that to be purchased only from authorized vendors only.

Wastewater Generation

There will of generation of wastewater from the campsite. About 80% of water used shall be generated as sewage/wastewater. Contractor shall ensure that the campsite are equipped with septic tank and soak pit for disposal of sewage. It is also recommended that the storm water and sewage system should be separate. The surface water drainage shall include all necessary gutters, down pipes, gullies, traps, catch pits, manholes etc. Sanitary and toilet facilities are constructed of materials that are easily cleanable. Sanitary and toilet facilities are required to be cleaned frequently and kept in working condition.

Solid Waste Management

The solid waste generated from campsite will mostly comprise of compostable wastes like vegetable matters (kitchen waste) and combustible waste like paper, cans, plastic and some non-degradable waste like glass/glass bottles. Improper disposal of solid waste will lead to environmental degradation and health hazards to labour as well as nearby community.

The following measures shall be adopted by contractors for ensuring effective management of solid waste:

- The solid wastes of domestic nature generated shall be collected and stored separately in appropriate containers with proper sealing on them;
- Separate bins with proper markings in terms of recyclable or non-recyclable waste shall be provided in the houses and kitchen premises in sufficient numbers for collection of garbage;
- Food waste and other refuse are to be adequately deposited in sealable containers and removed from the kitchen frequently to avoid accumulation; and
- The contractor shall identify the nearest solid waste storage facility and tie up with the concerned urban local body for disposal of waste at frequent intervals.

Medical Facilities

Effective health management is necessary for preventing spread of communicable diseases among labour and within the adjoining community. The following medical facilities shall be provided by contractors for the construction workers:

- A first aid centre shall be provided for the labour within the construction site equipped with medicines and other basic facilities;
- Adequate first aid kits shall be provided in the campsite in accessible place. The kit shall contain all type of medicines and dressing material;
- Contractor shall identify and train an adequate number of workers to provide first aid during medical emergencies;
- Regular health check-ups shall be carried out for the construction labourers every six month and health records shall be maintained;
- Labours should have easy access to medical facilities and first aider; where possible, nurses should be available for female workers;
- First aid kits are adequately stocked. Where possible a 24/7 first aid service/facility is available.
- An adequate number of staff/workers is trained to provide first aid; and
- Information and awareness of communicable diseases, AIDS etc. shall be provided to workers.

Recreation Facilities

- Basic collective social/rest spaces are provided to workers.;
- Facilities like a common television can be provided in labour camps

Inspection of Accommodation Facilities

Campsite shall be inspected at frequent intervals to ensure that the facilities are well organized and maintained to acceptable and appropriate standards by the contractor. The key areas are:

- Daily sweeping of rooms and houses shall be undertaken;
- Regular cleaning of sanitary facilities shall be undertaken;
- The kitchen and canteen premises shall be established under good hygiene conditions;
- Daily meal times shall be fixed for the labour;
- Smoking and alcohol consumption shall be prohibited in the workplace;
- Water logging shall be prevented at areas near the accommodation facilities and adequate drainage is to be provided; and
- Checklists pertaining to the daily housekeeping schedule shall be maintained and displayed at houses, toilets and kitchen.

To limit the impact due to cumulative labour onsite during construction phase, contractor shall provide adequate labour camp which should be appropriate for its location and be clean, safe and, at a minimum, meet the basic needs of workers.

- Contractor should assess the location of labour camp, that it should not be constructed in immediate vicinity of any drainage channel;
- It should be ensured that the labour camp (onsite) should have basic amenities such as electricity, drinking water, health & sanitation facility, kitchen and rest room;
- All tanks used for the storage of drinking water are constructed and covered as to prevent water stored therein from becoming polluted or contaminated and all the migrant workers will be instructed accordingly;

- Employers should ensure that accommodation which is provided is not overcrowded and does not pose a risk to the health and safety of workers;
- The labour camp will be equipped with septic tanks and soak pits and avoid presence of stagnant water is a factor of proliferation of potential disease vectors such as mosquitoes;
- Contractor should ensure that the disruption of local communities is minimum, in particular local communities' transport infrastructures and if required limit the workers movements in nearby areas;
- Security staff have a clear mandate and have received clear instruction about their duties and responsibilities, in particular their duties not to harass, intimidate, discipline or discriminate against workers;
- Contractor should ensure that workers and members of the surrounding communities have specific means to raise concerns about security arrangement and staff;
- Where possible, an adequate transport system to surrounding communities will be provided. It is good practice to provide workers with free transportation to and from local communities.

Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) shall be formulated for the construction labourers (local and migrant) comprising of a review committee including representatives elected by labour and management representatives. A documented GRM shall have the following elements:

- Proper system for lodging grievances;
- Provision for raising anonymous complaints;
- Appropriate level of management for addressing concerns;
- Workers and members of the surrounding communities have specific means to raise concerns about security arrangement and staff;
- Provision for timely action and feedback;
- Monitoring and review of grievances raised and action taken; and
- Scope for continual improvement of the system.

VII. IMPLEMENTATION ARRANGEMENTS

The implementation of the resettlement activities, as set forth under this Resettlement Action Plan, requires the participation of governmental agencies at national, city, district, and ward level. Gia Lai People's Committee take the overall responsibility for the implementation of the RAP. Compensation, Assistance and Resettlement Committees shall be established at district level according to the provisions of Decree 47/2014/CP. The provisions described in the RAP are the legal basis for the implementation of resettlement activities.

7.1 Responsibilities of Stakeholders

CENTRAL LEVEL

- **Ministry of Transport (MOT):**

The Ministry of Transport (MOT) is the project owner at central level and has an overall responsibility for the project management and implementation. MOT will also, in consultation with other relevant Ministries, responsible for reviewing and approving the Resettlement Policy Framework.

- **Traffic Safety Project Management Unit (TSPMU):**

TSPMU – as delegated by MOT, will take the overall responsibility of day-to-day oversight and implementation of the Project. TSPMU will undertake an overall supervision and provide necessary technical support to ensure smooth project implementation, including activities related to land acquisition, compensation, support and resettlement under the Project. TSPMU will assure all resettlement activities will take place in compliance with this RAP. Specifically, TSPMU will:

- Cooperate with PPCs, and relevant local competent agencies to conduct compensation and resettlement.
- Organize training and building capacity activities for PMUs at provincial level where land acquisition, compensation payment and resettlement will take place.
- Cooperate with provincial PMUs to monitor internally compensation, resettlement;
- Report periodically on resettlement progress to MOT and the WB.

LOCAL LEVEL

- **Gia Lai People's Committee (PPC):**

PPC of Gia Lai will:

- Review and approve the Resettlement Action Plan.
- Appraise and approve the results of Replacement Costs Survey.
- Direct relevant Departments and City/Districts in appraising and approving RAP within the line of authority.
- Solve complaints/grievances – as appropriate.
- Maintain an overall oversight of the RAP preparation and implementation, and provide guidance to relevant departments, City/District People's Committees, where required, to ensure effective and timely collaboration and coordination between these agencies in the preparation and implementation of site specific RAP.
- Ensure the RAP is prepared and updated in accordance with the principles set forth in this RAP. Once a RAP is concurred by the World Bank (via a No Objection), Binh Dinh and Gia Lai PCs will approve the final RAP, or designate a relevant City/District PC to ratify the RAP to enable RAP implementation at City/District levels.
- Ensure that compensation resettlement and livelihoods restoration of affected households

will be implemented and monitored in accordance with this RAP.

- **Provincial Project Management Unit (PPMU)**

PPMU will be established under the respective PPC. PPMU will represent PPC and will be responsible for day-to-day implementation of the Project at provincial level, including preparation, implementation, and monitoring and evaluation of the approved RAP. The key tasks include the followings:

During RAP preparation:

- Coordinate closely with related agencies and the WB to prepare the agreed RAP in accordance with Bank's OP 4.12.
- Develop and provide orientation training on the requirements of the RAP to ensure City/District PCs, and relevant stakeholders involved in RAP planning and implementation understand the requirement as set forth in this RAP.
- Coordinate with the relevant departments under PPC and relevant District PCs to obtain their comments/suggestions, and their consensus on RAP preparation and implementation.

During RAP implementation:

- Take lead in recruitment of two consultants – one carrying out a replacement costs survey (as mentioned at Section 6.4), and one conducting periodic social monitoring of RAP implementation (as mentioned at Section 9.2).
- Ensure the required budget for RAP implementation is timely and sufficiently allocated for planned compensation payment/resettlement – as described in the RAP.
- Update RAP and conduct internal monitoring of RAP implementation - as per requirements set forth under Section 8.3 of this RAP;
- Designate staff with solid experience in resettlement and familiar with Bank's OP 4.12 to act as a social safeguards focal point for PPMU. This focal point will provide regular support to provincial People's Committee in RAP implementation.
- Recruit a social safeguards consultant to support PPMU and resettlement boards, at district level, for implementation of RAP. The Terms of Reference for this consultant will be subjected to Bank's prior review;
- Prepare quarterly progress reports and submit those reports to the WB;
- Conduct training on requirements of project's RAP; work closely with District People's Committee and District Board for Compensation and Land Acquisition (DBCLA) in updating RAPs based on the completed Detailed Measurement Survey, consultation and Replacement Costs Survey;
- Submit updated RAP to the Bank for review and concur before implementation.

- **City/District People's Committee (C/DPC):**

C/DPC shall be responsible for:

- Preparing annual land use plan and submit to competent authorities for review and approval of changed land use plan - as prescribed by law.
- Issuing Notice of Land Acquisition and direct City/District Board for Compensation and Land Acquisition, and ward/commune-level People's Committees to implement the approved RAP.
- Directing the implementation of the RAP;

- Directing City/District Board for Compensation and Land Acquisition and ward/commune People's Committees in disseminating information and compensation and resettlement policies, conducting surveying, geodesy and DMS and implementing the RAP.
 - Directing the evaluation of compensation, support and resettlement, compensation plan approved, support, resettlement and issued a decision to withdraw the land under their jurisdiction;
 - Adjusting or grant a new land use right certificate for the land to be acquired, and for relocated households.
 - Settling complaints related to land acquisition, compensation, support and resettlement in the district within its jurisdiction.
 - Approving the compensation support and resettlement assessment to be carried out by the City/District BCLA.
- **City/District Board for Compensation and Land Acquisition (C/DBCLA):**
C/DBCLA shall be responsible for:
 - Coordinating with PPMU and ward/commune-level People's Committee to disseminate information and policies on project's compensation, support and resettlement to affected households, and conducting community consultation, surveys, surveying, detailed measurement survey (DMS) for affected assets to formulate plan for compensation, support and resettlement; being responsible for the accuracy and completeness of the survey data, surveying, and DMS;
 - Preparing the plan for compensation, support and resettlement and conducting consultation with affected households on plan for compensation, support and resettlement for review and approval by City/District PCs; disclosing the approved plan for compensation, support and resettlement to the affected households;
 - Organizing compensation payment and provision of assistance to affected people;
 - Arranging resettlement for relocated households, land acquisition, and handover of acquired land to the construction units;
 - Leading and coordinating with PPMU and ward/commune-level People's Committee to implement Livelihood Restoration Program;
 - Assisting City/District People's Committee to settle complaints concerning land acquisition, compensation and resettlement.
 - Supporting C/DPC in issuance of LURCs for land plot in the resettlement site.
 - Support the external monitoring consultant for conducting independent resettlement monitoring— as required under this RAP.
- **Ward/Commune level People's Committee:**
The Ward/Commune PC shall be responsible for:
 - Cooperating with C/DBCLA in arranging compensation payment, resettlement and livelihood restoration implementation;
 - Providing documents related to the origin of land use by affected households; confirming the eligibility of affected persons and affected assets;
 - Assisting competent authorities to resolve land disputes and complaints of affected people.

- Assisting C/DPC, C/DBCLA in organizing meetings, public consultations, socioeconomic survey during RAP preparation and implementation;
- Establishing working groups at the sub-ward/commune level to support C/DPC and C/DBCLA in conducting Detailed Measurement Survey, Replacement Costs Survey, Socioeconomic Survey, and provision of required information to support the preparation and implementation of RAP;
- Identifying replacement land for the affected households who are eligible and propose livelihoods restoration programs appropriate to the conditions of the people and the locality;
- Resolving complaints at the ward/commune level - as prescribed by the existing law;
- **Community level - Responsibilities of affected people:**
 - Cooperating C/DBCLA and Ward/Commune PC in all activities related to land acquisition, compensation, support and resettlement;
 - Handing over of the affected land to the project on time upon receiving full compensation and support package;
 - Supporting in reconciliation of households with regards to land disputes, and helping affected households in the process of resettlement and livelihoods restoration;
 - Appointing representatives in the Board for Compensation and Land Acquisition to participate in monitoring the implementation of the plan for compensation, support and resettlement.

All stakeholders, particularly stakeholders at project level, including PPC, PPMU, City/District PC, Ward/Commune PCs, have extensive experience implementing resettlement program in Vietnam, including experience implementing projects financed by the World Bank that involve resettlement and livelihoods restoration. During RAP preparation, there has been an active participation from City/District PCs and ward/commune PCs, which contributes to the effective preparation of this RAP. During project implementation, these agencies will continue to contribute to the updating of RAP to reflect the results of the detailed measurement survey, replacement costs survey, and consultation with affected households on the proposed compensation and support packages. In terms of monitoring, these governmental agencies will continue to cooperate closely with the PPCs and City/District PCs to implement and monitor the RAP implementation. An external monitoring consultant will be engaged by TSPMU to provide an independent assessment of RAP implementation – in addition to internal monitoring done by PPMU, City/District PCs, and PPC. Despite of the fact that these stakeholders are experienced with resettlement program, when the project starts implementation, these agencies will be invited to participate in additional trainings organized by TSPMU - with WB technical support, in order to update them on the new policies requirements and good implementation practices, as well as the new requirements on gender mainstreaming to ensure smooth and satisfactory RAP implementation.

7.2 Updating of RAP

7.2.1 Key issues subject to RAP Updating

After completion of detailed measurement survey if there are significant changes in scope of impact and replacement costs, this RAP needs to be updated and submitted to Bank for review prior to implementation. When updating, the RAP needs to reflect the results of the following exercises which will be done.

- *Detailed Measurement Survey*
- *Additional Socioeconomic Survey* – only in case where there is significant changes in technical design which increase/decrease remarkably the number of affected households.
- *Additional Public Consultation* with affected households, particularly on:
 - Resettlement options,
 - Needs assessment that PAP expect to support their livelihood restoration.
 - Health issues (potential social risk related to HIV/AIDS and STI contraction among both construction workers and local people).
 - Training on Traffic Safety.
- *Replacement Costs Survey*
- *Ethnic minority issues.*

7.2.2 Approval of updated RAP

The updated RAP needs to be submitted to the Bank for review and endorsement. Implementation of updated RAP could be proceeded only when the updated RAP is agreed by the Bank, indicative of the Bank's No Objection to the implementation of the updated RAP.

7.3 Implementation of RAP

(i) Public meeting with PAP: During RAP implementation process, PPMU - in collaboration with DBCLA must continue to hold public meetings with PAP to agree with PAP on the results of Detailed Measurement Survey, replacement costs survey, and compensation packages. The meetings should be organized to update PAP on design of resettlement sites – once approved by Gia Lai PC, and any update on the compensation and support policies, if any, in 2017. Meaningful feedback from public meetings should be considered carefully and integrated in the subproject design and mitigation measures.

(ii) DMS and replacement cost survey: By this time, DMS has been carried out but has not been completed. Once completed, the DMS should be shared with PAP for PAP's verification. Also, as soon as the replacement cost survey is completed and compensation rates are approved, meetings with PAP should be hold to ensure PAP know the approved compensation package and resettlement option for their continued feedback for final agreement on the compensation and resettlement package.

(iii) Preparation of compensation and resettlement plan, appraisal and approval: compensation and resettlement plan, once approved, should be submitted to the World Bank for prior review prior to district's approval for implementation.

(iv) Payment of compensation and allowance: According to Article 93 of Land Law 2013, within 30 days since the date the Decision for Land Acquisition is issued to affected households, payment of compensation and allowances for AHs has to be proceeded by District Department. In case where affected households refused to receive the payment or have family conflict, the payment amount must be deposited in an escrow account which is the District State Treasury until the issue has been resolved and the affected households are ready to receive their compensation package.

(v) Arrangement of relocation and land acquisition: To assure relocation of affected households is done in a way that minimizes identified adverse impact on the livelihoods of PAP, consultation must be hold timely with PAP to ensure PAP agreed on the compensation package and confirm their preferred resettlement option to assist an effective relocation and land acquisition process.

(vi) LRP implementation: during RAP implementation, the LRP must be updated – on the basis

of additional consultation with PAP. Consultation with PAP for updating LRP should only be done after PAP decide on where and how the relocate, and agree on the proposed compensation package. LRP should be conducted as a needs assessment – with structures survey to be able to quantify the number of LRP participants, methods and mode of training, the number of trainings for each training subjects.

(vii) Grievance redress: during RAP implementation, PAP should be informed again of the Grievance redress mechanism to make sure complaints, if any, are effectively solved to avoid any possible delay in relocation, compensation payment, and land acquisition process.

(viii) Monitoring and evaluation. PMU needs to start the internal monitoring process by appointing a specialized staff to help PMU work closely with DBCLA and other relevant governmental agencies to finalize the compensation and resettlement plan, and monitor the implementation process. An independent monitoring consultant needs to be recruited to help PMU with a more specialized monitoring exercise and to evaluate the results of the resettlement implementation.

7.3.1 Affected Ethnic minority

Once the RAP is updated, issued related to EM peoples, including a) the number of affected EM households, b) EM's feedback on their preferred support for livelihood restoration, c) issues related to relocation of affected graves to meet their customs and habits, will be updated and reflected consistently in this RAP and respective EMDP for Gia Lai.

Affected EM will be compensated and supported in accordance with this RAP. In addition, affected EM, including EM peoples who are not adversely affected but are living in project area will receive additional development support, as job training, agricultural extension training, access to loan, etc. as some EM households mentioned during the consultation with them.

7.3.2 Resettlement Arrangement

- **Resettlement Subproject**

A stand-alone resettlement subproject will be prepared separately by the PPMU - for the purpose of approval by District's People's Committee as per local regulations. The resettlement subproject will be prepared in accordance with the resettlement principles set forth in Section 5.1.2 (above), and will be done in conjunction with the Livelihoods Restoration Program set forth in section 5.3.4 and with implementation arrangement described in section 6.3.2. Altogether, compensation payment, resettlement arrangement and support for livelihoods restoration will be done in close coordination with close consultation with relocating households so as to minimize the adverse impact on the resettlement and livelihood restoration process of the relocating households.

- **Resettlement Site**

There are 87 households would need to relocate as the result of the project. These relocated concentrate primarily in the communes of Tan An, Cu An, and An Phu. There are no resettlement sites currently available in the vicinity of these communes. More consultation will be made with affected households, particularly when the detailed design is completed so that exact number of relocated households could be confirmed and consultation on resettlements options could be meaningfully conducted and updated in this RAP. Depending on the number of relocated households and the preference of the affected households, affected households will be consulted to enable them to make an informed choice of new resettlement area that are suitable to their preference for livelihood restoration and development.

- **Physical Relocation**

Relocation of affected households need to be carefully done in close consultation with relocated households. For households who plan to move to the resettlement site, PMU needs to maintain a close coordination with relocated households. Effort needs to be made to ensure impact on current houses, including business combined with house, are minimized by ensuring that appropriate construction measures are developed and carried out in a manner that causes no or minimal impact on living activities of the household along the project road until their new houses (either in the resettlement site or elsewhere) are ready to relocate to. This aims to minimize the loss of income and the need for house renting which affect both living and income generation activities of the affected households.

7.3.3 Gender Monitoring Plan

Gender Monitoring. During RAP implementation, key indicators (underlined below) of gender should be monitored and reflected in internal and external monitoring reports.

- *Consultation participation:*

Ensure women are invited to participate in public consultations and group discussions during the RAP updating and implementing process. At least 20% of participants in consultation meeting are women.

- *Compensation disbursement.*

Ensure that the process of compensation disbursement is transparent and that compensation is in the name of both spouses. Presence of both husband and wife at the compensation payment session should be encouraged.

C/DBCLA must ensure that the affected persons are guided carefully on how the compensation would be made – in cash or through bank transfer so that affected households have sufficient time to prepare themselves and a safe reception of the compensation money.

- *Livelihoods Restoration*

Assess women's requirements for skills training to facilitate income restoration. 100% of severely affected households who confirm their need for job counseling/training/job introduction will be invited to consultation session(s) with participation from women representing these households.

Consider providing women with employment opportunities generated under the project. All contractors participating project construction will inform PPMU of job opportunities appropriate for local women and men so that PPMU can inform the affected households.

Explore opportunities to link women to self-help groups and microfinance programs.

7.3.4 Livelihoods Restoration Program

- **Purpose**

The LRP is fundamental to achieving the objective of the World Bank's OP 4.12 on Involuntary Resettlement. For those who lose their house, or house-based income, or both, they are likely to face risk of impoverishment. The socioeconomic survey and focus group discussions showed that those who lose houses and/or house-based businesses and have to relocate, would face challenging in restoring their income because the new location may not always assure their income restoration. Similarly, for those who lose income from agricultural production –either from crops or animal husbandry, they are likely to face difficulties in buying new land to continue farming, particularly buying land in the vicinity of their existing house.

Given this, a practical LRP, taking into account the needs of affected households and the advice of vocational experts, is important to making sure affected households could receive reliable

technical support that could help them build/improve their skills for their new business – either new business type, or same business but in a new location. Because of the complexity in development of skills for income generation, a needs assessment needs to be made to collect further information to make the LRP realistic as well as feasible. The needs of affected households in terms of new business would become clear when affected households figure out how they would want about their future– following the resettlement and/or loss of productive land. As such, this LRP will be updated prior to RAP implementation.

- **Eligibility**

Since the LRP aims to help PAPs improve, or at least restore, their livelihood (which include their income), the following households are eligible to participate in program:

- Households who lose 20% or more of their agricultural land;
- Poor/vulnerable households who lose 10% or more of the agricultural land;
- Households who lose income from their current business– regardless status of registration and own or rent house-based business;
- Household who will physically relocate;
- Household who lose income from the leased land.
- Households who experience cumulative impact - as mentioned in section 2.1.9 (above).

Each of eligible household could send two representatives (ideally one male and one female) to the registered training program. Household representative should be within working-age and are committed to attending the entire training program. All costs for training courses will be covered by the project.

- **Key developmental activities of the LRP**

- **Agricultural extension.** For those who are active in farming and wish to continue farming activities, agricultural trainings will be provided – based on their specific needs.
- **Business Development.** For those who run home-based business, they will be trained on business development skills, and will be able to join in a vocational training of their choice.
- **Credit loan.** For those who wish to borrow loan to develop their new business, their credit access will be facilitated by PPMU and City/District PCs.

- **Update of LRP**

The LRP will be updated on the basis of consultation with affected households (needs assessment) after they have fully received their compensation package, and decided on resettlement options (for those who resettle). This will assure consultation with PAPs on their future business plan is meaningful and PAPs are more likely to peruse trainings that they request. The needs assessment needs to take into account both men and women’s concerns (gender based).

Where possible and effective, this Livelihood Restoration Programs could be mainstreamed into on-going District’s development program. Once updated, the LRP will contain the following elements:

- List of specific activities and corresponding costs;
- Responsibilities of stakeholders for each of activities;
- Specific methods and training program for each training activities;
- Implementation schedule;
- Monitoring and evaluation

- **Budget**

The costs incurred with implementation of the entire LRP – based on needs assessment, will be covered by the TSPMU. Affected households will not pay for any costs associated with their training. They will be provided with an allowance covering their costs of travel and meals and accommodation for the actual days that attend the training.

- **Monitoring**

The implementation of the LRP is subject to monitoring and evaluation of TSPMU (internal monitoring), and the external monitoring which will be done by TSPMU's external monitoring consultant to ensure the Bank's policy objective is met.

7.3.5 Implementation Schedule

The following schedule is set to ensure the land acquisition plan is implemented in coordination with the construction plan.

	Activities	3/2018	6/2018	9/2018	12/2018	3/2019	6/2019	9/2019	12/2019	3/2020	6/2020	9/2020	12/2020	3/2021	6/2021	9/2021	12/2021	3/2022	6/2022
1	Notice of Land Acquisition	█																	
2	Conduct Detailed Measurement Survey	█	█																
3	Conduct Replacement Costs Survey	█	█																
4	Finalize Draft Compensation Plan		█																
5	Update draft RAP to reflect DBCLA compensation plan		█																
6	Submit Updated RAP to WB for No Objection			█															
7	Disclose Draft Compensation Plan				█														
8	Engage External Monitoring Consultant					█	█												
9	Finalize Compensation Plan					█	█												
10	Issue Decision of Land Acquisition					█	█												
11	Start and Complete compensation payment						█	█											
12	Start site clearance						█	█											
13	Land Hand-Over							█	█										
14	Resettlement Site								█	█	█	█							
15	Relocating to Resettlement Site											█	█	█					
16	Delivery of LURC													█	█	█	█	█	
17	Internal monitoring (TSPMU)						█	█	█	█	█	█	█	█	█	█	█	█	
18	External monitoring (TSPMU Consultant)												█	█	█	█	█	█	█

VIII. GRIEVANCE REDRESS MECHANISM

8.1 Requirements of the Grievance Redress Mechanism

The World Bank's OP 4.12 on Involuntary Resettlement requires any RAPs that are prepared for Bank financed projects need to establish a grievance redress mechanism to address grievance and complaints that may arise from affected households during RAP implementation.

A mechanism will be put in place to ensure all concerns and complaints of PAP are recorded/registered appropriately, and addressed in a manner that is fair, timely, and constructive. PAP will be informed of the grievance management procedure, as well as their rights to take their grievances to the agencies responsible for handling their complaints as well as informational queries. PAP will also be informed that their use of this grievance mechanism will be free of charge, even when their cases are elevated to the Courts of Law. All costs related to handling and solving of the complaints are covered by TSPMU, and are included in the budget for RAP implementation.

8.2 Grievance Redress Procedure

The following steps can be taken by the complainants. However, the complainants maintain the right to resort to the courts at any time.

8.3 Grievance Management & Monitoring

First Stage –Ward/Commune People's Committee (WPC):

PAP may submit their complaint – either in written or verbal, to the office of the Ward/Commune People's Committee. W/C PC will receive the complaints and will notify the W/C PC leaders of the complaint. The Chairman of the W/C PC will meet the complainant in person and will solve it within 15 days following the receipt of the complaint.

Second Stage –City/District People's Committee (C/DPC):

After 15 days since the submission of the complaints, if the aggrieved person does not have any response from the W/C PC, or if the aggrieved person is not satisfied with the decision taken on his/her complaint, the PAP may take the case, either in written or verbal, to the Reception Unit of City/District People's Committee. The City/District People's Committee will have 30 days since the date of receipt of the complaint to resolve the case. The City/District People's Committee will register all the complaints submitted and will inform the District Board for Compensation and Land Acquisition of the City/District PC's resolution/assessment results. Aggrieved person may elevate the case to the Courts of Law if they wish.

Third Stage – Provincial People's Committee):

After 30 days, if the aggrieved PAP does not hear from the City/District PC, or if the PAP is not satisfied with the decision taken on his/her complaint, the PAP may escalate the case, either in writing or verbal, provincial People's Committee, or lodge an administrative case with the City/District People's Court for resolution. The provincial PC will have 45 days to resolve the complaint to the satisfaction of all the concerned. The provincial PC secretariat is also responsible for registering all complaints that are submitted. Aggrieved person may elevate the case to the Courts of Law if they wish.

Final Stage - Courts of Law:

After 45 days following the submission of the complaint at provincial PC, if the aggrieved PAP does not hear from the provincial PC, or if PAP is not satisfied with the decision taken on his/her complaint, PAP may take the case to a Courts of Law for adjudication. Decision by the court will

be the final decision.

Decision on solving the complaints must be sent to the aggrieved PAPs and concerned parties, and must be posted at the office of the People's Committee where the complaint is solved. After 3 days, the decision/result on resolution must be made available at ward level and after 7 days at the district level.

- **Grievance Management**

- **City/District PC and Ward/Commune PC**

- City/District People's Committee, and Ward/Commune PC will maintain a logbook for recording queries, suggestions and grievances of PAP. All complaints will be assessed and resolved in accordance with the a fair, timely and constructive manner -

- **PPMU**

- A focal point who is responsible for administering grievance mechanism on behalf of PMU will be appointed by PMU. This staff will act as a liaison officer (with DBCLA and C/WPC) and will perform the following key tasks:

- Work closely with DBCLA and WPC to respond to any informational queries from PAP;
 - Keep track of overall grievance management process on behalf of PMU.
 - Maintain a grievance log with basic information, including a) **Receipts** (name of complainant, complainant's story and expectation; date the grievance was received and recorded, b) **Tracking** (progress – pending/solved, agreements and commitments made), and **Closeout** (resolution outcome).

- **Monitoring:**

- An External Monitoring Consultant (EMC) will be engaged by TSPMU to evaluate the effectiveness of the grievances mechanism. The monitoring will identify common or recurrent claims that may require structural solutions or adjustment to compensation policy. The EMC may recommend measures to be taken to redress unresolved grievances.

IX. MONITORING AND EVALUATION ARRANGEMENT

9.1 Objective of monitoring

To ensure activities and commitments described in the approved RAP is implemented fully and timely, monitoring and evaluation of the RAP implementation should be maintained by the Project Owner. While monitoring of the RAP implementation aims to collect, on a regular basis, information reflecting the RAP implementation results (See Appendix 2 for suggestive indicators) the evaluation of RAP implementation aims to analyze the information collected throughout monitoring process, to evaluate - at outcome level, to extent to which the RAP is executed in accordance with the agreed schedule and methods, and that the RAP implementation meets the objective of the World Bank's Operational Policy 4.12 on Involuntary Resettlement. In case where gaps (between resettlement action plan and actual implementation) are identified during the implementation process, corrective measures will be proposed and implemented timely by PPMU.

9.2 Internal Monitoring

9.2.1 Requirements for internal monitoring

PPMU is responsible to conduct internal monitoring on resettlement implementation. PPMU will assign a specialized PMU staff to conduct internal monitoring with key assignments as below:

- Coordinate with related agencies in process of RAP implementation;
- Collect necessary data – as required by this RAP, to set up a database of resettlement for RAP implementation progress reports for internal monitoring purpose;
- Identify any pending issues/non-compliance issues during RAP implementation;
- Work closely with the Independent Monitoring Consultant to oversee the implementation of RAP;
- Receive and report complaint of affected people to competent authorities for resolving

The internal monitoring on RAP implementation should be conducted monthly and reported quarterly to ensure any issues that may arise so as to take timely and appropriate action.

9.2.2 Key indicators for internal monitoring

The following suggestive criteria could be used for internal monitoring by PPMU:

- Number of affected persons according to types of impacts;
- Status of compensation payment, resettlement, and income restoration;
- List of outstanding complaints;
- Final results on solving complaints and any outstanding issues that demand management agencies at all levels to solve;
- Issues that arise during the implementation process;

Monitoring done by PPMU could be coordinated with external monitoring when the external monitoring consultant is engaged by TSPMU and starts the service.

9.3 External Monitoring

9.3.1 Purpose of external monitoring

In addition to internal monitoring done by PPMU, TSPMU needs to engage an External Monitoring Consultant (EMC) to conduct periodically independent monitoring on implementation of RAP. The EMC will be recruited based on their experience on application of

Bank's safeguards policy and on monitoring and evaluation of RAP implementation. TSPMU will prepare a TOR for this assignment which will be reviewed by the World Bank prior to recruitment. The recruitment will be based on the bidding process in accordance with the relevant procurement law of Vietnam.

The purpose of external monitoring is to monitor the implementation of the approved RAP to ensure the implementation is in compliance with regulations and policies stipulated in the RAP. EMC also conduct a final monitoring and evaluation of resettlement implementation when all resettlement activities have been completed for 6 months. Periodical and final reports should include all findings from monitoring and evaluation and corrective action plan (if needed) to submit to TSPMU and the World Bank.

9.3.2 Assignments of EMC

As a specialized unit, EMC is expected to monitor and evaluate the results of the RAP implementation with regards to the following three key aspects:

- *Performance* (Process, including compliance),
- *Impact* (Outcome); and
- *Sustainability* (upon Completion of the RAP implementation).

While internal monitoring of RAP implementation process is maintained quarterly, external monitoring should be conducted twice a year, and an evaluation after six months following the completion of resettlement. EMC must prepare a bi-annual report on findings from each monitoring mission, consolidating all the findings from the last internal monitoring reports, and submit to TSPMU and World Bank. The report requirements will be detailed in the Terms of Reference for EMC.

9.3.3 Key indicators of external monitoring

The following suggestive indicators should be used by the EMC:

- Payment of compensation: a) full payment to be made to all affected persons before land acquisition; (b) adequacy of payment to replace affected assets.
- Provision of assistance for PAPs who have to rebuild their houses on their remaining land, or building their houses in new places as arranged by the project, or on newly assigned plots.
- Assistance for recovering livelihood/income sources.
- Community consultation and public dissemination of compensation policy: (a) PAPs should be fully informed and consulted about land acquisition, and relocation activities; (b) community consultation procedures and how to solve these problems; (c) public awareness of the compensation policy and entitlements will be assessed among the PAPs; and (d) assessment of awareness of various options available to PAPs as provided in the RAP.
- Affected persons should be monitored regarding the restoration of productive activities.
- PAPs' satisfaction on compensation, assistance and resettlement will be monitored and recorded. Effectiveness of the complaint mechanism and speed of complaint settlement will also be monitored.

9.3.4 Duration of External Monitoring

It is expected that the duration for external monitoring will be started from the month of compensation disbursement until the six months following the completion of all resettlement

activities.

X. COSTS AND BUDGET

For the purpose of project preparation, a preliminary cost estimate is prepared on the basis of consultation with Gia Lai PC, C/DPC, and consultation with local people for similar land and assets in the vicinity of the project area. The following table summarizes the estimated costs for compensation payment of affected assets, including residential and agricultural land, houses, structures, graves, trees and crops, businesses, etc., costs as allowance, support, etc.).

When the detailed measurement survey and replacement costs survey (conducted by independent appraiser) are completed, the results of these two surveys will be applied for calculation of the compensation package for affected households. Once the consultation with affected households on compensation plan is completed, the total cost estimate will be updated to reflect such change in case adjustment of compensation rates is made.

All costs related to compensation, support, livelihoods restoration, including monitoring and evaluation will be borne by TSPMU.

Table 9 – Costs of Resettlement Program

No.	Items	Areas	Unit Price	Unit	Amount (VND)
I	Compensation for Land and Structure			VND	
1	Agricultural land	1,745,967	20,000	VND	34,919,334,800.00
1,1	2% as transaction cost				698,386,696.00
	Residential land	54,790	1,500,000	VND	82,185,405,000.00
1,2	2% as transaction cost				1,643,708,100.00
	Sub Total (a)				119,446,834,596.00
	Compensation for structures	6,633		VND	
2	Houses and other secondary structures	6,633	2,500,000	VND	16,582,950,000.00
2.1	Compensation for crops and trees				
3	Rice, crops	48,388	5,000	VND	241,940,000.00
3.1	Crops temporarily affected	9,800	5,000	VND	49,000,000.00
3.1	Sub Total (b)				290,940,000.00
4	Support			VND	
4.1	Support in training, job change and job search	191,476	40,000	VND	7,659,054,400.00

4.2	Livelihood Stabilization	352	300,000/month	VND	1,267,200,000.00
4.3	Transportation	80		VND	235,000,000.00
4.4	Support for vulnerable groups	38	2,500,000	VND	95,000,000.00
	Sub total (C)				9,256,254,400.00
II	Independent Monitoring			VND	1,500,000,000.00
	Total (I+II)				147,076,978,996.00
III	Management Cost (2% of total			VND	2,941,539,579.92
IV	TOTAL (I+II+III)			VND	150,018,518,575.92
V	Contingency (10%)			VND	15,001,851,857.59
VI	GRAND-TOTAL (IV+V)			VND	165,020,370,433.51

Budget flow: All the costs (shown in the table above) will be provided by TSPMU. The budget will be allocated from and by TSPMU and will be transferred to PPMU for compensation payment to the affected households.

APPENDICES

Appendix 1 – Entitlements Matrix

Type of Impacts	Application	Entitlements	Implementation Arrangements
A. PERMANENT IMPACT			
1.AGRICULTURAL LAND	<i>Land users with LURC, or eligible for LURC</i>	- Compensation will be at full replacement costs; and	PAP will be notified at least 90 days prior to land acquisition and receive compensation and allowances at the latest one month before land acquisition. The owner of land will hand over the land within 20 days since full compensation and allowances have been paid.
	Marginal loss (<20% of land holding or <10% for vulnerable group), the remaining area is still economically viable for use or meets expected personal yield.		
	Significant loss >=20% or >=10% for vulnerable groups	<p>Compensation will be at full replacement costs.</p> <ul style="list-style-type: none"> • Compensation will be paid in cash at full replacement cost for all the affected area within governmental allocated quota of 3ha. For area exceeding the 3ha-quota, compensation will be made only for the Remaining Land Investment Costs³, which is the costs already invested in the land but has not been recovered by the time of land acquisition (Article 129,130 of Land Law 2013). <p>ALLOWANCES: Severely affected households will be provided with additional allowances for life stabilization and participating in livelihoods restoration program (see Section 8 on ALLOWANCES below).</p>	<p>PAP will be notified at least 90 days prior to land acquisition and receive compensation and allowances at the latest one month before land acquisition.</p> <p>The owner of land will hand over the land within 20 days since full compensation and allowances have been paid.</p>
	<i>Land users without formal or customary rights to land</i>	Compensation for land will not be paid but cash assistance will be provided - on the basis of land origin, land use history, reasons for un-eligibility, and the time when the land was put into use – as per Land Law 2013 and provincial most updated	Gia Lai PC will make decision

³“Remaining Land Investment Costs”, as per Land Law 2013, are costs that the land user has invested in land but have not been fully recovered by the time of land acquisition. These includes, for instance, costs of: a) landfill, b) soil fertility improvement, soil erosion prevention (for farming purpose), c) foundation preparation (for business purpose), d) other investment as appropriate to the land use purpose (Article 3, Decree 47/2014/ND-CP).

Type of Impacts	Application	Entitlements	Implementation Arrangements
	<i>Leased Right</i>	<p>regulations.</p> <ul style="list-style-type: none"> • <i>PAP renting land managed by government</i> <p>No compensation for the affected land, but for the Remaining Land Investment Cost.</p> <p>Compensation paid at full replacement cost for affected assets (structures, crops, trees) on rental land if they have been created before the cut-off date.</p> <ul style="list-style-type: none"> • <i>PAP renting private-owned land for farming purpose:</i> <p>Compensation for land at replacement cost for the land owner;</p> <p>Compensation for a) affected assets (structures, crops, trees) at replacement cost for the renter if the affected assets have been created before the cut-off date; and b) the remaining rental contract value.</p>	<p>Remaining Land Investment Cost will be calculated on the basis of survey – in line with Article 76 of Land Law 2013.</p>
2.RESIDENTIAL LAND	<i>Land Users with LURC, or eligible for LURC</i>	<p><i>Loss of residential land with no houses/structures on it:</i> compensation for loss of land will be paid in cash at full replacement cost.</p> <hr/> <p><i>Loss of land with houses built thereon, and the remaining (non-acquired) land is adequate to reorganize</i></p> <ul style="list-style-type: none"> • Compensation at full replacement cost for the affected land. Compensation for affected house is as follows: • <i>Partially affected house and remaining part is usable: compensation at full replacement cost for the affected part and actual costs for repairing the remaining part without deduction of salvageable materials.</i> • <i>Fully affected house: compensation at full replacement cost for the entirely affected house.</i> • <i>In case the remaining land is insufficient to build a new house, the affected household could request converting the agricultural land adjoining with the affected residential land into residential land but not exceed residential land quota –as</i> 	<ul style="list-style-type: none"> • PAP will be notified at least 180 days prior to land acquisition.

Type of Impacts	Application	Entitlements	Implementation Arrangements
		<p>specified by Gia Lai PC.</p> <p><i>Loss of land with houses built thereon, and remaining (non-acquired) land is not adequate to rebuild the house (relocateed PAP):</i> Compensation for loss of land and houses will be paid at full replacement cost. Affected households are entitled to allocation of a plot of land in project’s resettlement site. In case compensation value for the affected residential land is less than the cost of a minimum land plot in the designated resettlement site, relocated households will be provided with a cash support equal to the difference to enable them to have the land plot in the resettlement site. If AHs prefer self-relocating to other place, an amount of cash support, equal to the difference between the cost of the minimum land plot in the designated resettlement area and total compensation amount for the affected residential land, will be provided to the relocating households. [Article 86 of Land Law 2013, Article 27 of Decree 47/2014/ND-CP]. PAP will be provided for cash resettlement assistance (see item 8) and compensation for house/structure if created before the project date (see item 3).</p>	<ul style="list-style-type: none"> • Resettlement land/house will be arranged in line with Article 86 and Article 87 of the Land Law, Decree No. 47/2014/ ND-CP, and Article 20, 22 of Decree No. 43/2014. • Relocated households who have no other residential land or house within project ward/commune are entitled to buying a plot of land/an apartment and pay by instalment, or rent it for living. • AHs are paid compensation and allowance at the latest one month before land acquisition.
	<p><i>No formal right to affected land</i></p>	<p><i>Loss of land with houses built thereon, and the remaining (non-acquired) land is adequate to reorganize:</i> - Compensation for affected land if used before 1 July 2004 and the land was obtained by encroachment. PAP will be provided a new residential land plot in the project’s resettlement site with levy collection, or are entitled to buying a new resettlement house, if they have no place in the project commune/ward to move. If the households use land with house thereon from 1 July 2004 to before 1 July 2014, they will not be financially assisted as per Land Law but will be considered for a financial support as proposed by PPC on a case by case basis. The remaining affected land will be acquired. - Compensation for partly or entirely affected house/structure</p>	

Type of Impacts	Application	Entitlements	Implementation Arrangements
		<p>(see Item 3).</p> <p><i>Loss of land with houses built thereon, and remaining (non-acquired) land is not adequate to rebuild the house (relocated PAP):</i></p> <p>Compensation for land and house is as follows:</p> <ul style="list-style-type: none"> • If PAP uses non-agricultural land⁴ with house on it - prior to 1 July 2004, and the land was obtained by encroachment, PAP will be provided with a new residential land plot - with levy collection, in the project's resettlement site, or are entitled to buying a new resettlement house if they have no place to move by the time of land acquisition <i>Article 7 of Decree 47/2014/ND-CP, Article 80 of Land Law 2013</i>]. • If PAP is not eligible for LURC (as specified at Article 22 of Decree 43/2014/ND-CP) and is using land with house on it, and their violation with the Land Law has not been settled with preventive action by local authority, PAP will be compensated for house at full replacement costs and will be provided with financial assistance in accordance with PPC's regulations. <p>In addition to compensation payment, affected households are entitled to a) transportation allowances (see <i>Allowances</i> under Section 6.2.3), b) participating in the Livelihoods Restoration Program (see Section 6.2.4 below for <i>LRP</i>), and conditional bonus (as specified by Gia Lai PC by the time of compensation payment).</p>	
3.HOUSES/ SECONDARY STRUCTURES/ EQUIPMENT/ PRODUCTION LINE, ETC.		<p><i>For non-movable houses and secondary structures,</i> compensation will be at full replacement costs for affected houses and structures - regardless of the legal status of the affected land, houses, or structures.</p> <p><i>For movable houses and structures</i> such as those that are pre-</p>	<p>Replacement costs includes a) market cost of the materials to build a replacement structure with an area and quality similar, or better than those of the affected structure, or to repair a partially affected structure, b)</p>

⁴Non-agricultural land – as prescribed at Article 10 of Land Law 2013, include land such as public land, river land, industrial land, production land, etc.

Type of Impacts	Application	Entitlements	Implementation Arrangements
		<p>engineered to allow disassembly and re-installation, compensation will cover all costs of disassembly, transportation, re-installation, and other costs incurred during this entire process, which is equivalent to 30% of total costs of construction of a new, similar building (Article 91 of Land Law 2013, Article 23 of Decree No. 47/2014/NĐ-CP. In case where the 30% compensation rate is not sufficient as full replacement costs, costs evaluation will be done by City/District PC, or independent price appraisal consultant to assure a full replacement cost is paid.</p> <p><i>For equipment and/or production line</i>, affected business who own the equipment or production lines will be compensated for all costs associated with the disassembly, transportation, re-installation of the affected equipment and/or production line. A consulting firm specialized in appraisal for such equipment/production lines will be engaged by the TSPMU to estimate the costs which are subject to review and approval of Gia Lai PC. Costs associated to this process will be paid at full replacement cost.</p> <p><i>For small assets requiring specialized installation</i>, including landline phone, water connection, electric connection, cable TV, internet connection, etc., all costs related to uninstallation and re-installation at new house/business premise will be compensated at full replacement costs.</p>	<p>the cost of transporting building materials to the construction site, c) the cost of any labor and contractors' fees, d) the cost of any registration and transfer taxes. Structures shall be evaluated with regards to its value individually.</p>
<p>4. CROPS, TREES, AND AQUACULTURE PRODUCTS.</p>	<p>LURC, eligible and not eligible for LURC</p>	<p>For annual and perennial trees, standing crops, or aquaculture products, compensation in cash will be paid at full replacement cost, irrespective of the legal status of the land, and are in line with Article 90 of the Land Law 2013. Movable crops such as orchard trees will not be compensated but transportation of the trees to new location is supported as specified by District Board for Compensation and Land Acquisition. If replanting of trees in new location incurs costs, such full costs will be compensated for.</p>	<ul style="list-style-type: none"> • Calculation of compensation for crop is based on the highest productivity of one crop of the last 3 years. • Calculation of compensation for trees is based on age and diameter of the tree. • PAP has the right to use salvageable trees.

Type of Impacts	Application	Entitlements	Implementation Arrangements
		Aquaculture that reaches harvest time by the time of land acquisition will not be compensated for.	
5. BUSINESSES		<p><i>For economic loss resulting from contract termination:</i> For households/individual who rent government- or private-owned land for non-farm business, and the land rental is made on renewable contract basis. By the time when the affected land must be returned to government but the land lease contract is still valid, compensation will be paid – as agreed upon in the land lease contract, if any.</p> <p><i>For affected assets, such as houses, structures, equipment, production line, and other small assets,</i> compensation will be paid at replacement costs principle.</p> <p><i>For loss of income incurred by business owner,</i> the mechanism for compensation is as follows:</p> <ul style="list-style-type: none"> • For registered businesses, compensation will be paid in cash for the loss of net business income, equivalent to 50% of the annual average net income - as declared with the tax agency during the recent three years (This amount is equivalent to 100% of monthly net income for 6 months). • For non-registered businesses, whose operations are recognized by local authority and whose net income for non-registered businesses are affected, compensation will be paid in cash for the income losses for at least three months. • For households who do retailed business. They do not have business license and do not pay tax, including also <i>squatter</i> whose business are located on the right of the way, compensation will be a one-time allowance of 3 million VND per household. <p><i>For loss of income incurred by business employees:</i></p> <ul style="list-style-type: none"> • Employees who permanently lose their existing job due to acquisition of land on which the business are located will receive an unemployment allowance at the basic wage level 	PAPs will be given priority for business relocation at conveniently located place in order to maximize their benefit from business opportunities. At the time of compensation, allowances will be adjusted to account for inflation.

Type of Impacts	Application	Entitlements	Implementation Arrangements
		<p>for up to 6 months. Cash assistance for vocational training will be provided to the affected employee. Gia Lai PC will decide on the assistance level for vocational training.</p> <ul style="list-style-type: none"> • If they lose their income only temporarily during the business transition period, they will be supported with an allowance as specified by City/District PC. 	
6. GRAVES		<p>Compensation payment for affected graves includes full costs associated with a) land for re-burial, b) excavation, c) relocation, d) reburial, e) construction of new tombs, and f) other reasonable related costs which are necessary to meet local customs and habits.</p> <p>Land for relocation of all affected graves will be provided at a graveyard designated by the District PC. In District graveyard is not available, compensation payment will cover costs for buying land for reburial.</p> <p>In case owner of the affected graves could not be identified, public announcement have to be made (on TV, popular newspaper) for a number of times to look for the grave owners. Within a reasonable time, if grave owners could not show up, the relocation of graves should be done by a specialized unit in consultation with the District Department of Health. The geographical location and status of the graves (with photos taken in details), the procedure of grave relocation, and the new location of the graves have to be documented carefully for the owner's use at a later time.</p>	<p>The relocation of graves should be done on the basis of full consultation with the affected households to meet customs and habits of affected households.</p> <p>Affected households will be informed of the location of this graveyard so that they can decide where to relocate the affected graves (to the designated graveyard, or to somewhere else in accordance with their customs and habits).</p>
7. PUBLIC STRUCTURES/ COMMUNITY ASSETS		<p>Where public structures such as schools, health centers, libraries or other cultural centers, recreational parks, public roads, water transmission pipelines, and electricity transmission lines are affected, such affected works will be restored/repared to ensure normal operation at no cost to the local community.</p>	
8. ALLOWANCES	Affected residential land/houses and relocation	<ul style="list-style-type: none"> • Transportation Allowance: • For households who need to resettle in a new residential area, an amount of 6,000,000 VND will be provided 	<p>Relocation plan needs to be discussed clearly with affected households to minimize the time duration for</p>

Type of Impacts	Application	Entitlements	Implementation Arrangements
		<p>if they physically relocate within the area of Gia Lai province. If relocating outside of province, the transport allowance will be 10,000,000VND, or Gia Lai's regulations, whichever higher. House Renting Allowance/ Temporary Accommodation: House renting allowance or temporary accommodation will be provided to relocating households, and re-organizing households (where required) for the actual time during which they have no other accommodation due to having to hand the affected land over (as required by the project) while having not completed yet construction of the new house. An actual amount will be provided to each relocating household for a period of 6 months. For re-organizing households, this amount will be provided for three-month period. Subsistence allowance: equivalent to the market value of 30 kg of rice/person/month for 3 months if PAP have to rebuild house on their remaining land and for 6months if PAP have to relocate to new site.</p>	<p>temporary accommodation as this may affect the income generation activities/livelihoods of the affected households.</p>
	<p>Severely affected agricultural land</p>	<p>Allowance for Livelihood Stabilization (during transition period):</p> <ul style="list-style-type: none"> i. PAPs losing 20% - 70% of their agricultural landholding (or 10% - 70% for the poor, near-poor, and vulnerable groups) will be provided with an allowance of 500.000VND/person/month for 6 months if they do not have to relocate, and for 12 months in the case of relocation. In some special cases, allowance may be provided up to 24 months; ii. PAPs losing more than 70% of their agricultural landholding will be assisted at the above rate for a period of 12 months if they do not relocate, and 24 months in the case of relocation. In some special cases, the allowance may be provided up to a maximum of 36 months; iii. PAPs affected by less than 20% of the land and their remaining land is not economically viable will 	

Type of Impacts	Application	Entitlements	Implementation Arrangements
		<p>receive the allowance for 12 months.</p> <p>HHs with no recognized land use right will receive allowance equal to 60 % of the above rate provided for the legal, legalizable land users of agricultural land.</p>	
	<p>Allowance of job training/creation</p>	<ul style="list-style-type: none"> • Affected households directly engaged in agricultural production: supported on job training/job change and job creation with an amount of cash not exceeding 5 times the compensation value of affected agricultural land [Article 20 of Decree No. 47/2014/ND-CP]. Those at work age wishing to be trained for a particular job will be admitted to local training school and supported to find a new job and borrow loan for the new job. • Affected households running business at their residential land with the main income derived from this business: Those at working age wishing to be trained for a job will be admitted to local training school and supported to find a new job and borrow loan for the new job. <p>Free job consultation/orientation are offered at local Job Service Center.</p>	<p>TSPMU/PPMU will conduct a training needs assessment for all severely affected households to develop a training plan. Budget for job training will be provided by TSPMU. Loans for new job will be considered by District PC and District Department of Labor, Invalids and Social Affairs, and will be provided under a suitable loan program of Gia Lai PC - as recommended by respective City/District PC.</p>
	<p>Vulnerable Households</p>	<p>Female headed households with dependents and economic difficulties, households with disabled persons, elderly without any source of support, households from ethnic minority groups will be provided with an amount of not less than VND 3 million per household.</p> <p>Relocating households with heroic mothers, heroic armed force personnel, labor hero, war veterans, wounded or dead soldiers, will be provided with support.</p> <p>Households with poor household certificate, or categorized as near-poor will be supported in cash with an amount from 3 to 5 million VND/ household.</p>	
	<p>Incentive Bonus</p>	<p>All affected households who hand the affected land over to local authority at the date specified after receiving</p>	

Type of Impacts	Application	Entitlements	Implementation Arrangements
		compensation payment and allowances will be given an incentive bonus. Bonus rate will be determined at the time of compensation payment.	
9.LIVELIHOODS RESTORATION PROGRAM		All households who are severely affected and who are vulnerable – as defined from Section 4.2 will be eligible to participate in the Livelihood Restoration Program (LRP), which include trainings on agricultural extension, new job training, credit access and other measures as recommended and appropriate to support the livelihoods restoration of affected households to ensure their livelihood is restored to the pre-project level, or even improve. The LRP will be developed in consultation with affected households after the Resettlement Action Plan (as approved by Gia Lai PC and the World Bank) are disclosed fully to the affected households to ensure the consultation on measures to restore livelihoods for severely affected households meaningful and realistic. Costs related to implementing LRP will be borne by the Project Owner.	Livelihood Restoration Programs will be designed on the basis of assessment of the needs of affected households. LRP will be mainstreamed into on-going local development program that support affected/poor households who relocate as a result of development project.
B. TEMPORARY IMPACTS			
10.TEMPORARY IMPACT ON LAND/ LOCAL BUSINESS		<ul style="list-style-type: none"> • Temporarily affected land, including assets associated with affected land, will be compensated for - as agreed with the land owner. Upon return of affected land to local people, the affected land must be restored to its original condition – as agreed with the affected households. • In case the construction affect temporarily the business activities of local households outside the project area, resulting in loss of income that derive from such business, loss of income should be compensated for the entire period of impact – as agreed with the affected households. 	Contractors will be informed of this RAP and should explore alternative construction method to avoid temporary impact. If avoidance is not possible, contractors will compensate for the above temporary impact in accordance with this RAP. Temporary impact is subject to both internal and external monitoring).
11.DAMAGES CAUSED BY CONTRACTORS		Damaged property will be restored to its former condition by contractors, immediately upon completion of civil works.	Contractors will be required to take extreme care to avoid damaging property during construction. Where damages occur, contractor will be required to repair damages or pay compensation to the affected families, groups, communities, or government

Type of Impacts	Application	Entitlements	Implementation Arrangements
			agencies at the same compensation rates as specified under this RAP.
C. UNPREDICABLE IMPACTS DURING IMPLEMENTATION			
		Any other impacts identified during project implementation will be compensated in accordance with the compensation principles set for in this RAP and in line with the World Bank's OP 4.12.	

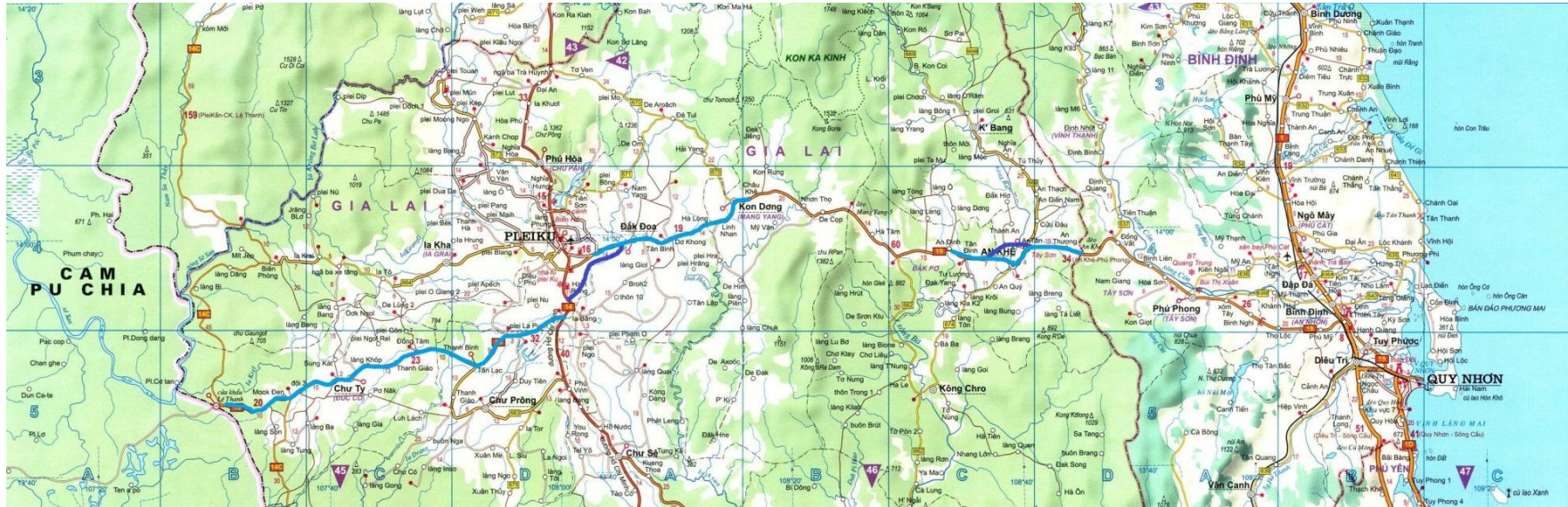
Appendix 2 – Suggestive Indicators for RAP Monitoring and Evaluation

<i>Hierarchy of resettlement activities</i>	<i>Resettlement process</i>	<i>Indicators</i>	<i>Means of verification</i>	<i>Monitoring Frequency</i>
INPUT	Budget commitment and availability Appointment of social specialist on PMU Training of PMU's social specialist	<ul style="list-style-type: none"> • Timely availability of budget for compensation payment • Is appointment made after project appraisal completes. • Timely availability of budget for compensation payment 	IM, EM	
ACTIVITIES/PROCESS	Additional consultation with PAP	<ul style="list-style-type: none"> • Is additional consultation with PAP carried out during RAP updating exercise? • To which extent the consultation is conducted, covering the following key areas: <ul style="list-style-type: none"> ○ Proposed replacement costs for affected assets; ○ Proposed financial support for affected assets; ○ Proposed livelihood restoration activities are consulted with affected households 	IM, EM	
	Disclosure of final updated RAP	<ul style="list-style-type: none"> • Is <u>updated RAP</u> disclosed locally in at project site and on Bank's website following Bank's No Objection and Gia Lai PC approval; • Is Project Information Booklet (PIB) delivered to affected households following 	IM, EM	<ul style="list-style-type: none"> • Following appraisal completion; •
OUTPUT	Compensation payment	<ul style="list-style-type: none"> • % of households receiving full compensation package within agreed timeline? • Total compensation and support made vs total amount committed. 	IM, EM	<ul style="list-style-type: none"> • Monthly • Quarterly
	<u>Grievances</u>	<ul style="list-style-type: none"> • Number of grievances lodged (as monitored by PMU) per month 	IM, EM	<ul style="list-style-type: none"> • Monthly • Quarterly

<i>Hierarchy of resettlement activities</i>	<i>Resettlement process</i>	<i>Indicators</i>	<i>Means of verification</i>	<i>Monitoring Frequency</i>
		<ul style="list-style-type: none"> • Number of grievances solved per month • Number of grievances submitted at PMU/Ward level? • Number of grievances submitted at District level? 		
	Resettlement	<ul style="list-style-type: none"> • Is resettlement sites ready for physical relocation as per approved updated RAP? 	IM, EM	<ul style="list-style-type: none"> • Monthly • Quarterly
	Livelihood Restoration	<ul style="list-style-type: none"> • Is Livelihood Restoration carried out in accordance with the approved updated RAP – in terms of timeline and number of activities? 	IM, EM	<ul style="list-style-type: none"> • Monthly • Quarterly (following completion of compensation payment)
OUTCOME	Livelihood Restoration Program	<ul style="list-style-type: none"> • Does Livelihood Restoration achieve the planned objective as indicated in the approved updated RAP? • % of households participating Livelihood Restoration Program confirm their full Livelihood Restoration (to pre-project level) after six months 	IM, EM	<ul style="list-style-type: none"> • Monthly • Quarterly (monitoring started six months upon full completion of a) physical resettlement and b) re-establishment of new businesses in the new location.
	Sustainability of Livelihood Restoration Program	<ul style="list-style-type: none"> • Confirm if the Livelihood Restoration Program works, indicative of it's a) outcome 	IM, EM	<ul style="list-style-type: none"> • Monthly

<i>Hierarchy of resettlement activities</i>	<i>Resettlement process</i>	<i>Indicators</i>	<i>Means of verification</i>	<i>Monitoring Frequency</i>
		and b) its sustainability.		• Quarterly

Appendix 3 – Project Location Map



Appendix 4 – Socioeconomic Household Questionnaire

Inventory of Loss

PART 1: GENERAL INFORMATION

1.1	Sector:	1. NH19 renovation	2. An Khê bypass	3. Pleiku bypass						
1.2	Commune:	District:		Province						
1.3	Household owner:									
1.4	Age	(0). Under 18	(1). 18 - 30	(2). 31 - 45	(3). 46 - 60	(4). Over 60				
1.5	Gender		1 - Male		2 - Female					
1.6	Group:									
1.7	Education:		1- Literacy		2- Under primary		3- Primary			
			4- Secondary		5- High school		6. Intermediate / College / University			
1.8	Occupation:									
1.9	Monthly average income of owner	VND							
1.10	Marital status		1 - Single	2 - Married	3. Divorced	4 - Widowed	5 – Young (under 18)			
1.11	Object:		1. Poor		2. Women headed households with dependents		3. Ethnic minorities HH			
			4. Households of social policy		5. Elderly/Children /Children /People with disability		6. Others (specify):			
1.12	Number of family member?		16-60 years old				Under 16			
			Male		Female		Male		Female	
1.13	HH average income/month?	VND/month							

PART 2: SOCIO-ECONOMICAL STATUS OF AFFECTED HOUSEHOLD

1. Family member

No.	Relationship w. owner (1=Owner; 2=spouse; 3=parents; 4=Bio children; 5=Son/daughter in law; 6=grandchild; 7=other)	Gender [1=Male 2=Female]	Age [0=Under 18; 1=18 – 30; 2= 31 – 45; 3=46 – 60; 4=over 60]	Group[1= <i>Kinh</i> ; 2= <i>Thái</i> ; 3= <i>Tày</i> ; 4= <i>Nùng</i> ; 5= <i>Mường</i> ; 6= <i>Hoa</i> ; 7= <i>Ê đê</i> ; 8= <i>Gia rai</i> ; 9= <i>Others (specify)</i>]	Occupation [1= Agri 2=Customer service 3=worker 4=Officer 5= Student 6=housewife 7=wage earner 8=driver 9=Other(detail)]	Education [0=Literacy 1=Primary 2=Secondary 3=High school 4=Intermediate and College 5=Undergraduate and higher 6=Other(detail)]	Marital status (1=single; 2= married; 3=divorced; 4=widow/widower)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

2. Living condition

2.1	Cooking water source	1. Rain	4. Pubic tap water	6. River, lake, pond
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		2. Dug well 3. Bored well	5. Tap water	7. Other (detail)
2.2	Bathing water source	1. Rain 2. Dug well	3. Bored well 4. Tap water	5. River, lake, pond 6. Other (details)
2.3	Toilet type?	1. detritus tank	2. semi-detritus tank	3. 2 filters
		4. temporary	5. no toilet	6. Other
2.4	Light energy?	1. grid 2. generator	3. Oil 4. Gas/biogas	5. Battery 6. Other (detail)
2.5	Cooking energy?	1. Grid 2. Generator	3. Oil 4. Wood	5. Gas 6. Other (detail)
2.6	Do you have any properties?	1. Bicycle 2. Motorbike 3. Car 4. Truck 5. TV	6. Disc player 7. Generator 8. Pump 9. Cooker 10. Telephone	11. Fan 12. Refrigerator 13. Computer 14. Air condition 15. Other

3. Income, expense

3.1. Monthly income source

No.	Source	Amount of money (VND)
1	Agriculture	
2	Business, customer service	
3	Salary/ benefit	
4	Wage earner	
5	Other	
Total		

3.2. Monthly expense

No.	Source	Amount of money (VND)
1	Food	
2	Health	
3	Education	
4	Traveling, festival...	
5	Other (Details...)	
Total		

PART 3: AFFECTED LAND

Affected land type	Area		Current status of use		
	Total area (m ²)	Affected area (m ²)	LURC /legalizable	Rent/ temporary use	No right/ illegal
	1	2	3	4	5
3.1	Urban residential land				
3.2	Rural residential land				
3.3	Non-agricultural land				
3.4	Agricultural land				
3.5	Aquatic land				
3.6	Garden				
3.7	Forestry land				
3.8	Other (detail)				

PART 4: BUILDING

4.1 MAIN WORK

No.	Work	Total area (m ²)	Affected area (m ²)	Level	Current use	Người BAH có thuê công trình hay không?		How affected?	
						Yes	Monthly price (VND)	Entire	A part
4.1	Level 1								
4.2	Level 2								

House levels: 1- Level 1 = Villa

2- Level 2 = Reinforced concrete floors, building materials and high-quality equipment

3- Level 3 = Reinforced concrete floors, building materials and average quality equipment

4- Level 4 = Brick walls, wooden frame with tiled roof

5- Temporary = Bamboo or wooden frame, with thatched roof or tiled roof

Current use:

1- only for living

4- public work (school, etc.)

2- only for business

5- trade

3- living and business

6- other (detail)

4.2 Minor work: (shop, kitchen, WC, stall, well, fence, tomb...)

No.	Work	Affected land			Notes
		m ²	M	Quantity	
	1	2	3	4	
4.2.1					
4.2.2					
4.2.3					
4.2.4					
4.2.5					
4.2.6					
4.2.7					
4.2.8					

*Building material:

1- Bamboo

4- Concrete

2- Wood

5- Metal

3- Brick

6- Other (detail)

PART 5: AFFECTED ANNUAL PLANT AND AQUACULTURAL LAND

	Plant	Affected area (m ²)	Notes
5.1	Rice		
5.2	Other annual plant		
5.3	Vegetable		
5.4	Water surface for aquaculture		
5.5	Other (details):		

PART 6: PERENNIALS, FRUIT AND TIMBER TREES AFFECTED

No.	Plant	Affected area		Notes
		Quantity	M ²	
	1	2	3	4

Appendix 5 – Photos from Field Trip
 (Consultation with potentially affected households and local peoples)



Song An Commune



An Binh Ward



Adok Commune



An Phuoc Ward



Thanh An Commune



Ia Krel Commune



Glar Commune



K'Dang Commune



Ia Bang Commune



Tan Binh Ward



Ngo May Ward



Cu An Commune

Appendix 6 – Typical information in a Public Information Booklet (PIB)

To ensure PAP representatives, their family members, and local governments in the affected areas understand the key points of the compensation and resettlement policies, and are well informed about the

compensation and rehabilitation packages applicable under the Project, a Public Information Booklet (PIB) will be prepared by the PMU, in consultation with the World Bank. This booklet will be distributed to all PAP in the project area.

General contents of the PIB will include the following:

- Brief Description of the Project,
- Project Impacts,
- Implementation Schedule,
- Compensation principles and policies, and entitlements of PAP;
- Resettlement options and Livelihoods Restoration Program
- Implementation Arrangements;
- Grievance Procedure,
- Monitoring and Evaluation
- What-To-Do when a PAP have informational queries,
- Contact of PPMU focal point – responsible for resettlement (including name, address, phone number).

Appendix 7 – List of Consultation Activities

Locations	Dates	Number of Participants				Content of Consultation
		Male	Female	Commune/Wards Representatives	Representatives of Local Mass organization	
Đak D Jrăng Commune	20/8/2016	13	4	2	3	<ul style="list-style-type: none"> • Introduction of Project Information; • Presentation of project's potential impacts, and proposed mitigations measures • Introduction of proposed compensation and support policies • Questions and Answers, • Collection of feedbacks from participants on the information provided as well as their comments/suggestions.
Đăk Đoa Town	18/8/2016 15/12/2016	17	5	1	2	
La Băng Commune	18/8/2016 28/12/2016	19	6	2	2	
Tân Bình Commune	18/8/2016 25/12/2016	22	8	1	5	
Glar Commune	20/8/2016 18/12/2016	20	6	1	3	
A Dok Commune	19/8/2016 20/12/2016	21	6	1	1	
Kdang Communes	19/8/2016 17/12/2016	15	5	2	1	
Bầu Cạn Commune	19/8/2016	16	6	1	2	
Thăng Hưng Commune	19/8/2016	18	5	1	2	
Bình Giáo Commune	18/8/2016	19	6	2	2	
Ia Kriêng Commune	23/8/2016	22	8	1	5	
Ia Kla Commune	20/8/2016	15	5	2	4	
Chư Ty Town	17/8/2016	14	6	3	1	
Ia Pnôn Commune	24/8/2016	15	8	1	5	
Ia Nan Commune	26/8/2016	16	7	2	4	
Ia Krêl Commune	19/8/2016 21/12/2016	15	8	1	5	
Ia Dom Commune	17/8/2016	16	7	2	4	
Ia Din Commune	17/8/2016	18	7	2	5	
Gào Commune	17/8/2016	18	8	1	4	
An Phú	22/8/2016	8	6	5	5	

Locations		Number of Participants				Content of
Commune						
Chư Á Commune	19/8/2016	15	5	2	4	
Chư Hrông Commune	18/8/2016	14	6	3	1	
Song An Commune	22/8/2016 23/12/2016	15	8	1	5	
An Phước Ward	22/8/2016 22/12/2016	16	7	2	4	
Thành An Commune	22/8/2016 23/12/2016	17	9	2	4	
An Bình Ward	22/8/2016 23/12/2016	17	5	2	4	
Ngô Mây Commune	22/8/2016 22/12/2016	19	7	3	5	
Tân An Commune	22/8/2016	22	8	1	3	
Cư An Commune	22/8/2016 26/12/2016	17	8	1	2	
Thanh An commune	2/3/2017	16	6	1	2	
K'Dang commune	3/3/2017	13	13	1	1	
Đak Djang commune	5/3/17	13	7	1	2	
Ia Bang commune	4/3/2017	15	2	1	1	
Ia Krel commune	8/3/2017	8	6	1	0	
TOTAL		554	224	56	103	

Appendix 8 – Sample Minutes of Consultation

BIÊN BẢN HỌP THAM VẤN CỘNG ĐỒNG DÂN CƯ CHỊU TÁC ĐỘNG TRỰC TIẾP BỞI DỰ ÁN

Tên dự án: Tăng cường kết nối giao thông khu vực Tây Nguyên, vốn vay Ngân hàng Thế giới

Thời gian: 14^h 00 ngày 19/12/2019

Địa chỉ nơi họp: UBND xã G'lar.

1. Thành phần tham dự

1.1. Đại diện Ủy ban nhân dân cấp xã nơi thực hiện dự án

- | | |
|--------------------------|--------------------------------|
| - Ông/bà: Giang H. Huan | - Chức vụ: P.T. UBND xã |
| - Ông/bà: Nhứt | - Chức vụ: T. Thôn Trườh. Ktu |
| - Ông/bà: Sơn | - Chức vụ: Thôn phú thôn Bón |
| - Ông/bà: Bùi Quang Thoa | - Chức vụ: Cán bộ địa chính NN |

1.2. Chủ dự án

- | | |
|-----------------------|------------------------------|
| - Ông/bà: V. Anh Tuấn | - Chức vụ: Đại diện Ban AT&T |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |

1.3. Đơn vị tư vấn lập báo cáo đánh giá tác động môi trường

- | | |
|-----------|------------|
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |

1.4. Đại biểu tham dự

- | | |
|-----------------|--------------------------------|
| - Ông/bà: Ruk | - Chức vụ: Hồ dân bi AT |
| - Ông/bà: Blam | - Chức vụ: Hồ dân bi AT |
| - Ông/bà: Nhứt | - Chức vụ: T. Thôn Trườh. Ktu |
| - Ông/bà: Sơn | - Chức vụ: Thôn phú thôn Bón |
| - Ông/bà: Blich | - Chức vụ: Hồ dân bi AT |
| - Ông/bà: Bluk | - Chức vụ: Thôn Trườh. Ktu Bón |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |
| - Ông/bà: | - Chức vụ: |

2. Nội dung và diễn biến cuộc họp

Đại diện Chủ dự án

+) Giải thích các nội chính của Dự án Tăng cường kết nối

GT khu vực Tây Nguyên

+) Trình bày các tác động tiêu cực, tích cực của Dự án
Tích cực: Mặt đất thu công ảnh hưởng đến công trình
gra tang tại san lot

Tích cực: Thuận tiện đi lại, phát triển kinh tế

+) Trình bày chính sách bồi thường, hỗ trợ của Dự án
Ý kiến của hộ dân

→ Các hộ dân bị mất nhà không còn đất ở thay thế
nên mong muốn Dự án nâng tuyến đường tại Km 3+120

→ Km 4+800 khoảng 2,50m để tránh nhà dân (về phía Bắc)

+) Diễn tích đất nâng giúp cư hộ dân làng Bớt rất
ít rồi mong muốn được cung cấp đất khác để
đảm bảo đời sống

+) Chuyển một số nhà dân về khu vực rừng thàng

+) Làng Bớt kinh tế rất khó khăn, chủ yếu
làm nông, thuê nhà đang con, không có
đất thay thế

+) Phía Km 4+800 - Km 5+400 có thể chỉnh theo đường hiện có (đồng bằng) có thể
tránh nghĩa địa & ruộng

Ý kiến của đại diện xã

+) Đề nghị Chủ dự án lưu ý các nguyện vọng
của người dân

3. Kết luận cuộc họp

Đại diện Chủ dự án xin cam đoã xã tiếp thu các
ý kiến của người dân
Đối với diện tích đất bị mất, Chủ dự án sẽ
xem xét bố trí đền bù thỏa đáng

ĐẠI DIỆN UBND CẤP XÃ



PHÓ CHỦ TỊCH

Giang Hữu Huom

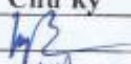
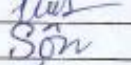
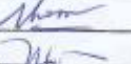
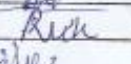
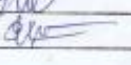
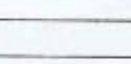

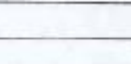
ĐẠI DIỆN CHỦ DỰ ÁN

(Handwritten signature)
Lê Anh Tuấn

**DANH SÁCH NGƯỜI THAM DỰ CUỘC HỌP THAM VẤN
DỰ ÁN TĂNG CƯỜNG KẾT NỐI GIAO THÔNG KHU VỰC TÂY NGUYÊN,
VỐN VAY NGÂN HÀNG THẾ GIỚI**

Thời gian:.....

Địa điểm:.....

TT	Họ và tên	Chức vụ	Chữ ký
	Quang H'Luam	PCI UBND xã G'lar	
	Nhut	Trưởng thôn Tach Kh	
	Son	Phó thôn Bôi	
	Bui Quang Khoa	Can' bộ ĐC	
	Binh Binh	Họ dân thôn Bôi	
	Binh Ruc	nt	
	Hich	nt	
	Bluk	Thôn Aung thôn Bôi	

Appendix – 9: Details of Community Meetings

Sites	Total	Rep. of Commune/Ward Peoples' Committee	Rep. of District Peoples' Committee	Rep. of Gia Lai Peoples' Committee	Rep. of MOT, TSPM U	Rep. of Mass organizations, i.e. Women's Union, Farmers' Associations, etc	The World Bank team.	Rep. of affected HHs	Representatives of non-affected households who live adjacent to the project area	Time	How
An Khe Town	43							83			
Song An commune	11	06			1	05		15	2	Sept 2016	Community meeting
An Binh ward	10	05			1	05		21		Dec 2016	Community meeting
Thanh An commune	09	05			1	04		24		Dec 2016, Mar 2017	Community meeting, Focus group discussion (FGD)
Ngo May ward	07	03			1	04		10		Sep 2016, Dec 2016	Community meeting
An Phuoc ward	06	02			1	04		13		Dec 2016	Community meeting
Dak Po District	07							23			
Cu An commune	07	02			1	05		23		Dec 2016	Community meeting
Mang Yang District	06							27			

Sites	Total	Rep. of Commune/Ward Peoples' Committee	Rep. of District Peoples' Committee	Rep. of Gia Lai Peoples' Committee	Rep. of MOT, TSPMU	Rep. of Mass organizations, i.e. Women's Union, Farmers' Associations, etc	The World Bank team.	Rep. of affected HHs	Representatives of non-affected households who live adjacent to the project area	Time	How
Dak Djang commune	06	02			1	04		27		Dec 2016	Community meeting
Dak Doa District	34							232			
A Dok commune	08	04			1	04		37		Dec 2016, Mar 2017	Community meeting, FGD
Ia Bang commune	05	01			1	04		45		Sept 2016, Dec 2016, Mar 2017	Community meeting, FGD
Tan Binh commune	05	02			1	03		37		Dec 2016	Community meeting
Glar commune	06	02			1	04		32		Dec 2016	Community meeting, FGD
K'Dang commune	04	01			1	03		39		Dec 2016, Mar 2017	FGD
Dak Doa town	06	02			1	04		42		Dec 2016	FGD
Pleiku city	10							68			

Sites	Total	Rep. of Commune/Ward Peoples' Committee	Rep. of District Peoples' Committee	Rep. of Gia Lai Peoples' Committee	Rep. of MOT, TSPM U	Rep. of Mass organizations, i.e. Women's Union, Farmers' Associations, etc	The World Bank team.	Rep. of affected HHs	Representatives of non-affected households who live adjacent to the project area	Time	How
Chu A commune	06	03			1	03		39		Dec 2016	Community meeting
An Phu commune	04	01			1	03		29		Dec 2016, Mar 2017	FGD
Chu Prong district	11							43			
Bau Can commune	06	02			1	04		19		Dec 2016	FGD
Binh Giao commune	05	02			1	03		24		Sep 2016, Dec 2016	FGD
Duc Co district	15							121			
Ia Krel commune	04	01			1	03		44		Dec 2016, Mar 2017	Community meeting, FGD
Ia Kla commune	04	02			1	02		38		Sep 2016, Dec 2016	Community meeting
Ia Dom commune	07	03			1	04		39		Dec 2016	Community meeting