

**Cambodia Sustainable Landscapes and Ecotourism
Project (CSLEP)**

PROCESS FRAMEWORK (PF)

**Prepared by
Ministry of Environment (MOE)
&
Ministry of Rural Development (MRD)**

December, 2019

Table of Contents

I. INTRODUCTION	4
1.1. Project Objectives.....	4
1.2. Project Design and Components	4
1.3. World Bank OP 4.12 Application and Implementation.....	12
II. PROCESS FRAMEWORK AND CAMBODIA LEGAL FRAMEWORK	13
2.1. Objectives of the Process Framework (PF).....	13
2.2. Cambodia Legal Framework and Policy.....	13
III. IDENTIFICATION AND ELIGIBILITY OF DISPLACED PERSONS	16
3.1. Defining Displaced Persons	16
3.2. Eligibility	16
3.3. Establishing Criteria for Eligibility	17
3.4. Considerations for Vulnerable Groups	17
3.5. Project Activities Phases	18
IV. LIVELIHOOD RESTORATION	18
4.1. Community Mobilization and Engagement	18
4.2. Building Community Awareness.....	19
4.3. Development of Community Protected Area Management Plans and Commune Development Plans.....	19
4.4. Other Alternative Livelihoods.....	20
4.5. Implementation of CPAMPs and Monitoring.....	20
V. IMPLEMENTATION ARRANGEMENTS	21
VI. PUBLIC CONSULTATIONS AND GRIEVANCE REDRESS	22
6.1. Public Consultation and Participation During Project Preparation	22
6.2. Public Consultation and Participation During Project Implementation.....	23
6.3. Grievance Redress Mechanism	24

LIST OF ACRONYMS

CBO	Community Based Organizations
CPA	Community Protected Areas
CF	Community Forest
CSELP	Cambodia Sustainable Landscape and Ecotourism Project
CSO	Civil Society Organizations
DMS	Detailed Measurement Survey
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FPIC	Free, Prior and Informed Consultation
GDR	General Department of Resettlement
IDA	International Development Association
IOL	Inventory of Loss
IP	Indigenous Peoples
IPDP	Indigenous Peoples Development Plan
IPPF	Indigenous Peoples Planning Framework
IRC	Inter-Ministerial Resettlement Committee
IRC WG	Inter-Ministerial Resettlement Committee Working Group
KM	Kilometer
LARD	Land Acquisition and Involuntary Resettlement
M&E	Monitoring and Evaluation
MEF	Ministry of Economy and Finance
MOE	Ministry of Environment
MRD	Ministry of Rural Development
NGO	Non-Governmental Organizations
NTFP	Non-Timber Forest Products
NR	National Road
OP	Operational Policy
PAH	Project Affected Households
PAP	Project Affected Persons
PRSC	Provincial Resettlement Sub-Committee
PRSC WG	Provincial Resettlement Sub-Committee Working Group
RAP	Resettlement Action Plan
RCS	Replacement Cost Study
RF	Resettlement Framework
RGC	Royal Government of Cambodia
ROW	Right of Way
SOP	Standard Operating Procedures
TOR	Terms of Reference
WB	World Bank

I. INTRODUCTION

This document is the Process Framework (PF) for the proposed Cambodia Sustainable Landscape and Ecotourism Project (CSLEP) prepared by the Ministry of Environment (MOE) with support of the Ministry of Rural Development (MRD). Given that the CSLEP may involve the potential to limit access to natural resources in protected areas, the World Bank's Operational Policy 4.12 on Involuntary Resettlement is triggered. The purpose of the PF is to establish a process by which members of potentially affected communities participate in design of project components, determination of measures necessary to achieve resettlement policy objectives, and implementation and monitoring of relevant project activities

1.1. Project Objectives

The project development objective (PDO) is to improve protected areas management, and to promote ecotourism opportunities and Non-Timber Forest Products (NTFP) value chains in the Cardamom Mountains-Tonle Sap landscape.

1.2. Project Design and Components

The CSLEP has five components and several subcomponents, summarized below. For more detailed information, please see the Project Appraisal Document (PAD) and other relevant project documentation.

The project is piloting a landscape approach in Cambodia, within the Cardamom Mountains-Tonle Sap, and is undertaking strategic investments that are strongly aligned with RGC's development plans, in targeted areas within this landscape. The project aims to improve the sustainability of economic growth and ecosystem services across the landscape. Ecotourism and NTFP value chains are strategic activities for economic growth and sustaining/ improving ecosystem services in the Cardamom Mountains and Tonle Sap landscape.¹ The Cambodia Sustainable Landscape and Ecotourism Project (CSLET) comprises the following five components: (a) Strengthen Capacity for PA Landscape Planning and Management; (b) Strengthen Opportunities for Ecotourism and NTFP Value Chains; (c) Improve Access and Connectivity; (d) Project Management, Coordination, and Monitoring and Evaluation; and (e) Contingent Emergency Response.

The scope and sequencing of project activities is consistent with the development objective of the project. The activities will address a logical combination of: (i) strengthening the conservation and management of natural resources in the forest landscape with zoning, boundary demarcation, and land registration of PAs; development of PA management plans that include subsidiary plans for ecotourism and NTFP development; (ii) strengthening the enabling policy framework for ecotourism and NTFP value chain development, and private sector participation; (iii) enhancing communities' participation in the use and management of forest resources with the development of CPA management plans linked to ecotourism and/or NTFP development; and (v) strategic infrastructure investments to improve connectivity to ecotourism sites in the Cardamom Mountains and Tonle Sap landscape, and enhance ecotourism and NTFP value chains.

¹ Management of fisheries in the Tonle Sap Lake is recognized as an important component of sustainable landscape management of the Cardamom Mts. Tonle Sap Lake landscape, and activities supporting the improved management of Lake fisheries are covered under the EU grant.

Within the CMTS landscape, seven PAs have been identified for development and management activities in this project, based on government priority, and relative importance. The government has prioritized the Tonle Sap Biosphere Multiple Use Area, Phnom Sankos, Phnom Aural, Tatai Wildlife Sanctuaries, Central Cardamom Mountains and Southern Cardamom Mountains National Parks, and the Cardamom BCC for development by 2022 as part of its National Protected Areas Strategic Management Plan (NPASMP). Project activities relating to ecotourism and NTFP value chains have also focused in on these priority PAs.

In addition to that, The Global Environment Facility (GEF) has provided to the project 4.42 million of USD as Additional Financing (AF) in order to help mitigate critical project risks, mainly environmental and social risks, through the delivery of capacity building and technical assistance activities to communities, which are an essential part of the Cardamom Mountains Protected Area Landscape. The additional activities proposed by the AF are not expected to affect the parent project's development objectives and design. It would not trigger a new safeguard policy or change the environmental category of the parent project. The AF is not expected to expand to new areas not covered by the original project or requires new safeguard instruments. The GEF financed activities which largely focused on technical assistance. As a result, there would be no major additional risks beyond what have been identified as part of the parent IDA project (P165344). Therefore, the environmental and social safeguards instruments of the parent project (P165344) is valid for the AF.

The AF will also help to mitigate environmental risks by further strengthening forest governance in the Protected Areas. With the participation of the Recipient in the Global Wildlife Program, additional financial resources will enable MoE to increase the efficiency of the monitoring system of biodiversity and better interlink wildlife and biodiversity with ecotourism attractions. The project will also have access to better technological solutions for forest, biodiversity and wildlife monitoring and will be able to better interact with conservation Non-Government Organizations (NGOs) active in the Cardamom Mountains by engaging them in key natural resource management activities of the Project.

Component 1. Strengthen Capacity for PAs Landscape Planning and Management (*total estimated cost US\$6.79 million; to be fully financed by IDA Credit*).

Since the large forest areas have been transferred from MAFF to MoE, effective from April 2016,² overall good progress has been made in managing PAs, but challenges still remain to effectively manage them including: incomplete zoning of PAs; lack of MoE-approved management plans; inadequate capacities, specifically at the local level, among staff of MoE and PDoEs for PAs planning and law enforcement in PAs; inadequate system for data and information sharing to support PAs law enforcement; yet ineffective cross-Ministerial coordination; and an inadequate revenue management system for managing PAs revenues to provide sustainable finance for can support PAs management. This component will help address these issues through strategic investments in: information and decision support systems for PAs planning and management and that support PA law enforcement; strategy development, training, logistical support, and equipment for PA law enforcement; protected area zoning, boundary demarcation, and development of management plans; and the PAs revenue management model for Cambodia.

Subcomponent 1.1: Information Systems and Decision Support (ISDS)

The project will support development of an ISDS that will help bring together and analyze relevant information to support decision-making for the protection and management of PAs, and landscape planning in the CMTS.³ The ISDS will be developed as a cloud-based geospatial platform that can integrate data and information that is critical for PA planning and management for example biodiversity, land use spatial information, and systematically organize information collected by PDoE,

² 2016 Sub-decree on the Transfer of Protected Forest, Forest Conservation and Production Forest Areas, and ELCs

³ Support to spatial landscape planning in the CMTS is important given the dependence of rice fields in Pursat and Battambang provinces, and fisheries in the Tonle Sap lake on hydrological and sediment regulation ecosystem services provided by forests in the Cardamom Mountains.

rangers and communities for e.g. patrolling reports, illegal activities, and observations) that will support better planning, coordinating and implementing PA enforcement. The ISDS is aligned with MoE's strategy for Geospatial Data and Information Management and will build on existing work supported by UNDP and WCS to develop a decision support system for zoning of PAs.⁴ *In order to support this component, MoE will establish an inter-sectoral working group for the ISDS.* The project will finance:

- i. Technical support for MoE to develop and implement the ISDS;
- ii. Hardware and software needed for implementation of ISDS; and
- iii. Training for MoE staff to operate and manage the ISDS, and for stakeholders (PDoE, communities, development partners; NGOs) to use the ISDS.

Subcomponent 1.2: PAs Landscape Planning, Management and Enforcement

The Additional Financing from GEF for component 1.2 is to support PA Landscape Planning, Management and Enforcement.

Protected Areas Planning and Management. This project will support the RGC in developing PAs and CPAs management plans in close cooperation with subnational authorities, NGOs and local communities.⁵ The Government's NPASMP includes a strategic objective on the development of PAs, which this subcomponent will support. *To support activities within this sub-component, the draft NPASMP will be finalized and approved by the MoE Minister.*

- (i) The project will support MoE in enhancing the guidelines for: (i) PAs zoning; (ii) developing CPAs management plans. To support this, MoE will also identify and request the additional budget needed for monitoring the implementation of PA and CPA management plans after they are developed (planned for 2020);
- (ii) The project will undertake different activities in the PAs of the CMTS to support zoning, PA management plan development, boundary demarcation, and land registration of PAs' zoned boundaries (Table 2). Specifically:
 - The project will support activities in different types of PAs – national protected areas, wildlife sanctuaries, multiple use areas and biodiversity conservation corridor. The PA Law provides guidance on the types of activities that are allowed in each PA, and therefore this has an influence on how these different types of PAs are zoned and managed.⁶
 - Zoning will be undertaken in all PAs of the CMTS except the Cardamom BCC.⁷ A preliminary map of zones was developed as part of a joint exercise between Wildlife Alliance and MoE. This activity will build on the preliminary zone map, by integrating

⁴ MoE, 2018. Strategy for Environmental Geospatial Data and Information Management of Ministry of Environment, 2018-2022.

⁵ The PA Law and Draft Environmental Code provide guidance on the types of plans that can constitute landscape plans in Cambodia. These include community PA plans, community forest area plans, commercial activity management plans and river basin plans.

⁶ National park: A natural area in land and/or water territories, which is established to: Protect the area's role or roles in the ecosystem for the benefits of people of all generations; Limit the use that may harm or destroy biological resources, natural resources, cultural resources, and functions/roles of the area in relation to the objectives of the established area; Serve as bases for recreation, visits, education, research, and belief, provided that these activities do not cause threats to the natural environment and local culture.

Wildlife Sanctuary: An area in land and/or water territories, which requires active interventions for management purposes to ensure maintenance of habitats and/or to meet necessary conditions for any species of animals or plants.

Multiple Use Area: An area in land and/or water territories, which is rich in natural resources that are intact and require management activities to ensure long-term protection and maintenance of biological resources and ecosystem. In the meantime, it provides natural products and services for use to meet the community needs.

⁷ BCCs are not zoned.

additional biophysical spatial information through the ISDS, and undertaking additional consultations with stakeholders in PAs. Wildlife Alliance and Conservation International are working in Southern Cardamom National Park, Central Cardamom National Park, and Tatai Wildlife Sanctuary, and have already held consultations with communities on zoning.

- PA management plans will be developed for Southern Cardamom National Park, Central Cardamom National Park, Phnom Sankos Wildlife Sanctuary, Phnom Aural Wildlife Sanctuary, Tatai Wildlife Sanctuary, Tonle Sap Multiple Use Area, and Cardamom BCC. These protected areas were selected for development of management plans for several strategic reasons: i) these protected areas together comprise 81% of the CMTS protected areas land area, and bringing these areas under MoE approved management plans will be a significant step towards improving management of PAs there; (ii) the work of development partners in these PAs have helped with the readiness of communities and stakeholders in these PAs for PA management planning.

Table 2: Landscape Planning Activities Supported by the Project

Targeted Protected Areas	Activity supported by the project			
	Zoning	PA Mgt. Plans	Boundary Demarcation	Land Registration
Central Cardamom	X	X		
Southern Cardamom	X	X		
Tatai	X	X	X	
Phnom Sankos	X	X	X	X
Phnom Aural	X	X	X	X
Cardamom BCC		X		
Tonle Sap Biosphere Multiple Use Area	X	X		
Other PAs in CMTS	X			

Notes:

1. X denotes activities that will be supported by the project for the PAs
2. Management plan, boundary demarcation and land registration were prioritized for selected PAs based on discussions with the government and several non-government stakeholders including those that work in the CMTS.

- Boundary demarcation will be undertaken in Tatai, Phnom Sankos and Phnom Aural Wildlife Sanctuaries. MoE has prioritized these PAs for boundary demarcation given their importance as wildlife sanctuaries and the need to prevent encroachment, destruction and disturbance of habitats.
- Land registration of zone boundaries will be undertaken in Phnom Sankos and Phnom Aural Wildlife Sanctuaries. MoE has prioritized land registration for these areas given the threats of land encroachment and habitat disturbance and destruction already experienced there.

(iii) The project will also finance participatory stakeholder processes for zoning and management plan development for priority CPAs that are within the target PAs. A list including 34 CPAs in the target PAs has been compiled, and CPAs for project intervention will be determined based on their readiness. Criteria for readiness are drawn from MoE's 8-step CPA development process and will include: (i) CPA is established according to MoE CPA guidelines⁸; (ii) CPA

⁸ MoE, 2017. Guideline on Procedure and Process for Community Protected Area Establishment.

has a management committee approved by the Commune Sangkat; and (iii) CPA has initiated boundary demarcation and by law development.

- (iv) Project financing will support training for MoE, local government, rangers and other stakeholders on PA development, and development of the various plans, and on coordinating and monitoring the implementation of these plans.

Protected Areas Enforcement. The project will finance technical assistance (TA) to the RGC for developing and implementing a PA enforcement framework which will include the processes, roles and responsibilities, and institutional arrangements for PA enforcement. It will develop an overall law enforcement strategy that will guide and coordinated actions in all PAs, develop priorities and action plans. An accompanying toolkit will be developed and include guidance for: ranger patrolling; use of SMART approaches;⁹ data gathering linked to the ISDS; collaborating with law enforcement including the judicial system; using drone, satellite, and remote sensing imagery and, telecommunications in forest monitoring.

The strategy and toolkit will be developed through a participatory process with government agencies, and NGO partners such as Wildlife Alliance (WA) and Conservation International (CI) that support ranger patrolling in CMTS. Equipment for forest patrolling and monitoring, and rehabilitation of ranger centers in CMTS will be supported by the project, as well as training of MoE, local government, forest communities, and other stakeholders on forest monitoring and enforcement, and support for logistical coordination by provincial government on law enforcement. To accompany this strengthening of PA enforcement, MoE will determine the number of additional rangers needed for each of the targeted PAs, and additional 2020 budget needed.

Sustainable Finance and Revenue Management. Management of PAs are challenged by lack of adequate funding for planning, capacity development, monitoring and engagement with communities. Many activities are currently co-funded by international NGOs and other partners, which is not a sustainable concept in the medium-term. The collection of ecotourism fees from tourists will contribute to the financial sustainability of the targeted PAs. Fees are currently applied for tourists visiting selected PAs (e.g. Kirirom PA), but there are not yet clear policies and guidelines on adequate fees, collection and management of revenues, and an agreement on the use of the fees of the resources. International best practice shows that benefit-sharing arrangements need to be developed to determine revenue allocations from tourism activities.

Beyond tourism fees, the project will analyze several other financing opportunities (Payment for Environmental Services – PES and REDD+) and will promote studies on valuation of hydrological ecosystem services in the context of natural accounting (WAVES). The Project will also enhance design and support the Environmental and Social Fund created by MoE.

The project will support the design and implementation of a financial management framework for the CMTS PAs. Specifically:

- i. Analytical work to support RGC to assess current practices of fee collection and handling, analyze different financial models, learn from best practice, and design an integrated financial management system for the Environmental and Social (E&S) Fund to receive and manage fees and other potential resources from REDD+ and PES;
- ii. Convene multi-stakeholder discussions on financing mechanisms (such as PES, REDD+ and tourism fees). Valuation of hydrological ecosystem services, and in the CMTS is being undertaken with support from WAVES to prepare technical underpinning for PES;

⁹ Spatial Monitoring and Reporting Tool (SMART) is a suite of best practices aimed at helping PA and wildlife managers better monitor, evaluate, and adaptively manage patrolling activities. SMART is being used in selected PAs in Cambodia.

- iii. Workshops and hands-on training for capacity development at the subnational and national levels to manage fee collection and management of benefit sharing.

Component 2: Strengthen Opportunities for Ecotourism and NTFP Value Chains (*total estimated cost US\$16.75 million; to be fully financed by IDA Credit*).

This component aims to finance critical investments as well as to strengthen the enabling environment for expanding opportunities for ecotourism and NTFP value chains in Cambodia. A specific focus within this (and Component 3) will be to enhance and strengthen the enabling environment for private sector engagement, as well as invest in critical infrastructures (connectivity, visitor centers, etc.). The resulting improvements in governance, management and regulations relating to the target areas, coupled with investments in connectivity, ecotourism/NTFP infrastructure and value addition, are expected to stimulate private sector investments.

Sub-Component 2.1: Strengthen Opportunities for Ecotourism Development

Central to optimizing Cambodia's ecotourism potential is establishing linkages between the main tourism gateways of Siem Reap and Phnom Penh to the natural asset base of the CMTS through a "hub-and-spoke" model of tourism development. The hub-and-spoke model, first, enhances access to and mobility in and around the urban centers, or hubs, and then develops the "spokes"—ecotourism sites closely linked to the hubs. This approach establishes new itineraries for tourists in a way that disperses tourism-related socioeconomic benefits to communities near ecotourism locations.

Four "hubs" for ecotourism development have been identified through geospatial analysis and stakeholder consultation. Geospatial analysis was used to determine spatial clusters of potential sites for ecotourism development, existing ecotourism development, community protected areas, and community groups. The four hubs identified are in Koh Kong, Siem Reap, Pursat and Kampong Speu. Initial criteria have been developed to help identify and prioritize ecotourism locations for potential financing from this project. These criteria include accessibility, attractiveness, land use/ tenure, sensitivity of location, access to services, existing ecotourism sites, socioeconomic, market demand, biodiversity, and diversity of ecotourism offering.

Improving Enabling Environment for Ecotourism. TA will be provided to develop a framework for the improvement, coordination and formalization of existing ecotourism management contracts/ agreements and the creation of national guidelines and best practices, as well as to strengthen the enabling environment for small and medium enterprise (SME) growth. This will include support to assist the RGC to design clear and consistent "*ecotourism management agreement*" modalities, to help towards the finalization of MoE policy guidelines (*prakas*) for ecotourism development in PAs (expected to be approved by the Minister by December 2019) and then in its implementation. Effectively, the project will help RGC to apply these guidelines (including on management, monitoring, benefit sharing mechanisms etc.) in the various ecotourism sites (selected using standardized criteria) within PAs.

The project will also support the development of business development services (BDS) within the multi-use centers, which comprise of training and technical guidance on business development for ecotourism and NTFP value chain enterprises. These BDS will help fill gaps in entrepreneurial skills and business advice and will promote competitiveness among private sector and community ecotourism groups. The facilities will provide training on business development needs including market identification and marketing, product development and management, and will assist private sector and community groups in preparing robust business plans. The BDS will include targeted services for women entrepreneurs to encourage their participation in ecotourism and related value chains.

Ecotourism Infrastructure. This component will be used to finance investments related to *establishing/rehabilitating ecotourism infrastructure* in the target landscapes. As ecotourism is an activity based on the natural environment, supporting infrastructure must be designed to minimize human impacts and be in harmony with the landscape. The type and extent of infrastructure will depend upon the area's natural and cultural attributes and sensitivity as well as the style of ecotourism encouraged. Facilities will vary according to the style of ecotourism desired and the land tenure. In each ecotourism “*hub and spoke*”, potential activities will include developing: (i) appropriate parking facilities, food stalls, solid waste management, shops and kiosks selling handicrafts in the community adjacent to site, (ii) visitor information centers, (iii) walking trails, observation towers, boardwalks, interpretive displays as needed at the ecotourism sites.

For community-based ecotourism (CBET) sites, additional financing will be available for (i) community-managed lodging (eco-lodges), (ii) potential handicraft facility and related equipment; and (iii) other environmentally appropriate facilities around the site. Communities/ CPAs can also use funds for equipment (e.g. tents, radios), and information and advertisement products

Initial discussions have pointed to two potential ecotourism hub-and-spoke areas ---one at Siem Reap, and a second around Koh Kong. With Siem Reap as the hub, “spokes” would be developed/ enhanced to several nearby ecotourism sites –expanding the range of offerings that showcase the natural capital. These include areas such as the Prek Toal bird sanctuary, several sites within the Kulen Mountains National Park, and across and around the Tonle Sap. Potential investments include the following:

- Floating/ lake-side interpretation center with interactive displays relating to the history, ecology, lake biodiversity, communities and heritage of the Tonle Sap;
- Improvement of nearby ecotourism facilities (accommodation, catering, services).
- Improvement of lake circuits to visit floating villages, upgrading lake cruise facilities; and
- Development of trails between Siem Reap and Tonle Sap relating to specialized ecotourism such as mountain biking, photo-hunting, special interest visitors (bird-watching, wildlife);

In the Koh Kong Ecotourism Hub, several offerings will be extended into the Cardamom Mountains, including potential options for private sector managed ecotourism. Connectivity will also take advantage of a planned private international airport to diversify current ecotourism attractions. Some examples include:

- Interactive center showcasing the biodiversity, ecosystems, communities of the Cardamom mountains;
- Upgrading/ improving shelters and demarcated trails for specialized ecotourism, such as mountain biking, for photo-hunting, and special interest visitors (bird-watching, wildlife);
- Facilities at ecotourism locations including parking, water and sanitation, handicraft and food stalls etc.
- Forest canopy walkways, viewpoints and observation stations; and
- Safety infrastructure at waterfalls and cliff/overlook-sites.

Component 2.2: Promotion of NTFP value chains

The development of NTFP value chains has potential for supporting sustainable income generation for local communities but must be well developed and managed to prevent over-exploitation and to create jobs and income in the project areas. Opportunities range from extraction of resins and rattan, collection of fruits, cardamom, medicine plants, processing of vegetable oils to sustainable management of agarwood and bamboo. Although, some products have interesting market perspectives, several policies or incentives are yet poorly designed (fees, export taxes, management plans or licenses) which are considered prohibitive for formal businesses to engage in NTFP at large scale.

The Additional Financing from GEF for component 2.2 (Promotion of NTFP Value Chains) of the Project. The implementation arrangements and indicators from the Project will remain the same.

Under Component 1, the project will support the CPAs and PAs management plans (including NTFP and restoration plans), which will help orient economic activities within community areas in the target PAs. Priority for project interventions will be those CPAs that are closely located to ecotourism activities. Under this sub-component the project will promote (1) policy reforms for, and (2) small-scale investments in a few selected value chains. NTFP value chains will be selected that (i) provide the highest financial opportunities for local communities and (ii) highest growth potential. As mentioned in the context section above, there are several nascent NTFP value chains in the CMTS with potential for further development, including the sustainable production of rattan, resin, bamboo and agarwood.

The project will assess NTFP value chains, existing policy gaps, demand structures, value chains, viability and current production of NTFPs within and around the project area, community knowledge and ownership, level of community organization and capacity. The project will prioritize policy reforms, enabling environment for SMEs and will work with different Ministries to promote a more comprehensive enabling environment for NTFPs in general, but will focus on a few more promising value chains (first assessments point to bamboo, cardamom and yellow resin), over the lifetime of the project, including aspects of licensing, requirements for management plan, credit finance, underlying M&E and remove trade restrictions.

The project will also finance small-scale investments for activities related to sustainable harvesting, cultivation, processing and marketing of NTFPs with the overall objective to expand livelihood opportunities for local communities in the CPAs within the targeted PAs. The project will finance a consultancy to support MoE in policy assessment and a process to act as an honest broker between communities and companies to build partnerships with local, national and potentially international companies to access high priced markets, including with ecotourism companies active in the PAs and surroundings and (iv) skill development and capacity training for value added process and marketing for selected NTFP value chains.

Furthermore, finance can also be used to enhance opportunities for the private sector in select value chains and increase the income-earning opportunities for communities participating in the value chains and linked to the ecotourism industry. The types of investments that will be promoted and supported include: provision of processing equipment (e.g. hand-powered equipment), development including rehabilitation of facilities (e.g. processing factories and storage) to meet sanitation standards and to be fit for purpose, and packaging/ branding equipment.

Component 3: Improved Access and Connectivity (*total estimated cost US\$23.86 million; to be fully financed by IDA Credit*).

Rural roads in Cambodia lack adequate all-weather road surfaces, width, and capacity, and they are not adequate to accommodate the growing need for goods and people transport. Over 80 percent of rural roads in Cambodia are still receiving laterite or gravel surface covers, causing significant problems during the wet season due to road deformation and destruction as well as high operation and management costs and during dry season due to major dust development.

Extending ecotourism opportunities in the CMTS will require enhancing connectivity infrastructure to allow for an increase in visitor numbers from the identified gateways. These improvements are aimed at increased, sustainable visitor volume and reduced seasonality due to all-weather access. Specific investments may include the rehabilitation of rural roads and other related rural infrastructure to help in the development of ecotourism corridors, and linkages with main markets.

By adding last-mile access and support infrastructure, visitors will be offered public domain facilities that enable an appreciation of the destination. Combined with branded signage, this will help create a sense of place and comprises the (free) public domain side of a destination. The project will finance

the upgrading and rehabilitation of select rural roads to all-season and climate resilient standards; road signage; and small-scale sanitation infrastructure. Cost-effective road design will be used, identifying where all-weather access is needed for the most critical road stretches, while less critical links will be sealed with concrete, accepting that they may be inundated for a few weeks each year but will not be washed away. Opportunities will also be explored to use the rural road network to strengthen flood control measures, by enhancing drainage canals and culverts and possibly raising the road levels to use as embankments. Sound engineering designs, sufficient drainage, and greening approaches will be applied to enhance the resilience of the road structures in these specific prioritized locations.

Component 4. Project Management, Coordination, Monitoring and Evaluation (*total estimated cost US\$5.76 million; US\$3.26 to be financed by IDA Credit*).

MoE will be the main executing agency for implementation of all three components and overall project management/coordination arrangements. MoE will closely cooperate with the Ministry of Rural Development (MRD) as implementing partner that will take responsibility for the construction of rural access roads infrastructure. Support will be provided establishing a MoE-led project coordination and implementation unit. A high-level Steering Committee will be formed to advise on and deal with emerging cross-sectoral issues. Details are elaborated in the Project Implementation Manual (PIM).

Component 4 will support overall project management through: (a) providing necessary key contract staff and consultants in the coordination and implementation unit to assist MoE in managing project implementation; (b) monitoring and evaluation (M&E) of project implementation; and (c) consultant and advisory services to support project implementation and capacity building of MoE and other key stakeholders.

Component 5: Contingent Emergency Response (*US\$0 million*)

The objective of the contingent emergency response component, with a provisional zero allocation, is to allow for the reallocation of financing to provide immediate response to an eligible crisis or emergency, when/if needed. An Emergency Response Manual (ERM) will be developed for activities under this component, detailing streamlined FM, procurement, safeguard, and any other necessary implementation arrangements. In the event the component is triggered, the Results Framework will be revised through formal restructuring to include appropriate indicators related to the emergency response activities.

1.3. World Bank OP 4.12 Application and Implementation

The World Bank's Operational Policy on Involuntary Resettlement (OP 4.12) covers adverse impacts on livelihoods that result from Bank assisted investment projects and caused by: (a) the involuntary taking of land resulting in (i) relocation or loss of shelter; (ii) [loss] of assets or access to assets; or (iii) loss of income sources or means of livelihoods, etc.; or (b) the involuntary restriction of access to legally designated parks or protected areas. The CSLEP has developed a Resettlement Planning Framework (RPF) to address concerns relating to point (a) in the World Bank policy. This Process Framework covers concerns relating to point (b) only.

It is not practical to presume that all livelihood impacts of proposed restrictions can be predefined. The nature of the restrictions and the specific interventions needed to restore people's livelihoods also cannot necessarily be known fully in advance. As such a Process Framework (PF) is required by OP 4.12 with a view to establishing a participatory process to be applied in formulating and implementing restrictions on resource use. The PF describes the participatory process by which communities and the project's authorities or other relevant agencies/organizations will jointly recommend resource-use

restrictions and decide on measures to mitigate any significant adverse impacts of these restrictions. A restoration and mitigation plan of action, which describes specific measures to assist people adversely affected by the proposed restrictions, is part of the framework.

II. PROCESS FRAMEWORK AND CAMBODIA LEGAL FRAMEWORK

2.1. Objectives of the Process Framework (PF)

As part of the preparation of the Cambodia Sustainable Landscape and Ecotourism Project (CSLEP) a Process Framework (PF) is required given the potential to restrict access to natural resources as a result of anticipated investments in land use planning, including activities supporting the preparation of land use plans for Community Protected Area (CPAs), and Community Forests (CFs). The purpose of the PF is to establish a process of informed and meaningful consultations and negotiations with members of potentially affected communities. The PF defines the procedures to allow project affected persons (PAPs) to participate in the determination of measures necessary to mitigate or minimize the impacts of restricted resource access.

The PF is prepared to comply with the World Bank policy on Involuntary Resettlement (OP/BP 4.12) and the Royal Government of Cambodia (RGC) laws and regulations. The PF provides guidelines for the development of Action Plans during project implementation that:

- Define the restrictions of access to natural resources in proposed protected areas;
- Identify and quantify the impacts that those restrictions may have on different segments of the local communities;
- Propose, implement and monitor remedial measures to compensate for the loss of those assets and the income associated with them;
- Provide grievance redress mechanisms in order to resolve any issues that may arise due to restrictions of access to resources over the course of the project.

The PF ensures that the views of people whom are likely benefiting from, or negatively affected by the project, especially vulnerable people such as ethnic minorities and women, are included in the planning process. Targetted activities will ensure that all PAPs participate in the process and receive adequate compensation and assistance.

2.2. Cambodia Legal Framework and Policy

The **Forestry Law (2002)** defines the framework for management, harvesting, use, development and conservation of the forests in the Kingdom of Cambodia. The objective of this law is to ensure the sustainable management of forests for their social, economic and environmental benefits, including conservation of biological diversity and cultural heritage. Under this law the state ensures customary user rights of forest products and by-products for local communities. The Forestry Law states the roles and responsibilities for the management of all forests. It states that the management of forests is under the jurisdiction of the Ministry of Agriculture Forestry and Fisheries (MAFF) (except for management of flooded forests, which is covered by a different law). Furthermore, it delegates the authority to manage Protected Areas to the Ministry of Environment (MOE). Article 4 under the Forestry Law states that prior to major forest ecosystem related activity that may significantly impact on the environment and social conditions, an environmental and social impact assessment should be conducted.

The Forest Law of 2002 provides a legal basis for rural communities to use and help manage forests through community forestry. The 2003 Sub-decree on Community Forest Management sets out rules

for the establishment, management and use of community forests in Cambodia. Community members collect timber and animal and plant-based forest products seasonally, including construction materials and foods. The Ministry of Agriculture, Forestry and Fisheries has general jurisdiction over management of community forests. Community forests are state public property, which means that this land cannot be sold or granted as Economic Land Concessions (ELCs). The Forestry Administration (FA) has the right to identify community forest boundaries. Local communities can submit a request to the FA for a community forest to be recognised. Under the sub-decree, a Community Forestry Community (CFC) is a community that voluntarily initiates to form a group under a Community Forest Agreement to conduct development activities and use community forest resources in a sustainable manner. The ODC dataset for community forests in Cambodia lists 337 different forests. There is a vast range of sizes, with a handful being less than 10 hectares and one over 5000 hectares.

The **1993 Royal Decree on the Protection of Natural Areas** recognized 23 protected areas, with classification of the natural protected areas into four categories depending on the character of each area and the objectives of its protection and preservation. At the time the Decree was passed, these areas covered over 18 percent of Cambodia's land area. While some existing areas have been resized, additional natural protected areas under a new category, 'Ramsar' sites, were established in 1999 after Cambodia became a member to the Convention on Wetlands of International Importance. Under this international legal framework, Cambodia's Ramsar sites have the highest protection at the international level.

In **2008 the Law on Natural Protected Areas** introduced an additional three categories to natural protected areas. While the character and protection purposes of each category are defined in the law, four styles of zones management may also be applied when deemed necessary.

The eight categories of natural protected areas (with their purpose) are:

- National park
- Wildlife sanctuary – wildlife preservation and protection;
- Protected landscape – protected scenic view areas to be maintained as scenic spots for leisure and tourism;
- Multi-purpose-use management area – accessible areas for economic development and leisure activities with the assurance of natural stability of water, forestry, wildlife and fishery resources;
- Biosphere reserve – an area of biodiversity conservation and support of sustainable development and activities. This reserve, Tonle Sap, is close to Battambang and Kampong Thom provinces. Its inclusion as a special entity in the law demonstrates its importance for Cambodia;
- Natural heritage site – natural or semi-natural sites unique in ecosystem, beauty or cultural value;
- Marine park – coastal areas with plants, wildlife and fish, with historical or cultural value;
- Ramsar site – areas recognized for the importance of their wetlands and surrounding environment, including wildlife, habitats and ecosystems. It is estimated that 30 percent of Cambodia's surface may be considered as wetland, and other areas may be brought under the Ramsar convention in future.

The four management zones of the natural protected areas are:

- **Core zone:** areas of high conservation value containing threatened and critically endangered species and fragile ecosystems. Access to core zones is prohibited except for Nature Conservation and Protection Administration (NCPA) officials and researchers. NCPA can grant access to officials and researchers with prior permission from the MOE. Using natural resources from the core zone is strictly forbidden. Swidden agriculture (sometimes called slash-and-burn agriculture) is forbidden.
- **Conservation zone:** areas of high conservation value containing natural resources, ecosystems, watershed areas, and natural landscapes located adjacent to the core zone. Access to the zone is allowed only with prior consent of the Nature Conservation and Protection Administration. Small-scale community uses of non-timber forest products (NTFPs) to support local people’s livelihood may be allowed under strict control, provided that they do not seriously impact biodiversity. Other than this, using natural resources from this zone is forbidden. Swidden agriculture is forbidden.
- **Sustainable use zone:** areas of high economic value for national economic development and management, and conservation of the protected area itself. Unlike the core and conservation zones, it is possible to build infrastructure, under restrictions and authorizations from the MOE. The government may permit local authorities/communities to develop and invest in the zone in accordance with MOE requirements. Using natural resource can be allowed if the areas are designated as community protected areas. The MOE can allocate parts of the zone to communities as community protected areas.
- **Community zone:** areas reserved for the socio-economic development of the local communities and indigenous ethnic minorities. May contain residential lands, paddy fields, gardens or swidden. Land title requires agreement from the MoE.

By 2018, Cambodia had 53 protected areas. These covered more than 7.5 million hectares – the equivalent of 41 percent of the country’s total land. Even though some protected areas are classified under the same category, the level of protection and preservation may vary. A clear definition of the category and zone management of each protected area is necessary for the effective implementation of the law.

In early 2017 the government announced a new sub-decree that protects almost 1.5 million hectares as “Biodiversity Conservation Corridors”. The new corridors connect existing protected areas, allowing species migration. They are found in Keo Seima and Snuol districts, the Phnom Proek forest, along the Phnom Kravanh mountains in Pursat and Koh Kong province, and in the Prey Lang and Kulen Prum Tep forests.

The Ministry of Environment (MOE) is responsible for managing and supervising the country’s protected areas in cooperation with other institutions. The **Law on Environmental Protection and Natural Resource Management** gives the MOE authority to enter and inspect protected areas if activities in the areas are thought to be affecting the environment. The sub-decree elaborates on the responsibilities of the ministry to prepare and implement policies and management plans for the protected areas, and to propose new areas to be protected.

The **Law on Natural Protected Areas** aims to “ensure the management, conservation of biodiversity, and sustainable use of natural resources in protected areas.” The law reinforces the MOE’s rights and duties to:

- Patrol and crack down on illegal activities;
- Inspect licenses and permits for development and economic activities in protected areas, and
- Conduct awareness raising and education to engage the public in the management of protected

areas.

No clearance or building is allowed in the core or conservation zones, and development within the sustainable use or community zones requires government approval. Any development in these areas or in adjacent areas is subject to an environmental and social impact assessment.

Since the Protected Areas Law was passed in 2008, numerous sub-decrees have been passed classifying areas as sustainable use zones. According to the law, after consulting with relevant ministries and institutions, local authorities, and local communities the government may permit development and investment activities in these zones. These activities can include infrastructure development, including irrigation and hydroelectricity projects, mining and resin exploitation. Anyone breaching the law faces penalties ranging from a warning and payment of restorative damages, up to fines of 250 million riel and 10 years in jail.

III. IDENTIFICATION AND ELIGIBILITY OF DISPLACED PERSONS

3.1. Defining Displaced Persons

As per the World Bank's OP 4.12, the term "displaced persons" is synonymous with "project affected persons" and is not limited to those subjected to physical displacement. It must be noted however that project activities are not expected to result in physical relocation of persons or communities, and that any potential, temporary or permanent, land acquisition is covered by the RPF. In terms of this PF, PAP refers to those persons who lose "access to legally designated parks and protected areas resulting in adverse impacts on their livelihoods". The Project will need to assess who would be eligible for livelihood support based on the loss of access as a result of restrictions carried out under the project.

3.2. Eligibility

Individuals and communities targeted by this PF are those using natural resources in/from designated community protected and forest areas. The project affected persons (PAPs) depend on the access to natural resources of protected areas, using resources for their livelihoods as per Bank's OP 4.12 suggests three criteria for eligibility:

- (i) Those who have legal rights to land and/or natural resource use in protected areas (including customary land, traditional and religious rights recognized under the laws and regulations of the RGC);
- (ii) Those who do not have legal rights to land at the time the cut-off date begins but have potential legal claim to such land or assets provided that such claims are recognized under the laws and regulation of RGC or become recognized through process identified in the resettlement plan; and
- (iii) Those who have no recognizable legal right or claim to the land they are occupying.

The eligible PAPs living within or in the vicinity of the protected forest areas will be determined by participatory process, to determine the exact number and scope of impacts to be compensated by the project. Special consideration and priority will be given to the vulnerable groups including the poor, ethnic minority groups⁽¹⁰⁾, landless, elderly and female-headed households. Non-local community members accessing the areas for illegal purposes such as logging and/or wildlife hunting are not eligible for project benefits.

⁽¹⁰⁾ Any land acquisition taking place with an Ethnic Minority community will need to be consistent with the Project IPPF which is prepared for the same project prior to project appraisal in compliance with the WB OP 4.10.

All PAPs must be consulted to identify project adverse impacts and, in a joint activity, to establish the eligibility criteria for mitigation or/and compensation measures. The project will work with PAPs and co-managers, representative of local community organizations, local leaders to define the eligibility criteria for project assistance and to define a cut-off date⁽¹¹⁾ in a participatory manner, once they are identified. The project will ensure to provide culturally appropriate information for indigenous people affected and ensure linkages to the project's Indigenous Peoples Planning Framework (IPPF) and any Indigenous Peoples Plans (IPPs). Any illegal encroachment/occupant or exploitation of the natural resources of a protected area after the cut-off date will not be eligible for any type of livelihood-related or other assistance (consistent with the Bank's OP 4.12). Additional eligibility criteria for occupants or neighbors of protected areas needing special consideration related to livelihood will be discussed with relevant stakeholders and will be part of protected area management plan.

3.3. Establishing Criteria for Eligibility

Although relatively minor negative impacts due to CSLEP subcomponents are expected, the project will endeavor to assist PAPs in their efforts to improve their livelihoods, or at least restore to pre-project levels, where there will have restrictions on forest resource use. Two types of PAPs are identified:

- (iv) Those who currently (illegally) encroach in the community protected areas and community forestry areas for the purpose of agricultural cultivation;
- (v) Those who regularly (illegally) enter the CPA's and CF for the purpose of collection of fuelwoods, honey or other forest products.

The project participatory process will involve consultation with community representatives in areas where people are negatively affected by project activities. The Village Development Plan (VDP) and Co-management Plan (COP), will identify the numbers of PAPs, the type of impact and their eligibility to participate in alternative livelihoods activities or be compensated. Drafted VDPs and COPs will be discussed at public meetings with the PAPs, so that informed decisions can be made about the options available to them. Mitigating strategies will be based on the promotion of alternative livelihood initiatives, capacity building of self-help organizations and community based defined productive activities.

3.4. Considerations for Vulnerable Groups

The poor, indigenous people, elderly, and women in the local communities are likely to be particularly vulnerable as they are often more heavily dependent on agriculture, forest products collection and have less diversified income sources. In order to ensure that the effects on vulnerable groups are minimized, if not avoided, the project will firstly ensure they have access to project related information including livelihoods assistance and secondly, alternative livelihood activities carried out in communities will ensure the inclusion and participation of vulnerable groups. To ensure women participate in the project, livelihoods support will be directed towards the affected household rather than just the affected person. Women will be able to apply for alternative livelihood assistance that they lead and manage. Livelihood activities under this PF will be linked to the project's IPPF and/or IPP as appropriate.

⁽¹¹⁾ This refers to the date prior to which the occupation or use of the project area makes residents in the area recognized as eligible PAP. For the project, the cut-off date is the date the census begins. The persons who are not in the census are not eligible for compensation and other entitlements, unless they can show proof that (i) they have been inadvertently missed out during the census and the IOL; or (ii) they have lawful requirements on the affected assets after completion of the social census and the IOL and before conduct of the detailed measurement survey (DMS).

3.5. Project Activities Phases

The project, in a consultative fashion, will carry out the activities to define access restriction to illegal or/and customary activities in the protected areas, and will evaluate the impact on local livelihoods in consultation with the affected people and relevant stakeholders. The project will strive to avoid, and if not possible, minimize or mitigate impacts, such as phasing in measures. For example, information based on spatial planning, mapped demarcation of protected areas and consultation, will be provided to ensure communities are fully informed on the delimitation of forest management. The project will ensure to initiate any access restrictions once the project alternative livelihoods are already initiated. For instance, if agricultural land will become part of the forest management activities, the support needed for the impacted households/individuals will be provided to ensure they can transition their livelihoods and not be worse off as a result of the project. Thus compensation and livelihood restoration measures will begin ahead of any potential project impacts.

IV. LIVELIHOOD RESTORATION

The overall aim of the restoration and mitigation measures is to compensate for and diversify the livelihoods of the persons affected by forest resources restriction. The project will support the development of modalities that provide an alternative livelihood opportunity for PAPs. The process of developing these alternative livelihoods will be participatory and will be underlined by equity and community driven decision-making. The aim will be to develop livelihood alternatives through a guided process, with, for example, a plan to support the development of products and services all the way through to distribution. The process to achieve this will naturally be starting with mobilizing affected community members to ensure that they have the space and opportunity to consider the options available to them. Mitigation measures being taken to address the livelihoods of both indigenous and non-indigenous communities must be for the long-term for sustainable livelihood development. As mentioned, any impacts to indigenous peoples must also be in line with the project's IPPF/IPPs.

4.1. Community Mobilization and Engagement

Community members facing access restriction will be supported to mobilize themselves in order to identify viable livelihoods activities in a participatory manner. The approach will help to ensure that there is equity in the process and that all affected users including vulnerable groups, such as women, elderly and indigenous peoples, have the opportunity to become involved in and benefit from alternative livelihoods assistance being provided by the project. Once eligible people for assistance support due to resources restriction have been identification in a participatory process, activities will continue as follows:

- (i) PAP assessment that will assist to map out their own resources and assets, identify and diagnose constraints and impacts due to access restrictions from household to community level, and identify the required support;
- (ii) Define the training and capacity building to sustain their affected livelihoods and way of transitions to alternative livelihoods;
- (iii) Define of co-management arrangements and alternative livelihood activities to be supported including pertinent training.

Indigenous communities will be fully engaged and their participation promoted to define alternative livelihoods that are culturally appropriate. The project will consider their agreements reached with the

participation of their local leaders supporting the preparation of appropriated material for project communication. Furthermore, impacts to indigenous peoples will need to be properly captured in IPPs as per the projects IPPF to ensure the free, prior and informed consultation with IPs.

Based on the information provided above, therefore it is critically important to:

- (a) Consider beneficiaries (from villages, communes, etc.) as equal partners and stakeholders in the management of forest resources, with special attention to indigenous people, for whom their views will be considered and respected;
- (b) Observe beneficiaries' information requirements of indigenous people and other vulnerable members such as women;
- (c) Approach the different local organizations that may differ from place to place;
- (d) Recognize that engaging local communities is a time consuming process and that it requires time, consistency and a good planning.

4.2. Building Community Awareness

The project will provide guidance to facilitate participation with special attention provided to indigenous peoples, to ensure culturally appropriate information is provided. Awareness-raising through information sessions before starting formal consultations will be undertaken which will take the form of community meetings, informational presentations and dissemination of informational materials, among others. The awareness-building process will entail the following:

- (i) An ongoing process, with subprojects developed to support alternative livelihoods within the communities where dialogues and learning events among the participating communities will be undertaken. The project will support the local leaderships when developing training mentoring of community leaders. Community leaders will also play a key role in supporting the implementation activities regarding the VDPs and COPs for the PF;
- (ii) Consultations will entail meetings and focus groups discussions to address potential adverse impacts of forest management and to observe the traditional practices that could be supported by the project. The communities will be informed about the potential access restrictions in workshops, community meetings and focus groups, ensuring women participation. The result of the information collected will be considered in the design of activities and in the information materials prepared for the project;
- (iii) The new defined areas for forest restoration along with the designed protected areas will be mapped and the plans for their management will be provided, including the local legislation and Bank's policy requirements.

4.3. Development of Community Protected Area Management Plans and Commune Development Plans

Given the facts that the project is going to strengthen landscape planning and the ability to manage natural resources, there is likely to be some restrictions of access to forest resources that may affect local communities. For this reason, Community Protected Area Management Plans (CPAMPs), done in consultation with communities, will be necessary in order to identify the areas of restriction and alternative livelihoods, as already described in this document. The project will strive to integrate these CPAMPs into broader Commune Development Plans, to ensure local-level planning takes into account forest protection and any restrictions that may be in place. Expertise to support CSLEP staff

and local authorities on developing participatory plans may be required. Accurate and sufficient baseline information will be essential not only to provide basis for the planning, but also for effective management of implementation, monitoring and evaluation and capacity building of the village and its members. In general, development of CPAMPs and integration into Commune Plans will necessitate:

- (i) Consultations with the community and relevant stakeholders;
- (ii) Identification of restrictions and impacts of these restrictions;
- (iii) Strategic analysis of community development both for CPA and for the commune;
- (iv) Assessment of current CPAMPs and Commune plans and whether/how they can be strengthened;
- (v) Selection and development of project activities;
- (vi) Establishment of monitoring system to ensure livelihoods of impacted people are restored.

CPAMPs will be developed with full participation from local communities to ensure communities get to express their opinions on the choice of project activities and investments. The form of community participation can vary, depending on specific or impacts being considered, and participation for IPs will need to be on the basis of the IPPF and the principle of free, prior and informed consultation. The CSLEP project team will be responsible for the consultative design of CPAMPs, liaising with the commune, and for selecting partners and contractors to carry out specific activities as needed.

4.4. Other Alternative Livelihoods

Alternative livelihood and livelihood restoration programs will be developed and incorporated into the CPAMPs and Commune Plans as relevant. To appropriately and adequately compensate households whose livelihoods will be adversely affected by access restrictions, the project will work with communities and other stakeholder to develop alternative livelihoods to mitigate any negative impacts. Successful implementation of the project in the long-run will rely on the cooperation with local communities on CPAMPs, as well as with local authorities in order to design and organize alternative livelihood measures to ensure the livelihood restoration of local people. As discussed, measures to develop alternative community and individual livelihoods will be identified with the participation of the affected communities, which will focus on establishing alternative livelihood and livelihood restoration activities that are environmentally sustainable and culturally appropriate. The aim will be to identify alternative livelihood activities which fit local natural endowments, benefiting eco-protection and restoration, positive for increasing local living standard, maintain local traditions and conforming to development plans of local government.

4.5. Implementation of CPAMPs and Monitoring

All eligible households affected by access restrictions as a result of project activities will be covered by the mitigation measures developed in the PF/Action Plans. The forest co-management model at the community level includes 4 main steps:

- (1) Identify and establish representative institutions for involved stakeholders (village and commune, forest management board). Identify the roles, duties and rights of the stakeholders in the forest management;
- (2) Negotiate and get agreement among the stakeholders on forest protection and management issues in order to get consensus and collaboration of all stakeholders;

- (3) Implement co-management following the agreed CPAMPs, for example in forest patrolling and protection, community livelihood development, management of forest products utilization, management of forest environment services and forest land planning.
- (4) Monitoring and evaluation by participation of all stakeholders to ensure living standards of those impacted are restored.

V. IMPLEMENTATION ARRANGEMENTS

The project will be implemented over a period of five years. Institutional arrangements for implementation will follow the Government's institutional structure, with the Ministry of Environment (MOE) as the Executing Agency (EA), and MOE and the Ministry of Rural Development (MRD) as Implementing Agencies (MRD leading on road rehabilitation). The Ministry of Economy and Finance (MEF) will oversee the financial services support. MoUs with line ministries implementing subcomponents will ensure clarity on roles and responsibilities. EA and IA will establish implementation project team with experts and expertise from direct and relevant technical, administration, environmental and social safeguards, procurement and finance units. MOE and MRD already have safeguard focal points working on CSLEP. Strategic direction and guidance for the management and operation of the project will be provided by a high-level Project Steering Committee, chaired by MOE.

VI. PUBLIC CONSULTATIONS AND GRIEVANCE REDRESS

6.1. Public Consultation and Participation During Project Preparation

A stakeholder consultation to discuss social safeguards aspects of the Cambodia Sustainable Landscape and Ecotourism Project (CSLEP) was held at the Ministry of Environment (MOE) in Phnom Penh, Cambodia, on January 23, 2019. This was the second stakeholder consultation on CSLEP safeguard aspects. A first stakeholder consultation to discuss the project's Environment and Social Safeguards Framework (ESMF) was held in Phnom Penh in December 2018.

Over 40 participants, mostly Khmer nationals, attended the 2nd Stakeholder Consultation which included participants from line ministries including MOE, Ministry of Rural Development (MRD), Ministry of Land Management, Urban Planning and Construction (MLMUPC), Ministry of Water Resources and Meteorology, Ministry of Interior (MOI) and Ministry of Agriculture, Forestry and Fisheries (MAFF), among others. Representatives from Non-Governmental Organizations (NGOs) also attended the consultation, including NGOs representing Indigenous Peoples (IP) groups, such as Indigenous Communities Support Organization (ICSO), Cambodia Indigenous Peoples Organization (CIPO) and Non-Timber Forest Exchange Program (NTFP-EP). Other NGOs in attendance included Wildlife Conservation Society (WCS), Oxfam and Wildlife Alliance. Representatives from development partners were also in attendance, including The World Bank, United Nations Development Fund (UNDP) and USAID. Finally some representatives of the private sector, such as tourism-related businesses, also participated, including A2A Cambodia.

The Consultation introduced the project and the main safeguards documents: the Environment and Social Management Framework (in the first consultation), and the Indigenous Peoples Planning Framework (IPPF), Resettlement Planning Framework (RPF) and Process Framework (PF) during the second stakeholder consultation. Key provisions of each document were discussed as well as the rationale for triggering the World Bank policies and the WB and Cambodia's legal framework.

During the consultations the floor was opened for discussion for participants to freely ask questions and share comments. Participants were also encouraged to provide feedback on the social safeguard instruments, in particular: (i) how best to reach IPs to ensure free, prior and informed consultations, (ii) how existing grievance redress mechanisms at the local level can be strengthened by the Project, and (iii) feedback on the Entitlement Matrix of the RPF. Participants were very active in their participation and had numerous questions and comments regarding the project, in particular how best to address potential impacts relating to land acquisition and to Indigenous Peoples (IPs).

Representatives from various line ministries and NGOS had an opportunity to present their feedback and recommendations, including the importance of ensuring fair compensation to any affected people, and ensuring impacts to IPs are minimized and/or well mitigated so that their traditions are not impacted or eroded. Participants from NGOs were also interested in understanding how the project would ensure Free Prior and Informed Consultation, and what the role of NGOs would be in the project.

During the consultations MOE addressed these questions, and reaffirmed the project's efforts to minimize any land acquisition or impacts to IPs and the measures that would be taken on this regard, including ensuring close consultation with IPs and affected people during project implementation, as well as working closely with NGOs.

6.2. Public Consultation and Participation During Project Implementation

The CSLEP will adopt full consultation and stakeholder participation for relevant project components and will be consistent with the IPPF/IPPs in cases where IPs are found. During project screening (project area selection process) communities, teachers, parents and local authorities will be consulted about benefits and potential impacts. A Social Assessment will be conducted with target areas where potential impacts on indigenous peoples, land and other resources are identified. At least two public consultation meetings will be conducted. The CSLEP activities, project impacts and mitigation measures will be presented during the first meeting. Then, the second public consultation meeting will be conducted to determine whether there is support for the project activities and mitigation plans.

Prior to consultations, MOE/MRD will send notice to the communities informing their leaders that they will be visited by the respective focal person and local authorities and that consultation will be conducted to seek support of the project intervention and to determine potential adverse impacts as well as possible support from the project in order to address the potential impacts. The notice will request that communities invite to the meeting representatives of farmers, women association, village leaders and/or other groups as necessary. During the visit, the community leaders and other participants will present their views with regards to the proposed activities.

During the consultation, detailed procedures would be determined on a village-by-village basis to determine the potential impact and possible support under the CSLEP. Further, a grievance mechanism to address concerns and complaints will be established to ensure affected people can voice their concerns (particularly on land acquisition and livelihood loss). If a beneficiary community includes ethnic minority communities that do not belong to the majority ethnic group of the community, their representatives will be included in the conflict resolution mechanisms. This will ensure cultural appropriateness, and community involvement particularly of the ethnic groups in decision-making processes.

In the process, free, prior and informed consultations will be undertaken in a language spoken by, and location convenient for, potentially affected indigenous peoples, consistent with the project IPPF. The views of indigenous peoples are to be taken into account during implementation of CSLEP, while respecting their current practices, beliefs and cultural preferences. The outcome of the consultations will be documented into the periodical reports and submitted to the World Bank for review.

During implementation of the CSLEP, if IPs are found, an updated social assessment shall also be carried out to monitor the positive and negative impacts of the project, and obtain feedback from the project-affected people. Monitoring is crucial to ensure affected livelihoods are appropriately restored. Based on the outcome of the social assessment, further measures shall be taken to ensure full benefits and mitigation of the negative impacts envisaged. If necessary, additional activities for institutional strengthening and capacity building of indigenous people communities living within the project area shall be carried out. If unexpected impacts are more significant than expected, IPP and/or Resettlement Plans (if appropriate) may need to be updated.

6.3. Grievance Redress Mechanism

In line with what it is stated in the project's Environmental and Social Management Framework (ESMF), at the beginning of the CSLEP implementation, the grievance redress committees will be established at commune, districts, and provincial levels as appropriate, built on the existing structures. At the village the existing grievance mechanisms that is chaired by village chief, elder and/or spiritual/tribal leaders, which are largely acceptable to local communities, will be strengthened as the first tier conflict resolution mechanisms. This arrangement helps to ensure that a system is in place to help resolve any grievances or complaints that may occur during and after project intervention. The grievance mechanism will be applied to persons or groups that are directly or indirectly affected by a project, as well as those that may have interests in a project and/or have the ability to influence its outcome either positively or negatively. The CSLEP will provide training and support to strengthen these existing structures for effectively and collectively dealing with possible grievances that may be raised by PAPs.

The project will, in consultation with IPs, ensure that grievance mechanisms are appropriate and are fully consulted with IPs. When possible, regular grievance mechanisms of Cambodia will be followed, with the first instance being the Village level, then the Commune level, District level and finally the Provincial level, and these will be strengthened to ensure they can effectively deal with IP concerns. If project subcomponents involve land acquisition a Grievance Redress Mechanism (GRM) is established for the CSLEP, based on the RPF and closely linked to this IPPF or IPPs as appropriate (please see RPF for details).

In the target areas where Indigenous People (IP) are affected directly or indirectly, all complaints shall be discussed among the villagers in the presence of traditional village leader or elder and negotiations is carried out in the community or village where the PAP and PAH live. Where necessary, the CSLEP proponents will provide assistance so that the rights of indigenous minorities are protected.