

Changsha West Integrated Transport Terminal

Resettlement Action Plan

**Changsha Integrated Transport Hub
Construction and Investment Co. Ltd**

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1 INTRODUCTION

1.1 PROJECT INTRODUCTION

Changsha West Integrated Transport Terminal (Changsha west terminal), located in Yuelu District, west Changsha, Hunan province, will be functioned as the hub for long-distance bus, urban public bus transport and urban rail in the future. It is a major planned transport infrastructural project in Changsha City, which will help to construct the planned ‘3(Changsha, Zhuzhou and Xiangtan)+5(Yueyang, Henyang, Yiyang, Changde and Zhangjiajie)’ city cluster in Hunan Province, improve the transport capacity and service in west economic zone of Changsha, and have important role in innovation of development mechanism and development of resource-saving and environmentally-friendly society.

The multi-modal passenger terminal will be an important component of national highway transport network. It is the urban bus terminal of several bus routes, and urban rail station of metro No 2, and transit center of urban passengers. Its construction will promote the economic development of west economic zone of Changsha City.

The terminal will be constructed as Class I passenger station. The major construction components includes main passenger buildings, integrated service buildings, ground and underground parking lot, and attached facilities of power supply, drainage and roads, etc. The estimated investment will be of CNY 1.65billion, required land area of 175mu (11.67ha), building area of 350,000 sq.m, of which, 150,000 sq.m for transit passenger. The designed capacity is 80,000 passengers for regular day with maximum capacity of 250,000transit passenger.

According to the feasibility study, the land area to be permanently required is of 175 mu (11.67 ha.), of which 18 mu of collective land among and 157 mu of state-owned construction land, the temporary occupied land is of 7.5 mu of state-owned construction land. The houses to be demolished by the project will have an area of 11,398 sq.m. No people will be affected by land, while people affected by house demolition will be 387.

The planned map of the terminal is shown in Annex 1.

1.2 PROJECT IMPACT AND MITIGATION MEASURES

1.2.1 The Project Impact

The construction of Changsha West Terminal will provide an easy and comfortable transport model for passenger traveling within and out of Changsha. But the inevitably required house relocation for the project construction will affect the local community, and the original production and living conditions of the local residents.

Permanent land acquisition is estimated at 18.1 mu, while temporary use of land is estimated at 7.5mu. 64 households (240 persons) will lose their residential houses, of which, 8 households are living on collective land and 56 households on state-owned land.

1.2.2 Measures to reduce the negative project impact

□1□ Project planning and design stage

In the project planning and design stage, the designer and project owner took various measures to collect comments and suggestions from government, experts and community so to minimize the construction impact on the local socio-economic conditions. Based on the public consultation, the project was enlarged by an area of 18.1 mu on the collective land left during the transfer from village to urban area. The collective land was originally farmland, presently is barren land. On the collective land, there are 8 private houses of local residents and some transitional sheds which were built and used by villagers (now transferred as urban resident) before moving into their new house. This area is included in the 'better urban area plan of Changsha City' which is greatly accepted plan by the local community.

□2□ Construction stage

During the construction stage, following measures will be taken to reduce the impact by the project construction:

- Strengthen the mechanism for public participation: Before the project construction, the project construction plan, including the commencement day and progress schedule, should be noted at the project affected areas. At the same time, the compensation policy for the demolition and resettlement should be publicized.
- Measures to reduce dust: the construction yard will be separated by walls of coloured plaster-steel plate and water spraying measure shall be carried out to reduce dust around residential quarter, and the vehicles transporting construction material as soil to be disposed in spoil pit or area will be covered to prevent from falling on the street.
- Solid waste protective treatment measure in construction period: As the project construction will take a long period, construction site will have a lot of daily garbage. In accordance with the requirements of the local sanitation department, contractor should promptly clean up the living wastes at the construction site to ensure that site construction area clean and to avoid breeding and spread of infectious diseases.

1.3 PREPARATION OF RESETTLEMENT PLAN AND MONITORING

1.3.1 Detailed measurement survey(DMS)

Based on the feasibility study report□Changsha urban planning and design institute (the designer) together with local authorities made a DMS on the population, housing, land, infrastructure, etc. on the project affected area. The socio economic conditions of the project area were also collected for preparation of resettlement plan.

According to the different project-affected objects, project impact physical indicators include: land use, impact of population, housing and ancillary facilities, demolition, shops.

1.3.2 Social and economic survey

To analyse the project impact on the local community and to develop practical and feasible resettlement action plan (RAP), the project owner and designer made site visits to interview with the officials of local government and residents and to have group discussions with the locals to understand the socio-economic situation in the community, local residents' production and living conditions.

1.4 THE OBJECTIVES OF RESETTLEMENT

- Taking necessary measures of engineering, technical, economic and others to avoid or reduce the number of displaced peoples; when resettlement is unavoidable, as far as possible to take effective measures to reduce the impact on the production and living conditions of local residents;
- In the project preparation stage, carrying out socio-economic survey for the preparation of RAP;
- RAP will be prepared based on DMS data and compensation standards in order to improve or at least restore the original production and living conditions of the displaced people;
- The displaced people will be encouraged to participate in RAP preparation;
- All affected buildings, regardless of legal status, are to be compensated at the replacement price;
- The local residents are to be benefited from the project.

2 the project impact

2.1 TYPE OF LOSSES

In order to understand affects resident's basic situation in that project affected area and to analyse project impacts on the local residents, the DMS was carried out in July 2010, by the designer, Changsha Urban Planning and Design Institute, with the local authorities to obtain the physical indicator as land to be required, houses to be relocated, people to be affected and area of land to be temporarily occupied, etc. From the survey of affected communities, the following categories of losses have been identified:

- (i) Land loss: permanent loss and temporary loss of land;
- (ii) Residential house;
- (iii) Business loss; and
- (v) Public infrastructure.

2.2 PROJECT LAND LOSS

As the terminal is to be enlarged on the campus of existing Changsha West Bus Station (CWBS), it will permanently occupy an area of 175mu. According to the survey, besides the land area of existing CWBS, 18.1mu collective land will be required in Jiangongshan Community (JGSC) of Wangchengpo Sub-district Office, of which, 8.75mu will be farmland. There are no people to be resettled for production, as the people affected have been transferred into urban residents who are not living on the farmland. The temporary loss of land will have a total of 7.5mu of state-owned construction land. The details are shown in Table 1.

Table 1 Project land loss of Changsha West Terminal

Permanent occupied of land (mu)					Temporarily occupied of land (mu)
State-owned land	Collective land			Subtotal	State-owned land
Construction land	Farm-land	Housing plot	others		Construction land
156.9	8.75	6.17	3.19	18.11	7.5

2.3 AFFECTED RESIDENTIAL HOUSES

There are two kinds of residential houses to be relocated in the project affected area. The first is the residential houses on the collective land, ie, the houses of residents of Jiangongshan Community which was originally Jiangongshan village. There are 8 households to be affected by residential house which are mainly of brick-concrete and brick-wood structure, and 46 households of transitional sheds which were built and used by the households when they were relocated for other project in the past. The second is the residential houses on the state-owned land, ie, the residential house of employee from Changsha West Bus Station. There are 56 households to be relocated with an area of 4,138m² of brick-concrete structure. The total area to be demolished is 11,398m² with details shown in Table 2.

Table 2 Residential House to be Removed by the Project

	Quantity of different structure (m2)	APs	AHs
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			Brick-concrete	Brick-wood	Shed	Subtotal		
C-land	JGSC	Resident house	634.5	2775.7	90.4	3500.6	44	8
C-land	JGSC	Transitional			3759.6	3759.6	163	46
S-land	CWBS	Resident house	4137.9			4137.9	180	56
Total			4772.4	2775.7	3850.0	11398.1	387	110



Fig.1 Residential house to be removed on state-owned land



Fig.2 Residential house and transitional sheds to be removed on collective land

2.4 AFFECTED BUSINESS

The terminal is to be enlarged on the campus of existing CWBS under Hunan Longxiaoqng Transportation Group, one stakeholder of CITC. CWBS is the only enterprise to be affected by the demolition of passenger building with an area of 20,266 sq.m of brick-concrete structure and 57,369 sq.m of temporary structure. There are 1,001 staff working in CWBS, including 391 staff off working position.



Fig.3 The existing Changsha West Bus Station



Fig.4 Passenger building to be removed on CWBS

Besides the buildings affected, there are 11 attached shops operated by 20 operators within the building. These shops with an area of 1,348sq.m are run by renters who have leasing contract with CWBS.

2.5 AFFECTED PUBLIC INFRASTRUCTURE

According to DMS data, the infrastructure to be affected is one power tower of 110KV with a length of 1.5km to be relocated. Other public infrastructure to be affected are the underground water supply pipe with a length of 1371.1m, drainage pipe of 9732m, 220v power line of street light of 3013.4m, 10kv power line of 908.2m, and gas pipe of 1851.6m.

There are no public hospitals or schools to be affected.

2.6 AFFECTED VULNERABLE GROUPS

Among the displaced people, there are no vulnerable people to be affected by the project.

3 The socio-economic conditions of the Project area

3.1 THE PROFILE OF THE PROJECT AFFECTED AREA

Changsha is the capital city of Hunan province located in the south-central China and southwards of Yangtze river. It is also the center of politics, economy, culture, transportation, finance and information within the province, as well as one of the major cities in south-central west China.

Changsha has an area of 11,819 sq.km, with a length of about 230km east-westwards and 99 km north-southwards, located between the south edge of Dongting Lake and hilly area in middle Hunan province. Its urban area totals 242.8 sq.km with a highest location of 300.8m above sea level in Yuelu Mountain, while the highest point with the city area is located in Liuyang county with a height of 1,616m above sea level on Daweishan Mountain.

As a typical sub-tropical climate, Changsha is characteristic by four seasons. It is rich in rain between Spring and beginning of Summer, and dry between Summer and Autumn. The frost-free period is 275 days in a year, and average temperature of 16.8~17.2℃, with highest of 40.6℃ and lowest of -12℃. The annual average rainfall is 1422.4mm with rich surface water. The average annual surface water flow totals 80.8 billion cu.m.

By the end of 2009, the city's resident population is 6.64 million, 0.86% increase over last year. The birth rate is 10.8‰, and death rate is 5.4‰, so the population natural growth rate is 5.40‰. The urban rate of the city is 62.6%, 1.4% higher than last year. The majority is Han people, and the ethnic minorities are Tujia, Miao, Yao, Hui and Bai, which is less than 1% of total population, according to the fifth demographic census in 2000. All the minorities are scattered here and there.

In 2009, the GDP of the Changsha City is CNY374.48 billion, 12.5% growth over last year, of which: CNY 17.94 billion of primary industry, 6.5% growth; CNY 189.36 billion of secondary industry, an increase of 16.3%; CNY167.18 billion of tertiary industry with an increase of 13.9%. Per capita GDP reached

CNY56,620, which ranked the seventh among all the capital cities in China, and the top in middle China. The local fiscal revenue totals CNY40.60 billion in 2009, which is 18.7% more than that in 2008. The average income per capita of urban residents is CNY20,238, 13.1% higher than last year, and that of rural residents is CNY9,432, increased by 17.8%.

3.2 THE PROFILE OF THE PROJECT AFFECT DISTRICT

The only district to be affected in Changsha City is Yuelu District.

Yuelu District, located on the west side of Xiangjiang river in Changsha City, is traditional cultural and education district with an area of 145 sq.km. There are 10 sub-district, one township, 4 towns and 2 scenery yards and 2 hi-tech zone, with a total area of 145 sq.km and the total population of 597,200 people within 81 communities and 87 villages

In 2009, the GDP in Yuelu District is CNY3,500.98 million, 15.7% growth over last year, of which: CNY 1,540.23 million of primary industry, 2.6% growth; CNY 17,698.09 million of secondary industry, an increase of 19.0%; CNY15,771.52 million of tertiary industry with an increase of 13.1%. Per capita GDP reached CNY51,186. The local fiscal revenue totals CNY1,400.88 million in 2009, which is 22.5% more than that in 2008. The average income per capita of urban residents is CNY19,425, which is 8.2% higher than last year, and that of rural residents is CNY9,613, increased by 13.7%.

By the end of 2009, the resident population in the district is 694,057, which is 20,173 increase over last year, while registered population is of 625,527 people with a male/female ratio of 1:0.978. The birth rate is 11.3‰ in 2009, and death rate is 5.6‰, so the population natural growth rate is 5.7‰.

3.3 THE PROFILE OF PROJECT AFFECTED COMMUNITY

The integrated transport terminal is located in Jiangongshan Community, Wangchengpo sub-district, Yuelu District, Changsha City. It borders West Erhuan Road to the east, Fengling road to the north, Yulan road to the west and East Youyuan road to the south.

Wangchengpo sub-district, established in 1993, consists mainly of Jiangongshan village and Shuangtang village of Tianding Township of Wangcheng County at that time. Of 8 communities under the sub-district, one is presently Jiangongshan community which was a village. All the residents in the community have been changed into urban residents during the period of 1994-1999. There are 10,065 residents living in the community consisting of original residents of farmers, immigrated residents and enterprises established or moved into.

The community, located in the transitional area between urban and suburban area, have many immigrant people. Of the 10,065 residents in the community, only about

3,500 residents registered are the original residents of Jiangongshan village and Shuangtang village, and the residents immigrated from Yanlian village, Wanxin village and Gantang village originally of Tianding Township of Wangcheng County at that time.



Fig.5 Typical 4-storey buildings of local residents in Jiangongshan Community

The commercial is well developed in the community with newly established Xiangjie Commodity Wholesale Market and Market of Aluminium Plastic Product. And there are three cloth factories. As neighboring CWBS with a lot of immigrant population, the major source of income of the original residents are from the rent of residential house and business of shops. All the original residents have a building of 4 or 6 stories, which is built during the transfer from rural residents to urban residents, the ground floor is used for shop normally run by themselves, and other floors, except one for their own use, are rented to the immigrant populations. The average income per capita of the residents is a little lower than that in urban area of Changsha City.

4 Legal framework and resettlement policy

4.1 THE LAWS, REGULATIONS AND POLICIES

The major laws, regulations and policies applied for the project are listed as followings:

- "The Land Administration Law of the People's Republic of China" □ Implemented in January 1999, August 28, 2004 revised Action □ □
- "Law of The People's Republic of China on Administration of The Urban Real Estate" □ Implemented in January 1, 1995 □ □
- "Management Regulations on Civic Buildings Removal in Urban Area" □ Implemented in November 1, 2001 □ □
- "Guidance on Price Evaluation of Urban Buildings to be Demolished" □ Implemented in November 1, 2004 □ □
- "Law on Administration of The Urban Real Estate of The People's Republic of China " □ Implemented in November 1, 1995 □ □
- "Decision on the deepening of reform to strengthen land management" □ State Department October 21, 2004 Published □ □
- "Real Right Law of The People's Republic of China " □ Implemented in October 1, 2007 □ ;
- "Detailed Implementation of 'The Land Administration Law of the People's Republic of China' in Hunan Province" □ Implemented in March 1, 2000 □ □
- "Implementation Method of the 'Management Regulations on Civic Buildings Removal in Urban Area' in Hunan Province" □ Implemented in September 1, 2002 □ □
- "Detailed Implementation of the Management on Demolition of Civil Buildings in Urban Area of Hunan Province" □ Implemented in December 30, 1997 □ □
- "Hunan People's Government on Publicizing the Average Annual Output Value (AAOV) for Land Acquisition in Hunan Province" □ Implemented in October 31, 2005 □ □
- "Regulations on Land Acquisition, Compensation and Resettlement in Changsha, Hunan" □ Implemented in November 31, 2007 □ □
- "Detailed Implementation of Compensation and Resettlement for Land Acquisition in Changsha" □ Implemented in April 1, 2008 □ □
- "Regulations on Compensation and Resettlement for Housing on State-owned Land in Changsha, Hunan" □ Implemented in May 27, 2009 □ □
- The Operational Policy of World Bank OP4.12 "Involuntary resettlement" and its annexes □ Implemented in June 1, 2002 □ □
- The Operational Policy of World Bank BP4.12 "Involuntary resettlement" and its annexes □ Implemented in June 1, 2002 □ □
- The project design documents, drawings and related survey results

4.2 THE SUMMARY OF THE LAWS, REGULATIONS AND POLICIES

- "Action of The Land Administration Law "

Article 26 Resettlement subsidies for land acquisition must adhere earmarking, not used for other purposes. Placement of personnel needed by the rural collective economic organizations resettlement, resettlement subsidy paid to rural collective economic organizations, the rural collective economic organizations manage and use; by other units of resettlement, resettlement subsidy paid to the resettlement units; do

not need unified resettlement and resettlement fees paid to the placement of personnel or individuals were placed after the consent to be placed to cover the cost of insurance personnel.

- "The Land Administration Law of the People's Republic of China"

Article 47 For requisition of land, compensation shall be given in accordance with the original use of the requisitioned land.

Compensation fee for the cultivated land requisitioned include land compensation fee, subsidy for resettlement as well as compensation fee for ground appendices and young crops. Land compensation fee for the cultivated land requisitioned shall be six to ten times of the average annual output value in the three years prior to requisition. Subsidy for resettlement for the cultivated land requisitioned shall be calculated on the basis of the agricultural population that requires resettlement. The agricultural population that requires resettlement shall be calculated on the basis of the amount of cultivated land requisitioned divided by the average per capita occupancy of cultivated land of the unit requisitioned. The rate of subsidy for resettlement per head of the agricultural population that requires resettlement shall be four to six times of the average annual output value in the three years prior to requisition of the said cultivated land. However, the maximum subsidy for resettlement for cultivated land requisitioned per hectare shall not exceed fifteen times of the average annual output value in the three years prior to the requisition.

The rate of land compensation fee and subsidy for resettlement for the requisition of other lands shall be fixed by the provinces, autonomous regions and municipalities directly under the Central Government, taking the rate of land compensation fee and subsidy for resettlement for the requisition of cultivated land as reference.

Rate of compensation for ground appendices and young crops on the requisitioned land shall be fixed by the provinces, autonomous regions and municipalities directly under the Central Government.

For requisition of suburban vegetable plots of municipalities, the land use unit should, pursuant to relevant state provisions, pay to the new vegetable plot development and construction fund.

Additional subsidy for resettlement may be provided for those peasants who require resettlement and cannot maintain their original living standards on the basis of land compensation fee and subsidy for resettlement the payment of which is effected pursuant to the provisions of the Second Paragraph of this Article subject to the approval of people's governments of the provinces, autonomous regions and municipalities directly under the Central Government. However, the total of land compensation fee and subsidy for resettlement shall not exceed thirty times of the average annual output value in the three years prior to requisition of the land.

Article 57 The duration of temporary use of land shall generally not exceed two years

- "Real Right Law of The Peoples Republic of China"

Article 42 In order to meet the demands of public interests, it is allowed to requisition lands owned collectively, premises owned by entities and individuals or other realties according to the statutory power limit and procedures.

When requisitioning land owned collectively, it is required to, in accordance with law and in full amount, pay land compensation fees, placement subsidies, compensations for the above-ground fixtures of the lands and seedlings and other fees, arrange for social security fees for the farmers with land requisitioned, guarantee their livelihood and protect their lawful rights and interests. When requisitioning the premises owned by entities and individuals or other realties, it is required to compensate for demolition and relocation in accordance with law and protect the lawful rights and interests of the owners of the requisitioned realties; when requisitioning the individuals' residential houses, it is required to guarantee the housing conditions of the owners of the requisitioned houses. The compensation fees for requisition and other fees may not be embezzled, misappropriated, privately shared, detained or delayed in the payment of by any entity or individual.

● "Management Regulations on Civic Building Removal in Urban Area"

Article 4 The one who dismantle the house should be given compensation for demolition, resettlement. The house owner should remove within the relocation relocation.

Article 22 The one who dismantle the house should be in accordance with the provisions of this Ordinance, on compensation for demolition. Removal of illegal structures and temporary buildings exceeded the time limit shall not be compensated. Removal the temporary buildings does which is not exceed the time limit should be given adequate compensation.

Article 24 Monetary compensation should accord to the location of housing demolition, use, construction area and other factors. To assess the real estate market to determine prices, governments of provinces, autonomous regions and municipalities develop.

Article 25 The Action of property rights exchange, the demolition and the demolished should be in accordance with the provisions of Article 24 provides that in calculating the amount of compensation of housing demolition and the exchange price of housing, settlement of property rights exchange trading.

Article 26 When the public welfare houses is dismantled, The one who dismantle the house should be in accordance with relevant laws, regulations and requirements of urban planning to rebuild, or provide monetary compensation.

Article 33 Shutdown caused by non-residential housing demolition, closure, relocation subsidies should be given to appropriate.

4.3 WORLD BANK'S INVOLUNTARY RESETTLEMENT POLICY

4.3.1 Objectives

The overall objectives of the Bank's policy on involuntary resettlement are the following:

(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 people should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.

(c) Displaced people 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

4.3.2 Measures Required to Achieve the Objectives

(a) The resettlement plan or resettlement policy framework includes measures to ensure that the displaced people are

- (i) informed about their options and rights pertaining to resettlement;
- (ii) consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives; and
- (iii) provided prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project.

(b) If the impacts include physical relocation, the resettlement plan or resettlement policy framework includes measures to ensure that the displaced people are

- (i) provided assistance (such as moving allowances) during relocation; and
- (ii) provided with residential housing, or housing sites, or, as required, agricultural sites for which a combination of productive potential, locational advantages, and other factors is at least equivalent to the advantages of the old site.

(c) Where necessary to achieve the objectives of the policy, the resettlement plan or resettlement policy framework also include measures to ensure that displaced people are

- (i) offered support after displacement, for a transition period, based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living; and
- (ii) provided with development assistance in addition to compensation measures such as land preparation, credit facilities, training, or job opportunities.

Particular attention should be paid to the needs of vulnerable groups among those displaced, especially those below the poverty line, the landless, the elderly, women and children, indigenous peoples, ethnic minorities, or other displaced people who may not be protected through national land compensation legislation.

11. Preference should be given to land-based resettlement strategies for displaced people whose livelihoods are land-based. These strategies may include resettlement on public land, or on private land acquired or purchased for resettlement. Whenever replacement land is offered, resettlers are provided with land for which a combination of productive potential, locational

advantages, and other factors is at least equivalent to the advantages of the land taken. If land is not the preferred option of the displaced people, the provision of land would adversely affect the sustainability of a park or protected area, or sufficient land is not available at a reasonable price, non-land-based options built around opportunities for employment or self-employment should be provided in addition to cash compensation for land and other assets lost. The lack of adequate land must be demonstrated and documented to the satisfaction of the Bank.

12. Payment of cash compensation for lost assets may be appropriate where (a) livelihoods are land-based but the land taken for the project is a small fraction of the affected asset and the residual is economically viable; (b) active markets for land, housing, and labor exist, displaced people use such markets, and there is sufficient supply of land and housing; or (c) livelihoods are not land-based. Cash compensation levels should be sufficient to replace the lost land and other assets at full replacement cost in local markets.

Patterns of community organization appropriate to the new circumstances are based on choices made by the displaced people. To the extent possible, the existing social and cultural institutions of resettlers and any host communities are preserved and resettlers' preferences with respect to relocating in preexisting communities and groups are honored.

4.3 PROJECT COMPENSATION POLICY

4.3.1 Compensation for land

In China, the land is the state-owned or collective-owned. In rural area, the land is collective-owned by village. Farmers have the rights to use the land for agricultural production. The rural land is equally shared by the number of household population and agricultural population, according to the land contract responsibility system. According to "The Land Administration Law of the People's Republic of China", when the land is requisitioned for construction of state projects, the compensation for land is not paid to the individual or family farmers, but to rural collective for the development of agricultural production or improvement of living conditions.

However, the State Council Document No. 28 stipulates that the provincial government must develop a distribution system for land compensation within the village. The system should be based on the principle that compensation should be directly paid to the families whose land has been occupied. Ministry of Land Resources in the "Guidance Comments on Improvement of Land Compensation and Resettlement " ((2004) No.238) provides the principle that the land compensation can be directly paid to those who lose the land with reasonable compensation to village collective.

4.3.2 Compensation for housing

All households with legal documents may choose monetary compensation and resettlement of house replacement by security house provided by the government. Monetary compensation will not be housing replaced.

Demolition of urban households and rural households with choice of monetary compensation will be paid directly for the housing compensation as well as other subsidies as transitional subsidy, relocation fee, etc. from the agency responsible for demolition.

Households with selection of resettlement of house replacement can buy suitable house, based on their own needs, in the living quarter with security house provided by the government in accordance with the local policies.

4.3.3 Compensation for business loss

The business loss will be paid to the owner or owner's representative based on the evaluated replacement value. For the commercial buildings as shops, moving allowance should be included.

4.3.4 Compensation for temporarily occupied land

Compensation for land of temporary use will be paid to the owner or those who have the right of for the loss during the occupied period. After the expiry of the temporary use of land, the contractor should restore it to the original conditions under the supervision of land administration authority.

4.3.5 Compensation for Infrastructure

Compensation for infrastructure will be paid to the owner at the replacement value for the reconstruction by the related authorities of power supply, water supply, etc.

5 Compensation standard of Resettlement

The compensation standards listed in the RAP are determined based on in-depth consultation with the local government, displaced people, and affected business owner. These standards are also in accordance with laws and regulations of the People's Republic of China, Hunan Province, Changsha City as well as the World Bank's operational guidelines for involuntary resettlement, to meet the objective of restoring and/or improving the displaced people's living conditions in the short period after resettlement.

5.1 COMPENSATION STANDARD OF LAND LOSS

5.1.1 Compensation standards of permanent land acquisition

According to provisions set forth in the Land Administration Law of People's Republic of China and Implementation Regulations of the Land Administration Law, the compensation for land acquisition includes three components, namely, land

compensation fees, resettlement subsidies and young crops compensation fee. The compensation standards are determined in accordance with "Land Administration Law of the People's Republic of China ", Hunan People's Government on Publicizing the Average Annual Output Value for Land Acquisition in Hunan Province", and "Regulations on Land Acquisition, Compensation and Resettlement in Changsha, Hunan"

The land occupied by the project are farmland, housing plot and other collective land. Compensation standard for paddy land of Class I listed in Regulations on Land Acquisition and Compensation in Changsha, Hunan will be used for farmland, housing plot and other land. Details are shown in Table 3.

Table 3 Compensation standard for paddy land of Class I in Changsha

AAOV (CNY/mu)	Multiple of land compensation fees	Multiple of resettlement subsidy	Compensation Standard (CNY/mu)
2,000	10	15	50,000

5.1.2 Compensation standards of temporary occupied land

In accordance with the AAOV set forth in Hunan People's Government on Publicizing the Average Annual Output Value for Land Acquisition in Hunan Province, compensation for temporarily occupied collective land will be CNY2,000/mu/year.

5.2 COMPENSATION FOR RESIDENTIAL HOUSE

5.2.1 Residential house on collective land

In accordance with Regulations on Land Acquisition, Compensation and Resettlement in Changsha, Hunan, the compensation standards are listed in Table 4.

Table 4 Compensation Standards for Residential house on collective land

Structure	Compensation for structure (CNY/m ²)	Compensation for decoration (CNY/m ²)	Subsidy for buying house* (CNY/m ²)	Total (CNY)
Brick-concrete	570	450	400	1420
Brick-wood	500	400	400	1300
Shed**	120			120

* Besides the subsidy on the area of the house to be removed, CNY25,300 for each family member will be paid. Compensation for shed shall not exceed an area of 100 sq.m.

Besides the compensation listed in Table XX, the following subsidy and bonus will be given to the household affected by housing:

Moving allowance: CNY6/m²

Transitional subsidy: CNY6/m²

Bonus of timely relocation: CNY200/m²

Subsidy for out-door facilities: CNY2,000/household

5.2.2 Residential house on state-owned land

The residential house on state-owned land will be compensated on the evaluated replacement value by the independent agency based on the location, area and market price, etc. Besides the compensation of replacement value, the following subsidy and bonus will be given to the household affected by housing:

Decoration: CNY420/m²

Moving allowance: CNY300/HH+(housing area-30)*CNY6/m²

Transitional subsidy: CNY4000/month/HH

Bonus of relocation on schedule: CNY200/m²

Bonus of supporting major state project: CNY200/m²

Subsidy for in-door facilities: telephone:CNY200/HH, air conditioner: CNY1~300/HH, etc.

5.3 COMPENSATION FOR ENTERPRISE

The affected enterprise will be compensated on the evaluated replacement value by the independent agency

5.4 COMPENSATION FOR SHOPS

The shops affected are the property of enterprise who will be compensated by the replacement value. The shop operators will be compensated for the moving with allowance of CNY500/shop.

6 resettlement and rehabilitation plan

The RAP of Changsha West Terminal is the mainly prepared by CITC with assistance from the designer, based on the data of DMS and in accordance with the current policies, laws and regulations and the requirements of World Bank's policies for recovery or restoration of the displaced people's production and living conditions

6.1 OBJECTIVE

The overall objective of the RAP is to make reasonable resettlement of the displaced people and make their production and living conditions improved or at least not less than the original conditions.

6.2 THE RESETTLEMENT PRINCIPLE

In order to achieve the resettlement objective of improve or at least restore the displaced people's living conditions, the principles to be adopted in the RAP are the followings:

- The RAP will be prepared based on DMS data and the compensation will be paid in accordance with standards set forth in the RAP by state laws and local regulations; and
- Resettlement options will be provided to the displaced people of monetary compensation or replaced houses. The displaced people can make their own choice of resettlement action based on their conditions, and the government will provided the source of security house if selecting the choice of house replacement.

6.3 CAPACITY OF RESETTLEMENT AND REHABILITATION

The resettlement will be carried out in the urban area of Changsha City, there are no changes in the host residential quarter on natural and human condition, the infrastructures of water supply, and power supply and sanitary conditions are much better than the displace area if the displaced people immigrated into the host residential quarter arranged by the government. Therefore, there are no constraints on the natural, human or infrastructure for the resettlement.

6.4 RESETTLEMENT AND REHABILITATION MEASURES

6.4.1 Measures of land rehabilitation

The land to be acquired by the project is namely farmland, and the actual condition is barren land for more than ten year, as the local residents have been change, during the period of 1994-1999, into urban residents who are not living on the farmland. The residents were production resettled during the transition of personal identity, and accepted into the urban basic social insurance system. The monetary compensation will be adopted as the rehabilitation measure.

The monetary compensation, including land compensation and resettlement subsidy, will be paid to the village authority who originally owned the land with deduction of 20% of compensation for urban basic social insurance. The village authority will

distribute the cash to the displaced people on the decision made by the village committee.

6.4.2 Housing relocation and replacement measure

Cash compensation will be paid to displaced people by residential housing on collective land or state-owned land, and source of security housing will be provide by the government for the displace people who can buy the house of suitable size for themselves.

(1) The households living on the collective land will be paid by in accordance with the standards specified in the RAP, if not resettled in other previous project, can buy the new house(s) in neighboring Shanshuixincheng, a newly-built residential quarter, which is the source of security housing provide by the government, based on their own economic conditions and interests. The area provided by the government of security housing is 80sq.m per head with buying price of CNY1,200 per sq.m. The market price of housing in the residential quarter is CNY4,200-4,500 per sq.m. The subsidy for the area of security housing will be directly paid to the house provider by the government. If the displace people buy a house with an area more than that by house security policy, the extra area will be bought with market price. In order not to increase the displace people's living cost, the property overhead cost charged in the residential quarter will be balanced by the business house of 5 sq.m arranged by the government for each displaced household.

(2) The households living on the state-owned land will be paid at the evaluated price, and choose the replacement measure of buying security housing by government or cash subsidy.

The sources of economic security housing provided by the government are Jingheyuan, Shanshuixingcheng and Chengxinyuan in the surrounding area with construction size of 70-90sq.m and buying price of CNY2,700 per sq.m, while the selling price is CNY4,200-4,500 per sq.m on market. The residential house of displaced people has an area of about 74 sq.m in the evaluated replacement price of CNY3,800 per sq.m. with a uniform style of 2 bedrooms. If the displaced people buy the economic security house, their housing conditions will be surely improved; if they are not willing to buy the economic security house, they can buy commercial house in the residential quarter or second house in the market whichever they prefer based on their own economic conditions and interests. In such case, cash subsidy will be provided by the government as CNY50,000 of buying house subsidy and CNY4,000 of finding housing source for each displaced household.

6.4.3 Business rehabilitation of enterprises

The only enterprises to be affected by the project is Changsha West Bus Station (CWBS) under Hunan Longxiang Transport Group Co, which is one of four stakeholders of CITC. Before the demolition of existing passenger building is undertaken, the temporary passenger building will be built on the collective land to be required for the project for transition of passenger transportation□the south end of Jinxing Road will be temporarily used as parking lot for passenger vehicles. When construction of the new passenger building is completed, the temporary passenger

building will be demolished for construction of garage and gas-station. During the transitional period of passenger vehicles moving in and out of the temporary passenger building with limited capacity, some shift of passenger vehicles will be readjusted to other bus stations located in south, north and east Changsha. The schedule of bus shift readjustment has been publicly informed by media of television, broadcast and newspaper since November 3, 2010. The bus operation will be relocated to the bus parking and maintenance building which has been completed, so there will have no impact on the bus operation.

6.4.4 Business rehabilitation of shop

The DMS data shows that there are 11 shops with 20 operators in the passenger building of CWBS along the street. As Changsha is commercially well-developed, it is easy for shop operators to find similar shop with similar premises of leasing in surrounding area, so cash compensation will be used for shop rehabilitation.

As the compensation for the shop will be paid to its owner, the shop operators will be paid by lump sum of moving allowance.

6.5 RESETTLEMENT SCHEDULE

The relocation of residential house on collective land is scheduled to start in March 2011 and completed within one month. After the temporary passenger building is constructed, the building of residential house on state-owned land will be removed, which is schedule on September 2011 and completed by the end of 2011. All the activities of civil works are scheduled to be completed by end-2015. The scheduled arrangement of each activity is shown in Table 5.

Table 5 Resettlement Activity Schedule

Activities	2010						2011											
	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
DMS	■																	
Preparation of RA		■	■	■	■	■	■	■										
Approval of RAP								■	■									
Relocation of residential house on collective land									■	■								
Relocation of residential house on state-owned land															■	■	■	■
Internal monitoring									■	■	■	■	■	■	■	■	■	■
External monitoring									■	■	■	■	■	■	■	■	■	■

7 resettlement cost and management

7.1 RESETTLEMENT COST ESTIMATION

The costs for land acquisition and resettlement include the following items: (i) basic cost, consisting of compensation for land, building/houses and structures, restoration of infrastructure; (ii) cost of relevant taxes; and (iii) other related costs

7.1.1 Basic cost

(1) Compensation for permanent land acquisition

The total expenditure for permanent requisition of land is CNY 905,500, ie. 18.11mu*CNY50,000/mu

(2) House compensation and its subsidy

The compensation of residential house is categorized as (i) residential house on collective land and (ii) residential house on state-owned land.

(i) Compensation for residential house on collective land, totaling CNY6,180,972, includes house compensation of CNY4,971,400 base on the calculation of compensation standards and housing area, and CNY1,209,570 of transitional/moving allowance and bonus of timely relocation. Details are shown in Table 6 and Table 7.

Table 6 Compensation for residential house on collective land

	Area□m2□	Standards□CNY/ m2□	Amount (CNY)
Brick-concrete	634.5	1420	900990
Brick-wood	2775.7	1300	3608410
Shed	3850	120	462000
Total			4971400

Table 7 Subsidy and bonus for residential house on collective land

	Quantity	Standards	Amount (CNY)
Moving allowance	3410.2	6	20461
Transitional subsidy	3410.2	6*24	491068.8
Bonus of timely relocation	3410.2	200	682040
Subsidy for out-door facilities	8	2000	16000
total			1209570

(ii) Compensation for residential house on state-owned includes CNY15,880,000 of house compensation at evaluated replacement price and CNY base on the calculation of compensation standards and housing area, and CNY3,954,298 of transitional/moving allowance and bonus of timely relocation shown in Table 8.

Table 8 Subsidy and bonus for residential house on collective land

	Quantity	Standards	Amount (CNY)
Indoor decoration	4137.9	420	1737918
Bonus of timely relocation	4137.9	200	827580
Transitional subsidy	56	4000*6	1344000
Subsidy for in-door facilities	56	800*	44800
total			3954298

(4) Compensation of enterprise

The compensation for the buildings in CWBS totals CNY44.0million based on the evaluated replacement price for the passenger building with area of 20266.3 sq.m and temporary structures with an area of 57268.6 sq.m

(5) Moving allowance of shop

A lump sum of CNY 5,500 of moving allowance will be paid to 11 shop operators on the basis of CNY500 for each operator.

(6) Restoration of infrastructure

The restoration of infrastructure of water supply, communication and power supply, etc will be responsible by the related agencies. The principle of the restoration is no lower than the original standard and specifications to guarantee the existing functions and services. The identified restoration is relocation of two transmission tower with a length of 1.5km power line of 110KV and other underground infrastructure of water supply pipe, drainage pipe, power supply line and gas pipe, with estimated cost of CNY10.0million.

7.1.2 Taxes and Fees

The taxes and fees, totaling CNY1,147,359, to be paid by the project include:

- Farmland occupation tax: CNY45/m² for farmland acquired in accordance with the related regulations in Hunan province
- Farmland reclamation fee: CNY20,000/mu for paddy land in accordance with the related regulations in Hunan province
- Social assurance fund: As specified by the provincial regulations, the highest rate of social assurance funds for farmer affected by land acquisition is CNY20.0/m², the total social assurance fund will be paid to the related authority.

Table 9 Taxes and Fees to be Paid by the Project

Description	Unit	Standards (CNY/m ²)	Quantity	Amount (CNY)
1. Farmland occupation tax	m ²	45	18.11*667	543572
2 Farmland reclamation fee	mu	20000	18.11	362200
3 Social assurance fund	m ²	20	18.11*667	241587

Total	1147359
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7.1.3 Other cost

The other costs include overhead cost for RAP implementation, monitoring and evaluation cost and contingency as follows:

- (1) Overhead cost: 3% of basic cost will be paid to the agency responsible for the RAP implementation;
- (2) Monitoring and evaluation cost: 1% of basic cost will be deposited for internal and external monitoring; and
- (3) Contingency: includes physical contingency and price contingency. The physical indicators of project impact on the ground surface have been jointly surveyed and accepted by the displaced people and enterprise, there will be no change of these indicators. The physical unexpected might occur underground. The price contingency refers to the cost increase resulting from price inflation between the RP preparation and implementation or other unexpected changes during implementation, between the preparation of RAP and implementation, there might not have great price inflation. The contingency is estimated at 5% of the basic cost

7.1.4 Total cost estimation

The total cost listed in Table 10: Overall Resettlement Cost Estimation is estimated to be around CNY89,356,991 at current prices. Nearly 1% of this cost relates to compensation for the acquisition of land, 30% to the costs for residential house and its transition/ moving allowances, and 52% to rehabilitation of enterprise, which is the largest proportion of total cost.

During the implementation of the RP, the Project Management Office, CITC will include the annual requirement of funds in the annual investment plan of the Project. CITC will also be responsible for provision of adequate funds to contracted party, presently Yuelu District Government, for the implementation of the RAP in a timely fashion. Cost over-runs for resettlement, if any, will be borne by CITC

Table 10 Overall Resettlement Cost Estimation

Description		Amount (CNY)	
1 Basic cost		80,926,268	
(1)	Compensation for Permanent Land Acquisition	905,500	
(2)	Compensation of residential house on collective land	6,180,970	
(3)	Compensation of residential house on state-owned land	1,9834,298	
(4)	Compensation of enterprise	44,000,000	
(5)	Moving allowance of shop	5,500	
(6)	Restoration of infrastructure	10,000,000	
2 Taxes and Fees		1,147,359	
3 Other Costs		6,923,164	

(1)	Overhead cost	2,427,788	3% of basic cost
(2)	Monitoring and evaluation cost	809,263	1% of basic cost
(3)	Contingency	4,046,313	5% of basic cost
Total		89,356,991	

7.2 ALLOCATION OF COMPENSATION FUNDS AND CASH FLOWS

7.2.1 Allocation of compensation funds

The compensation and resettlement funds will be allocated to the ownership of all affected property with details shown in the Table 11. In order to ensure the full compensation funds being timely paid to the displaced people and agencies, a full role shall be played by an external monitoring agency, the internal monitoring system and the national audit institution on the fund allocation, and as much as possible, making payment to the displaced people and agency shall be arranged to improve the efficiency.

Table 11 Allocation of compensation funds

Targets	Category of compensation
Enterprise	Compensation fees, relocation and transitional subsidy
Community (original village)	Land compensation
Affected households	House compensation, moving allowance, transitional subsidy and facility compensation
Other agencies	Various types of taxes levied on land

7.2.2 Cash flow

The funds, originally from CITC, of compensation and resettlement of the project will be paid to the displaced people and enterprises through the agencies responsible for resettlement with the supervision from the national audit agencies and external monitoring agency. The cash flow of compensation and resettlement funds is shown in following chart.

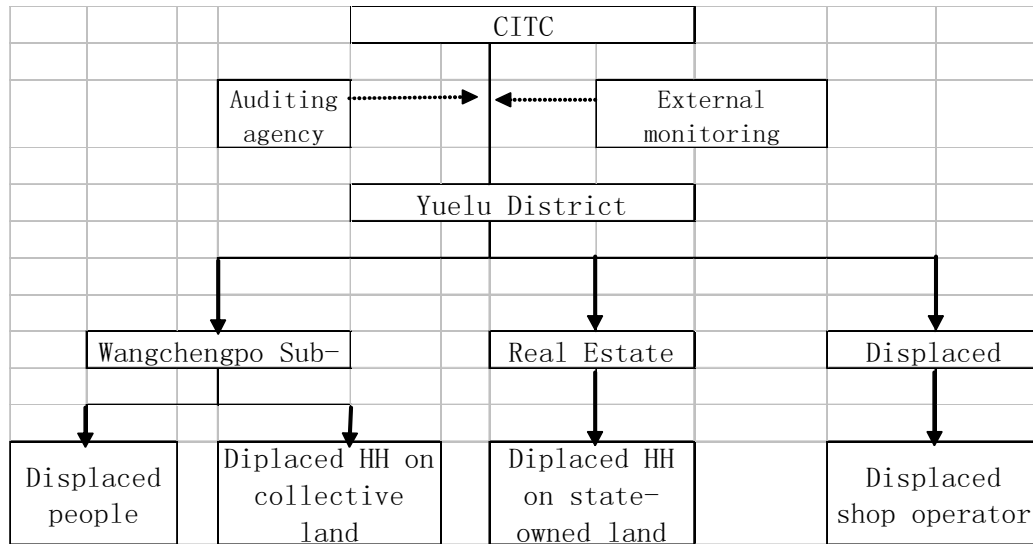


Figure 6 Cash Flow Chart of Compensation Funds

7.3 DISBURSEMENT, MANAGEMENT AND MONITORING OF THE COMPENSATION FUNDS

7.3.1 Disbursement of land compensation

(1) Land Acquisition and Compensation

The compensation for land acquisition will be completed in the following procedures:

- a. Providing the land area to be acquired with detailed quantity by the designer;
- b. Applying land acquisition by CITC;
- c. Approval of land acquisition;
- d. Signing an agreement of land acquisition with Yuelu District Land Bureau covering compensation and resettlement;
- e. Confirming land area to be required with Wangchengpo Sub-district RO and displaced people;
- f. Signing 'Land Acquisition Agreement' between Yuelu District Land Bureau and Wangchengpo Sub-district RO;
- g. Payment of land Compensation;
- h. turn-over of land to be acquisitioned.

(2) House compensation and resettlement

The house compensation and resettlement will be completed in the following procedures:

- a. Providing the area of residential house to be removed by the designer;
- b. Making DMS on residential house on collective land and state-owned land by Yuelu District Real Estate Bureau with Wangchengpo Sub-district RO and displaced households;

- c. Negotiation on the compensation agreement of house compensation and resettlement between Yuelu District Real Estate Bureau associated with Wangchengpo Sub-district RO and displaced households;
- d. Information disclosure of DMS data, compensation standard and resettlement options, and the schedule of housing demolition by Wangchengpo Sub-district RO;
- e. Signing compensation agreement with displaced households by Wangchengpo Sub-district RO;
- f. Payment of house compensation;
- g. Moving into new houses of displaced households;
- i. Removal of the existing houses.

(3) Rehabilitation of the infrastructure

- a. Providing the infrastructure to be removed by the designer;
- b. Making investigation of infrastructure to be removed by CITC with the owner of infrastructure agencies;
- c. Making infrastructure rehabilitation proposal by the infrastructure agencies;
- d. Making negotiation and agreement of rehabilitation with related agencies by CITC;
- e. Making payment to related agencies and rehabilitation;

7.4.2 Management and monitoring of compensation funds

- Making deposit of specific bank account for payment of compensation with estimated resettlement budget;
- The expenditure of compensation must be strict followed in accordance with the national laws and regulations, local policies, and the standards set forth in the RAP. No standards, or quantity less than that in the RAP shall be carried out;
- The related financial and auditing agencies in Changsha city are authorized to monitoring the use of compensation funds;
- CITC will make regular internal monitoring on the use of compensation funds;
- External monitoring agencies will track the allocation of compensation funds to the displaced households and enterprises.

8 Resettlement Organization

8.1 ESTABLISHMENT OF ORGANIZATION

To ensure smooth progress of construction of Changsha West Terminal, the resettlement organization was established with the local government, including Yuelu District government (YDG) and Wangchengpo Sub-district office for all the activities related to resettlement.

The land acquisition and resettlement of the terminal will be carried out by YDG. An leadership group, headed by Mr. Cheng Zhong, director of YDG, was established in September, 2010, for the construction of the terminal with the members from Yuelu District Land and Resource Bureau (YDLRB), Yuelu District Land Acquisition Office, Yuelu District Real Estate Administration Bureau, etc. The Resettlement Office (RO) in Wangchengpo Sub-district, headed by Mr. Huang Dayong with 8 members, was also made up at the same time

The institutions which set up for the resettlement of demolition for Changsha West Terminal as follows:

- Changsha West Terminal Construction Leadership group (CWTLG)
- Yuelu District Land and Resource Bureau (YDLRB)
- Yuelu District Real Estate Administration Bureau (YDREB)
- Wangchengpo Sub-district office (WCPRO)
- Changsha Urban Planning and Design Institute (the designer)
- External independent monitoring agency

8.2 INSTITUTIONAL RESPONSIBILITIES

The main responsibilities of the resettlement agencies are as follows□

8.2.1 Role of Changsha West Terminal Construction Leadership group (CWTLG)

- ⌘ organization and coordination all resettlement agencies for the preparation of RAP;
- ⌘ Study and development of the resettlement policy;
- ⌘ supervision on the implementation of RAP;
- ⌘ Coordination with the contractor and the local government;
- ⌘ Deal with the possible problems during the implementation of the project construction as well as resettlement.

8.2.2 Role of Yuelu District Land and Resource Bureau (YDLRB)

- ⌘ Determination of compensation standards and sign compensation agreement with CITC;
- ⌘ Organization of DMS;
- ⌘ Instruct RO in Wangchengpo Sub-district Office on the resettlement activities;
- ⌘ Payment of land compensation to the displaced people;
- ⌘ Supervision on the use of compensation funds; and
- ⌘ Assisting in the legal procedure of application for land acquisition by CITC.

8.2.3 Role of Yuelu District Real Estate Administration Bureau (YDREB)

- ⌘ Negotiation with the owner of residential house on state-owned land and making agreement the owners;
- ⌘ Payment of house compensation to the displaced households;
- ⌘ Assisting the displaced households in the resettlement, if required.

8.2.5 Role of RO in Wangchengpo Sub-district office (WCPRO)

- ⌘ Participating in the DMS and assisting in preparation of RAP;
- ⌘ Organizing public participation and information disclosure;
- ⌘ Monitoring and recording all activities of resettlement activities;
- ⌘ Responsible for the house removal on collective land;
- ⌘ Responsible for the payment of compensation funds and management;
- ⌘ Supervision of land requisition, housing demolition and and relocation;
- ⌘ Report to the RO in sub-district office on land acquisition, house demolition and resettlement activities;
- ⌘ Coordination and dealing with the possible problems during construction and resettlement.

8.2.7 Changsha Urban Planning and Design Institute (the designer)

- ⌘ Project design;
- ⌘ Define the scope area of land acquisition and house removal;
- ⌘ Assist in DMS.

8.2.8 External Monitoring Agencies

- ⌘ Monitoring all activities of land acquisition and resettlement;
- ⌘ Providing resettlement monitoring and evaluation report to The World Bank.

8.3 RELATIONSHIP AMONG RESETTLEMENT AGENCIES

During the implementation of resettlement, the job tasks of resettlement agency will be contracted by agreement detailing the assignment and responsibilities as following:

- (1) The overall land acquisition and resettlement agreement between CITC and YDG whose implementing agency is Changsha West Terminal Construction Leadership group;
- (2) The land acquisition and resettlement agreement between YDG and YDLRB;
- (3) The house removal and resettlement agreement for residential house on state-owned land between YDG and YDREB ;
- (4) The house removal and resettlement agreement for residential house on collective land between YDG and WCPRO;
- (5) The house compensation and resettlement agreement for residential house between the displaced household and YDREB/WCPRO.
- (6) The external monitoring service agreement between CITC and EM agency.

8.4 MEASURES TO STRENGTHEN THE INSTITUTIONAL CAPACITY

In order to benefits the displaced people and satisfy the overall progress of the project, the following measures will be taken to improve the institutional capacity and efficiency for implementation of the RAP.

- Leader responsibility □ Under the leadership of the district government director, all resettlement agencies will be headed by the related department/sector's director;
- Equipped with high-quality personnel □ All staff in the resettlement agencies at all levels will be required with the abilities of familiar with policies, professional competence, and rich work experience;
- Clear responsibilities □ According to World Bank requirements and relevant national laws & regulations, a clear responsibility will be set for resettlement agencies at all levels;
- Role of the media and public □ Disclosure of all information will be arranged to the media and public for the supervision at any time.

9 Public Participation and Information Disclosure

During the stage of RAP preparation, great efforts are made on public participation and consultation for the formulation of resettlement policies and options, and in the stage of RAP implementation, the public will be also encouraged to monitor the activities of resettlement. In the phase of the project preliminary design, consultation with local governments and local people has been made by the owner and the designer on the enlargement of the project and the related issues. During the preparation of RAP, consultation were made on the compensation standards and resettlement options

9.1 PUBLIC PARTICIPATION IN PROJECT PREPARATION STAGE

(1) During the period of June 2009-September 2010 when designing the project, consultation were made by the project owner and designer with locals on the options, especially the expert's suggestions, of project design, and the survey physical indicators of project impact and socio-economic data was assisted by the local government

(2) Several meetings participated by local people were held during July-September 2010 for the necessity of the project construction and the compensation standards and resettlement to be used for the project, and public opinions on resettlement were recorded.

(3) In July 2009, a survey of random selected 2,000 passengers in CWBS, assisted by 20 volunteers of students from Hunan Commercial College, was carried out by the owner with designed questionnaire. Of the collected 1,807 effective questionnaire, 92.2% interviewed shown their great support to the construction of new terminal.

9.2 PUBLIC PARTICIPATION DURING RAP PREPARATION

In July, 2010, Changsha Land Survey Institute made DMS of land to be acquired and house to be removed on the project affected area. The DMS was assisted by YDLRB, YDREB and WCPRO. The DMS data of land was confirmed by the representative of the community, and of house confirmed by the owner of house.

For the preparation of RAP, two meeting were held by the project owner with WCPRO on November 9 and 11, 2010, to disclose the resettlement policy including compensation standards, to hear the opinions from the displaced people. All participants prefer cash compensation for the house removal and buy residential house in the source provided by the government of security residential house.

For the use and distribution of land compensation, the participants prefer to distribute the compensation funds among the displaced people.

9.3 PUBLIC PARTICIPATION DURING RAP IMPLEMENTATION

The displaced people will be encouraged to participate in the process of RAP implementation. The method of participation can be divided as direct participation and indirect participation.

(1) Direct Participation

- Consultant meetings with displaced people

Meetings with representatives of displaced people or village cadres should be held to collect their key problems and ideas for which ideas from local government and resettlement office should be obtained.

- Consultative meeting with displaced enterprises and institutions

For relocation site, compensation ratio, etc. concerning enterprises and institutions, agreements should be reached with their legal persons or representatives through consultations

- Compensation agreement with displaced people

All displaced households will sign compensation and resettlement agreement with YDREB/WCPRO, after the period of information disclosure is expired.

(2) Indirect Participation

Displaced people may reflect their complaints, ideals and suggestions to the community, the resettlement agencies at all levels and external monitoring agency. The resettlement offices should feedback relevant handling ideas.

9.4 PUBLICITY AND INFORMATION DISCLOSURE

Prior to the commencement of project construction, all the information will be made available by media of television, newspaper, internet, etc for the public to understand the purpose, schedule, and policy of the project, especially that related to land acquisition and resettlement.

On September 10, 2010, the Pre-land Acquisition Announcement was posted in the Jiangongshan Community for the displaced people to know the issues of land area, house affected, compensation and resettlement policy, etc.

During the RAP implementation, information of house size, population of displaced people, and compensation funds will be posted in the community by YDREB/WCPRO for public supervision. After publicity period expired, compensation agreement will be made between the displaced household and related agency.

10 Appeals and complaints

10.1 COLLECTING DISSATISFACTION AND COMPLAINT

The complaints on resettlement and environment will be reflected in the following ways:

- (1) The report from resettlement agencies, which shall include complaints of the masses, the progress of resettlement, working measures and existing problems
- (2) The construction log faxed to the Project owner by the contractor, which show whether and how the masses affect the construction
- (3) The site inspection of the Employ, during which the problems relating to the land acquisition and resettlement may be found
- (4) Relevant information provided by the independent monitoring organization
- (5) Letters and visits of the displaced people
- (6) Relevant problems found by auditor and discipline inspection departments
- (7) Specific survey of internal monitoring agency

10.2 THE PROCEDURES OF APPEALS AND COMPLAINTS

Efforts to facilitate and encourage public participation was made by the DI, EA/IA and local governments in municipal, county and township level during project preparation. When preparing the RP, the DPs were invited to take part in the measurement of loss of land and property and were consulted on the compensation standards and resettlement options. Furthermore, the public will also be encouraged to participate in monitoring the implementation of RP. Nevertheless, unforeseen problems and issues may still arise due to construction and operational impacts. Therefore, to ensure that the DPs have avenues for the redress of grievances related to any aspect of land acquisition and resettlement, the following procedures are available for complaint from the displaced people.

Stage 1

The displaced people give their oral or written complaints to the community or WCPRO. In case of oral complaint, a written record shall be kept and a clear reply shall be given within 2 weeks. If it is a big issue that shall be submitted to the superior resettlement office, the community or local resettlement office shall try to get the comments of the superior resettlement office within 2 weeks.

Stage 2

If the reply given in the Stage 1 fails in satisfying the complainer, the complainer may appeal to the CWTLG within 1 month after receiving the decision of Stage 1. The district resettlement office shall make a decision on the appeal within 2 weeks.

Stage 3

If the complainer is still dissatisfied with the reply of Stage 2, he or she may appeal to civil court within 15 days after receiving the reply.

10.3 THE PRINCIPLES OF HANDLING COMPLAINTS

The resettlement offices at various levels must carry out site survey on the complaints of the masses, collect their opinions and negotiate with them patiently, in accordance with the principles and standards stipulated in the rules and regulations of the state and the Resettlement Action Plan, and give comments objectively and reasonably. The resettlement office shall report those problems that cannot be handled on its own

to the superior resettlement office timely and assist the latter in carrying out relevant survey.

If the resettlement office of the previous stage fails in giving a reply within the specified period to the complaint, the complainer has the right of appeal.

During the resettlement, some special complaints and appeals of women may occur, therefore the resettlement office shall hire at least 1 female staff to deal with women's complaints. The local governmental and non-governmental organizations, such as the Bureau of Civil Affairs and the Women's Association will supervise the resettlement to ensure the rights and interests of the displaced people, especially that of affected women.

10.4 CONTENTS AND WAYS OF REPLY

10.4.1 The content of reply

- Brief description of the complaint
- The result of survey
- The principles and standards stipulated in the rules and regulations of the state and the RAP
- Comments on handling the complaint and its basis; and
- The complainer has the right of appealing to the superior settlement office and the civil court and the charges shall be paid by the project organizer.

10.4.2 Ways of Reply to complain

- For the individual complaint, written reply shall be sent to the complainer directly.
- For the common complaint, the reply shall be announced in the meetings held in the community or shall be notified to the community in the form of formal document.

Whatever way of replying is adopted, the reply shall be sent to the corresponding resettlement office of the complainer.

10.5 COMPLAINT RECORDS AND ITS TRACKING AND FEEDBACK

During the implementation of the RAP, the resettlement office shall keep a record of complaints and the results of handling and submit a written report to its supervising office, which will carry out a regular inspection on the record of complaints handling.

To keep a complete record of the complaints of the displaced people and the handling of relevant issues, a form of record is prepared as shown in Table 12.

Table 12 Record form of complaints and appeals

Acceptor:		Time:		Place:	
Complainer	Content	Demanded solution	Planned	Actual handling	

			solution	
complainer (Signature)			Recorder (signature)	
Remarks: 1. The recorder shall register the actual complaint and demand of the complainer. 2. The complaining shall not be disturbed or hindered by any factor. 3. The planned solution shall be notified to the complainer in the specified period.				

The main contents in this chapter will be made available to the displaced people and delivered to each affected household, public institution and business in the form of publicity material before the implementation of resettlement.

11 Monitoring and Evaluation

In order to ensure the smooth implementation of RAP and resettlement purpose, monitoring and evaluation (M&E) of all resettlement activities will be carried out during and after RAP implementation. The monitoring can be categorized as the internal and external monitoring.

11.1 INTERNAL M&E

11.1.1 Purpose and principles

The internal monitoring indicates the continuous internal monitoring on the implementation of the RAP carried out by the Project owner and the resettlement offices throughout the management system. It aims at obtaining the accurate progress of resettlement timely and integrally, finding and solving problems and providing the basis of decision-making for the smooth implementation of resettlement.

The purpose of internal monitoring provides a criteria and guidance for the internal monitoring of resettlement carried out by the Project owner, the resettlement offices and the organizations relating to the resettlement to ensure that the implementation of resettlement complies with the RAP and the resettlement monitoring and evaluation are carried out orderly, normally and efficiently, therefore the relevant organizations may get to know the implementation of the resettlement timely and the problems occurred may be found and eliminated early.

The principles of internal monitoring include: to conduct regular survey and evaluation on the implementation of the RAP, to collect data and analyze information accurately to ensure the accuracy of the results of monitoring, to conduct scientific and objective evaluation on the implementation of the RAP justly and to submit report to the Project owner and the World Bank in time to keep them informed of the progress of the project and able to make scientific decision.

The function of internal monitoring: The internal monitoring is an important integral part of the internal management of the project; it directs to mastering the implementation of resettlement; through the establishment and use of resettlement information management system, the progress of the implementation of the resettlement and the data and information of the relevant funds and quality are collected, analyzed and shared and the existing and potential problems and the causes may be found and the measures and suggestions on solving the problems may be proposed.

The internal monitoring of the resettlement shall be conducted by the Project owner and the resettlement offices and the Project owner shall submit the internal monitoring report to the World Bank regularly.

11.1.2 Institutions of the internal M&E

The internal monitoring of resettlement will be carried out by CITC with assistance from CWTG, YDREB and WCPRO. In order to perform the internal M&E efficiently, professional staff are equipped in the resettlement

agencies at various levels. All of them have participated in RAP preparation and Action, and will perform the internal monitoring in accordance with the RAP.

11.1.3 The contents of internal M&E

Generally, the internal monitoring shall include the followings:

- Organization: The establishment and assignment of resettlement agency and their personnel assignment and capability development;
- Resettlement policy and compensation rate: The formulation and implementation of resettlement policy; the actual implementation of compensation rates of various losses caused by the resettlement (permanent land acquisition, temporary land occupation, house relocation, shop relocation, the relocation of public institution and enterprise and the relocation of infrastructure) and specific identification of whether the rates in the Resettlement Action Plan is implemented and the causes of any changes occurred;
- Progress of relocation and resettlement: The general schedule and the yearly schedule, the progress of personnel assignment of the resettlement agency, the progress of land acquisition and temporary occupation, the progress of house relocation, the progress of the restoration of infrastructure, the progress of relocated enterprises and institutions, and the progress of other resettlement activities. ;
- Resettlement budget and implementation: The amount and time of payment of resettlement fund, the use and management of resettlement fund of resettlement agencies, the amount and time of payment of compensation fund to the owner of affected property, the use and management of land compensation fund, and the supervision and auditing of the fund.
- The reconstruction of the enterprises and institutions and infrastructures as power supply, water supply, communication, traffic and pipelines, etc;
- Complaint, appeal, public participation and consultation, information disclosure and external monitoring: The channel, procedure and responsible organization of complaining and appealing, the main complaints and appeals and their handling, the main activities, content and results of public participation and consultation, resettlement information disclosure, the activities and results of external monitoring;
- Handling of the existing problems and proposed solutions.

11.1.4 Procedure of Internal monitoring

The internal monitoring can be divided into two phases, namely, preparation phase and implementation phase. The preparation phase begins at project identification period, through project preparation, project pre-assessment and project assessment, finally ends at project approval period of the project cycle. The implementation phase begins at the implementation of the resettlement and ends at the achievement of the aim of resettlement.

(1) Preparation phase of internal monitoring

The Project owner and the local government shall establish the resettlement offices at the early period of project preparation. The Project owner shall establish an internal agency for resettlement with capable personnel specialized in resettlement to ensure the provision of complete and objective information and data, which also contributes

to the involvement of the organizations of other fields. The internal monitoring and evaluation of the resettlement shall be arranged in the project preparation period.

Preparations of the Project owner include:

——To organize the trainings on the resettlement policy of the World Bank and relevant experiences, national resettlement policy, the design of the Resettlement Action Plan, resettlement implementation and the monitoring and evaluation of resettlement for the staff of the Project owner and the resettlement offices;

——To invite professional agency and professionals who will assist in the design of the RAP as early as possible; to organize socioeconomic survey; to design the Resettlement Action Plan with the help of the professional agency and professionals;

——To establish resettlement information management system with the help of the professional agency and professionals.

Preparations of the resettlement agency include:

——To sign the detailed resettlement implementation contract with the Project owner;

——To establish the resettlement offices at various levels and arrange necessary personnel for them.

——To carry out socioeconomic survey and the design for the preparation of RAP together with the Project owner and other professional agency invited;

——To establish the resettlement information management system.

(2) Implementation phase of internal monitoring

During the implementation phase, regular inspection will be carried out on for verification of the resettlement progress. The specific tasks to be performed by the project owner are described as follows:

——Carrying out the internal monitoring of the resettlement in accordance with the RAP;

——Submitting detailed semi-annual internal monitoring report to the World Bank;

——Timely update the data of the resettlement implementation and complete the resettlement information management system.

11.1.5 Reporting of internal monitoring

The land acquisition and resettlement of the project will be carried out in two stages, ie. land acquisition and house removal on the collective land in March 2011, and house removal on state-owned land from September 2011 to the end-2011. when implementing the RAP, one summary progress report and internal monitoring report will be prepared and submitted to the Bank for each stage.

11.2 EXTERNAL INDEPENDENT MONITORING AND EVALUATION

According to World Bank requirements, an external independent monitoring agency will be contracted for the purpose of (i) monitoring and evaluation of the progress of land acquisition, house demolition, and reconstruction of infrastructure, and temporary occupied land; (ii) monitoring and evaluation of funds mobilization and

utilization; (iii) monitoring and evaluation of the living standards of displaced people; (iv) determine whether DPs are able to benefit from the project; and (5) evaluation of the capacity of resettlement institutions and the situation of public participation, complaints and grievance.

The external monitor will prepare one summary report six months after the RAP implementation and submit it to ADB and CITC. The report will be prepared base on the information acquired by observation and survey. The report shall at least include the followings: 1. resettlement objectives on the RAP; 2. progress of the resettlement; 3. use and allocation of resettlement funds; 4. restoration of productive and living conditions of the displaced people; and 5. major finding of the external monitor agency, including possible existing problems and suggested solutions.

12 Annex

1. The plane of Changsha West Terminal.
2. List of affected
3. Rights table

2. Entitlement Matrix

The type of impact	Affected object	Resettlement and rehabilitation policy	Standard
Permanent land loss	Land users	<ul style="list-style-type: none"> ●land, compensation and resettlement subsidy in accordance with the national laws, regulations, and local policies 	CNY20,000/mu of land compensation for paddy land; CNY30,000/mu of resettlement subsidy for paddy land;
Residential house removal on collective land	Urban resident	<ul style="list-style-type: none"> ●House compensation: will be paid on the structure and housing area. ●House decoration: will be paid on the structure and housing area. ●House buying subsidy: will be paid on the housing area and number of family members. ●Payment of moving allowances, transitional subsidy based on housing area. ●Our-door facilities will be paid at a rate of lump sum. ●The source of security house will be provided by the government, and the area of new housing will be depend on the economic conditions and interest of the displaced household. 	House compensation: CNY570/m ² for structure of brick-concrete, CNY500/m ² for structure of brick-concrete and CNY120/ m ² for shed Compensation of house decoration: CNY450/m ² for brick-concrete house and CNY450/m ² for brick-wood house The following will be paid to the displaced households: Buying house subsidy: CNY400/m ² and CNY25,300/head Moving allowance: CNY6/m ² Transitional subsidy: CNY6/ m ² Bonus of timely relocation: CNY200/ m ² Subsidy for out-door facilities: CNY2,000/household

The type of impact	Affected object	Resettlement and rehabilitation policy	Standard
Residential house removal on state-owned land	Urban residents	<ul style="list-style-type: none"> ●House compensation: will be paid at the replacement price. ●House decoration: will be paid on the size of housing area. ●Payment of moving allowances on housing area and transitional subsidy on basis fo household. ●In-door facilities will be paid based on actual conditions. ●resettlement will be made on economic house provided by the government or buying commercial house or second-hand house on the market with cash subsidy from the government. 	House compensation at the replacement price Decoration: CNY420/m2 Moving allowance: CNY300/HH+(housing area-30)*CNY6/m2 Transitional subsidy: CNY4000/month/HH Bonus of relocation on schedule: CNY200/m2 Bonus of supporting major state project: CNY200/m2 Subsidy for in-door facilities: telephone:CNY200/HH, air conditioner: CNY1~300/HH, etc.
Relocation of enterprise	Enterprises	<ul style="list-style-type: none"> ●Cash compensation will be paid at replacement cost. ●Providing transitional measures of operation 	Cash compensation at replacement cost
Business loss	Shop operator	<ul style="list-style-type: none"> ●The property of building belongs to the enterprise which will be paid at replacement price. ● The moving allowance will be paid in a lump sum. ● Similar shops will be available in the surrounding area. 	Moving allowance: CNY500/HH

3. List of People Consulted During RAP Preparation

