



Republic of Iraq – Baghdad Mayoralty

Baghdad Water Supply and Sewerage Improvement Project (P162094)



World Bank Group

RPF Report – August 29, 2017

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List of Acronyms and Abbreviations

ARAP	Abbreviated Resettlement Action Plan	NGO	Non-Governmental Organization
BOQ's	Bill of Quantities	NW	North West trunk main
BSA	Baghdad Sewerage Authority	OP/BP	Operational Procedure/ Bank Policy
BWA	Baghdad Water Authority	PAPs	Project Affected Persons
BWSSIP	Baghdad Water Supply and Sewerage Improvement Project	PDO	Project Development Objective
CBOs	Community Based Organizations	PIC	Project Implementing Consultant
Dept.	Department	PMT	Project Implementation Team
EMA	External Monitoring Agent	PMU	Project Management Unit
ESO	Environmental and Social Officer	PPP	Public Private Partnership
GH	Ghazaliya	RAP	Resettlement Action Plan
GOI	Government of Iraq	ROW	Right of Way
GRC	Grievance Redress Committee	RP	Relocating Plan
GRM	Grievance Redress Mechanisms	RPF	Resettlement Policy Framework
HW	High Way	SCADA	Supervisory Control And Data Acquisition
IDP	Internally Displaced People	Sec	second
IFC	International Finance Corporation	SPS	Sewerage Pumping Station
IQD	Iraqi Dinar	Sq	Square meter
ISR	Implementation Status Report	US\$	United States Dollar
JICA	Japan International Cooperation Agency	USD	United States Dollar
MCM	Million Cubic Meter	WB	World Bank
MIGA	Multilateral Investment Guarantee Agency	WBG	World Bank Group
MIS	Management Information System	WTP	Water Treatment Plant
MOB	Mayoralty of Baghdad	WWTP	Waste Water Treatment Plant
MTR	mid-term review		

1. INTRODUCTION

In 2013, the population of the Republic of Iraq was estimated at around 33 million, of which 66 percent lived in urban areas. Currently the country has an estimated 3.3 million internally displaced people (IDPs). About 27 percent of the total urban population in Iraq resides in Baghdad, which is by far the largest city in the country with an estimated population of 6 million, not including an estimated 289,000 of IDPs. A 2012 household survey indicates that Iraq's national poverty stood at 19 percent and that 20 percent of the population lived on less than US\$2 a day, and 70 percent on less than US\$4 a day. The poverty rate in 2012 in Baghdad was at 12 percent; this figure is likely to have risen significantly due to the recent conflict. Unemployment is high and labor force participation remains low, especially for women and youth. Official figures from 2011 have labor force participation and youth at 11 percent although actual levels, particularly among youth, were likely much higher.

Poor public service delivery, reflected especially in significant water and electricity shortages, are binding constraints on the population's quality of life and private sector development. Safe drinking water and basic sanitation is of crucial importance to the preservation of human health, especially among children. Baghdad is one of the governorates most impacted by outbreaks of waterborne diseases. About 14 percent of diarrhea cases registered in 2011 occurred in Baghdad, which also topped the governorates in terms of number of deaths from diarrhea. Similarly, the incidents of typhoid and other waterborne diseases are higher in Baghdad compared to national averages. Contaminated water supplies and improper disposal of sewage force families to spend a significant fraction of their income to medical treatment and to purchase bottled water. This has implications for gender inequality in addition to the adverse effects on children's health, by increasing the burden of care on mothers, who are the primary caregivers of children.

The city of Baghdad and its suburbs cover 950 km² and are administered by the Mayorality of Baghdad (MOB). The city is divided into 14 municipalities. The water and wastewater services are centrally administered by the Baghdad Water Authority (BWA) and Baghdad Sewerage Authority (BSA), respectively, which are responsible for all infrastructure assets. As far as water supply and sewerage are concerned, the municipalities' role is limited to installing house connections and to maintaining neighborhood networks (pipes under 200 mm diameter). The planning and implementation of investment projects in the municipalities is the responsibility of the MOB.

For the water sector: The BWA currently operates 11 water treatment plants where an estimated 3.5 Million Cubic Meter (MCM) of finished water is produced per day (6 percent of the average annual flow of the Tigris) with a planned increase to 6 MCM by 2030. There are 13 reservoirs providing a total storage capacity of about 1,058,000 m³. About 53 percent of storage capacity is located on the Rasafa (east) side of the city, while 47 percent of storage capacity is located on the Karkh (west) side. The number of service reservoirs is inadequate and the present storage capacity is insufficient. The water supply system on the Rasafa side is facing particularly severe shortages.

For the wastewater sector: The sewer system consists of a network which covers about 92 percent of the city area. Baghdad has two main wastewater treatment plants, one in Rusafa called "Rustomiya", and another one in Karkh. The efficiency with which these wastewater treatment

plants and the (old) pumping stations are operated has dropped significantly (by an estimated 30 to 50 percent). The wastewater treatment plants, therefore, are not operating effectively and are under-utilized. The bulk of the city’s sewage is discharged untreated and constitutes a major source of pollution to surface water and groundwater and a risk to public health.

Water and wastewater projects have been identified as high priority in Baghdad. The Government of Iraq, represented by the Mayoralty of Baghdad has gone into an agreement with the World Bank to provide urgent finance for the necessary interventions. Consequently, the “Baghdad Water Supply and Sewerage Improvement Project (BWSIP)” has been launched in year 2014. Basically, the BWSIP would work about renovating and expanding infrastructures, while at the same time strengthening institutional capacities at both BWA and BSA to ensure running and sustaining services to the public in the soundest and most efficient fashion.

BWSIP is mainly divided into the following subprojects:

- Construction of the R2 Water Reservoir Complex,
- Rehabilitation of Habibiya, Doura and Ghazaliya Sewerage Pumping Stations and Ghazaliya trunk mains, and
- Rehabilitation of 22 Sewerage Pumping Stations in Rusafa.

Since these subprojects are financed by the World Bank, the Bank’s environmental and social safeguards policies apply. According to OP/BP 4.01 Environmental Assessment, The BWSIP was classified at environmental category B, which requires partial environmental and social impact assessment. Specifically; the following Bank’s safeguards are triggered for the BWSIP:

- Environmental Assessment (OP/BP 4.01),
- Involuntary Resettlement (OP/BP 4.12), and
- Projects on International Waters (OP 7.5)

1.1. Rationale for Preparation of RPF

The R2 subproject is designed on a state-owned land in Al-Sha’ab district. Land ownership has been handed over from MOB to BWA (see Annex I). No additional spaces are required for the project. All activities and work preparations will take place inside the project’s land. However, land currently is being used by an adjacent public university (Al-Kadhumi College for Islamic Sciences) for student caravans, and for providing a free parking lot for students’ cars. Recent correspondence with the college management indicated that land will be fully cleared from caravans and any other related assets and activities before the commencement of the project, which will occur voluntarily as agreed between the college and BWA.

On another hand, the subprojects of rehabilitating Habibiya, Doura, and Ghazaliya sewerage pumping stations will not require expansion to new areas, since rehabilitation works will be done on existing infrastructures within their original footprint. Nevertheless, Al-Ghazaliya subproject will include cleaning existing mains and manholes, rehabilitating collapsed mains and manholes in some sections, as well as constructing a new line underneath Baghdad-Amman Highway using a jacking technique. According to the final design document, no additional land is required. Site visits have

revealed that there are a number of small businesses existed alongside the main line route, which is normally running in the ROW of Al-Basrah main street. These businesses provide grocery, meat, cold and hot refreshments, fruits and vegetables, as well as construction materials. And they are located in a varying distance from the main (5 – 25m), and some of them have no legal right on their locations. Minor impacts are expected on existing businesses at this stage. Additionally, several meetings conducted with responsible officials have confirmed that relocation of those businesses is not required in case of rehabilitating existing mains and manholes. However, in case of design changes during implementation, some socio-economic impacts may arise, like partial loss of assets, temporary interruption of social and economic daily activities, and temporary loss of income. In addition, if the project entity does not take adequate measures to prevent encroachers further moving into project area, the project implementation may result in some involuntary resettlement impacts. Therefore, OP/BP 4.12 is triggered for precautionary purpose.

According to the above, a Resettlement Policy Framework (RPF) is prepared in order to provide guidance to handle preparations, implementations, and monitoring of any potential displacement likely to happen during the project implementation. That would also include addressing any socio-economic effects on potential users of the project lands by outlining a grievance redress mechanism and compensation opportunities. This RPF is in full compliance with the WB's Involuntary Resettlement OP/BP 4.12 and is linked to the relevant Iraqi laws (Land Acquisition Law No. 12 of the year 1981).

2. PROJECT DISCRPTION

2.1. The Baghdad Water Supply and Sewerage Improvement Project (BWSSIP)

The proposed project will support improvements in high-priority water and wastewater services that were identified in the recent Master Plan for Baghdad to help the MOB to improve its performance in water and wastewater service delivery. The proposed project combines institutional, technical and operational steps to be undertaken by the BWA and BSA, while ensuring that they improve their financial situations. In addition, this project aims to identify (and selectively address) key challenges and opportunities in the decentralized institutional framework in Baghdad in order to support decentralization in other parts of the country. In particular, The Project Development Objective (PDO) is to improve the quality of drinking water supply and wastewater services in Baghdad BWSSIP consists of the following main components:

Component 1: Institutional strengthening for integrated urban water management and utility management, and creating an enabling environment for private sector engagement (US\$11.48 million):

This component will support the MOB in operational and strategic decision making with regard to the city's water security and water conservation. The focus will be on improving the institutional knowledge and preparedness with regard to all aspects of water security and urban water management, including resilience (climate change adaptation measures), sustainability of water use, the potential use of groundwater, the use of non-conventional water (reuse of wastewater), and storm water management

This component will support the BWA and the BSA in strengthening their revenue administration and financial management. This component aims to strengthen BWA and BSA revenue management through two main schemes: i) strengthening BWA and BSA's revenue administration through preparation of a revenue administration manual, business process re-engineering and training of staff, and ii) digitization of consumer records and computerization of billing and collection practices. At the same time, this component will be supporting BWA and BSA in strengthening their financial management by improving their accounting and financial reporting, improving cost accounting of service delivery, and computerizing the asset register and adoption of modern asset management practices.

This component will also explore innovative private financing models, and conduct capacity building for structuring bankable projects and managing contracts. Capacity in the areas of innovative financing, PPP procurement and contract management will be strengthened through a series of training courses and South-South Knowledge Exchanges in the form of study tours. Training courses will include private sector participation in service delivery; performance based contracts; financing options and risk-sharing instruments. Other aspects of institutional strengthening such as variability in budget allocations by the GoI to the MoB and the coordination issues across central ministries and between the central ministries and the MoB, will be studied and addressed during implementation.

Component 2: Investment in drinking water supply and wastewater infrastructure (US\$188 million): This will cover:

(a) Construction of the “R2” reservoir (US\$71 million). The main works will comprise: a twin-compartment concrete ground-level reservoir with a total capacity of 135,000 cubic meters; inlet and outlet works, reservoir overflow systems; pumps, piping system; and chlorination station. The reservoir will ensure improved quality and reliability of the water supply services in the area served by it, which is in the Shaab municipality and has a population of more than 550,000. The construction of the reservoir will help the city to manage its water supply better in case of climate-induced droughts.

(b) Rehabilitation of pumping stations including main sewerage network (US\$68 million). This will include rehabilitation of 29 sewerage pumping stations by replacing old pumps and associated electro-mechanical works. This will also include rehabilitation of the main trunk sewer system and manholes. The untreated wastewater is currently flowing out of sewers into the streets and the Tigris. The project will make sure this untreated wastewater reaches the underutilized waste water treatment plants, thus reducing the public health effects of untreated wastewater exposure in the event of Tigris flooding induced by climate change.

(c) Non-revenue water reduction (US\$39 million). This will include the creation of district metering areas and a Non-Revenue Water (NRW) management system and the reduction of physical losses by replacing about 13 km of water supply distribution network in Rasheed and Shaab municipalities. The distribution networks to be rehabilitated include trunk, primary and secondary pipes ranging from 100mm to 700mm in diameter which are old and are exhibiting frequent breaks with high leakage resulting in intermittent supplies of poor quality water. A Supervisory Control And Data Acquisition (SCADA) system will be established. This will provide BWA with the means to monitor and control the water supply system and to improve operational performance. Reducing non-revenue water will have energy efficiency gains. Reduced leakages will also improve the city’s ability to handle any future climate-related water shortages.

(d) Engineering, construction supervision, and quality control (US\$10 million). A multi-disciplinary engineering and management consulting firm will assist the PMU with the overall implementation of the project. Consultants support to the PMU will include support to engineering, construction supervision, quality control, procurement, non-revenue water, environment and assistance with the monitoring of the physical and financial progress.

Component 3: Project management, studies and M&E component (US\$10 million):

This component will support the operation of the Project Management Unit in the MoB. The PMU has been well established and comprises staff from the BWA, BSA and MoB. The PMU will coordinate the overall planning, coordination, implementation and supervision of project activities including central procurement and management of funds.

The component will provide funding for: citizen engagement including the establishment and operation of a grievance redress mechanism, communication and water conservation awareness; environmental and social management plan; monitoring and evaluation (M&E), including carrying

out a detailed baseline study, periodic monitoring during implementation, beneficiary satisfaction surveys; Mid-term review (MTR) in collaboration with International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA) and completion report. The component will also provide funding for preparation of four feasibility studies for the water treatment plant and the three sewerage systems. Finally, this component will finance capacity building activities targeted to female technical and managerial, staff in the MoB, BSA and BWA.

2.2. Construction of the Baghdad Reservoir Complex R2

The R2 sub-project is located in Baghdad, the capital city of Iraq. The new water reservoir will be constructed in Al-Sha'ab sub-district, in Al-Rusafa side. The sub-project lies about 5km to the northeast of Tigris River, and 2km to the northeast of the Al-Jaish Canal (Army Canal).

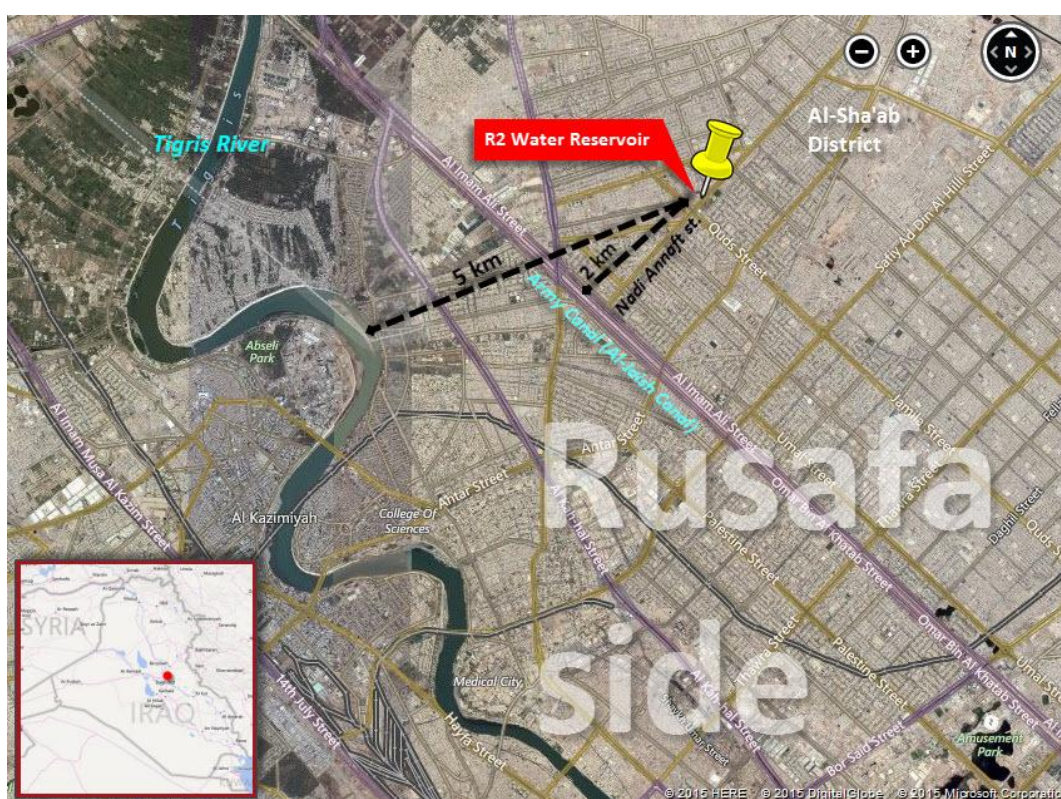


Figure 1: Location of the new water reservoir complex

Construction work is anticipated to span 30 calendar months. The new water reservoir and all associated structures will be constructed on a land plot that has a total area of 27 Iraqi donums, 4 olks and 19 sq meters (which is equivalent to 67,919 sq metric meters). The land plot was originally owned by MOB, and has been transferred to BWA on the 27th October 2007 (see Annex I for legal transfer document and official record for the land plot). The final engineering report has provided the following components and interventions:

1. A closed water reservoir structure (135,000 m³);
2. Overflow system;
3. Pumping station;
4. Power transformer,

5. Standby power generation room;
6. Fuel tank;
7. Chlorination station;
8. Irrigation pumping station;
9. Other supporting structures:
 - Valve chambers and connecting pipework,
 - Warehouse,
 - Guard room,
 - Parking, and
 - Site roads and landscaping

Prior to Construction, a working area will be utilized within the R2 land plot, with no planned expansion to any of the adjacent areas. It is expected that the Contractor will utilize part of the R2 site for work preparation and management of daily workforce. However, daily number of workers can range from 40 – 50 depending on the amount of activities required at that day. More workers will temporarily enter the work site – for instance, for excavation and concrete works. The size of the working area will be determined by the contractor and approved accordingly. No accommodation is offered onsite for non-skilled workers, except for resident engineers, few people from the contractor side, and service men and guards. Heavy machinery will be mobilized to the site for excavation and lifting materials and parts. Smaller equipment will be stored offsite and retrieved when they are needed. The Contractor is expected to hire a number of skilled and non-skilled workers from the local market – as much as practicable:

- Civil work: 100 – 150 workers, throughout construction time;
- Electrical work: 10 – 20 workers, as required;
- Mechanical work: 20 – 25 workers, as required; and
- Pipework: 20 – 30 workers, as required

In the site, excavation works will include, site clearance; general excavation, trench excavation; backfilling; placing compacting fill for embankments and other areas where filling is required.

The Contractor will also use local road network to transfer equipment, and materials to and from the working site. And will use large amounts of water for construction. These activities and resources will be closely coordinated with concerned authorities (i.e. traffic dept. and MOB) through the Project Implementation Consultant (PIC).

2.3. Habibiya, Doura, and Ghazaliya Sewerage Subprojects

Al-Habibiya SPS:

Al-Habibiya SPS is located in Al-Sha'ab in Rusafa side of Baghdad, and serves Al-Sha'ab, Sadr1 and Sadr2 municipalities. Habibiya SPS was built in 1984 with a design capacity of 11 m³/sec. However, current capacity is only 7 m³/s. The pumping station serves around 2.6 million people in eastern part of Baghdad and transfers sewage to the Rustomiya WWTP. The subproject of rehabilitating Al-Habibiya SPS includes the following interventions:

- Removing all old mechanical and electrical parts, including needed civil works;
- Installing new vertical shaft pumps and their associated motors (4 sets of Type A, 4 sets of Type B, and 2 sets of Type C);
- Installing the required quantities of valves, penstocks, motorized bar screens, cranes, ventilation systems, fire-fighting systems, biological odor control systems, and other secondary part replacements, like handrails, covers, meshes, frames, steel ladders; and
- All electrical panels, switches, and wiring

This subproject is expected to span 18 months. The station will have partial and sequential stoppage while keeping other parts working towards the end of having all parts renovated. Working areas are to be prepared within the perimeter of the pumping station.



Figure 2: Location of Al-Habibiya SPS relative to Al-Rustomiya WWTPs

Al-Doura SPS:

Al-Doura 1 pumping station is located in Doura district (Al-Karkh side of Baghdad). Doura SPS was built in 1983, with a discharge capacity of 13m³/s. The Pump transmits sewage collected from the northern area of Tigris River to the discharge point at Al-Karkh WWTP. The pumping station serves around 2.5 million people in western part of Baghdad. The subproject includes the following interventions:

- Removing all old mechanical and electrical parts, including needed civil works;
- Installing new vertical shaft pumps and associated motors (7 sets of type A, 4 sets of type B, and 2 sets of type C);
- Installing all associated valves, well by-pass gates, and flow control facilities;
- Installing sewage pipes from pump room to terminal point (inside station);
- Installing new electrical parts and facilities.

This subproject is expected to span 24 months. The station will have partial and sequential stoppage while keeping other parts working towards the end of parts renovated. Working areas are to be prepared within the perimeter of the pumping station.

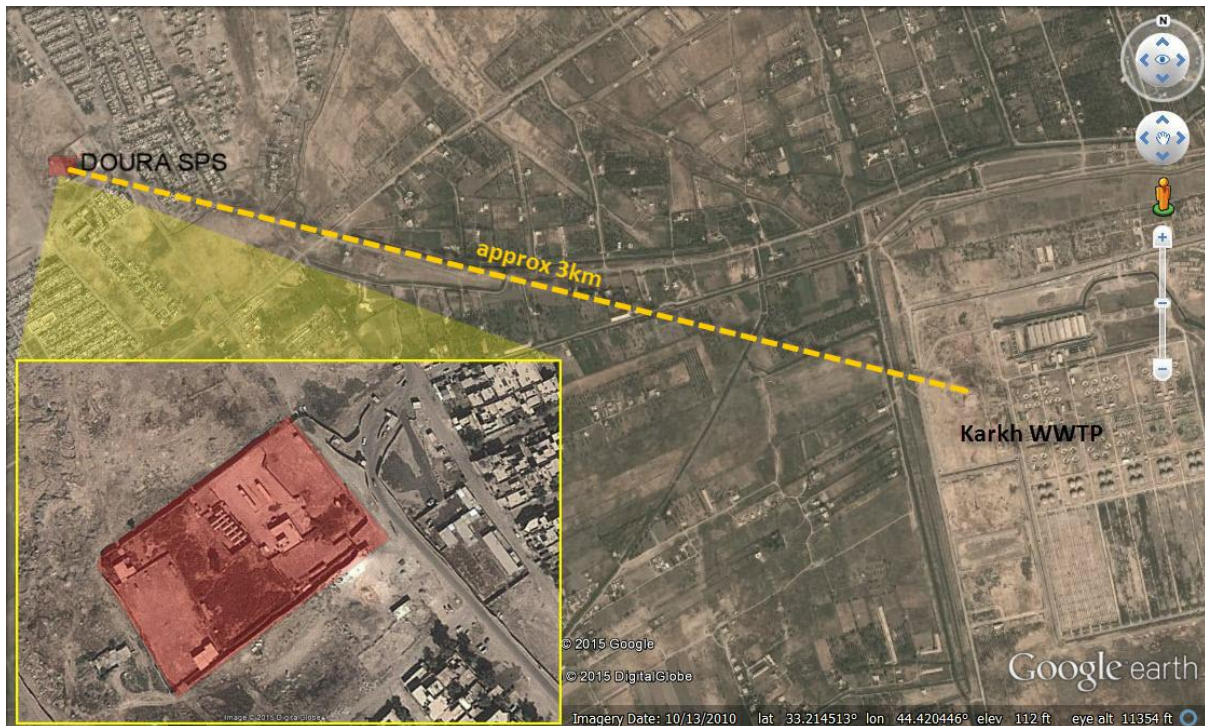


Figure 3: Location of Al-Doura 1 SPS relative to Al-Karkh WWTP

Five Pumping Stations in Al-Ghazaliya and Trunk Main:

Al- Ghazaliya subproject is located in the western part of Al- Karkh. It is bordered by the Baghdad – Amman highway from the south, Saqlawia drainage canal and Shu’la from the north, and Basrah Street from the east. The rehabilitation will restore basic sewage services for both Al-Ghazaliya and Al-Shu’la districts, thus will improve living standards, and enhance physical environment. And pave the ground for more investment in the area. The subproject will serve approximately 630,000 inhabitants and will most importantly eliminate dumping of untreated wastewater into Saqlawiya Canal and Tigris River. Key interventions include the following:

- The rehabilitation works in Al-Khadra, GH1, GH2, GH6, and GH7 pumping stations, including installation of Dry Well 19 Motor Pumps, Main Distribution Boards, Control Panels and all necessary civil, electrical and mechanical works;
- The replacement of collapsed sections in the sewer trunk main (dia. 2,000 – 2,200mm) of about 1,450m length including construction of manholes (NW16 – NW23);
- Cleaning, rehabilitating and flushing the sewer line and manholes from all dirt and sewage from manhole (NW11A) to Al- Khadra Pump Station. Also, exposing of manhole covers from Pumping Station GH1 to manhole (NW15);
- Construction of trenchless trunk main, which is of diameter 2.2 meters of about 725 meters and a depth of 5 to 7 meters, as part of the trunk main under the international Baghdad-Amman HW, by using a jacking techniques, in order to avoid Highway closure or interruption of traffic;

The subprojects of Ghazaliya are expected to span 24 months. Work areas will be established within the perimeter of the station. For rehabilitation work of trunk main and manholes, this will take place on existing infrastructure, within their original footprint, and will not involve expansion to other lands. It is also expected that the contractor(s) will use a mobile working caravans for personnel and equipment. However, areas to be used for mobile caravans are not known at this stage, and they are to be chosen and approved by the MOB as agreed with the winning contractor(s) upon signing the agreement. Land to host working caravans will be state-owned and temporary, including options of using Right of Way alongside the main trunk line. Therefore no private land acquisition is expected.



Figure 4: Location of Al-Ghazaliya Sewerage Pumping Stations

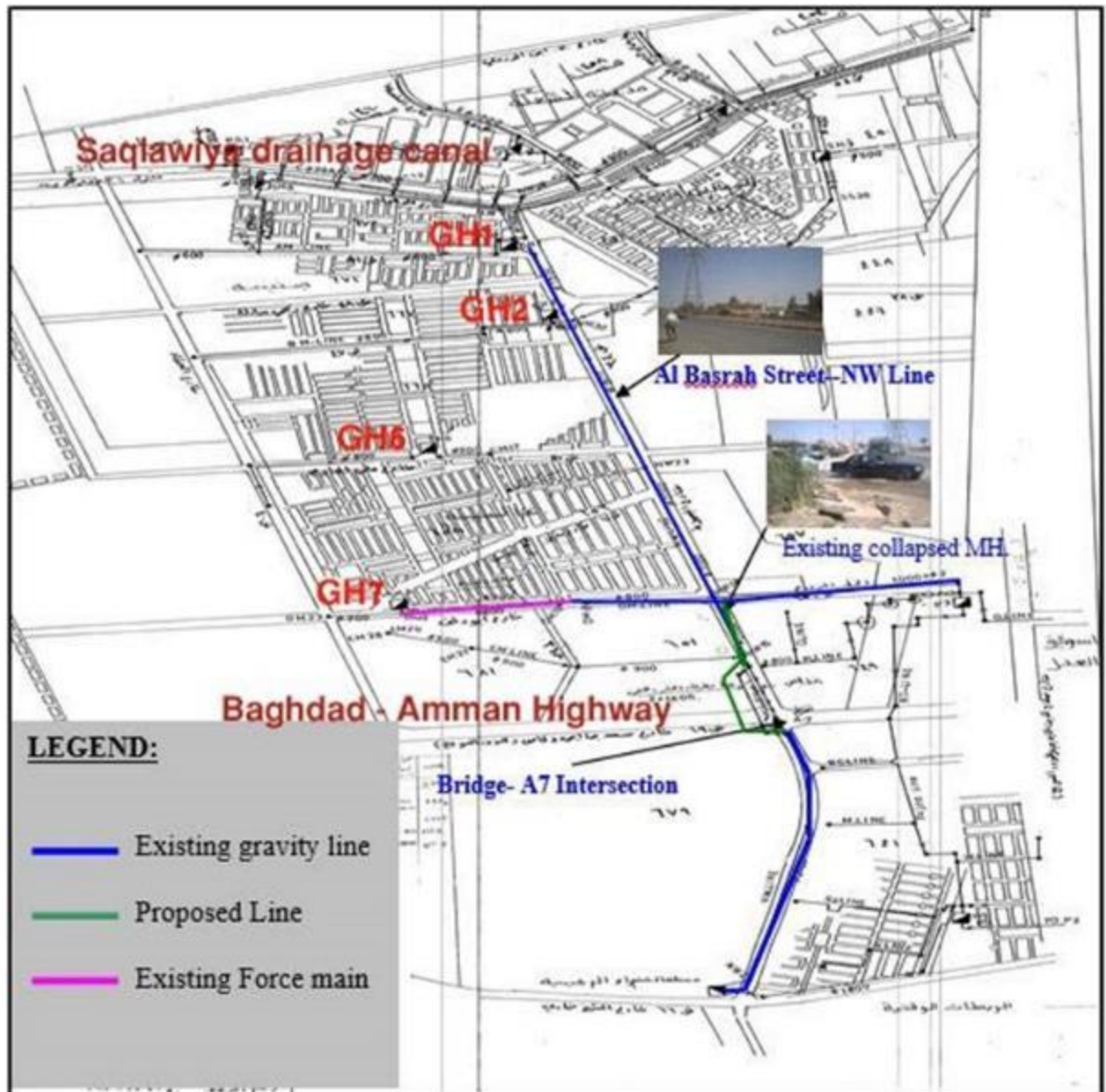


Figure 5: Existing trunk main lines and newly proposed line in Al-Ghazaliya



Figure 6: Collapsed main and manholes (NW16 – NW22)

2.4. Rehabilitation of 22 Sewerage Pumping Stations in Rusafa Area

The Subproject of rehabilitating and upgrading 22 sewerage pumping stations spreads across the eastern side of Baghdad (Rusafa).

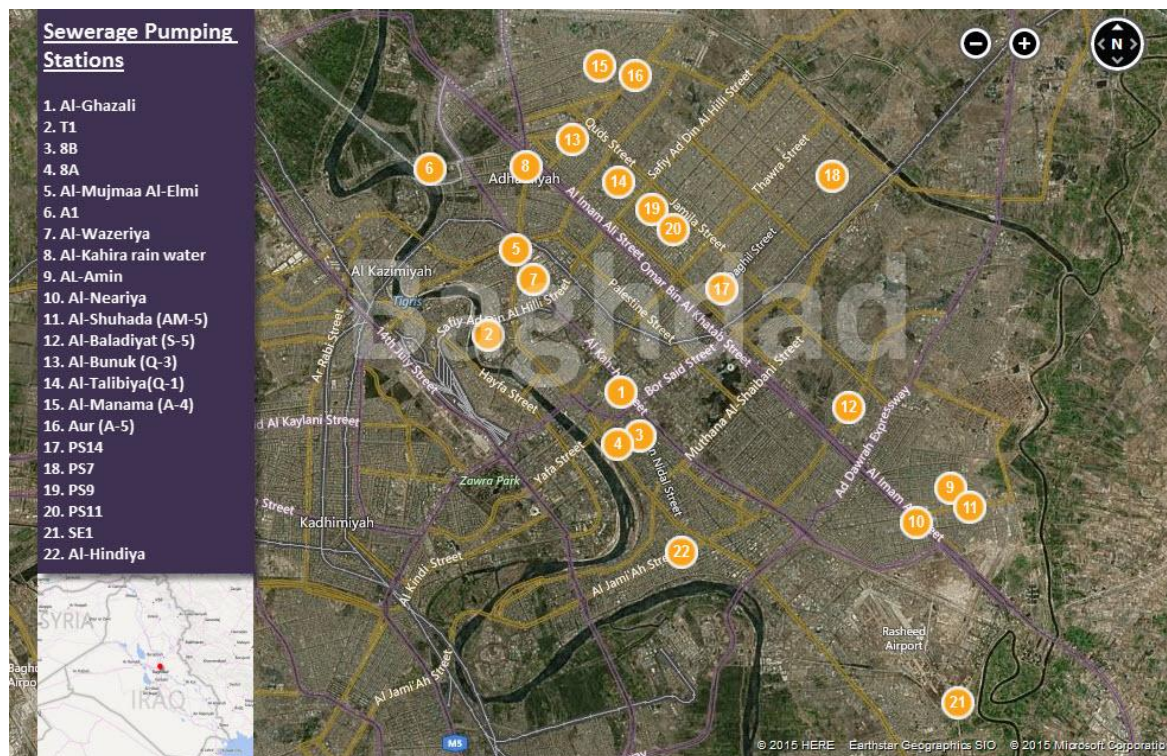


Figure 7: Twenty two sewerage pumping stations – Rusafa, Baghdad

The subprojects will include interventions for replacement of old and out of order mechanical and electrical parts from 22 sewerage pumping stations in Rusafa side of Baghdad. The rehabilitation interventions are expected to span 27 months, and will include:

- Decommissioning of all old mechanical and electrical parts, including needed civil works;
- Installing new vertical shaft pumps and their associated motors;
- Installing the required quantities of valves, penstocks, motorized bar screens, cranes, ventilation systems, fire-fighting systems, biological odor control systems, and other secondary part replacements, like handrails, covers, meshes, frames, steel ladders;
- All electrical panels, switches, and wiring

Activities during rehabilitation include utilizing available spaces inside the stations for daily work preparation. No additional areas will be used outside perimeters of the 22 stations. Working equipment will be placed inside the stations while spare parts will be transported from warehouses to the site. Needed workforce will be acquired from the local market (to the extent possible). This will include both skilled and non-skilled (50 – 75 per station). Additionally, workers will not reside in the site, but they will enter the working site on daily basis according to work load at a specific day. The amount of work load is decided by the implementation contract and will be supervised by a PIC firm. Civil works will include some limited excavations for laying pipes and wiring, as well as dismantling valuable materials, all in close coordination with MOB.

3. RPF KEY OBJECTIVES AND PRINCIPLES

3.1. Objectives

The purpose of this RPF is to set the principles for addressing resettlement (including economic displacement and socio-economic impacts) impact mitigation, as well as for clarifying the organizational arrangements needed during Project preparation and implementation. This includes compensating all Project Affected Persons (PAPs) for losing their property, and livelihood as a result of relocating/closing their businesses. Other kinds of assistance may include assisting in relocating and/or providing job opportunities during the course of the project. Involuntary Resettlement OP/BP 4.12 is triggered for the entirety of the Project, and RPF is prepared to help guide through a full addressing of loss of land, property, assets, access (to land, property, and assets), income, or sources of livelihood.

This Framework will cover all the Project's activities, and will apply to all PAPs regardless of the total number, the severity of impact, and whether or not PAPs have legal title to the land. RPF will be particularly sensitive to vulnerable groups, including the poor, landless, elderly, women, children, ethnic minorities, or persons with specific mental or physical disabilities.

Every effort will be made to avoid or minimize the need for land and/or business relocation for any reason, in any time during the project. In the unlikely and exceptional event, that additional land, houses and other assets becomes unavoidable; the projects of BWSIP will adopt this RPF, and will urge the preparation of Resettlement Action Plan (RAP) or Abbreviated Resettlement Action Plan (ARAP).

In general, this RPF is intended to provide policies, guidelines and procedures to be integrated into the design and implementation of the entire project (BWSIP). The MOB is the responsible party for adopting, developing, and implementing this RPF. The overall objective is to assist the MOB to ensure that the following are fulfilled at the earliest planning of the Project:

- Addressing potential socio-economic issues of construction and operation phases;
- Setting a course of mitigatory actions that would diminish threats and enhance opportunities;
- Helping survey and value losses of space, assets, income, and livelihoods;
- Setting out a compensation plan;
- Setting out an entitlement matrix;
- Finalizing a Grievance Redress Mechanism (GRM) and integrating it within existing complaining system(s); and
- Strengthening institutional capacities needed to adequately address grievances related to the Project;

3.2. Principles

The principles outlined in the World Bank's OP/BP 4.12 have been adopted in preparing this RPF. In this regard the following principles would apply:

- 1) Acquisition of land and other assets, and resettlement of people will be minimized as much as possible. Where land acquisition is unavoidable, the project will be designed to minimize adverse impacts on the PAPs, especially the vulnerable groups;
- 2) All PAPs will be compensated, relocated and rehabilitated, if required, so as to improve their standard of living, income earning capacity and production capacity, or at least to restore livelihoods at least to pre-project or pre-displacement levels, whichever is higher;
- 3) All PAPs residing in, cultivating land, or having rights over resources within the projects areas are entitled to compensation for their losses and/or income rehabilitation. Lack of legal right to the assets lost will not bar the PAP from entitlement to such compensation, rehabilitation and relocation measures;
- 4) The rehabilitation measures to be provided include (i) compensation at full replacement cost for houses and other structures; (ii) compensation for land acquisition; (iii) dislocation allowance and transition subsidies; (iv) full compensation for crops, trees and other similar agricultural products at market value; and (v) other assets, and appropriate rehabilitation measures to compensate for loss of livelihood;
- 5) Land-for-land is the preferred option (if applicable). Land-for-land may be substituted by cash provided that: (i) land is not available in the proximity of the project area; (ii) PAP willingly accept cash compensation for land and all assets on it; and receive full replacement value without any deductions for depreciation; and (iii) cash compensation is accompanied by appropriate rehabilitation measures which together with project benefits results in restoration of livelihoods at least to pre-project or pre-displacement levels, whichever is higher;
- 6) Resettlement plans will be implemented following consultations with the PAPs, and will have the endorsement of the PAPs themselves; and
- 7) Any acquisition of, or restriction on access to resources owned or managed by the PAPs as common property, will be mitigated by arrangements that would ensure access of those PAPs to equivalent resources on a continuing basis.

4. INITIAL ESTIMATION AND ELIGIBILITY CRITERIA

4.1. Project Affected Persons and Structures

Project affected persons (PAPs) are defined in this policy framework as any individual(s) who may be subjected to adverse economic, social, or cultural impacts by the WB's assisted projects. These impacts may constitute anything ranging from the loss of physical assets such as land, farmlands, crops, commercial properties, homes, personal belongings, sources of income, and cultural/historical/religious sites, to non-physical assets such as social capital and cultural networks and activities..

Sub-Projects of rehabilitating sewerage pumping stations of Habibiya, Doura, and Ghazaliya as well as the 22 pumping stations in Rusafa will not require new lands, since rehabilitation works will be done on existing infrastructures, and no expansions to new areas are planned at this stage. However, R2 water reservoir subproject will require land to be constructed on. Land is already allocated to R2 subproject in Al-Sha'ab district, which is currently owned by BWA, however, land is not totally free from irrelevant structures and activities, as per initial visits to the site.

Additionally, Al-Ghazaliya trunk mains and manholes subprojects will be implemented on an existing infrastructure (with a limited construction of new line sections underneath Amman-Baghdad highway using jacking methods, including manholes). Although a variety of commercial activities are found in close proximity of the main (approx. 150 shops of different types of businesses), which may result in socio-economic impacts.

Below are highlights on existing features within the subproject areas of R2 and Ghazaliya trunk main and manholes.

4.1.1. R2 water reservoir in Al-Sha'ab Municipality

Features inside R2 land plot include:

1. Buildings and service structures (caravans) that belong to Al-Imam Al-Kadhum for Islamic Sciences College (the University). These structures comprise almost one quarter of the total area. Recent correspondence between the university management and the BWA indicated that the land will be freed up before the start of the project (see Annex I for the official correspondence);
2. An open area that is located in front of University caravans. This area is used as a free parking lot for university students. Upon recent visits to the site, the area is fenced at the side with the University, and closed with concrete blocks at the other sides.



Figure 8: R2 land and features inside

4.1.2. NW trunk mains and manholes in Ghazaliya Municipality

The Project will include rehabilitating a number of seven manholes in the trunk main NW (from NW1 to NW11). These manholes are almost 200m far from each other. Rehabilitation will only be performed in an area of not exceeding 2 sq. m, which is only the opening space of the manhole. And will be used for exposing old manholes. During site surveillance alongside the NW trunk main on 26 February 2017, it was reported that some small businesses exist in the trunk main's Right of Way (RoW). A walkthrough in the area has revealed that around 150 small businesses were running alongside the manhole line. These were mainly small stores that provide grocery, meat, cold and hot refreshments, fruits and vegetables, as well as construction materials. There are 1 – 3 people in average working in these stores, and on daily basis. And they are located in a varying distance from the main (5 – 25m), and some of them have no legal right on their locations. Upon meeting with officials from BSA, Relocation is not required in these locations. During rehabilitation stage, some moderate socio-economic impacts may arise like partial loss of assets, temporary interruption of social and economic daily activities, and temporary loss of income. In addition, if the project entity does not take adequate measures to prevent encroachers further moving into project area, the

project implementation may result in some involuntary resettlement impacts. Therefore, OP/BP 4.12 is triggered for precautionary measures.



Figure 9: Manhole location and some nearby business structures in the ROW

This RPF takes into consideration the broader effects and all possible losses resulted from this Bank-financed project. The following table encompasses all likely categories and impacts, which have to be furthered by a detailed survey.

Table 1: key impacts and losses in the broader sense

Category	Inclusions
Land	<ul style="list-style-type: none"> • Agricultural land (rented or owned) • Access to land
Structures	<ul style="list-style-type: none"> • Houses or living quarters (rented or owned) • Other physical structures (rented or owned)
Income	<ul style="list-style-type: none"> • Income from crops • Income from wage earnings • Income from fishing areas • Income from affected business

Category	Inclusions
	<ul style="list-style-type: none"> • Access to formal employment opportunities
Communal	<ul style="list-style-type: none"> • Public Schools • Public Hospitals • Markets • Community centers • Cemeteries • Social capital: networks, activities, relationships
Religious and Cultural	<ul style="list-style-type: none"> • Religious shrines • Worship areas (mosque, church, synagogue) • Cultural, historical, sites
Environmental	<ul style="list-style-type: none"> • Access to natural resources • Negative environmental impacts resulting from land acquisition or from the project itself

In principle, projects are not permitted to be constructed on public cemeteries or private graveyards or causing damage thereof. Additionally, no subproject is to be established on or cause any damage to cultural and religious physical assets. If extremely necessary, such cases shall be subject to the Laws of the Government of Iraq.

4.2. Eligibility Criteria

All subprojects of BWSSIP – as explained before, will not require resettlement and/or loss of land. Additionally, businesses alongside main trunk and manholes of Ghazaliya will not be impacted by rehabilitation works, since work is to take place on existing lines with no required expansion. However, given any uncertainty of this activity, all PAPs who may suffer a complete or partial loss of assets or access to assets shall be eligible for some kind of assistance, according to their legal rights to the land, if it can be proven that they occupied the land before the claim cut-off date. A Cut-Off date is to be established when surveying losses and PAPs, after which no claims are to be accepted. The Bank OP4.12 specifically proposes three general categories for eligibility as shown in the table below:

Table 2: Eligibility categories and relevant entitlements

Displacement Category	Entitlements
Individuals who have formal legal rights to land (including customary and traditional rights recognized under the laws of Iraq)	<ul style="list-style-type: none"> • Compensation for loss in land and assets at full Replacement cost. • In case of physical relocation, provide assistance during relocation (i.e. moving allowances) and residential housing and / or agricultural sites with productive and location advantages equivalent to the lost sites. • Development assistance
Individuals who do not have formal legal rights to land, but have a claim to such land or assets (provided that such claims	<ul style="list-style-type: none"> • Compensation for loss in land and assets at full replacement cost. • In case of physical relocation, provide assistance

Displacement Category	Entitlements
are recognized under Iraqi laws or become recognized through a process identified in the resettlement plan)	during relocation (i.e. moving allowances) and residential housing and/or agricultural sites with productive and location advantages equivalent to the lost sites. <ul style="list-style-type: none"> • Development assistance in addition to compensation measures (i.e. land preparation, credit facilities, training, job opportunities).
Individuals who have no recognizable legal right or claim to the land they are occupying (i.e. squatter settlements, disputed ownership).	<ul style="list-style-type: none"> • Compensation for assets at full replacement cost. • Resettlement assistance.

Further entitlements will be defined in details upon completion of field surveys, especially to the locations alongside the trunk main and manholes of Ghazaliya.

4.3. Estimated Potential Resettlement Impacts

As explained in the Rationale, subprojects for rehabilitating sewerage pumping stations in Habibiya, Doura, Ghazaliya, and the 22 smaller sewerage pumping stations, will not involve land acquisition, or expansion to additional spaces. Therefore, resettlement is not expected for all of these subprojects. However, other socio-economic effects may arise within the project areas of R2 and Ghazaliya trunk mains and manholes. Possible effects include

- Loss of assets (partially or totally),
- Loss of income and daily livelihoods, and access to resources;
- Interruption of daily social, educational, and economic life.

For R2 water reservoir subproject: the land has been used by the university in full agreement with BWA and will be handed over voluntarily before the start of the project, however, daily educational and social activities might be interrupted upon evacuation, in addition to the possibility of some assets' loss.

For the trunk main of Ghazaliya and associated manholes: some adjacent businesses that exist in close proximity to the main line (as described above) might encounter interruptions of daily social life activities, in addition to economic impacts by possibility of interrupting income and livelihoods. Relocation of these businesses is not required at this stage of the project planning, though, uncertainties still exist.

Information for both cases is not complete regarding features and activities within the projects sites. Therefore, a full survey should be undertaken for the impacted sites, and full inventories are needed in order to determine impacts and plan further for mitigation.

5. LEGAL FRAMEWORK

As described above, socio-economic impacts might be encountered while implementing subprojects of R2, Habibiya, Dora, and Gahazaliya. All Resettlement and land acquisition-related issues under the proposed Project (although not planned in BWSSIP) will be addressed through relevant laws and regulations of the Government of Iraq and the World Bank's Operational Policy, specifically the Land Acquisition Law No. 12 and the Involuntary Resettlement OP 4.12, respectively. This RPF will constitute the legal reference for whichever activities of resettlement/displacement foreseen important prior to constructions and implementation of BWSIP. The Mayoralty of Baghdad shall be committed to complying with the national laws and WB's policies. The Bank Policy will prevail if there are gaps between the Bank Policy and the relevant policies of the government of Iraq.

5.1. National Legal Framework

There are three main forms of land ownership in Iraq:

- Public or state-owned land;
- Private land which can be bought from its owner or may be alienated/transferred freely by donation; and
- Leased land. The land is owned by the government but leased to individuals, as the case with the agricultural lands managed by the Ministry of Agriculture.

5.1.1. The Civil Code (Law No. 40 – year 1951)

Usurpation

Article 192: The property usurped must be restituted in-kind to its owner at the place wherein it was usurped if it is existing; if the owner of the property has casually met the usurper who had with him/her the usurped property at a different place he/she may if he/she so wishes have the property restituted in that place. But if he/she demands restitution at the place of usurpation, the expenses of moving it and the cost of providing for its restitution will be borne by the usurper which thing will be without prejudice to reparation for the other injuries.

Article 195: If after the usurpation the value of the thing usurped has diminished (depreciated) the usurper has no alternative but to accept it in its existing state without prejudice to his/her right to reparation for the other injuries; the usurper shall however be liable if through his/her act or use, the thing usurped has depreciated.

This law includes squatters as well.

5.1.2. Land Acquisition Law No. 12 – year 1981

Land acquisition and all related issues are governed locally by the Land Acquisition Law No. 12 issued in 1981 and updated in 1998. Primarily, the Government of Iraq (GOI) has the right to remove

encroachers of state-owned lands without compensation. Below are the relevant provisions (according to the latest amendments):

Section II: Types of Acquisition & Procedures – Chapter I: Acquisition in Agreement

Article 4: Directorates and social and joint sectors which have the right to acquire property can negotiate with the property/land owner to take the property by agreement either in kind or in cash depending on the price estimated by the committee established according to this law. In case of a public property, all related partners shall approve this.

Section II – Chapter II: Juridical Acquisition

Article 9: Government departments and social and common sectors which have the right to legally possess a property can request to acquire any property, part of it, or its relevant original property rights for the purposes of implementing their projects and achieving their goals.

Article 13:

According to this Article, a Valuation Committee is formed to estimate the compensation value. This Committee is ideally assembled from the following members:

- a. Head of the Land Registry Office or his/her deputy,
- b. Head of the Property Tax Department or his/her deputy,
- c. Representative of the holder, and
- d. Representative of the property owner, if the property owner is a group of people and they do not agree to choose a representative, or if some of them were absent, the court assigns one of its experts.

Section II – Chapter III: Administrative Acquisition

Article 22: If the property or the real estate right requested for acquisition is owned by government departments or the social or public sectors, the property shall be possessed administratively and the compensation is determined in consensus.

Section III: Compensation – Chapter I: In-kind Compensation

Article 29:

First: If the property requested for acquisition is a land or an orchard, the holder can, in consultation with the Ministry of Finance or the Ministry of Agriculture, compensate the property owner for the land or orchard at the same value of the Administrative Unit of the land or orchard requested for acquisition. However, the holder can agree with the owner on land/orchard basis compensation, outside the Administrative Unit boundaries,

Second: If the property requested for acquisition is not a land or an orchard, the holder can still agree with the property owner on offering another property or real estate as a means for compensation.

Section III: Compensation – Chapter II: Monetary Compensation

Article 31: Compensating for farmlands.

First: The value of the land is estimated by Iraqi donum (equivalent to 2,500 sq metric meters) and according to the prices of 1973 by referring to the selling procedures of the Land Registry Office as a basis to fairly compensate as follows:

- a. If the land is an absolute property and has been transferred to the property owner in or before 1973, the compensation is determined according to the prices of 1973, adding 4% amount for each year till the date of inspection and estimation. Taking into account that compensation should not exceed the prevailing price, and that a part of a year (if it is more than six months) is considered as a year,
- b. If the land is transferred to the property owner after 1973, the compensation is determined according to the price registered in the property record (adding to it the percentage mentioned in *Item a.* above) and the prevailing price during the inspection and valuation.

Second: In order to define the prevailing price during inspection and valuation, other factors shall be referred to, such as: land production, location, distance from markets, fertility, irrigation and planting methods and other land qualifications identified locally.

Third:

- a. The compensation for disposing of lands owned by the Government is estimated by considering the lands' value as it is considered an absolute property according to the basis mentioned in *Items First & Second* of this article. The compensation received by the Government is deducted according to the percentages laid down in Article 5 of the **Law of Unifying Government's Lands Types No. 53 of 1976**.
- b. The value of facilities built on the land owned by the Government and decided for disposition is estimated according to rules mentioned in this Law if these facilities have been founded for planting purposes, including the house of the land owner and the house of the land workers or if these facilities have been established according to valid legislations. These facilities may be demolished if they are not built for planting purposes or they are proved to have been built contrary to valid legislations.

Fourth: The land shall be covered by the provisions of this Law if it is used for cultivating or could be used for cultivating based on its status during acquisition request regardless of its area, location and type mentioned in the land registry. This rule applies for cultivated lands which do not match the orchards conditions mentioned in the **Agrarian Reform Law of 1970**.

Article 32: Compensating for Orchards & Planted Species

First: Trees planted on this land are considered orchards, thus, they are estimated as in Article 31. However, the utilities are valuated according to the rules mentioned in Article 33.

Second: The value of the trees is valuated according to the prevailing prices in the area as of the date of inspection and valuation taking into consideration the tree species, age, and whether it is fruitful or not, as well as other known qualifications.

Article 33: Compensation for Property

This includes residential, industrial, and commercial properties, as well as land for constructing buildings. These properties are valued according to their prevailing prices during inspection and valuation, regardless of their value after implementing the project. The following rules apply:

First: when estimating compensation, the following factors are taken into consideration: location of the property, level of construction, area, assets, and type of construction materials, as well as revenues attained by the property.

Second: The following references could be accounted for when evaluating a property: the value of the property as estimated by the Land Registry Office, values of neighboring or equivalent properties, or their selling prices, or their annual lease value, either actual or estimated for tax purposes.

Third: The value of land and the value of buildings and other utilities and property (if any) are estimated separately.

Fourth: The estimation is made using the squared meter or by using a standard measurement unit. The Valuation Committee can make an estimation in whole (according to a previous decision) or by any other normally accepted method, in order to have a fair compensation.

Section V: Disadvantages due to Acquisition – Chapter I: Ownership Loss due to Acquisition

Article 49: In the case of partial acquisition, the property owner could request repossession of the whole property if the part left did not benefit from government improvement. The court could decide to return the whole property to the owner if the Valuation Committee verifies the lack of benefit.

Article 50: The property owner is entitled for compensation, if partial acquisition has caused damages to the remaining portion of the property.

Section V: Disadvantages due to Acquisition – Chapter II: Others' Losses due to Acquisition

Article 51: If the acquisition has led to harm/damage to other property owners (whom were not subjected to acquisition), then this property owner is entitled for compensation, for the said harm/damage.

It is worth mentioning here that the Law does not consider offering people who are encroaching a government-owned land any alternatives for relocation.

5.2. World Bank Policy

The World Bank's Policy applicable to this project is: The **Operational Policy on Involuntary Resettlement OP 4.12**. However, the Bank's policy on Access to Information was identified useful to this framework and to the public and implementing agencies as well.

5.2.1. Involuntary Resettlement OP/BP 4.12

The Bank's Resettlement Policy OP/BP 4.12 provides the following definitions and terminology in relation to the involuntary resettlement:

Abbreviated Resettlement Action Plan (ARAP): For projects in which the number of people to be displaced with a loss of assets or restriction of access to assets is small (less than 200 persons will experience resettlement effects), an abbreviated resettlement plan (ARAP) is prepared.

Compensation: Payment in cash or in kind for an asset or a resource that is acquired or affected by a project at the time the asset needs to be replaced.

Cut – off date: The date the enumeration begins. Persons occupying the project area after the cut-off date are not eligible for compensation and/or resettlement assistance. Similarly, fixed assets (such as built structures, crops and trees) established after the date of completion of the assets inventory or an alternative mutually agreed date will not be compensated.

Displaced persons: Persons who are affected by the involuntary taking or clearing of land or resulting in:

- Relocation or loss of shelter
- Loss of assets or access to assets; or
- Loss of income sources or means of livelihood whether or not the affected persons must move to another location.

Involuntary resettlement: Resettlement is involuntary when it occurs without the informed consent of the displaced persons or if they give their consent without having the power to refuse resettlement.

Land expropriation: Process whereby a public authority, usually in return for compensation, requires a person, household, or community to relinquish rights to land that it occupies or otherwise uses.

Project-affected person (PAP): Any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.

Resettlement Action Plan (RAP): The document in which a project sponsor or other responsible entity specifies the procedures that it will follow and the actions that it will take to mitigate adverse effects, compensate losses, and provide development benefits to persons and communities affected by an investment project.

Resettlement assistance: Support provided to people who are physically displaced by a project. Assistance may include transportation, food, shelter, and social services that are provided to affected people during their relocation. Assistance may also include cash allowances that compensate affected people for the inconvenience associated with resettlement and defray the expenses of a transition to a new locale, such as moving expenses and lost work days.

Stakeholders: Any and all individuals groups organizations and institutions interested in and potentially affected by a project or having the ability to influence a project.

Structure owner PAPs: Project Affected Persons who own structures within the project area.

Tenant PAPs: Project Affected persons who lease either residential or business premises within the project area.

Vulnerable groups: People who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status may be more adversely affected by resettlement than others

and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits.

The ultimate objective of the Bank's OP/BP 4.12 is to ensure that populations displaced by a Bank-financed project receive benefits from it. Furthermore, the Policy has the following key objectives:

- Avoid involuntary resettlement where feasible, or minimize resettlement impacts where population displacement is unavoidable, exploring all viable project designs. Particular attention must be given to socio-cultural considerations, such as cultural or religious significance of land, the vulnerability of the affected population, or the availability of in-kind replacement for assets, especially when they have important intangible implications. When a large number of people or a significant portion of the affected population would be subject to relocation or would suffer from impacts that are difficult to quantify and to compensate, the alternative of not going ahead with the project should be given a serious consideration;
- Provide explicit guidance to Bank staff and to the borrowers on the conditions that need to be met regarding involuntary resettlement issues in Bank operations in order to mitigate the negative impacts of displacement and resettlement and establish sustainable economy and society;
- Ensure that displaced people receive resettlement assistance, preferably under the project, so that their standards of living, income earning capacity, and production levels are improved;
- Set up a mechanism for monitoring the performance of involuntary resettlement programs in Bank operations and remedying problems as they arise so as to safeguard against ill-prepared and poorly implemented resettlement plans;
- Encourage community participation in planning and implementing resettlement. Appropriate patterns of social organization should be established, and existing social and cultural institutions of resettlers and their hosts should be supported and used to the greatest extent possible. Additionally, resettlers should be integrated socially and economically into host communities so that adverse impacts on host communities are minimized. The best way of achieving this is for resettlement to be planned in areas benefiting from the project and through consultation with the future hosts;
- Provide assistance to affected/displaced people regardless of their legality status. Land, housing, infrastructure, and other compensation should be provided to the adversely affected population, indigenous groups, ethnic minorities, and pastoralists who may have usufruct or customary rights to the land or other resources taken for the project. The absence of legal title of land by such groups should not be a bar to compensation;

The World Bank's OP 4.12 has precedence in terms of identification of adversely affected PAPs and provision of mitigation and compensation measures. The Policy prescribes compensation and other resettlement measures to achieve its objectives and requires that borrowers prepare adequate resettlement planning instruments prior to Bank appraisal of proposed projects. In this regard, the World Bank's Policy requires that a Resettlement Action Plan (RAP) be prepared whenever private

property must be acquired, or its use modified, for a project, and the acquisition or modification of privately-owned lands results in the loss of income, residence or access to resources, either permanent or temporary and whether the occupation is legal or illegal. Requirements of OP/BP 4.12 also applies for encroachers and illegal users of stat-owned lands, through which assistance for relocation is provided. RAP should be prepared in full for a number of PAPs equals 200 or more, while a shortened RAP (Abbreviated Resettlement Action Plan ARAP) is to be prepared for PAPs less than 200. Any livelihood-related impacts or impacts on private lands (temporary and/or permanent acquisition) will be addressed through this RAP in accordance with the provisions of the World Bank's Operational Policy (O.P 4.12).

A mature RAP/ARAP should include the following measures, to ensure that PAPs – at a minimum, are:

- Informed about their options and rights pertaining to resettlement;
- Consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives;
- Provided prompt and effective compensation at full replacement cost for losses;
- Provided assistance (such as moving allowances) during relocation; and
- Provided with residential housing, or housing sites, or as required agricultural sites for which a combination of productive potential, location advantages and other factors is at least equivalent to the advantages of old sites.

Where it is necessary to achieve the objectives of the resettlement plan, it should also ensure that displaced persons are:

- 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 standard of living at least to pre-project or pre-displacement levels, whichever is higher; and
- Provided with development assistance in addition to compensation measures, such as land preparation, credit facilities, training, or job opportunities.

5.2.2. The World Bank Policy on Access to Information

In addition to the safeguard policies, the Access to Information Policy also relates to safeguards. To promote transparency and facilitate accountability, Bank Access to Information Policy supports decision making by the Borrower and the Bank by allowing public access to information on environmental and social aspects of projects in an accessible location and understandable form and language to key stakeholders. The Bank ensures that relevant project- related environmental and social safeguard documents, including the procedures prepared for projects involving subprojects, are disclosed in a timely manner before project appraisal formally begins. The policy requires disclosure in both English and the local language and must meet the standards of the World Bank.

5.3. Gaps between Iraqi Law and the Bank Policy

The Project is financed by the World Bank Group, which requires the full compliance with the Bank's environmental and social safeguards. Furthermore, implementing the Project will have to go

through the Iraqi system, which is also governed by acts and decrees as described above. Both statutory bodies share the objective of pushing developments forward in a harmless (or at the least harmful) manner to the environment and people. Although, the Bank's and Iraqi regulations support the undertaking of this Project, some negative socio-economic impacts of the Project were identified, and could be inevitable. Addressing and/or mitigating these effects would not be smooth or straight forward; due to some gaps in the requirements of the two governing systems. This may be the case with regard to the extent of stakeholder consultation/participation in the resettlement process, payment of compensation, grievance redress mechanisms, squatters and encroachers, information disclosure. Wherever there is insufficient information by the Iraqi laws, or where there is some disagreement/conflict with the Iraqi laws, the requirements of the World Bank Policy on Involuntary Resettlement OP 4.12, as outlined by this Framework, will take precedence.

In essence, national laws do not require consideration of alternatives to displacement of PAPs located on a state land, especially when it relates to having no legal title to the asset/property that PAPs are using.

The R2 water reservoir construction project would undoubtedly require land. The needed land is already owned by BWA. Additionally, there is a possibility to utilize spaces inside the perimeter of the project land to cater for work preparation and machinery and material storage. The Iraqi Acquisition Law neither entitles any illegal holder of a property for any kind of compensation, nor does it provide a fair compensation for those who have the legal tenure.

The Project owner should take into consideration any possibilities of lost assets/livelihoods due to any action of economic displacement/ involuntary resettlement on people who occupy/utilize the land at the time of the Project implementation. This kind of involuntary resettlement is fairly addressed in the WB's "Involuntary Resettlement OP/BP 4.12" in terms of applicability and means for compensation.

The table below summarizes the gaps between the World Bank Policy and Government Law.

Table 3: Comparison of Iraq Law and the Bank Policy

Key Issue	WB	Iraqi Laws
Policy of avoidance or minimization of displacement of persons	Avoid or minimize by exploring all viable alternatives; If resettlement required – execute as sustainable Program.	Not specified (but common practice by the Government has been to minimize this to the extent possible)
Definitions of Adversely Affected Persons	People impacted by: 1. Involuntary taking of land, 2. Loss of shelter, assets, income sources or livelihood, 3. Involuntary restriction of access to protected areas resulting in adverse impacts on livelihood.	People impacted by involuntary taking of land resulting in loss of land, assets and livelihoods
Requirement for Resettlement Action Plan (RAP)/	Full RAP is required for 200 adversely affected people or more. Abbreviated RAP is for less than 200	Law provides for identification through land title registration and a valuation/compensation

Key Issue	WB	Iraqi Laws
Resettlement Policy Framework (RPF)	adversely affected people	committee is formed to verify adversely affected persons The law provides for monetary compensation for one year of crops lost for the entire packet of land leased/owned by the PAP. According to Decision No. 360/2008 of the Council of Ministers , compensation amounts have been identified for crops, trees, etc. 25% of agricultural land can be acquired without compensation. If the entire packet of land is acquired the PAP is provided with 12% equivalent as “private” land.
Consultations	Affected persons, communities, local authorities, NGOs – on eligibility criteria for compensation and assistance; Displaced persons & their communities and host communities – participate in planning, implementing and monitoring resettlement process; PAP’s will be meaningfully Consulted	The only consultation requirement is the negotiation procedure set between affected parties with the compensation committee
Impact on Informal Settlers	Included, but only entitled to resettlement assistance for structure, other assets lost (other than land), and livelihood losses during resettlement	Law does not provide for resettlement assistance or mitigation for informal/illegal settlers.
Compensation for Housing/Structures	Replacement houses or full replacement costs	Cash compensation for these assets as per established public valuation records
Compensation for Land	<u>Land in urban areas</u> : market value of land of equal size/use w/similar public infrastructure and services in same vicinity, plus cost of any transfer taxes (OP/BP 4.12) also known as replacement cost; <u>Agricultural land</u> : market value of land of equal productive potential in vicinity plus the cost of preparing land to levels similar to affected land plus cost of transfer taxes & registration (OP/BP 4.12); <u>“Land”</u> also includes anything growing or permanently affixed to land – including crops (OP/BP 4.12).	Law provides for acquisition of 25% of land without compensation. Acquisition of whole packets of leased state-land provides for compensation of 25% of that land packet size, sometimes in agricultural areas and sometimes in urban areas.

Key Issue	WB	Iraqi Laws
Livelihood Support/ Transitional Assistance	Provide development assistance such as land preparation, credit facilities, training or job opportunities (also includes business premises); For impacts on agricultural land – PAPs that are actively cultivating affected land are given combination of training, money to invest to improve productivity, agricultural extension and income restoration allowance.	Not provided for.
Disclosure and access to information	Disclosure findings and proposed management actions to the public in an accessible way and by using a language fairly understandable by the target community. The public can access information through the Bank’s external websites..	There is no explicit mentioning of the need to disclose information to the public on resettlement process outcome

Where issues related to PAPs can’t be adequately addressed through relevant Iraqi laws and regulations, provisions of OP/BP 4.12 should be consulted, especially when it relates to PAPs having no legal title of their losses. Given the gap between GOI laws and regulations and OP 4.12, the Mayorality of Baghdad needs to get in compliance with the Bank’s OP 4.12. Thus the principles of OP 4.12 will apply to all Subproject activities and guide the land acquisition and resettlement planning and implementation if involved in the proposed Project.

The Project (BWSIP) will follow the Bank’s disclosure guideline consistent with its safeguards operational policies to include proper in-country disclosure of documents in a form, language, and manner appropriate to, and accessible to the local population. In addition to online means, the PMT will seek lodging hard copies of this RPF at MOB (incl. concerned municipalities), BSA, and BWA, and made available upon request. The intent is to make safeguard documents available to all project stakeholders in their local languages, but to the directly impacted populations in particular.

6. METHODS OF VALUATION AND COMPENSATION

6.1. Asset Valuation

The valuation of losses of physical assets will be carried out by assessing the market value of the assets, if known, and estimating the replacement cost. Replacement cost is simply calculated as the cost of replacing the lost assets plus any transaction costs associated with bringing the asset to pre-displacement value. However, if the land includes orchards/crops/livestock, then valuation will mainly rely upon the prices lists developed by relevant Iraqi agriculture directorates and revisited annually. Replacement cost will differ depending on the type of asset, as shown below.

Table 4: Replacement Cost of Assets

Asset	Replacement Cost
Agricultural Land and leased agricultural lands	Equals the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land, plus the cost of any registration and transfer taxes. (for leased lands the MOB will buy the land from the Ministry of Agriculture and the Ministry of Agriculture will equal the pre-project or pre-displacement, whichever is higher, to the market value of land of equal productive potential or use that is located in the vicinity of the affected land, plus the cost of preparing the land to levels similar to those of the affected land
Urban Land	Equals the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes.
Houses /Other Structures (including any affected small businesses)	Equals the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors' fees, plus cost of lost goods and commodities, plus the cost of any registration and transfer taxes.

6.2. Compensation

Compensation will be provided to all individuals whose assets or access to assets is affected or damaged, as a consequence of land acquisition (although not planned in this project) or any other activities undertaken by the projects. The compensation for the loss of physical and nonphysical assets will vary depending on the type of loss, and eligibility of the PAPs. Compensation may come in the form of cash compensation, in-kind compensation, and/or other kinds of assistance, like assistance for relocating and providing job opportunities.

All PAPs will be entitled to monetary compensation at replacement cost, according to market value (at the entitlement cut-off date) for affected tangible assets. Another option may be in-kind compensation where the affected assets would be replaced with an asset of similar size, value, and quality. The decision on which type of compensation is used should be jointly agreed upon between the project staff (represented by a Grievance Redress Committee) and the PAPs and shall be subject to the availability of replaceable assets. Moreover, development and resettlement transitional assistance needed to restore the livelihood and standard of living of PAPs under the project to pre-project or pre-displacement levels, whichever is higher, shall also be part of the compensation component of any resettlement plan (i.e. short-term jobs, subsistence support, moving allowance, salary maintenance, food assistance, etc.).

It should be noted here that compensation for losses in communal property shall only be in-kind for the community as a whole, and shall take the form of reconstruction of the affected or damaged facility (i.e. public school buildings, markets, etc.) to - at least - the same standard it was on prior to the project's implementation.

7. INSTITUTIONAL ARRANGEMENTS FOR RESETTLEMENT PLANNING AND IMPLEMENTATION

Resettlement planning should be attached to MOB. The MOB shall establish and maintain a Project Management function (known as Project Management Unit (PMU)). Special duties shall be assigned to the Project Management Teams (PMTs) within PMU, with respect to resettlement planning, such as:

- Be responsible for the routine management of the consultant’s recruitment to prepare the RAPs;
- Assign environmental, social and legal specialists to support this work;
- Provide information required by the consultants; and
- Set criteria for alternative locations, and make decisions about additional lands that needs to be acquired (if any).

PMU will include an Environmental and Social Officer (ESOs) assigned from both BWA and BSA cadres. Amongst many responsibilities, the ESO will coordinate and participate in monitoring and evaluation activities related to grievance redress. PMU (including ESOs) will work closely with the Grievance Redress Committee.

According to Iraqi Land Acquisition Law no. 12 (1981), a Valuation Committee is formed to estimate the compensation value. This Committee is ideally assembled from the following members:

- a. Head of the Land Registry Office or his/her deputy,
- b. Head of the Property Tax Department or his/her deputy,
- c. Representative of the holder, and
- d. Representative of the property owner, if the property owner is a group of people and they do not agree to choose a representative, or if some of them were absent, the court assigns one of its experts.

However, the committee can have more members to include a legal advisor, representatives from the public and pertinent NGOs (like farmers associations) and representatives from the PMT (ESOs). This committee could be called as “Grievance Redress Committee” for the projects.

Duties include locations screening, socio-economic surveys and preparation of inventories, dealing with grievances, valuations, entitlements, and final decisions on type and amount of compensation in accordance with Bank policies and as underpinned by national laws.

Entitlements can be identified and delivered to PAPs by proceeding through the following:

7.1. Project Screening

Once locations and exact areas are identified for the subprojects, PMT and the contractors will obtain all permits/approvals related to the construction activities. Thereafter, the ESO of PMU will cooperate with relevant authorities to carry out social screening to determine whether or not the

subproject will result in any resettlement impact and accordingly PMTs will decide the need for the preparation of a Resettlement Action Plan (RAP) or an Abbreviated Resettlement Action Plan (ARAP). OP/BP 4.12 will be referenced for this activity.

7.2. Preparation of Socio-Economic and Inventory Survey

Based on the findings and results of the subproject screening, PMT (through ESOs) and the consultants will carry out a socio-economic study and census survey, in which baseline data within the subproject sites is collected. This information shall include the PAPs and related household members or dependents, total holdings, and affected assets amongst other things. This information will be put in writing and shall be used in determining the appropriate compensation and assistance for each affected individual / business.

The objective of conducting this socio-economic survey is to:

- Introduce the project to the PAPs,
- Collect census data to identify PAPs on the individual and business levels,
- Collect census data to identify vulnerable such as elderly people, women with large number of dependents affected PAPs,
- Collect census data on the overall socio-economic environment of the affected communities,
- Identify stakeholders,
- Identify impacts of the sub-project on the livelihoods of the PAP (i.e. property, structures, income, etc.),
- Identify any concerns or worries the PAPs may have, and
- Identify the resettlement preferences of the PAPs.

7.3. Preparing and Approving Resettlement Action Plans

The overall responsibility for preparing a RAP for each sub-project of the BWSSIP will rest with the MOB. All finalized RAPs should be concluded according to the Bank's resettlement framework (OP/BP 4.12) and in line with Iraqi laws (where applicable). At the very beginning of the subproject(s), it is expected that MOB would hire a consultant to prepare a RAP/ARAP for each of the sub-projects, while environmental, social, and legal specialists (ESOs who already work in BWA and BSA) should be assigned to work closely within the Project Management Unit (PMU) in order to oversee implementation and provide information to the consultant.

Once prepared, all draft RAPs/ARAPs shall be submitted to the Bank for comment and approval. No work activities to commence until a RAP/ARAP has been prepared and approved by the Bank. Any subproject that entail the acquisition of land or may result in the involuntary resettlement of people (although not planned for BWSIP) or loss or restriction of access to private or communal resources will require the preparation of a Resettlement Action Plan (RAP) or abbreviated Resettlement Action Plan (ARAP) depending on the number of people affected or the significance of the resettlement/displacement impacts.

Next steps for proceeding with RAP preparation include:

- Compiling detailed data on land use from the land registration department as well as from available maps from the web (Google Earth® could be used). Other baseline data would include information on demography, socio-economic and socio-cultural aspects of the areas within which the new developments will take place, in order to identify PAPs, get information on what assets will be affected and how these information will be gathered,
- Commissioning field surveys by the PMU, who should also have participation from official surveyors in their departments. Field visits should include participation from land registration department and other departments from concerned municipalities as well. This would confirm information on affected plots and assets and solidify information of livelihood losses and options for relocating,
- Getting broader information on socio-economic characteristics of the affected populations,
- Identifying stakeholders responsible for surveying, valuating assets, consulting the public and disseminating proposed mitigation measures, developing grievance redress mechanisms, and furthering monitoring systems, and
- Confirming needed budgets for RAPs preparation, including for contingencies.

The RAP should assess the number of PAPs, propose alternative locations for the sub-projects if possible, identify the eligibility criteria, include provisions for compensation and assistance, and address the means by which the sub-project monitoring and evaluation will take place to ensure that the PAPs receive their compensation and that their grievances are heard and addressed. The mitigation measures and compensation policies proposed in the RAP shall be disclosed to the PAPs for feedback and comments.

More specifically, the full RAP (for 200 PAPs or more) should include in a minimum:

- A description of the sub-project;
- Identification of potential impacts;
- Objectives of RAP;
- Relevant findings of the socio-economic study;
- Legal framework;
- Institutional framework;
- Eligibility criteria and eligible PAPs;
- Valuation and compensation for losses;
- Resettlement measures;
- Site selection, site preparation, and relocation;
- Housing, infrastructure, educational, cultural, and social services;
- Environmental protection and management;
- Community participation;
- Integration with host populations;
- Grievance redress procedures;
- Organizational responsibilities;
- Implementation schedule;
- Costs and budget; and
- Monitoring and evaluation.

If fewer than 200 PAPs are affected, or if all the PAPs suffer only minor impacts (i.e., loses less than 10 percent of their income producing assets), and the subproject does not involve any physical displacement, then an abbreviated plan (ARAP) should be prepared. An ARAP should include in at minimum:

- A census survey of displaced/relocated persons and valuation of assets;
- A description of compensation and other displacement/relocation assistance to be offered and the basis of compensation rates;
- Consultations with displaced people about acceptable alternatives;
- Institutional responsibility for implementation and procedures for grievance redress;
- Arrangements for monitoring and implementation; and
- A timetable and budget.

7.3.1. RAP/ARAP Review and Approval

The RAP/ARAP, including the proposed mitigation measures within the plan, will need to be reviewed by environmental and social teams of BWA & BSA (ESO-BWA & ESO-BSA) and approved by PMU Head then will be sent to the WB for final review and approval.

7.3.2. RAP/ARAP Implementation

Once the RAP/ARAP is approved by the Bank, it will be translated into Arabic and disclosed locally as well as in the Bank's external websites. The PMU (through its ESOs) and relevant authorities are responsible for implementation of the RAP/ARAP. During implementation, subprojects of BWSIP will have a Project Implementation Consultant (PIC). The PIC will have on board environmental and social engineers, who will be responsible for monitoring grievances raised by PAPs, and number of project-related resolved complaints, all in reference to RAP/ARAP.

8. STAKEHOLDER CONSULTATIONS

8.1. Introducing PAPs to the Project and Feedback Collected

As part of undertaking environmental and social impact assessments for the BWSSIP, the project team of BWA and BSA have conducted public meetings in four different locations in Baghdad (see Annex II for lists of participants). The meetings aimed at introducing the project components in details, construction timeline, activities, potential impacts and benefits brought about by the project, and concerns and views of possible effects (including socio-economic effects).

The public meetings included a random selection of PAPs, from those residing within the project areas and from operational staff. Public meetings were held in the following locations, and on the specified dates and numbers. See below:

Table 5: Summary public consultations

#	Project	Public Consultation			
		Location	Date	Numbers participated	Statistics
1	R2 water reservoir construction	Mahalla 317/ Al-Sha'ab sub-district	7 Jan. 2016	27	<ul style="list-style-type: none"> Gender: Male: 26 (96.3%), Female: 1 (3.7%) Age category: 15 – 49: 16 (59.3%), 50 – 64: 7 (25.9%), 65+: 2 (7.4%), not answered: 2 (7.4%) Education level: Literate: 2 (7.4%), Basic school: 13 (48.2%), Diploma: 5 (18.5%), First degree: 5 (18.5%), not answered: 2 (7.4%)
2	Al-Doura SPS Rehabilitation	Premises of Al-Doura 1 SPS	16 Dec. 2015	26	<ul style="list-style-type: none"> Gender: Male: 20 (77%), Female: 6 (23%) Education level: Literate: 1 (3.8%), Basic school: 19 (73.1%), Diploma: 3 (11.6%), First degree: 2 (7.7%), PhD: 1 (3.8%) Profession: None: 2 (7.7%), Retired: 2 (7.7%), Housekeeper: 3 (11.5%), Free business: 13 (50.0%), Civil service: 6 (23.1%)
3	Al-Habibiya SPS Rehabilitation	Premises of Al-Habibiya SPS	15 Nov. 2015	26	<ul style="list-style-type: none"> Gender: Male: 18 (69%), Female: 8 (31%) Education level: Literate: 1 (3.8%), Basic school: 13 (50.0%), High school: 1 (3.8%), First degree: 11 (42.4%) Profession: None: 2 (7.7%), Housekeeper: 2 (7.7%), Student: 2 (7.7%), Worker: 1 (3.8%), Technician: 1 (3.8%), Free business: 12 (46.2%), Teacher: 1 (3.8%), Civil service: 5 (19.3%)
4	Al-Ghazaliya sewerage subprojects	GH6	30 Jan. 2017	23	<ul style="list-style-type: none"> Gender: Male: 17 (74%), Female: 6 (26%) Education level: Literate: 1 (4.3%), Basic school: 5 (21.7%), High school: 4 (17.3%), First degree & Diploma: 13 (56.6%) Profession: None: 2 (8.6%), Housekeeper: 4 (17.4%), Employee & private sector employee: 8 (34.8%), Free business: 8 (34.8%), Retired: 1 (4.3%)

During consultation meeting of R2 subproject, the following questions and answers have been recorded, which showed many areas of concern and expectations of various aspects of the projects.

Table 6: R2 water reservoir – public consultation results

#	Queries/ Areas of concern	Feedback
1	Reasons behind selecting the reservoir site	According to BWA's master plan objectives, three pillars dealt with: WTPs, networks, and reservoirs, Water projects were accompanied with distribution networks and water reservoirs, one of which is R2, Piping and closing valves have been set up, and location cannot be changed.
2	Why not establishing these projects outside residential areas (as in other countries)	Basically, infrastructural projects are planned in proximity to target people. In particular, water reservoirs are being built close to citizens; for public health and easiness of service.
3	The water source for the Tank, and validity for human consumption	Water reservoirs in Baghdad are supplied with finished water from big water treatment plants, which afterward is pumped through main trunks.
4	Planning the Project according to actual needs	Water master plan has resulted in zoning the city according to water needs. Each zone is supplied by a water reservoir (Tank). Some Tanks were built already, others are underway. Al-Sha'ab area receives intermittent supply, which urges the construction of R2.
5	Retrieving R2 land plot from other users (Imam Al-Kadhem College)	Meetings were started with the University to retrieve and evacuate the R2 land at the earliest convenience
6	The possibility of disturbing the University's activities and services	The Project will cause no obstruction to the University. The Project will readily supply the University with water.
7	Progress and implementation schedule	BOQs and layouts already prepared. Currently working on the Bank's requirements, after which the Project will be approved. The Project will span 2 years.
8	The status of the Project's tendering process	No Project tender posted for bidding yet.
9	Effects on the residential road network during construction	The Contractor will be obliged to a set of measures.
10	Creating job opportunities	The Project will help provide job opportunities at the local level.
11	Dust agitation	Stringent conditions will be imposed on Contractors, with respect to maintaining public health and the environment.
12	Chlorine leakage	New technologies will be applied. Chlorine leaks, if occurred, will be dragged into a special system for treatment rather than washing out by scrubbers.

During consultation meetings of Habibiya, Doura, and Ghazaliya, a pre-designed Yes/No questionnaire was used (see Annex II for the template). The following were the statistics

Table 7: Feedback collected from public meetings of sewerage subprojects (Habibiya, Doura, and Ghazaliya)

#	Question	Answer		
		Yes	No	No answer
1	Are you impacted by noise when operating pumps, motors, and other parts of the SPS?	50 (66.7%)	25 (33.3%)	0
2	Are you impacted by odors and fumes generating from the SPS?	65 (86.7%)	10 (13.3%)	0
3	Do you have any health problems linked to emissions from the Sewerage Pumping Station?	39 (52.0%)	35 (46.7%)	1 (1.3%)
4	Do you expect that rehabilitation work will provide job opportunities in your neighborhood?	49 (94.2%)	2 (3.8%)	1 (2.0%)
5	Do you think installing fumes and odor scrubbers in the SPS will help reduce risk of harmful emissions?	70 (93.3%)	3 (4.0%)	2 (2.7%)

Additionally, Participants of all consultation meetings were given the opportunity to express their expectations of the new rehabilitation works, which included the following:

- More investment in the wastewater sector to enhance services and connect more users;
- Enhancing air quality through reducing bad smells and air pollutants generating from the pumping stations;
- Reducing flooding incidents;
- Reducing communicable diseases and enjoying a healthier and more hygienic life,
- Avoiding/ Reducing flooding incidents by developing operational procedures pertinent to overflows and diversions;
- Providing job opportunities for the local community;
- Positive impacts on the surrounding environment, increasing green areas, and reducing environmental pollution;
- Avoiding incidents of clogging the piping system and decreasing overflows in Al-Karkh, Abu-Disher and Al-Ghazaliya areas; and
- Relocating pumping stations outside populated areas.

According to participants, areas for improvement are best described as follows:

- Providing an enclosed design to help avoid emissions to outer environment;
- Providing proper ventilation systems to minimize air emissions in a modernized way;
- Setting pumping stations in as far away as possible from populated areas, in order to reduce noise and contamination;
- Providing a better landscape to the area and planting trees to avoid topsoil erosion,
- Targeting local people when advertising job opportunities;
- Fulfilling the neighborhood's needs of power supply;
- Completing rehabilitation works as planned (by BSA), and selecting competent international companies to finish the job properly;
- Flushing sewerage pipelines and mains; and
- Fixing damages in main lines.

Mahalla 317/ Al-Sha'ab sub-district – 7 Jan. 2016



Al-Habibiya SPS – 15 Nov. 2015



Al-Doura 1 SPS – 16 Dec. 2015



Al-Ghazaliya SPS (GH6) – 30 Jan. 2017



Figure 10: Photos from public meetings

Note: due to the prolonged preparation time, the project management unit will design, hold, and document site-specific consultations prior to start of construction phase. These consultations will be detailed (including review of Executive Summaries in Arabic of all documents, and focus on impacts, mitigations, and GRM) in project management unit progress reports and documented in World Bank documents, especially the Implementation Status Report (ISR).

8.2. Public Consultation in Resettlement Planning and Implementation

Context

The public consultation is an important episode of resettlement planning process. It is an ongoing activity that applies participatory approaches throughout the entire project cycle. Specifically, public consultations shall take place during the following stages.

- Project inception and planning,
- Screening process,
- Feasibility study,
- Preparation of project final designs,
- Resettlement and compensation planning,
- Drafting and reading/signing of the compensation contracts,
- Payment of compensations,
- Resettlement activities, and
- Post compensation monitoring and as relevant community support activities.

The core value of holding public consultations and participatory meetings is that they need to be conducted openly and at the local scale. Such meetings can be called for via local media, including TV, radio, and newspaper, as well as official posts within governmental regimes. Meetings also should be supported by proper feedback documentation. For instance, preparation of questionnaires, asking for written proposals/ applications forms, and collecting notes. The public consultation must take consideration to lower literacy levels when communicating to rural communities.

Public consultations shall be carried out in more detail, for the RAP preparation, once PAPs are identified through a census. This would entail carrying out the RAP on the specifics of resettlement impacts; resettlement options; and on the development of a grievance redress mechanism suitable for the local context.

The nature of consultations, and outreach methods, shall be more fine-tuned after the details on the census (who is affected?) and on impacts (how are populations impacted?) have been determined. Proper methodologies for consultation and outreach include for instance, using tools to disseminate information about the project; eliciting stakeholder participation and providing data on what type of consultation to be conducted and how (i.e., informal consultation, small group settings, use of proxies, specific outreach for vulnerable groups, outreach methods for women, amongst others). These will be developed once detailed impacts are complete.

9. GRIEVANCE REDRESS MECHANISM

Although BWSIP will not involve land acquisition/expropriation at any of its locations during any of its stages, the following example on establishing a Grievance Redress Mechanism (GRM) for land-related disputes would provide a good guidance for other forms of grievances and complaints (like loss of assets, income, interruption of daily life, etc.). MOB (either centralized at MOB or through BWA and BSA) is already running a complaining system and integrating this GRM within their regime would increase reliability and accountability. In addition to the official channel, it is encouraged to establish a Grievance Redress Mechanism at the project level to ensure any grievance can be addressed in an amicable manner. Resolving complaints at community level is always encouraged as it could address the problem of distance and cost the PAP may have to face in pursuing grievance redress. A Grievance Redress Committee (GRC) should be assembled beforehand and held responsible for checking, evaluating, analyzing, and issuing final decisions on each single grievance/complaint. The GRC should continuously report updates to the MOB higher management and to the World Bank Group.

The Bank's OP 4.12 on Involuntary Land Acquisition and Resettlement requires that affordable and accessible procedures for third party settlement of disputes arising from resettlement (i.e., Grievance Redress Mechanisms (GRM)) be available. This GRM should take into account the availability of judicial recourse as well as traditional and community dispute resolution mechanisms. A checklist of issues recommended for consideration in establishing a GRM includes:

- An inventory of any reliable conflict mediation organizations or procedures in the project area. This assessment would be helpful in finding readily available systems and using/building on them instead of creating new ones. In Iraq, it is mostly the court, which represent the Iraqi Laws;
- Reviews of grievance redress mechanisms for simplicity, accessibility, affordability, and accountability. This is to ensure that disputed people can apply for their grievances orally and in the local language, and that they are offered explicit time limits. Appealing procedures should also be specified; and
- Any new committee created to address grievances will need to be given a blanket authority to resolve complaints. Typically, such committees need to include representatives of disputed persons or NGOs, as well as officials and staff from other concerned agencies, who would have a substantial role in resettlement activities.

In Iraq, complaints can be raised on land-related issues as in the following cases:

- If a landowner is an individual, and he/she decides to sell his/her land to a second party at his/her own discrete and by his/her free will, then no complaints are accepted, according to the relevant Iraqi Laws;
- If the land is state-owned, and a governmental institute agrees to sell it to another governmental entity (i.e. MOB), then the governmental institute is responsible, in this case, for receiving and resolving any complaints that might occur because of this acquisition;

- If the land belongs to either an individual/ individuals or a government institute and an agreement could not be reached, and the project can't take place on another location, in this case the MOB may approach the court and acquire this land by virtue of a decision from the court. However, the effected individuals or institute can go to court and claim their right to the land and the court will determine the fair compensation for those affected individuals. MOB will afterward, be committed to courts orders.

The Grievance Redress Mechanism shall be setup in early stages of the project, and before starting any project-related activities on the ground. However, the whole process of raising a complaint should be described to the Project Affected Persons (PAPs) by reaching out the community or by conducting a meeting with community representatives. A GRM should facilitate lodging a complaint by PAP(s) easily and anonymously. The form of the GRM should be posted at each subproject site in Arabic Language with the contact information of the person in charge (see sample form in Annex III). At a minimum, the complaints should include contact information, a full description of the issue, and attaching to it all necessary material to support the case. While the details of the project grievance redressed system will be developed during the course of RAP/ARAP preparation, and also in consultation with communities, its broad steps to be refined based on further consultations might include the following for written complaints:

- First, the affected person sends his/her grievance in writing to the communities/community leaders. The grievance note should be signed and dated by the aggrieved person. Where the affected person is unable to write, s/he should obtain assistance from the community to write the note and mark the letter with his/her thumbprint. The community should respond within 14 calendar days.
- Second, if the aggrieved person does not receive a response or is not satisfied with the solution provided by the community, s/he lodges her or his grievance to PMT which should respond within 14 calendar days.
- Third, if the aggrieved person does not satisfied with the solution of PMT, s/he can go to the court.

In addition to the written complaints, PAPs should be able to complain via phone or email, which will require proper recording/ documentation by PMT and GRM personnel afterward and apply further follow up. In any case, the PMT must maintain records of grievances and complaints, including minutes of discussions, recommendations and resolutions made.

10. RESETTLEMENT COST, BUDGETING AND FUNDING

At this stage, subprojects of R2 and Al-Ghazaliya trunk main course have not been surveyed in full. Consequently, there is no complete information available as on how many PAPs and how much losses could be encountered during implementation, except for data initially collection for R2 and Ghazaliya sites. Therefore, more thorough investigation is required. Upon completing a full inventory on PAPs, either a RAP or an ARAP should be prepared according to the OP/BP 4.12 requirements and circumstances on the ground. Similarly, it is not possible at this stage to provide budgetary estimates for the total costs of resettlement/relocation that may be associated with the implementation of the whole project.

It is envisaged that activities for resettlement action plans will be funded as part of financing the project. Financing will be processed and disbursed through the project's financial processing arrangements.

Nevertheless, Funds for implementing inventory assessments and resettlement plans are foreseen within the financial and management capacity of the implementing agency (MOB). In general, the cost of compensation will be included in the project expenditures.

The resettlement plan (either RAP or ARAP) for a Bank-financed project should include an itemized, indicative budget, and the implementing agency will finance this budget through the administrative and financial management rules and manuals similar to any other activity eligible for payment under the Bank-financed project. This budget will be subject to the approval by the implementing agency.

The implementing agency will have to finance the resettlement compensation because they will be impacting on the people's livelihoods. Disbursements based on budgetary requirements, established by the resettlement plan in consultation with PAPs, will be made through the relevant Project Management Units (PMUs).

11. MONITORING AND EVALUATION

11.1. Internal Monitoring

It is envisaged that the Project Management Team (PMU) will be held responsible for monitoring implementation of the resettlement activities internally, all in line with the Bank's requirements. A PMU has been established including a Social Officers from both BAW and BSW. Monitoring responsibilities will be attached to these ESOs. Monitoring can be carried out every three months. Results and findings should be included in a quarterly project progress report. The report will mainly cover resettlement policies and compensation standards, resettlement progress, delivery of resettlement compensation, provision of development and transitional assistance to PAPs (especially vulnerable groups), implementation schedule, fund disbursements, land or structure allocation, and grievances and redress.

11.2. External Monitoring

An External Monitoring Agent (EMA) might be required to ensure that the overall objective of the resettlement plan is achieved in an equitable and transparent manner and that effectiveness of the monitoring and evaluation activities carried out by PMU are ensured.

EMA—in full liaison with PMU's Environmental and Social Officers (ESOs) — will use monthly reports and field visits to prepare semi-annual monitoring reports to MOB via the PMU and to the World Bank. Monitoring parameters will cover key stages in relocation, including timely provision of entitlements, rental subsidies and transitional support measures, provision of skills training, identification of and measures taken to assist vulnerable PAPs, progress to completion of alternative locations, etc. as per the entitlement matrix and implementation schedule. The EMA will also provide a final RAP completion and closure report for each sub-project.

PMU will maintain a database needed to document and track relocation implementation needed for reporting at the project level. The PMU monitoring function will track substantive and budgetary aspects of the delivery of entitlements, grievances and significant implementation issues, progress with physical relocation, grievance management and other salient features of the resettlement process. A community contact personnel will be responsible for monthly provision of monitoring information at the field level, and will feedback PMU. PMU will define the monitoring and reporting requirements for this community contact personnel as well as any information needs from other support entities such as collaborating government institutions and Non-Governmental Organizations (NGOs) or Community Based Organizations (CBOs) and other support entities engaged in the project. Specific monitoring parameters include: routine provision of information on mobilization and progress for sub-project-linked community groups, consultations and community planning activities, progress with site development and delivery of government-sponsored or other programs given as entitlements, such as those for skills training or other social or economic development activities.

11.3. Monitoring and Evaluation Indicators

The RAP monitoring indicators should be simple and reliable. A proxy can be used as much visible and verifiable indicator as it could be. According to the nature of the impacts, indicators should measure the following key outcomes against the pre-resettlement baseline. Some key monitoring and evaluation indicators are shown in the following table.

Table 8: Monitoring and Evaluation Indicators

Monitoring	Evaluation
Percentage of individuals selecting cash or a combination of cash and in-kind compensation	Proposed use of payments
Payment of compensation to PAPs in various categories	Conformance to compensation policies described in the RAP
Number of timely resolved grievances	Timeliness and quality of decisions made on grievances
Delivery of technical assistance, relocation, payment of transitional subsistence and moving allowances	Facilitation of access to technical and development assistance and transitional allowances
Delivery of income restoration and development assistance	Ability of individuals and households to restore sources of income
Public information dissemination and consultation procedures	Timeliness, quality, and effectiveness of consultation and information disclosure

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https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=13&ved=0CGgQFjAMahUKEwj_yLD44ozJAhVDqxoKHc-TBUM&url=http%3A%2F%2Fwww.amanatbaghdad.gov.iq%2Fuploads%2Fpowerpoint%2Fwater.ppsx&usg=AFQjCNHPC3HB6u4zy3JsmQDwElxkitZ0g&bvm=bv.107467506,d.d2s&cad=rja
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ANNEXES

Annex I: Land plot register and transfer letter for R2 reservoir

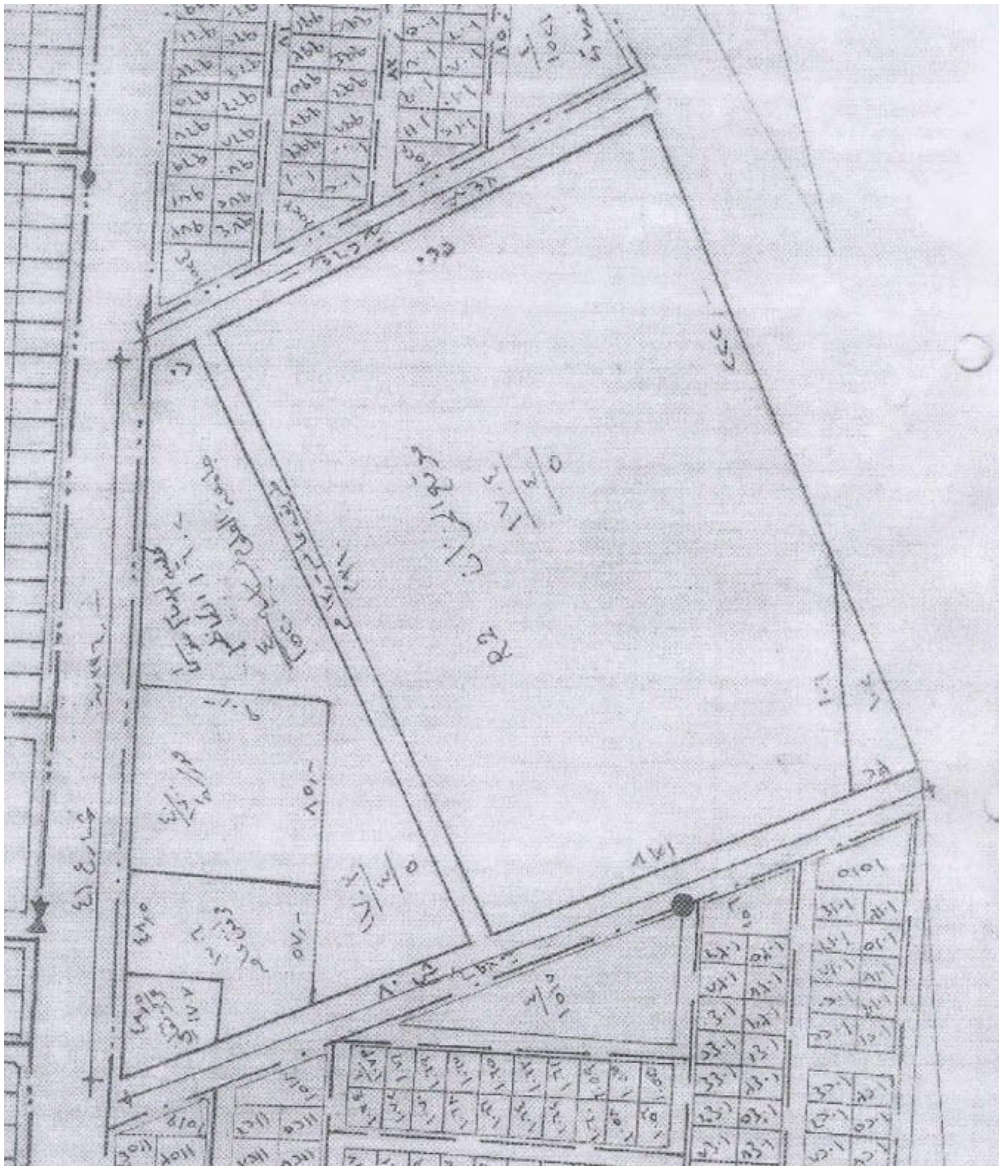
A. official registration of the land plot (record number 23). The record refers to the land plot number 4/1704 in Al-Sha'ab sub-district, with a total area of 27 Iraqi donum, 4 olks, and 19 meters

جمهورية العراق

وزارة العدل
مديرية التسجيل العقاري العامة
ملاحظية التسجيل العقاري في / اسب

نموذج رقم (٢٢) تسجيل عقاري
سند المعاملات الدائمية

رقم الشقة	رقم الطابق	الناحية	القضاء	المحافظة	وصف السجل العقاري الدائمي	
				بغداد	العدد ٢٦ رقم الجلد ١١	
اسم المقاطعة	رقم المقاطعة	رقم القطعة	رقم الباب	الشارع	المحلة	تسلسل العقار
		٤ / ١٧٠٤				
المشتعلات :-			جنس العقار :-			
			عقود حران			
المساحة			المالك أو المتصرف وتابعيته			
دونم	اولك	متر مربع	٥١٣٦٦٥٤٨٠١ / ١١١١ اجانه زبارة			
٥٧	٤	١٩٠٠				
نوع المعاملة			اشارات التأمينات العينية وموقع التسجيل :-			
أحرار						
المبلغ التابع للرسم		البدل		القيمة		
دينار	فلين	دينار	فلس	دينار	فلس	
القيم الرسمي والتوقيع			ان دائرة التسجيل العقاري في / اسب قد اعطت هذا السند المؤقت الى امانة زبارة و زبارة بالتوقيع رئيسا يصدر السند الأصلي			



B. Approval letter (no. 2/145941, date: 19 November 2007) from MOB/BWA to the real estate department of Al-Adhamiya district for official registration of R2 for BWA. Approval by the Mayor of Baghdad was dated back on 23 October 2007

بسم الله الرحمن الرحيم

العدد/٢/١٤٥٩٤١
التاريخ / ١٩ / ١١ / ٢٠٠٧

امانة بغداد
دائرة ماء بغداد
الحقوق


مديرية التسجيل العقاري في الاعظمية

م/ القطعة المرقمة ٦/١٥٢٠/٥/صليخ

حصلت موافقة السيد امين بغداد بتاريخ ٢٣/١٠/٢٠٠٧ على تخصيص القطعة المرقمة اعلاه والعايدة ملكيتها الى امانة بغداد لصالح دائرة ماء بغداد لغرض انشاء خزان الماء R2 .
للتفضل بالاطلاع وتأشير ذلك في سجلاتكم واعلامنا .

... مع التقدير ...

المرفقات /
موافقة السيد امين بغداد


صادق محمود الشمري
المدير العام
٢٠٠٧/١١/١٧

نسخه منه الى/

مكتب امين بغداد / للتفضل بالاطلاع ... مع التقدير
مكتب الوكيل الفني / للتفضل بالاطلاع ... مع التقدير
دائرة التصاميم / لتأشير ذلك في السجلات والخرائط الموجودة لديكم ... مع التقدير
دائرة العقارات / للعلم ... مع التقدير

مكتب المدير العام

قسم التصاميم / مذكرتكم المؤرخة في ٢٠٠٧/١١/٧

قسم الادارية والمالية

شعبة الحقوق / مع الاوليات

الاوراق

نسخه منه الى
قسم التصاميم
قسم الادارية والمالية
شعبة الحقوق
١١/٢٠٠٧

عقدة ١١/١٣

C. Official letter (no. 3908, date: 19 March 2017) from BWA to MOB to communicate with Al-Sha'ab Municipality for the urgent evacuation of R2 land

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

العدد: ٢٩٠٨
التاريخ: ١٤ / ٣ / ٢٠١٧ م

جمهورية العراق
أمانة بغداد - دائرة ماء بغداد
قسم التصاميم

الى / مكتب وكيل امانة بغداد للشؤون الفنية
م / استغلال الارض المخصصة لخزان R2

الحاقاً بكتابنا المرقم ٣٢٨٦ فـ ٢٠١٦/٢/١٧ المتضمن رفع كافة التعارضات من مساحة الارض العائدة الى امانة بغداد والمخصصة للخزان الارضي R2 المقترح تنفيذه على قرض البنك الدولي . يرجى التفضل بالاطلاع والموافقة على الابعاز الى دائرة بلدية الشعب بضرورة الاسراع برفع كافة التجاوزات على الموقع مع ابقاء الصبات الكونكريتية حول محيط الموقع حالياً لضمان عدم التجاوز عليه مرة ثانية واعلامنا لغرض استلام الموقع .

مع التقدير.

ر . مهندسين
عمار موسى كاظم
المدير العام / وكالة
٢٠١٧ / ٣ / ١٥

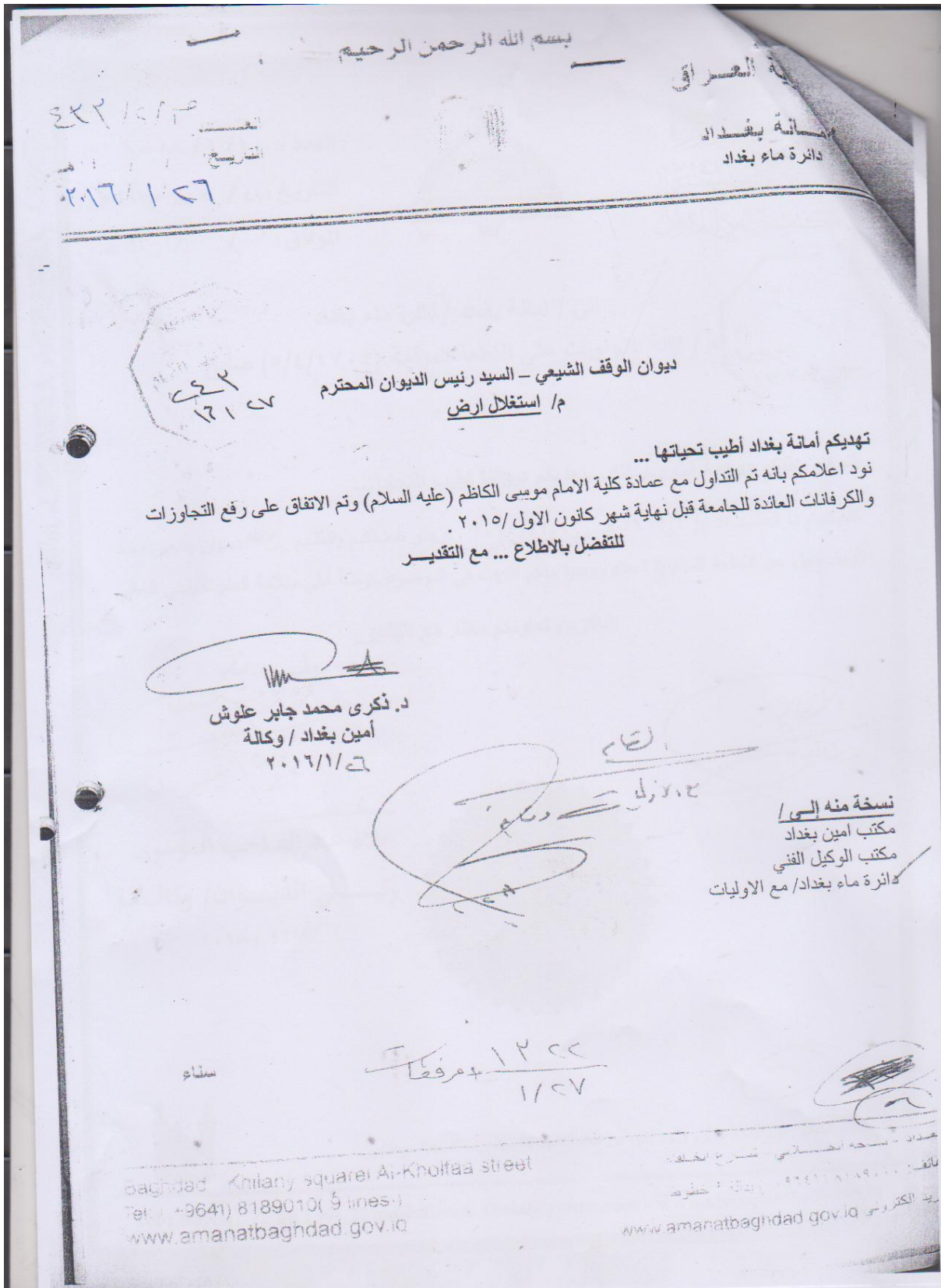
نسخة منه الى /
• دائرة بلدية الشعب / للتفضل بالاطلاع والابعاز باللازم مع التقدير .
• مكتب المدير العام .
• مكتب المعاون الفني / الاول .
• قسم التصاميم / مع الاوليات .
• الاوراق .

سها م ٢٠١٧/٣/٨

بغداد - مساحة الخلفاء - شارع الخلفاء
هاتف: ٠١٠٨١٨٩ (٠٩٦٤) بد الت ٩ خطوط
بريد الكتروني: E-mail: maabaghdad@bm.gov.iq

Baghdad - Khilany square Al-Kholfaa street
Tel.: (+964) 8189010 (9 lines)
E-mail: maabaghdad@bm.gov.iq

D. Official letter (dated: 26 January 2016) from MOB to Al-Imam Al-Kadhum College for the agreement to urgently evacuate R2 land



E. Official letter (dated: 29 March 2017) from MOB to MOB secretary general for municipal affairs for the urgent evacuation of R2 land

بسم الله الرحمن الرحيم

جمهورية العراق
أمانة بغداد

العدد: ٥٣ / ت
التاريخ: ١١ / ١ / ٢٠١٧

مكتب الوكيل البلدي

م/ استغلال الارض المخصصة لخزان R2

نرافق طياً كتاب دائرة ماء بغداد ذي العدد ٣٩٠٨ في ٢٠١٧/٣/١٩ مع مرفقاته.
للتفضل بالاطلاع والايجاز الى دائرة بلدية الشعب للاسراع برفع كافة التجاوزات
على الموقع المخصص للخزان الارضي R2 واعلامنا ... مع التقدير.

ابراهيم مصطفى حسين
وكيل امانة بغداد للشؤون الفنية
٢٠١٧/٣/٢٨

نسخة منه الى ::
• مكتب وكيل امانة بغداد للشؤون الفنية/ مع نسخة من الاوليات.
• دائرة ماء بغداد/ كتابكم اعلاه ... مع التقدير.

رشد ٣/٢٧
٤١٨

بغداد - ساحة الماء

Annex II: Public Consultations – Lists of Participants

A. Public meeting at R2 water reservoir location – 7 January, 2016

حملة ٢٠١٦ قرب قرية ر2، بغداد (٢٠١٦)

رقم المشاركة	التوقيع	الاسم العنوان	العمر	الاسم
٢٠١٦		ملاك محمد ملاك	١٨	كافهم من الجوع
٢٠١٧		استاذة	٥٠	عادل مريم لبارك
٢٠١٧		تيرار تيرار	٦٥	شيخ سعد شيخ كادرا
٢٠١٧		تيرار تيرار	٦٥	شيخ جوي سعدان
٢٠١٧		ملاك محمد ملاك	٥٠	علي نوان فلت
٢٠١٦		ملاك محمد ملاك	٦٠	انور احمد ليلان
٢٠١٧		ملاك محمد ملاك	٦٠	محمد حوقه
٢٠١٧		جامعة	٦٤	صالح عبد الامد
٢٠١٧		ابتداء	٢٦	صلاح زهران
٢٠١٧		المداد	٤٠	بشير شريف
٢٠١٧		ملاك محمد ملاك	٢٢	محمد الغضن
٢٠١٧		ملاك محمد ملاك	٤٤	خالد مبراه علي
٢٠١٧		متوسط	٢٠	محمد عبد الزهره
٢٠١٧		ديكور	٥٢	يوسف محمد
٢٠١٧		احمد ابي	٥٤	احمد كافهم من
٢٠١٧		متوسط	١٨	علي الهادي سعد
٢٠١٧		احمد ابي	٤٠	محمد محمد
٢٠١٧		متوسط	٤٤	علي ماحد محمد
٢٠١٧		احمد ابي متوسط	٢٦	صفا جواد عبد الصين
٢٠١٧		احمد ابي متوسط	٣٠	ياسم براد عباس
٢٠١٧		متوسط	٤٠	نادية نوري محمد
٢٠١٧		احمد ابي	٤٠	علي محمد
٢٠١٧		احمد ابي	٤٠	محمد عزيز محمد

الاسم	العمر	رقم الحظية	التفصيل الدراسي	التوقيع
كاظم هادي الموسوي	٤٨	٢٢٧	بكالوريوس علوم حضانة	
عاطف كريم العبادي	٥٠	٢١٧	التربية	
سبح محمد سعيد محمد	٤٧	٢٢٧		
بشیر هادي صعلاني	٤٥	٢٥٥		
الشيخ احمد شاتي اعقاب	٤٥	٢٤٢	بكالوريوس	
يحيى ناهض يحيى	٤٧	٢٥٧	معلم	
عماد عبد الله محمد	٢٥	٢٢٩	بكالوريوس	
محمد سعيد محمد	٤٠	٢٢٩	معلم	

B. Public meeting at Al-Habibiya SPS – 15 November, 2015

اسم المشروع/ تاهيل محطة الحبيبية

ت	الاسم	التحصيل الدراسي	رقم الهاتف	البريد الالكتروني
1	نعم فائزة عليوي	خريج ليسانس هندسة	٧٧٠٩٢٠٥٥٧٦	/
2	ابو جواد محمد مكي	خريج الدراسة الابتدائية	/	/
3	المرحوم سيد كاظم	خريج الدراسة الابتدائية	٧٧١٨٩٧١٢-٩	/
4	محمد محمد محمد	خريج الدراسة الابتدائية	٧٧٠٦٢٨٩٧-٥	/
5	ميرتضيا جاسم اجيب	خريج الدراسة الابتدائية	٧٧٠٩٩٨٤٣٦	/
6	كاظم محمد نزار	خريج الدراسة الابتدائية	٧٧٢٨١٩٠٦	/
7	ياسين محمود	اقراء وكلمت	/	/
8	محمد حمزة عليوي	خريج الدراسة المتوسطة	٧٧٠٩٢٠٥٥٧٦	/
9	بدر محمد خلفه شعوان	خريج الدراسة الابتدائية	/	/
10	نوفل عمران نوروز	خريج الدراسة الابتدائية	/	/
11	عمار جبار عبد	خريج الدراسة المتوسطة	٧٧١١٠٥٨٩٤٤	/
12	ساحر فتيان العناني	خريج الدراسة الابتدائية	/	/
13	حامد محمد اسمعيل	تكنولوجيا المعلومات	٧٧٠٦٠٤٩٤٥٩	/
14	آمال محمد رشيد	ادارة التكنولوجيا	٧٧١٥٥٥٩١٥٩	Amaal.Sharaa@yahoo.com
15	كامل مناهج شعوان	تكنولوجيا المعلومات	٧٧٠٠٦٤٦٤٥٤٨	Kameela19@gmail.com
16	فهد ريان	تكنولوجيا المعلومات	٧٩٠١٦٥١٨٦٧	/
17	وسام محمد	رئيس الفريق	٧٨٠١٩٤٤٥٥٨	wasanEngineer@yahoo.com
18	فهد ريان سلمان	تكنولوجيا المعلومات	١٢٢١٤٤٥٨٨٢١٥	/

هيئة مياه بغداد

اسم المشروع / تاهيل محطة الحبيبية

ت	الإسم	التحصیل الدراسي	رقم الهاتف	البريد الإلكتروني
1	وسن م (مؤيد لفرق)	تكالوريوس هندسة	07801934559	Noson.Engineer@yahoo.com
2	كريمة ناصر (عضو لفرق)	تكالوريوس احياء	07700747608	Kaweed19@gmail.com
3	صناد رهن (عضو لفرق)	تكالوريوس بيالوجي	07901761877	
4	حكيم رشيد ناصر	تكالوريوس		
5	نوال محمد علي	امثلة اثنى		
6	هانم قاسم محمد	اعدادية صناعية		
7	شامال نعمت محمد	علوم احياء		
8	لمياء ن	تكالوريوس	07801024796	
9	امير هاني	تكنولوجيا		
10	مسير موصال علي	علوم (معلمة)		
11	زينب موصال علي	تكالوريوس هندسة		
12	عبد موصال علي	تكالوريوس اقتصاد		
13	صين عادل قاسم	طالبة	07715776679	HaneenAlhasany@gmail.com
14	احمد كاظم عطيه	تكالوريوس ادارة اعمال	07700071501	ahmedhilla@gmail.com
15	رضا محمد ابراهيم	تكالوريوس اقتصاد		
16	فرقة كاظم عطيه	تكالوريوس هندسة	07705747127	Farked.Kal@yahoo.com
17	مها محمد حسن	تكالوريوس تربيه		

C. Public meeting at Al-Doura 1 SPS – 16 December, 2015

إسم المشروع/ تاهيل محطة الدورة

ت	الإسم	التحصیل الدراسي	رقم الهاتف	البريد الإلكتروني
١-	م. د. ع. ن.	بكالوريوس	٠٧٩٠٤١٨٩٩٥٩	
٢	م. م. م. م. م. م. م.	إعدادية	٠٧٧١٧٨٤٤٩٩٥	
٣	م. م. م. م. م. م. م.	إعدادية	٠٧٧١٩٠٤٦٠٧	
٤	م. م. م. م. م. م. م.	م. م. م. م. م. م.	٠٧٨١٤٤٤٨١٩٤	
٥	م. م. م. م. م. م. م.	إعدادية	/	
٦	م. م. م. م. م. م. م.	إعدادية	/	
٧	م. م. م. م. م. م. م.	إعدادية	/	
٨	م. م. م. م. م. م. م.	م. م. م. م. م. م.	/	
٩	م. م. م. م. م. م. م.	متوسطة	٠٧٧١٠٠٦٦٦٠٩	
١٠	م. م. م. م. م. م. م.	م. م. م. م. م. م.	٠٧٧٢٨٦٤٩٠٧٦	
١١	م. م. م. م. م. م. م.	بكالوريوس	٠٧٩٠٦٧٤٠٧٦٩	
١٢	م. م. م. م. م. م. م.	متوسطة	٠٧٥٠٤٩٤٩١٨	
١٣	م. م. م. م. م. م. م.	متوسطة	٠٧٨٠٠٤٧٢١	
١٤	م. م. م. م. م. م. م.	إعدادية	٠٧٧١٤٤٦٦٤٤	
١٥	م. م. م. م. م. م. م.	إعدادية	/	
١٦	م. م. م. م. م. م. م.	متوسطة	٠٧٧٠٤٨٤٦٤٤	
١٧	م. م. م. م. م. م. م.	متوسطة	٠٧٧١٥١٦٦٧٧٩	
١٨	م. م. م. م. م. م. م.	م. م. م. م. م. م.	/	
١٩	م. م. م. م. م. م. م.	إعدادية	٠٧٧٠٧٧١٨٨٢٩	
٢٠	م. م. م. م. م. م. م.	متوسطة	/	
٢١	م. م. م. م. م. م. م.	إعدادية	/	
٢٢	م. م. م. م. م. م. م.	إعدادية	/	
٢٣	م. م. م. م. م. م. م.	إعدادية	/	
٢٤	م. م. م. م. م. م. م.	إعدادية	/	
٢٥	م. م. م. م. م. م. م.	متوسطة	/	
٢٦	م. م. م. م. م. م. م.	إعدادية	/	

D. Public meeting at Al-Ghazaliya SPS (GH6) – 30 January, 2017

اسم المشروع/ تأهيل وتنفيذ خط الغزالية مع خمس محطات

ت	الإسم	التخصص الدراسي	رقم الهاتف	البريد الإلكتروني
١	إيمان علي حسين	بكالوريوس اوراق		
٢	انوار حسن محسن	اعدادية		
٣	سلطان هاشم	اعدادية		
٤	مهدي ابراهيم	متوسطة		
٥	اميد حواد علي	بكالوريوس علوم		
٦	علي يوسف محمد	ابتدائية	٠٧٩٠١٦٧٠٠٦٠	
٧	رؤف عبد الزيات	بكالوريوس قانون	٠٧٨٠١٥٨٠٦٥٣١	
٨	يوسف خليل ابراهيم	بكالوريوس علوم طبخ	٠٧٨٠١٥٤٣٧٩٤	
٩	علي احمد محمود	ديبلوم فن	٠٧٧٣١٥١٨٩٠١	
١٠	احمد وليد عبد الله	ديبلوم اوراق		
١١	مهنر عادل	بكالوريوس ادارة واقتصاد		
١٢	عبد الرحمن عبد الله	بكالوريوس قانون		
١٣	عدنان هادي احمد	متوسطة		
١٤	مبار محمد علي	اعدادية		
١٥	هشام هيثم طالب	بكالوريوس ادارة اموال		
١٦	جواد سمير نجم	ابتدائية		
١٧	ايش عاشر	بكالوريوس		
١٨	شيماء محمد	بكالوريوس تربية		
١٩	احمد لاه	اعدادية		
٢٠	عنتية محمد واسم	ديبلوم فن		
٢١	نورين صباح خليل	بكالوريوس علوم طبخ		
٢٢	بشار احمد هادي	متوسطة		
٢٣	سيف احمد عبد	بكالوريوس علوم طبخ	٠٧٧١٧٧٠١٨٤	

E. Questionnaire template – Al-Habibiya, Al-Doura and Al-Ghazaliya public meetings

Al-Habibiya SPS Rehabilitation Project
Public Consultation Questionnaire

Name: _____

Educational level: _____

Work place: _____

Email: Phone:

1. Are you impacted by noise when operating pumps, motors, and other parts of the SPS?
Yes No

2. Are you impacted by odors and fumes generating from the SPS?
Yes No

3. Do you have any health problems connected to emissions from the SPS?
Yes No

4. Do you expect the rehabilitation work will provide job opportunities in your neighborhood?
Yes No

5. Do you think installing fumes and odor scrubbers in the SPS will help reduce risk of harmful emissions?
Yes No

6. What do you expect as a result of accomplishing rehabilitation work?

7. Suggestions

Annex III: Sample Grievance Registration Form

The _____ Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing ***(CONFIDENTIAL)*** above your name. Thank you.

Date	Place of Registration				
Contact Information/Personal Details					
Name		Gender	* Male * Female	Age	
Home Address					
Place					
Phone no.					
E-mail					
Complaint/Suggestion/Comment/Question Please provide the details (who, what, where, and how) of your grievance below:					
If included as attachment/note/letter, please tick here:					
How do you want us to reach you for feedback or update on your comment/grievance?					

FOR OFFICIAL USE ONLY

Registered by: (Name of Official Registering Grievance)	
Mode of Communication: Note/Letter E-mail Verbal/Telephonic	
Reviewed by: (Names/Positions of Officials Reviewing Grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	