

It will be conducted after detailed engineering for the road and border facilities is completed, and the COI has been marked on the ground. The activity will only be carried out in the presence of the affected persons. The affected persons and the local authorities will be informed prior to the activity.

How will the Project consult with me and provide information?

The Project will keep local communities informed of significant activities. Regular information will be provided to the village chiefs, commune offices and local community-based. Affected households will be consulted directly through Public consultation meetings on significant matters affecting them. Such public consultation meetings will take place (i) prior to the conduct of the DMS (to advise survey schedules and procedures), (ii) following the DMS (to advise of DMS results and mitigation measures), (iii) during preparation of the updated resettlement plan (to identify appropriate livelihood restoration measures, advise of compensation rates and details of allowances and assistance measures and details of resettlement arrangements); (iv) implementation of the resettlement plan. The Project will publicly disclose approved updated resettlement plan through a public information brochure (distributed to all affected households), by providing a translated version to each local district and commune office for public access and by uploading it on ADB's website.

If I disagree or problems arise during project implementation such as compensation, technical, and other project-related issues, do I have the right to voice my complaint?

If the affected person is not satisfied with the compensation package offered or, if for any reason, the compensation does not materialize according to the agreed schedule, the affected person has the right to lodge a complaint. The grievance redress mechanism consists of a four stage process as follows:

First Stage: AHs will present their complaints and grievances verbally or in writing to the village chief, commune chief or IRC and PRS working groups. The receiving agent will be

obliged to provide immediate written confirmation receiving the complaint. If after 15 days the aggrieved AH does not hear from the village and commune chiefs or the working groups, or if he/she is not satisfied with the decision taken in the first stage, the complaint may be brought to the District Office. **Second Stage:** The District Office has 15 days within which to resolve the complaint to the satisfaction of all concerned. If the complaint cannot be solved at this stage, the District Office will bring the case to the Provincial Grievance Redress Committee. **Third Stage:** The Provincial Grievance Redress Committee meets with the aggrieved party and tries to resolve the situation. The Committee may ask for a review of the DMS by the external monitor (EMO). Within 30 days of the submission of the grievance, the Committee must make a written decision and submit copies to the MPWT, PDPWT, EMO, PRS/IRC and the AH. **Final Stage:** If the aggrieved AH does not hear from the Provincial Grievance Redress Committee or is not satisfied, he/she can bring the case to Provincial Court. This is the final stage for adjudicating complaints. The Court will make a written decision and submit copies to the MPWT, PDPWT, EMO, PRS/IRC and the AH. If any party is still unsatisfied with the Provincial Court judgment, he/she can bring the case to a higher-level court

How will we know if these undertakings are implemented and project objectives are met?

All project activities will be monitored by: The Environmental and Social Office of the Ministry of Public Works and Transport and by an External Monitoring Agency (EMA).

Further Queries and Comments:

1. Department of Public Works (PDPW) Resettlement Sub-Committee in the province.
2. Project Management Unit 3, Provincial Roads Improvement Project: 4th Floor, Eastern Building, Corner Norodom Blvd. & Street 106, Phnom Penh, (023 724565)
3. IRC/Ministry of Economy and Finance (023 4266 82)
4. Asian Development Bank: Phnom Penh (023) 215 805



Ministry of Public Works and Transport

Cambodia Provincial Roads Improvement Project-II PUBLIC INFORMATION BOOKLET



Introduction

The Royal Government of Cambodia proposes to use funds from the Asian Development Bank (ADB) for Technical Assistance for Provincial Road Improvement Project, PR312 in Prey Veng, PR23 in Kandal and PR1534 in Kampong Chhnang and Pursat.

The objective of this project is to assist the Kingdom of Cambodia to enhance the livelihood of peoples residing in the province of Prey Veng, Kandal, Kampong Chhnang and Pursat by providing sustainable access to markets and essential services through: 1. a program of road rehabilitation; 2. a program of capacity building and training; and 3. development of improved public policies and strategies.

Will we be affected by the project?

The Ministry of Public Works and Transport will establish the corridor of impact (COI). Basically the COI at this time is 8m either side from road centerline for urban area and 10m either side from road centerline for rural area. MPWT will place demarcation markers on the ground before a detailed measurement survey (DMS) starts. Its purpose is to define an area reserved for the road improvements, and to establish who is affected by the Project.

What if my land will be affected by the Project?

Acquired privately owned land will be compensated at replacement cost. Land within the existing road right of way will not be compensated. However, those losing use of productive (farming) land within the road right of way will be entitled to assistance for loss of land use of productive land.

Who are entitled to compensation?

Cut off date for entitlement to compensation and assistance have been established for each project

section corresponding to the date of completion of the

inventory of losses. (1) July 25, 2016 for PR312; (2) August 4, 2016 for PR23; and (3) August 28, 2016 for PR1534.

Those affected persons who have occupied and used the land prior to this cutoff date are entitled to compensation. Anyone who encroaches and occupies the land after the cutoff date will not be eligible for compensation or assistance.

Does compensation apply to my affected houses or structures, crops and trees?

Yes. Houses and structures that will be affected by the Project shall be compensated at replacement cost without deduction for depreciation or salvageable materials. Partially affected houses will be compensated for the lost affected portion as well as repair costs. Other structures (e.g. fences, wells, pavement) will also be compensated at replacement cost.

For annual crops, affected persons will be given advance notice and that they must harvest their crops in time. If standing crops cannot be harvested, eligible affected persons can be

compensated for the loss of the unharvested crops at the current market value. For perennial crops, affected persons will be compensated for the loss of fruit trees at replacement Cost.

What about public property resources?

Affected buildings and structures will be restored to original or better condition.



If in case there will be relocation of houses or businesses involved, how can the Project help me rebuild my house during relocation?

Affected persons will have the option of moving back outside the corridor of impact (COI) but within the road right of way (ROW), or moving outside the ROW altogether. Those relocating within the road ROW will be permitted to remain there until the land is needed by the

Government for any future public works but will not be permitted to build permanent structures. If such future displacement is required those required to relocate will be entitled to similar forms of assistance as provided under this resettlement plan. Those relocating outside the road ROW altogether under this project will be entitled to higher levels of support compared to those relocating within the ROW.

Affected persons will receive compensation at replacement cost for affected structures plus transitional allowances to

will consist of: (i) Transportation allowance; (ii) One-time assistance allowance of \$100 if moving back within the road ROW or \$200 if moving outside the ROW; (iii) income loss allowance for disrupted businesses; and (iv) additional assistance for vulnerable households. Renters will be eligible for two months' rental assistance.

The specific amounts for compensation rates as well as allowances and assistance will be advised at the time the resettlement plan is updated.

If in case our livelihoods are affected, how can the Project help me restore my livelihood and living standards?

The census and detailed measurement survey (DMS) will take note of the livelihoods of affected persons and any impacts the Project may have.

The Project will provide various forms of assistance to enable affected people to restore their livelihoods and living conditions to at least pre-project levels. Vulnerable households (e.g. those classed as poor, disabled, etc.), the Project will seek to improve living standards at least **before project start**. Such forms of assistance will include: (i) one time assistance allowance to households losing more than 10% of the productive assets or being required to relocate their houses or shops outside the COI depending of the type and severity of impact; (ii) for those losing loss of use of productive land within the road ROW, cash assistance for loss of land use; (iii) cash assistance to cover transportation costs; (iv) cash grant for temporary disruption to business income for affected shops/stalls; (v) potentially other forms of income restoration measures to be determined during updating of the resettlement plan in consultation with those affected; and (vi) additional special assistance to vulnerable households.

What is the detailed measurement survey and when will it be conducted?

The DMS is a detailed survey of 100% of **properties of** affected persons to document all affected assets including land, houses, shops, other structures, crops and trees. It establishes the official list of affected persons who are eligible for compensation and other assistance.

TS/SM