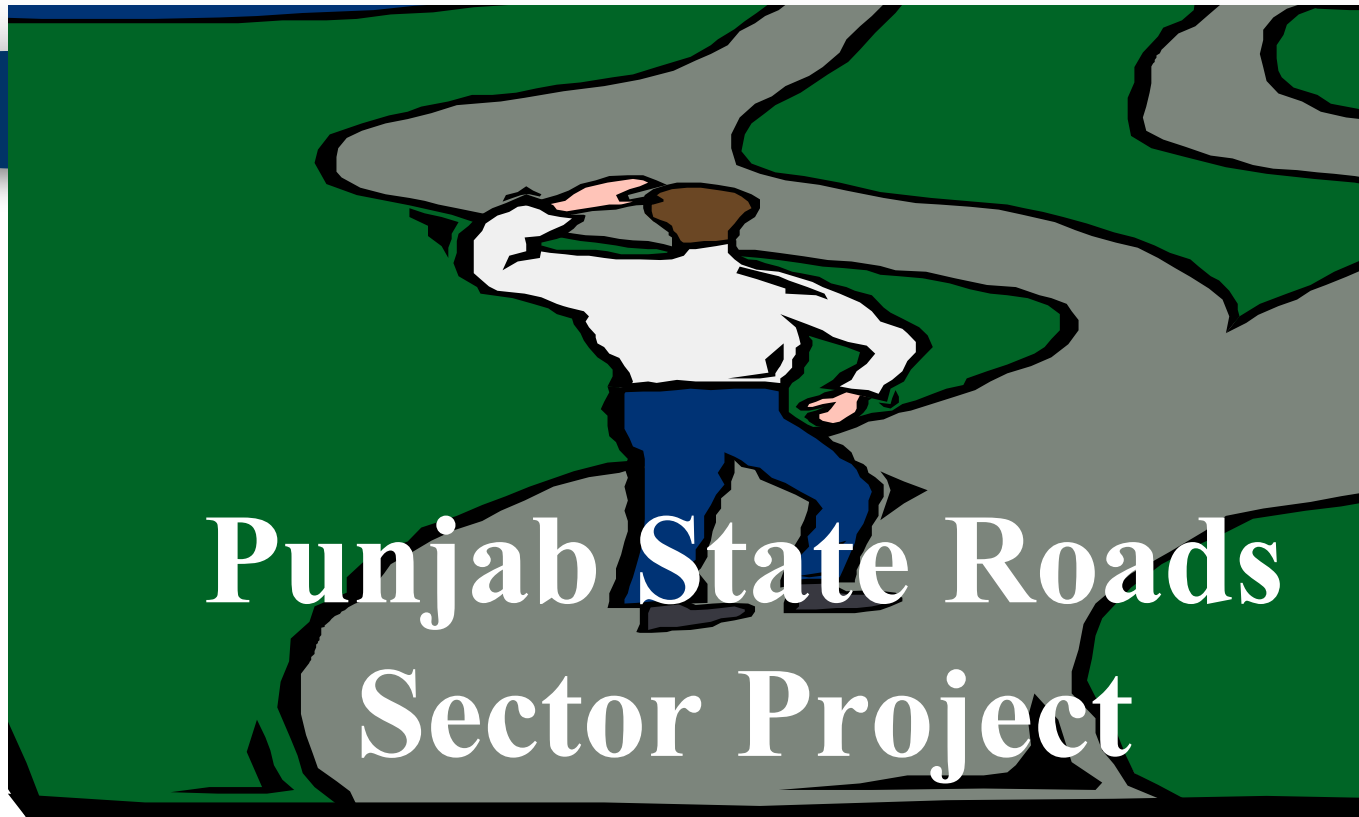


# Implementation of RAP - Simply be Social



**Punjab State Roads  
Sector Project**



# Structure of the Presentation

- **Social Assessment:** Issues and Process
- **Implementation**
  - Implementation Principles and Processes
  - The Importance of Effective Implementation
  - Implementing Agencies – the different players
  - Who plays what role in the process
- **Grievance Redress**
  - Some reasons
  - Effects
  - Purpose of a Grievance Redress Procedure
  - Steps to handle a grievance
  - Policy Provisions - Some Examples
- **Monitoring**



# Social Issues

- Loss of assets – recognized owners and those without ownership (squatters and encroachers) and traditional individual and/or communal usufruct rights .
- Loss of access to common-property assets or rights.
- Economic lifeline changes for vulnerable and non-vulnerable groups.
- Transmission of disease.
- Road safety.



# Principles of SA Process

- Decision making process to ensure project options minimize adverse and enhance positive impacts on people.
- Management plans developed for impacts and benefits, including tribal and vulnerable groups.
- Consultations with stakeholders to ensure participation in project development.
- Capacity building to increase Borrower ownership and responsibility.



# Implementation – Principles

- Payment of compensation and assistance before displacement
- Resettlement of DPs before start of civil works
- Replacement cost of land and assets
- Assistance to cover transition and translocation losses
- Minimum time lag between payment of compensation and assistance
- Productive utilization of amount received for restoration of livelihood



# Implementation – Process


- Consultation for Rapport building and dissemination of R&R policy
- Joint Verification of affected families
- Display of list of entitled persons at prominent places
- Preparation of Entitlement
- Approval of Entitlement
- Issue of Identity Cards to PAPs
- Sanction of Funds for R&R assistance



# Implementation – Process

- Identification of alternate land for relocation in consultation with affected
- Identification of alternate livelihood measures in consultation with affected
- Training for income restoration measures
- Disbursement to Project Affected Families (PAFs)
- Utilization of R&R assistance
  - Physical verification
  - Photography of the asset built/purchased
  - Bills/cash memos of productive assets

# Why do we need an effective implementation arrangement ?

- 
- Effective Preparation and Implementation
  - Achieve objectives of the R&R Programme.





# Organizational Units – Implementing Agencies

- Project Resettlement Unit (CMU in case of PSRSP)
- Field Offices of project resettlement unit
- Resettlement Steering Committee
- Grievance Redressal Committees
- Other service agencies (such as NPOs, CSOs)



# Role and Responsibilities in the Process

Land acquisition assessment	PRBDB CMUs Revenue and Land Registry Office NPO field verification
Census and socioeconomic surveys	PRBDB NPOs
Determination of eligibility criteria and resettlement resettlements	PRBDB NPO
Consultations	PRBDB NPOs

# Contd.

Feasibility study of resettlement sites	CMU NPOs Relevant Government agencies
Feasibility of income improvement measures	CMU DRDA / KVIC / ITI / Lead Bank NPOs Local Self Governments



# Grievance Redress

## *Definition -*

Any discontent or dissatisfaction with any aspects of adverse impacts due to project

## *Causes -*

- ✓ Process of acquisition
- ✓ Compensation amount (most often the reason)
- ✓ Site selection for Resettlement Colony
- ✓ Assistancess during Transitory phase
- ✓ Economic (failure to restore income)
- ✓ Social (resettlement away from peer group)
- ✓ Cultural / Religious (relocation of temple/gurudwara/etc.)
- ✓ Administrative dimensions/corruption



# Contd.

## *Impact -*

- ✓ Bad relations between project authorities & PAPs
- ✓ Delay in accrual of benefits
- ✓ Increases costs
- ✓ Increase in demands of PAPs
- ✓ Hurdles for future expansion
- ✓ Doubts in minds of public and reputational risk
- ✓ Increase chances of outside intervention
- ✓ Creates different power centers with vested interest
- ✓ Unrest or agitation



## Contd.

### *Management of grievances -*

- ✓ Let the PAP know about the grievance procedure
- ✓ Acknowledge dissatisfaction and define the problem (collect facts; analyze and decide)
- ✓ Check on arbitrary decision making - provide for at least 3 levels of redressal above the level where grievances occur
- ✓ Promote fair or equitable treatment and follow - Up
- ✓ Assist in minimizing discontent and dissatisfaction

# Contd.

Conciliation/Arbitration/Adjudication



Project Director / Deputy Project Director



CMU Head



NGO Supervisor/Resettlement Officer



Representative of all interested groups among PAPs



Aggrieved PAP



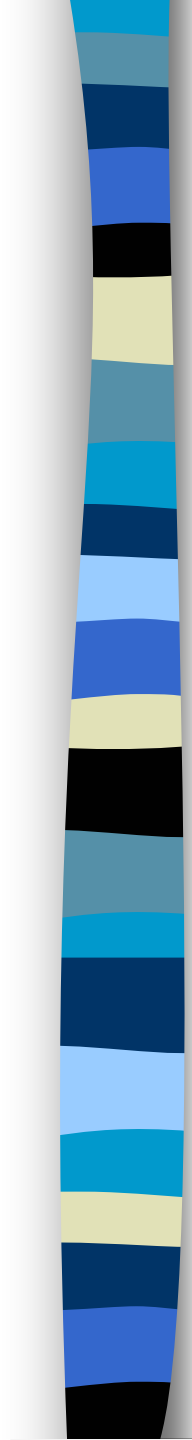
# Monitoring

## *Objective-*

- To identify implementation problems and successes early so that implementation arrangement can be modified.
- To systematically use information to determine the extent to which plans are being implemented effectively and identifying problems that may require adjustment in the action plan
- To alert management to delays and problems in implementation. Early identification helps to adjust programs and fix problems.



# Process Model for Tracking Project Performance



	<b>Inputs</b>	<b>Activities</b>	<b>Outputs</b>	<b>Effects or outcomes</b>	<b>Impact</b>
<b>Internal Monitoring</b>	[Blue bar]				
<b>External Monitoring</b>			[Blue bar]		
<b>Supervision</b>		[Blue bar]			
<b>Evaluation</b>				[Blue bar]	



THANK YOU