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Livelihood Restoration Plan

GY-L1031 – “ADEQUATE HOUSING AND URBAN ACCESSIBILITY PROGRAM”

April 25 2019

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ACRONYMS

AHUAP	Adequate Housing and Urban Accessibility Program
CEO	Chief Executive Officer
CDD	Community Development Department
CDS	Community Development Specialist
CH&PA	Central Housing and Planning Authority
ESA	Environmental Social Assessment
ESMF	Environmental Social Management Framework
ESS	Environmental Social Safeguards
ESSU	Environmental Social Safeguards Unit
FD	Finance Department
FAQs	Frequently Asked Questions
GRM	Grievance Redress Mechanism
GYD	Guyana Dollar
HR	Human Resources
IDB	Inter-American Development Bank
IFC	International Finance Cooperation
LDO	Local Democratic Organ
LISP	Low Income Settlement Program
LRP	Livelihood Restoration Plan
MER	Monitoring Evaluation and Reporting
NAREI	National Agriculture Research and Extension Institute
NGO	Non-Governmental Organization
OR	Operations Regulations
PAH	Project Affected Household
PAP	Projected Affected People
PD	Projects Department
PICSO	Public Information Construction Site Office
PLRF	Preliminary Livelihood Restoration Framework
PMT	Project Management Team
PRPEU	Policy Research, Planning and Evaluation Unit
SPSS	Statistical Packages for Social Sciences
SHH	Sustainable Housing for the Hinterland
WMP	Waste Management Plan

PREAMBLE

This document constitutes the Livelihood Restoration Plan (LRP) for the Adequate Housing and Urban Accessibility Program (AHUAP) – GYL1031 in Sophia. It describes the results of an intensive livelihood restoration planning exercise undertaken by the Central Housing and Planning Authority (CH&PA) as part of the Government of Guyana’s (GoG) commitments under Section 6 (b) (i) of the Project’s Amending Agreement between the GoG and the Inter-American Development Bank (IDB). This document contains a record of the mitigation measures, procedures, and actions being taken to restore the livelihoods of people and or households economically displaced (including their assets and or income affected) by project works, in accordance with Guyana’s Laws and the IDB’s Operational Policy OP-703 on Environmental and Safeguards Compliance and OP-710 on Involuntary Resettlement, and the Project’s Environmental Social Management Framework (ESMF). This LRP has also been informed by the International Finance Corporation (IFC) Handbook for Preparing a Resettlement Action Plan (2005), and the IDB Series - Social Impact Assessment: Integrating Social Issues in Development Projects (IDB-MG-613).

The data presented in this Livelihood Restoration Plan are current throughout March 2019 and reflect Project-Affected Persons and the Project range at that date.

Key Terminology

Term	Proposed Meaning
Physical Displacement	Loss of dwelling or shelter as a result of project-related land access, which requires the affected person(s) to move to another location. Physical displacement typically may entail economic displacement too, whereby a physically displaced person loses access to land, employment, or business opportunities associated to their former location.
Relocation	This means the physical shifting of PAPs/PAHs from their pre-project place or residence, place for work or business premises.
Economic Displacement	Disruption of assets (including land) or access to assets that leads to disruption of income sources or means of livelihood as a result of project-related land acquisition or restriction of access to natural resources/land. People or enterprises may be economically displaced with or without experiencing physical displacement.
Disruption of income/ livelihood.	Includes temporary or permanent, absolute or partial when it is not directly related to land take for project implementation, even if location based. Disruption of other immovable assets. Could include land belonging to a person but not used for economic activity or place of residence.
Project Affected Person (PAP)	Person or groups experiencing either physical or economic displacement. PAP may include Land Owners, Land Users (formal and informal) & Vulnerable groups. Specifically, PAPs are any individual or person who will lose land, property/assets, and or access to their livelihood (including disruption of livelihood income) as a result of the project/project works.
Project Affected Household (PAH)	Project Affected Household (PAH) is where one or more of its members loses land, property/assets, and or access to their livelihood (including disruption of livelihood income) as a result of the project/project works.
Land owners	People who have legal title to land and other assets (such as structures, trees, crops etc.) on subject land. These should be identified in the early stages of the LRP preparation process through official records obtained from the local and national Registry Offices/CH&PA.
Informal Land User	Informal users do not hold a legal document (title deeds, contractual agreements) to the private or public land they use. Typical situations where informal land users are encountered include: <ul style="list-style-type: none"> – Slum dwellers, where neither landlords nor occupants have formal ownership or occupation rights; – Road side or street side businesses established on a public space (a contradiction typical of such businesses is that while their occupation of the public domain is not recognized, their existence as a business is recognized through registration or payment of taxes).
Squatters	A type of informal land user. Those who occupy property or land that does not belong to them and to which they have no legal rights, and would not be eligible for compensation for land for which they do not possess a title.
Encroachers	Another type of informal land user. These are persons who extend their property beyond that for which they hold a title, and would not be eligible

	for compensation for land for which they do not possess a title.
Formal Land User	Formal land users can exist both on private and public lands and will have a rental agreement with the owner of land (private entity or state) setting the duration and conditions to use the subject land. Such users will be identified both from land registry records (for public lands) and during the census and assets inventory surveys carried out with land users.
Vulnerable Groups	Vulnerable or “at-risk” groups includes people who, by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage or social status may be more adversely affected by displacement than others and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits. Vulnerable groups in the context of displacement also include people living below the poverty line, the landless (including squatters), the elderly, women- and children-headed households (single parent female headed households), ethnic minorities, natural resource dependent communities or other displaced persons.
Eligible Population	The population (individuals or groups) who fall under the previously defined categories of PAPs as requiring any entitlements as a result of impacts due to Program activities.
Livelihood restoration	Specific allowances or activities intended at supporting displaced peoples’ efforts to restore their livelihoods to pre-project levels. Livelihood restoration measures typically include a combination of cash or other allowances and support activities such as training, agricultural assistance or business enhancement.
Livelihood	A livelihood comprises the capabilities, assets (including both material and social resources) and activities required for a means of living.
Allowance	Cash paid in respect of disruption or resettlement related expenses other than disruption of immovable assets. For example, tenants can be provided with a cash “allowance” to support their effort to secure alternative housing. A moving “allowance” can be paid to people who have to relocate as a result of Project land access. An “allowance” should be distinguished from compensation, which is intended to cater for the disruption of an immovable asset.
Cash entitlement	Payment in cash or in kind for disruption of an immovable asset or a resource that is acquired or affected by the project. This is typically understood to include all forms of compensation, including the provision of replacement land and housing.
Replacement Value	This is usually calculated as the market value of the asset plus transaction costs (e.g. taxes, stamp duties, legal and notarization fees, registration fees, travel costs and any other such costs as may be incurred as a result of the transaction or transfer of property). In applying this method of valuation, depreciation of structures and assets should not be taken into account. For losses that cannot easily be valued or compensated for in monetary terms, in-kind compensation may be appropriate. However, this compensation should be made in goods or resources that are of equivalent or greater

	<p>value and that are culturally appropriate. With regard to land and structures, replacement costs are defined as follows:</p> <p><i>Houses and other structures</i>—the cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labor and contractors’ fees and transaction costs.</p>
Entitlement	The range of measures comprising cash or in-kind compensation, transaction cost, income restoration, livelihood assistance, and various other allowances such as transportation assistance.
Cut-off date	The date at which point individuals or groups who have arrived in an affected area will no longer be considered eligible for compensation. This date usually coincides with the date that the livelihoods census is undertaken.
Census	This is a pre-appraisal population record of potentially affected people, which is prepared through a count based on village or other local population data or census.
Structures	Means all structures affected by the project such as living quarters, including roadside shops and businesses, fences, bridges and drains.
Temporary Shifting	Means displacement where PAPs structure is required to be shifted out of the project works corridor for a limited period to enable public works to be carried out in the area but will be able to return to the area.

1 INTRODUCTION

The Adequate Housing and Urban Accessibility Program (AHUAP) GY/L1031 will be piloted in the Sophia Housing Area, Region No. 4. The project will be carried out in an area of 174.7 hectares, affecting Section A – Block X Liliendaal, Section B – Pattensen, Section C – Turkeyen, Section D – Turkeyen and Cummings Park – Section C Cummings Lodge. The AHUAP itself comprises the rehabilitation of infrastructure such as climate-climate ready drainage, street lighting, community facilities, roads (upgrade), sidewalks, and construction and rehabilitation of civic infrastructure facilities. The Environmental Social Assessment (ESA) for the AHUAP was conducted and approved by IDB in 2017. Similarly, the required Environmental Social Management Plans (ESMPs) under the ESA’s Environmental Social Management System (Section 5.1 of the ESA) were also developed by CH&PA and approved by IDB in 2018.

1.1 BACKGROUND AND PURPOSE

Adequate housing plays a critical role in people’s quality of life. However, for a positive interaction between habitat and the quality of life, adequate housing must come with access to quality services such as water, sanitation, proper drainage and roads, power, and quality public spaces. While Guyana has made efforts in the past to improve access to such services, challenges remain.

Prevalent problems in Georgetown include drain blockage, canal obstruction, and reduced permeability; about a third of households experience regular low-distress flooding. The City also faces limited road infrastructure, combined with a rapidly growing fleet (100,000 new registered vehicles over the last decade) that contributes to congestion and accidents. Mobility for low income communities in areas south of Georgetown remains an issue. Access roads to government-sponsored housing sites and other communities are typically two-lane (5-6m wide) with little or no provision for pedestrian or bicycle traffic. In addition, some housing schemes such as Sophia have less than 1% of its total area reserved for public spaces. It is estimated that 249.5 km of roads and associated drainage need to be completed to improve the living conditions of over 32, 000 households located in Government-sponsored housing sites. Moreover, there is currently a high demand for the further expansion of Low Income Housing, which requires building approx. 20,000 Low Income Housing Units.

Per a recent IDB study, programs that promote access to affordable housing and healthier neighborhoods for poor households can improve their quality of life and foster economic and social progress. Consequently, the Government of Guyana, through the Ministry of Communities, Central Housing and Planning Authority (CHPA) has secured financing from the Inter-American Development Bank (IDB) for the execution of the “Adequate Housing and Urban Accessibility Program” (Loan # GY – L1031), which was designed specifically with the purpose of creating a positive interaction between habitat and the quality of life through the provision of better access to adequate housing and basic infrastructure for low income populations, and through improved accessibility and mobility service in urban and peri-urban Georgetown.

1.2 KEY CHARACTERISTICS OF THE PROJECT COMPONENTS IN GUYANA

The AHUAP with a total estimated budget of USD 27 million will consist of the following three (3) sub-components, which will be executed and managed by the GoG's Ministry of Communities through the Central Housing and Planning Authority (CH&PA):

- Sub-component 1.1: Affordable and sustainable housing, which includes a Home Improvement Subsidy and Core Homes Programme. Specifically, this sub-component targets low income households including single parent households, and involves the construction of 250 core homes and the disbursement of 2000 home improvement subsidies. The total budgetary allocation for sub-component 1.1 is USD 10 million.
- Sub-component 1.2: Consolidation of existing housing schemes, which includes the rehabilitation of infrastructure such as climate-climate ready drainage, street lighting, community facilities, roads (upgrade), sidewalks, and construction and rehabilitation of civic infrastructure facilities. Specifically, this sub-component involves the upgrading of 34 km of Roads to Asphaltic Concrete Surface, Construction of 5 km of Reinforced Concrete Drains, Construction of 5 km of Walkways, Installation of 8 km of Solar Street Lights, and the development and construction/rehabilitation of eight (8) Recreational Facilities. The total budgetary allocation for sub-component 1.2 is USD 16 million.
- Sub-component 1.3: Implementation support and institutional strengthening, which includes provisions for training and capacity building in project management, and monitoring and evaluation, and management support cost of the PMT, and training for Local Democratic Organs in effective operations and maintenance of Project Infrastructure. . The total budgetary allocation for sub-component 1.3 is USD 1 million.

The above sub-components (and associated works) are first being rolled out in the Sophia Housing Area (Sections A, B, C, D and Cummings Park), and will then spread to other low income communities within the program boundary. See Section 1.4 and 1.5 for further details.

1.3 OVERALL BENEFITS OF THE PROJECT

The AHUAP will not only help to fulfil the housing and basic infrastructure needs faced in the Sophia Housing Area but will also contribute to local development. The Project will bring about benefits by way of:

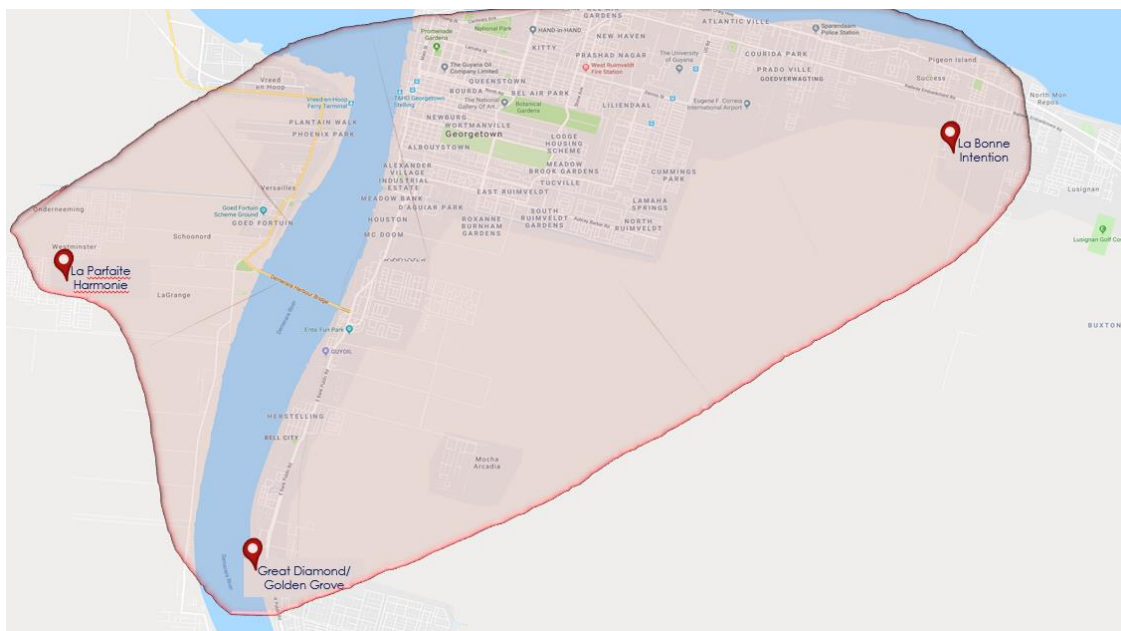
- Improvements in the Physical and Social Infrastructure;
- Improvements in road access throughout the community,, especially to social and health services;
- Reduction in the intensity and occurrence of flooding events throughout the area;
- Improvements in women's safety, and mental and physical wellness of local people;
- Employment potential-including skilled, semi-skilled and casual Labour during the construction and maintenance phases of the project, with specific attention to employment potential of local persons within the community;

- Provisions for capacity building and training of the local population for imparting specialized skills to them, as necessary for improving livelihood opportunities, and increase the skilled/semi-skilled labor force in the project area;
- Improving Empowerment, Social Cohesion and Gender Equality in the project areas by engaging and collaborating with the various community groups (especially vulnerable groups) during the construction phase, and;
- Overall development of the local economy and improved lifestyle for the people.

1.4 PROJECT LOCATION – SOPHIA HOUSING AREA

Programme Boundary: The Geographic Boundary of the AHUAP spans from La Bonne Intention (LBI) on the East Coast of Demerara (ECD) to Georgetown to Great Diamond/Golden Grove on the East Bank of Demerara (EBD) and La Parfaite Harmonie on the West Bank of Demerara (WBD). The AHUAP is categorized as a ‘multi-works loan’, whereby potential sites for intervention must be located within CH&PA Housing Areas (and in urban and peri-urban Georgetown) that fall within the programme boundary (see Figure 1.1).

Figure 1.1 Programme Boundary

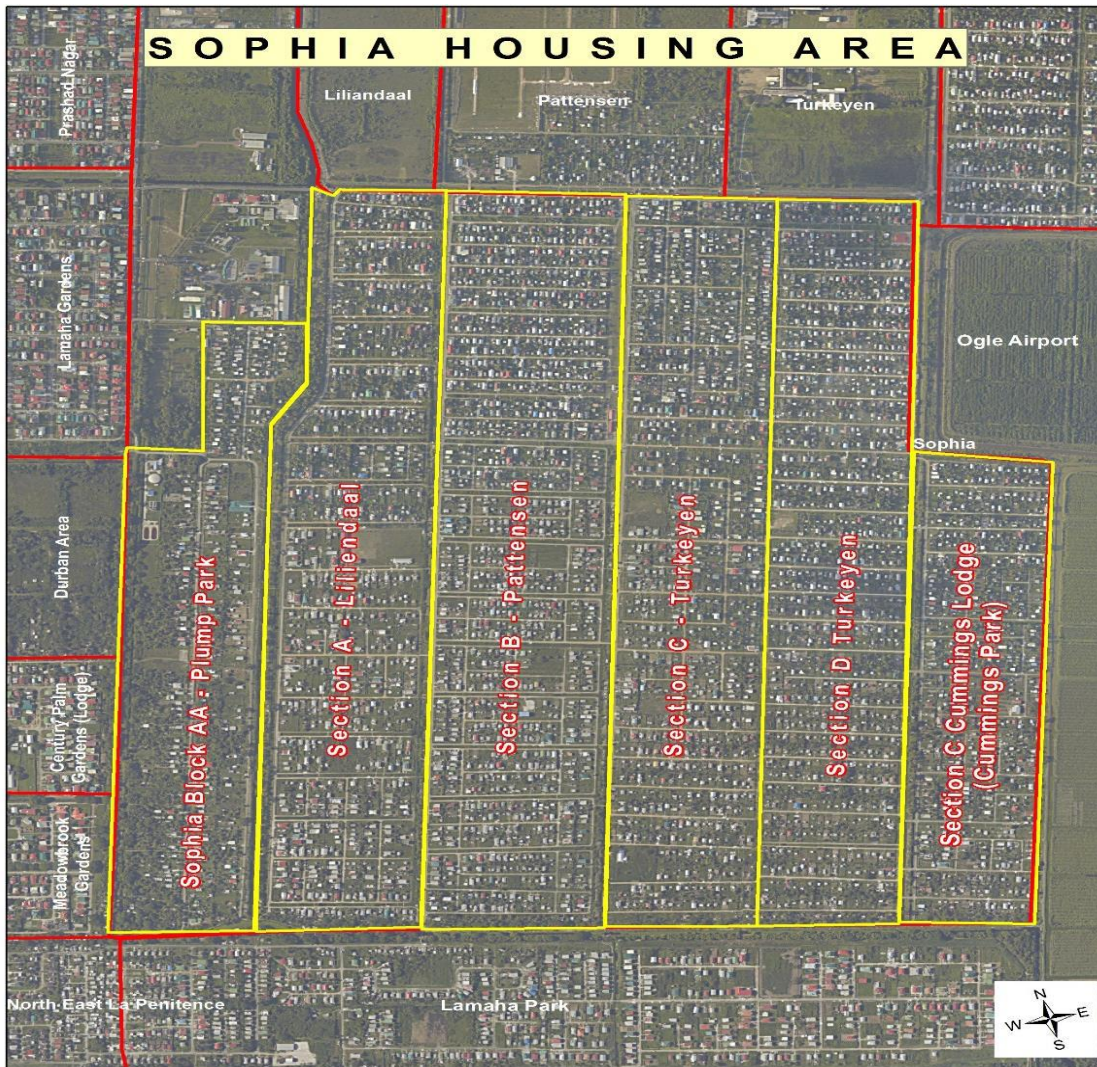


Pilot Location: The Sophia Housing Area was selected as the AHUAP’s Pilot area for upgrading interventions under Component 1.2. Sophia, which is situated on the Low Coastal Plain of Guyana in Region 4 (Latitude: 06 49 N and Longitude: 58 07 W) is approximately 6.0 km from the Parliament Building, Stabroek. The area is bounded by the existing Industry Housing Scheme to the east, Lamaha Gardens and Lodge Housing on the west, Atlantic Ocean to the further north and Lamaha Springs, Lamaha Park and Guyhoc Park on the south.

Description of Pilot Area: Sophia is part of the developed urban area of the Guyanese capital city of Georgetown. This Housing Area is generally divided into seven sections and is considered as one of the largest housing areas in Guyana (see Figure 1.2). The area can be accessed by traversing on Sheriff Street followed by traversing through Dennis Street or any

other interconnecting roads in that vicinity. It is a densely populated (estimated population 32,000), primarily residential zone which was formerly part of the Ogle Sugar Estate owned by GUYSUCO. Consequently, the networks of drains, canals and access dams used in the planting, reaping and transportation of sugar cane still remain and forms distinct boundaries for the area. The Housing Area originated as a squatter community that has been undergoing a process of regularization since the mid-1990s.

Figure 1.2 Sophia Housing Area



Source: CHPA (2017)

1.5 SOPHIA SCOPE OF WORKS

The proposed interventions in the Sophia Housing Area encompasses upgrading of approximately 11.055 km of roads to asphalted concrete surface, construction of 1.8 km of reinforced concrete drains, construction of 22.11 km of earthen drains, rehabilitation of 30 km of macro drains, construction of 2.132 of reinforced concrete walkways, construction of 82 culverts

1.6 LIVELIHOOD RESTORATION PLAN (LRP)

In general, this project, especially sub-component 1.2 will involve major civil works including excavation, construction of new bridges, culverts, stone masonry work, rehabilitation of drains, vegetation clearing, earth (soil) movement/transport, placement and compaction of fill and embankment material, road pavement, asphalt/tarring etc. with potential environmental and social/health impacts.

A detailed Environmental and Social Assessment (ESA) report has been prepared for the AHUAP in the Sophia Area, clearly outlining the adverse environmental and social impacts of the proposed project works (especially those associated with sub-component 1.2), and including the specific Environmental Social Health and Safety (ESHS) mitigation measures as per the Legal Framework prescribed in the Guyana's Laws and in compliance with the relevant IDB Operational Policies applicable to Environmental and Social Safeguards.

Based on the Environmental and Social Management Framework (ESMF) prepared for the AHUAP, it was recognized early that the Program may involve the temporary or permanent economic displacement of formal and informal enterprises. However, at the time, due to limited information on the exact locations and types of intervention in Sophia, physical resettlement activities were not anticipated and the magnitude of displacements were unknown. Nonetheless, the CH&PA, and by extension the Government of Guyana recognized even then that physical displacement of people must be avoided wherever possible, and where involuntary displacement is unavoidable, all people affected receive a full and fair entitlement for their losses, and where they are able to benefit from livelihood restoration activities/measures instituted under the AHUAP.

Consequently, in 2017, the Government of Guyana agreed to present to the IDB, the final Livelihood Restoration Plan (LRP) for the Community of Sophia, prior to the beginning of construction works (as outlined in Section 6 (b) (i) of the Amending Agreement), and where the livelihood restoration process must be undertaken in a manner that is compliant with the ESMF, ESA and IDB's Operational Policy OP-710 on Involuntary Resettlement and OP-703 on Environmental and Safeguards Compliance. To this end, a Preliminary Livelihood Restoration Framework (PLRF) was prepared in 2017, and is applicable to the AHUAP in all housing areas designated for project interventions. The CH&PA adopted the PLRF in 2017 as part of the special conditions outlined in Section 6 (a) (iv) of the Project's Amending Agreement.

This LRP addresses all the displacement related impacts associated with project works in Sophia, and further defines the methodology for entitlements' calculation/determination and disbursement to all those persons whose assets and or income/business will be affected by this project (as outlined in the Preliminary Livelihood Restoration Framework (PLRF) presented under Section 5.4 of the ESMF). This document provides the livelihood restoration measures for only the Project Affected Persons (PAPs) in Sophia that will be affected by construction works under sub-component 1.2 of the project. LRPs for sub-component 1.2 for the other project communities will be prepared based on the PLRF.

1.5.1 ORGANIZATION RESPONSIBLE FOR LRP IMPLEMENTATION

The Central Housing and Planning Authority (CH&PA) will be responsible for the implementation of this LRP. It is the responsible party to execute and manage all construction works under the AHUAP, and coordinate the involvement of different parties responsible for providing operational support and technical backstopping towards the implementation of various aspects of the LRP. A 16 member Project Management Team (PMT), comprising experienced and professional staff of the CH&PA has been assigned the task of ensuring project objectives are fulfilled on time and in order. This includes the activities/objectives to be undertaken as part of the LRP implementation.

1.6.2 SCOPE OF THIS LIVELIHOOD RESTORATION PLAN

This Livelihood Restoration Plan details the policies, procedures, budget, mitigation measures (including entitlements) and implementation schedule for the restoration of livelihood (and addressing economic disruption) of Project Affected Persons (PAPs) within the project affected area i.e. Sophia Housing Area. This LRP is designed to maximize the likelihood of ensuring that any individuals economically displaced by Program activities have their socio-economic conditions re-established or improved, and where the implementation of the LRP itself is undertaken in a transparent, consistent and equitable manner.

According to the 2019 socio-economic survey and asset inventory, which was conducted as part of the development of this LRP, project activities are going to cause negative impacts in Section A – Block X Liliendaal, Section B – Pattensen, Section C – Turkeyen, Section D – Turkeyen and Cummings Park – Section C Cummings Lodge, which will be mitigated. A summary of the potential negative impacts and mitigation measures are outlined in Table 4.8 and include the Disruption of Land by Squatters, Disruption of Crops/Trees/Plants, Disruption of Structures (residential and commercial structures), Disruption of Regular Income from Businesses, and Disruption of Access to Land used by Squatters for Subsistence Farming. The Project Footprint also includes the immovable assets of Landowners/Formal Land Users such as concrete bridges, drains and fences, some of which may experience reduced income from their businesses being affected.

CH&PA will act in accordance with IDB’s OP-703 to minimize the negative impacts, which may affect people. Furthermore, the CH&PA has made the necessary adjustments to project design plans to minimize negative impact, and has further developed and implemented an Environmental Social Management System (ESMS) for the AHUAP, inclusive of instituting the ESHS governance structure and developing the relevant ESA ESMPs, all in accordance with the Amendatory Agreement and IDB OP-703. As a key Plan developed under the ESA and as part of the ESMS, the purpose of this LRP is to describe how measures to minimize the potential impacts on livelihoods would be implemented and how monitoring of the LRP’s implementation will be undertaken to ensure success of the livelihood measures.

The scope of the LRP developed and implemented for the AHUAP covers the following essential components, as advised by IDB-MG-613:

- Identification of Project Affected Persons (PAPs), project impacts and affected economic activities;
- A description of the legal framework of economic compensation;
- An entitlement framework/matrix, which identifies categories of PAPs and or affected economic activities;
- A description of how the LRP will be implemented, with implementation schedule, budget, and organization responsibilities/institutional arrangements;
- A framework for public consultation, participation, and development planning;
- A description of provision for redress of grievances; and
- An initial framework for monitoring, evaluation, and reporting.

This document is organized into the following eight chapters, which provides further details of the above activities:

Chapter One describes the Project (including associated Project components) and its layout, and further provides an overview of the Livelihood Restoration Plan.

Chapter Two provides detailed information about the methodology and critical activities undertaken during the livelihood restoration planning process.

Chapter Three describes all relevant local laws, approaches and IDB policies that apply to economic entitlements, and to be adopted with regard to these issues; identification of differences or gaps between local laws and IDB policies (relative to compensation), if any; description of project-specific mechanisms to address gaps with respect to IDB policies; and confirmation that restoration implementation will be based on the agreed LRP and reflected in legal documents such as a loan agreement.

Chapter Four provides detailed information about the number and categories of PAPs (including vulnerable groups) based on the socio-economic survey and asset inventory of the project-affected populations. This chapter also details the type and extent of project impacts (positive and negative impacts) on people, land and assets, and associated mitigation measures, which will be instituted in the context of LRP implementation.

Chapter Five details the entitlements that will be necessary for each type of impact that can be suffered by PAPs. The Entitlement Framework comprises a matrix, which identifies the different categories of affected economic activities (including illegal ones) and or categories of affected people with corresponding entitlements including specific livelihood restoration measures. This chapter also provides the valuation methodology that was used to arrive at the various entitlements.

Chapter Six identifies and describes project level organizational/institutional arrangements to ensure preparation and implementation of the LRP. Also provides an implementation schedule, which lists the chronological steps in implementation of the LRP, and outlines the corresponding initiation and completion dates for all LRP activities. This chapter also provides an estimated budget, by cost and by item, for all LRP costs including planning and implementation, management and administration, monitoring and evaluation, and contingencies.

Chapter Seven describes the mechanisms/CH&PA’s approach for consultations/engagements with, and participation of, the affected stakeholders regarding project impacts and mitigation measures, and development opportunities for disruption of income/livelihood. Table 7.1 of this chapter includes the records of all public consultation with affected stakeholders including overview of public meetings, and number of attendees, and Critical Comments/Topics discussed. This chapter also explains the public disclosure processes within the context of the LRP.

Chapter Eight presents a step-by-step process for registering, addressing and or resolving grievances with specific details regarding a cost-free process for registering complaints, response time, and communication modes. This mechanism will be functional throughout Livelihood Restoration planning and implementation.

Chapter Nine describes the monitoring, evaluation and reporting (MER) mechanism for the LRP with specific details regarding the key indicators that will be used for internal monitoring, external monitoring and outcome evaluation, the institutional arrangements for MER, frequency of reporting and content for monitoring, and provisions for outcome evaluation by third-party services. Project progress, performance and outcomes will be tracked, assessed and reported on herein.

1.6.3 PRINCIPLES OF THIS LIVELIHOOD RESTORATION PLAN

The Project’s Preliminary Livelihood Restoration Framework (PLRF) was developed by the IDB, based on the IDB’s Operational Policy OP-703 on Environmental and Safeguards Compliance, to guide the process of developing the final Livelihood Restoration Plan and subsequently managing the livelihood restoration process, which may arise as a result of project works. The PLRF was subsequently adopted by the CH&PA in 2017 as part of the Project’s Amending Agreement between the Government of Guyana and IDB. This LRP updates the PLRF dated August 2017, and is therefore guided by the following overarching principles described in the PLRF:

- Displacement should be avoided wherever possible;
- Where involuntary displacement is unavoidable, all people affected by it should be provided with entitlements to fully and fairly for disruption of assets;
- Involuntary displacement should be conceived as an opportunity for improving the livelihoods of the affected people and undertaken accordingly; and
- All people affected by involuntary displacement should be consulted and involved in the restoration planning process to ensure that the mitigation of adverse effects as well as the benefits of restoration activities are appropriate and sustainable.

The following principles also guided the livelihood restoration planning process for the Sophia Housing Area:

- IDB Operational Policy OP-703 on Environmental Safeguards and Compliance, IDB OP-710 on Involuntary Resettlement, IDB’s Implementation Guidelines for OP-703, IDB

Series - Social Impact Assessment: Integrating Social Issues in Development Projects (IDB-MG-613), and IFC's Handbook for Preparing a Resettlement Action Plan 2005, all guided the process;

- Implement an efficient and effective livelihood restoration process to serve as an example for future restoration processes in Guyana;
- Process should be driven by consultation and participative planning, and;
- Design entitlement framework and livelihood restoration measures to ensure sustainable benefits.

1.6.4 OBJECTIVES OF THIS LIVELIHOOD RESTORATION PLAN

This Livelihood Restoration Plan was developed in the context of applicable laws and policies of the Government of Guyana and is consistent with the IDB's Operational Policy OP-703 on Environmental and Safeguards Compliance, and the IDB's Preliminary Livelihood Restoration Framework (PLRF) prepared for the AHUAP. IDB's OP-703 and the PLRF requires the preparation of a LRP for all IDB financed projects causing economic displacement including the disruption of income and livelihoods, and the acquisition of immovable assets affecting the lives of persons living within the project area. This LRP is prepared for the livelihood restoration approach for sub-component 1.2 of the AHUAP in Sophia. This LRP aims at:

- Identifying the numbers and categories of PAPs;
- Assessing the potential impacts and suggestive mitigation measures;
- Assessing and Quantification of PAPs entitlements;
- Developing a process for implementation of the LRP and its monitoring system;
- Developing a Grievance Management System to deal with grievances related to the livelihood restoration process.

1.6.5 METHODOLOGY

The methodology adopted begins with the identification of the PAPs, clearly categorized in terms of type of disruption, assessment of their socio-economic conditions and estimation of a fair entitlement for their losses. Chapter 1 provides a detailed description of the LRP study methodology that were used in the preparation of this LRP. The key activities taken up for the preparation of this LRP includes the following:

- a) Thematic Mapping;
- b) Community Mobilization and Sensitization Meetings with PAPs, and;
- c) Socio-Economic Survey (inclusive of census) and Asset Inventory of PAP's losses.

2 LRP STUDY METHODOLOGY

2.1 DESK STUDY

A desk study was carried out to comprehensively review secondary data and information from documents and reports on Sophia, project documents, policy frameworks and guidelines, and other publications related to the LRP, before embarking on LRP field work activities i.e. socio-economic survey and asset inventory. This was done to improve the LRP Development Team's understanding of the exercise and in the development of strategic data collection tools for the socio-economic survey and asset inventory. The key relevant documents that were collected and reviewed include:

- 1) For the socio-economic survey, documents reviewed included the Environmental Social Assessment (ESA) and Environmental Social Management Framework (ESMF) developed specifically for works in Sophia under the AHUAP;
- 2) AHUAP Preliminary Livelihood Restoration Framework (LRF), 2017
- 3) The 2012 Population Census Report of Guyana;
- 4) CH&PA's Residential Area Development Plans for Sophia;
- 5) AHUAP Project Layout Maps and Design Report
- 6) Inter-American Development Bank Operational Policies, IDB Series on Environmental and Social Risk and Opportunity, and Implementation Guidelines with focus on:
 - Involuntary Resettlement Policy (OP-710)
 - Environment and Safeguards Compliance Policy (OP-703)
 - Implementation Guidelines for Environmental and Safeguards Compliance Policy
 - IDB Series - Social Impact Assessment: Integrating Social Issues in Development Projects.

2.2 THEMATIC MAPPING

Before commencing field activities (socio-economic survey (inclusive of census) and asset inventory), existing residential maps/plans and baseline information on the Project area (including those of previous reconnaissance surveys and the ESA) were compared to the design reports and project layout maps for the AHUAP in Sophia to filter, identify and categorize potential PAHs¹ and their location² within the project infrastructure corridors that may be affected due to their proximity. This information was then used to plan further consultation/engagement activities with the PAPs and for determining the specific targets (PAPs) of the socio-economic survey and asset inventory.

¹ Includes institutional Lots, Parcel of lands being occupied or used by Informal land users, and Residential Lots where commercial activity is ongoing.

² The absolute location (Lot Number) for each Project Affected Household (PAH) and Relative Location of Informal Land Users (squatters) identified during thematic mapping was compiled as the initial list of PAHs/PAPs for verification and assessment under the socio-economic survey and asset inventory, after which would yield the final list of PAHs/PAPs eligible for entitlements under the AHUAP.

Based on the findings of the thematic mapping process, the following categories of PAPs, number of PAPs per category, their general location (area) and type of impact were identified and presented in Table 2.1 below.

Table 2.1 Category of Potential PAPs by Type of Impact

Location (area)	Category of PAP	Type of Impact	Total number of PAHs (Lots) or Parcels of Land (for informal land users) with affected structure/economic activity.
Section A	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	16
		Drains affected (partially or completely)	8
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business (shop/snackette) temporarily affected	11
		Business (variety shop, snackette, school vending stalls, snackette and other shops) temporarily affected	6
	Informal Land User (Business on Parcel of Public Land)		
Land Owner/Formal Land User (Institutional)	Playschool temporarily affected	1	
	Church temporarily affected	2	
TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Section A			44
Section B	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business (grocery shop, general store, hardware store, restaurant, block making facility, beauty parlor, poultry business other shops/snackettes) temporarily affected	20
		Business (Fruit and snack shop, barber shop, grocery shop, vulcanizing shop and other shops/stalls/snackette) temporarily affected	13
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	38
		School temporarily affected	1
	Land Owner/Formal Land User (Institutional)	Church temporarily affected	3
TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Section B			75
Section C	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business (grocery shop, apartment complex, bar, general store, snackette, vulcanizing shop, pharmacy and other shops) temporarily affected	26
		Business (Fruit and general shop, grocery shop and other shops/stalls/snackette) temporarily affected	9
	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	14
		Driveway affected (partially or completely)	48

	User (Residential/Commercial)			
	Land Owner/Formal Land User (Residential/Commercial)	Drains affected (partially or completely)		56
	Land Owner/Formal Land User (Institutional)	Daycare and playgroup temporarily affected		1
		Church temporarily affected		2
	Land Owner/Formal Land User (Residential Lots only)	Fence affected (partially or completely)		1
TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Section C				157
Section D	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)		11
	Land Owner/Formal Land User (Residential Lots only)	Fence affected (partially or completely)		1
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business (block making facility, restaurant, grocery shop, poultry business, salon, barber shop, welding shop snackette, indoor snackette, and other shops) temporarily affected		29
	Informal Land User (Business on Parcel of Public Land)	Business (Fish shop, grocery shop, bread shop, diary shop and other shops/stalls/snackette) temporarily affected		12
	Land Owner/Formal Land User (Institutional)	Church temporarily affected		3
TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Section D				56
Cummings Park	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)		12
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)		3
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business (Beverage shop, plant shop and other shops/snackette) temporarily affected		11
	Informal Land User (Business on Parcel of Public Land)	Business (shops/snackette) temporarily affected		2
	Land Owner/Formal Land User (Institutional)	Church temporarily affected		1
		Community centre temporarily affected		1
TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Cummings Park				58

2.3 FIELD WORK PREPARATION ACTIVITIES

Prior to commencing field work, the PMT conducted the following preparatory activities:

- Mobilization of the PRPEU, CDD and ESSU on January 24 2019 to plan for the socio-economic survey and asset inventory, and further contact the targeted PAPs via letter informing them of the impending interview/meeting with them, and preparation of a schedule (Action Plan) for the critical LRP development activities including the estimated initiation and completion dates for surveys and inventory meetings in the different sections of the Project area.
- Organizing meetings with the representatives of the local community groups within the various sections of the project area to brief them on the LRP assignment and the activities to be undertaken.

2.4 COMMUNITY MOBILIZATION AND SENSITIZATION MEETINGS

A Participatory approach was adopted to mobilize and sensitize the PAPs in all sections of the Sophia Housing Area. The objectives of the public engagement/consultative meetings were to:

- Describe the scope of the Project for the different sections of Sophia;
- Information dissemination and sensitization on the LRP development activities, especially those that would require active PAP participation;
- Discussions on the schedule and modalities for the socio-economic survey and asset inventory. This included an explanation of the PAPs' role in the exercise;
- Discussion on the use and application of the LRP to potential PAPs in Sophia, and;
- Collection and collation of public comments on livelihood restoration.

Participants included affected households within project area as well as the specific stakeholders at the local advocacy level such as community groups. With the support of the CDD, the process of community mobilization and sensitizing communities on the socio-economic survey started by engaging community group representatives in consultations and community meetings held at CH&PA Head Office, and in the various sections of the Sophia Housing Area. The meetings generated dialogue with youths, women and men and youths throughout the localities of Sophia. For the socio-economic survey and asset inventory, a letter was provided to the participants beforehand, and this covered participation in the census and socio-economic baseline surveys, a brief overview of the purpose of the visit, and served to inform them of the LRP Suggestion Box, which is hosted, at the CH&PA Head Office. See Table 7.1 for a list of the sensitization sessions conducted relative to the LRP:

The Environmental and Social Safeguards Coordinator sensitized the participants on the potential environmental and social impacts of the Project, and the measures that are in place to manage and mitigate those impacts. The Community Development Specialists sensitized participants on the goals of the project and the different benefits that will arise as a result of its

execution. Participants are always given the opportunity during a Questions and Answers (Q & A) session at the end of presentations to give their views or make comments/queries. Consequently, these meetings provide a platform for expression of the overall opinions, issues and concerns by community members who live or conduct economic activities within or near the project corridor.

2.5 SOCIO-ECONOMIC SURVEY (INCLUSIVE OF CENSUS)

2.5.1 INTRODUCTION

In order to provide a framework for the process necessary to guarantee the re-establishment of the socio-economic conditions of people, and appropriately manage and mitigate economic displacement, it is necessary that the socio-economic situation of PAPs be quantified. Consequently, the socio-economic survey was used since it examines the social, environmental and economic conditions of persons/households affected by the project. The survey is viewed as a key component of the LRP implementation process, which aims at generating baseline information for LRP monitoring and evaluation. Information gathered at this stage will be used as a benchmark against which achievements and change (i.e. activities which guarantee livelihood restoration) realized from the LRP and project will be measured. Such benchmarks will be evaluated using verifiable indicators of progress, performance and outcomes as presented in section 9 of this LRP document.

2.5.2 OBJECTIVES OF THE SOCIO-ECONOMIC SURVEY

The main objective of the survey exercise is to:

- a) To identify and verify the locations of PAPs living or practicing any activity within the proposed project infrastructure corridors;
- b) To identify property within the area that is legally owned by PAPs ;
- c) To determine the various types of impacts to PAPs arising from infrastructure works in the area;
- d) To collate information on the effects of physical displacement on PAPs;
- e) To determine the standard characteristics of affected households, including basic demographic data (including household organization), daily income from both formal and informal economic activity, vulnerable persons e.g. disabled, aged, female headed households;
- f) To identify any common area (lots/reserved lands) and or natural resources from which people derive their livelihoods and sustenance, and;
- g) To identify and enumerate affected public infrastructure (including institutional Lots/assets) and social facilities in the project area.

2.5.3 EXPECTED OUTPUTS

The expected outputs from the exercise were to report the findings of the following;

- a) Verified number, category and location of PAPs;
- b) PAHs demographic characteristics;

- c) Land use patterns since land is a major unit of production;
- d) Vulnerable Groups Analysis for the variables; gender (female headed households), disability, age and land-based (farming);
- e) Expected type of impacts of the project to PAPs (including disruption of livelihood/income, natural resources affected, lots affected), and;
- f) Economic analysis of commercial activity, which may be affected.

2.5.4 APPROACH AND METHODOLOGY

The socio-economic survey was carried out from February 11 – March 1st 2019 for Sophia, and March 1st – March 11th 2019 for the Durban Backlands Area, and involved field visits and interviews with Project Affected Households including informal land users (squatters/occupiers and street side vendors) that were considered to be within the project infrastructure corridor. The initial list of PAHs compiled during the thematic mapping process (section 2.2) was used for targeting the conduct of the survey (field visits and interviews) with the PAPs. The socio-economic survey was conducted for the whole project area i.e. starting with LRP area 1-Section A (Block X Liliendaal) through LRP area 2-Section B (Pattensen), LRP area 3-Section C (Turkeyen), LRP area 4-Section D (Turkeyen) and concluding at LRP area 4-Cummings Park (Section C Cummings Lodge). Based on the initial list, the locations of all PAPs (lot Number for each Project Affected Household (PAH) and Relative Location of Informal Land Users (squatters)) were visited to firstly verify whether the PAHs including Informal Land User would in fact be affected by project works based on their proximity to planned works, and if that is the case, proceed to identify the owner of the affected structure/asset, and affected business as relevant to the PAH, after which the socio-economic survey was conducted. Based on the survey, 205 PAHs out of the initial list of potential PAHs (390 PAHs) were verified as being affected within the project corridor (post-survey), which is about 62% of the initial list. See Table 2.2 below for survey distribution:

Table 2.2 Survey Distribution

Section (area)	Number of Potential PAHs	Number of HHs verified as PAHs	Number of Interviewed/Surveyed PAHs	% Interviewed/Surveyed HHs
A	44	33	33	100
B	75	54	54	100
C	157	23	23	100
D	56	48	48	100
Cummings Park	58	24	24	100
Durban Backlands Area³	0	23	23	100
TOTAL	390	205	205	100

³ Initially, the Durban Backlands Area was not considered during the thematic mapping process. However, during the socio-economic survey for Sophia, it was determined that the construction of a Road Linkage into Plum Park (Sophia) from Homestretch Avenue (Durban Backlands Area) was needed to facilitate the efficient daily transport of construction materials and improve the overall movement/logistics of Heavy Construction Vehicles (HCVs) relative to the works under the AHUAP. Consequently, informal Land Users will be affected as a result of this infrastructure works (Linkage), and was therefore captured during the Socio-Economic Survey, and included as part of this LRP.

a) Fieldwork and Data Collection

All field work was conducted within twenty six (26) days from February 11 to March 16 2019. All data was consolidated into an SPSS Master Database. The enumerators to collect socio-economic baseline survey data were selected from the PRPEU within the CH&PA. This was arranged during the LRP Team meeting on January 24 2019 when the PRPEU was tasked with identifying and providing the names of two employees within the Unit for conducting the survey. Involving PRPEU staff as enumerators was a deliberate decision by the PMT to ensure a successful survey and moreover, that those enlisted understood the area (from past reconnaissance surveys/site visits), interacted easily with the local people (on similar previous exercises), and possess the experience and are qualified in conducting research, data collection and analysis for the CH&PA. Each person was tasked with leading a team for the socio-economic survey data collection. During the survey, the enumerators were able to access the project layout maps and residential development plans/maps of the area.

b) Preparing Enumerators and Improving the Data Collection Tools

Both enumerators of the PRPEU were deployed to conduct the socio-economic survey, and worked under the supervision of an accompanying Engineer from the CH&PA's Projects Department, and the Head of the PRPEU. A brief orientation session was conducted by the Head of PRPEU one (1) week in advance of the start of the survey on February 11 2019. The objective of the session was to provide insight to the survey team on the objectives of the survey, crucial issues/information to observe, logistics arrangements, application of the survey tool and schedule for survey activities. This time period was also used by the enumerators to familiarize themselves with the details of the survey and expected outputs.

Before the survey was executed, the survey tool was subject to several reviews by the LRP team and other senior members of the PMT. Consequently, the tool was refined and updated to adequately reflect the data needs of the LRP. To ensure there was wide coverage, a meeting was also held on January 23 2019 at CH&PA's Head Office with the representatives of the various community groups of Sophia as a means of broadening their awareness of the survey, and garner their support in informing their fellow residents and encourage their participation. In addition, to further ensure PAPs were available to participate in the survey, a letter was sent one (1) week in advance to the PAHs (including Informal Land Users) based on the initial list of PAHs, informing them of the upcoming survey (including date), purpose of the visit/interview, and their role in participating.

c) Sampling Design

Purposive/Judgment sampling was selected and was applied to cover all five (5) sections/areas of the project area, especially given its applicability (and success) in obtaining data needed for the development and execution of Livelihood Restoration Plans (LRP) and Resettlement Action Plans (RAP). Instead of surveying and interviewing every household within the project area, a sample of households from each section (A, B, C, D, Cummings Park), which all demonstrate similar socio-economic characteristics was targeted for the survey. To determine this sample, a list of 391 potential PAHs was compiled during the thematic mapping process based on their proximity to project infrastructure works (see Section 2.2). Based on the list, these potential

PAHs were then visited in order (as per section/area), and where an on-the-ground verification exercise was conducted during the visit to determine if infrastructure works will in fact affect the PAHs, and if this is the case, an interview and the socio-economic survey with the PAH was then done, and an asset inventory conducted where the structure/asset of the PAH is affected. While on the ground, local community groups and other residents were instrumental in providing guidance to locate the sampled PAHs according to the proposed infrastructure layout. To ensure quality control throughout the survey, an Engineer accompanied each team, and provided close supervision of enumerators.

d) Data Analysis

The data analysis of quantitative data was conducted by the PRPEU using the statistical software program known as Statistical Packages for Social Sciences (SPSS) version 20. Data was presented in the form of tables.

2.5.5 RESEARCH INSTRUMENTS

a) Household/Commercial Activity Questionnaires

Socio-economic survey data of each affected household or affected person was collected using two structured questionnaire i.e. Questionnaire 1 designed specifically for cases of residential disruption, and Questionnaire 2 designed for cases where there is disruption to commercial/residential commercial activity. The survey tools were designed to capture socio-economic status of the households both quantitatively and qualitatively. Both questionnaires comprised questions divided into sections on Lot Occupant Details (including name, contact number and name of household head), Family Structure and Relocation, while only Questionnaire 2 consisted of a section on Commercial Activity. Alongside the Engineer, the enumerators visited each affected PAP and collected data specifically pertaining to land ownership details, demographic data, type of expected impact and vulnerable groups e.g. disabled, elderly, female headed household and informal land users. See Annex V for the socio-economic data collection tools. On completion of each interview, the survey instruments were signed by the CH&PA Officer conducting the activity, and by the person providing the information.

b) Participatory Observations

This included observing any affected structure/assets, land use and economic activities, which will be impacted, and taking photographic evidence of the affected structure/land use.

c) Transect Walks

Enumerators from the PRPEU conducted an initial site survey on February 4 - 8 2019 to provide qualitative and quantitative data on the numbers, location and types of impacted structure/asset/economic activity of potential PAPs within the project area. This was done to support the primary data collection efforts of the socio-economic survey. This also included observing the structure, land use and economic activities.

2.6 ASSET INVENTORY

During the socio-economic survey, a CH&PA Engineer carried out an inventory of all assets (including structures and plants/crops/trees) that will be affected by project interventions. The inventory data of each affected structure for the affected household/person was collected using a structured Asset Inventory Sheet for recoding the technical specifications of the asset (see Annex VI). Specifically, the inventory involved the identification of the type of asset, and an assessment of its size, conditions, and construction materials. The Engineer further made a recommendation for the asset to be relocated, dismantled, dismantled and rebuilt, retrofitted to new structure and or other based on the impending project works.

3 LEGAL FRAMEWORK FOR LIVELIHOOD RESTORATION

This component seeks to review the various laws of Guyana as it relates to economic compensation and how the said laws relates to the Inter-American Development Bank - Adequate Housing And Urban Accessibility Program- Reformulation Loan Agreement and Livelihood Restoration Plan.

The Constitution of the Co-operative Republic of Guyana, the Civil Law of Guyana Act, The Deeds Registry Act, Land Registry Act, Town and Country Planning Act, Housing Act, Acquisition of Lands for Public Purposes Act and State Lands Resumption Act were examined as follows:-

3.1 CONSTITUTION OF THE CO-OPERATIVE REPUBLIC OF GUYANA

The Constitution of the Co-operative Republic of Guyana is the supreme law of Guyana. It states that if any other law is inconsistent with it, that other law shall, to the extent of the inconsistency, be void: Part – General Principles, Chapter 1, Art. 8.

In the Constitution “every citizen has the right to own personal property which includes such assets as dwelling houses and the land on which they stand”...:Art 19.

According to Art. 142 (1) “No property of any description shall be compulsorily taken possession of, and no interest in or right over property of any description shall be compulsorily acquired, except by or under the authority of a written law and where provision applying to that taking of possession or acquisition is made by a written law requiring the prompt payment of adequate compensation”.

Art. 142(2) states that nothing contained in or done under the authority of any law shall be held to be inconsistent with or in contravention of the preceding paragraph-

- (a) (vii) for so long as may be necessary for the purposes of any...improvement.
- (viii) which is not beneficially occupied or which, if it is beneficially occupied, is not so occupied by the holder of the title to the land or by any member of his or her family

Therefore the Constitution guarantees that compensation must be paid in the event of taking possession or acquisition of property.

3.2 CIVIL LAW OF GUYANA ACT, CHAPTER 6:01

Objective: *This is an Act to codify certain portions of the Roman-Dutch Law of the State and in other matters to substitute the English Common Law and Principles of Equity, along with certain English Statutory Provisions for the Roman-Dutch Law.*

This Act recognizes that immovable property may be held as heretofore in full ownership, which shall be the only ownership of immovable property recognized by the common law...: Section 3 Proviso (i).

Therefore for someone to be the owner of property they must be in receipt of a document of ownership, be it a transport, Certificate of Title or Long lease.

As noted above, in Guyana, full ownership is recognised.

3.3 THE DEEDS REGISTRY ACT, CHAPTER 5:01

Objective: *This Act regulates the issuance of Transport, Judicial sale Transport or lease*

According to Section 23 of this Act states that “every Transport of immovable Property other than judicial sale transport shall vest in the transferee the full and absolute title to the immovable property”.

3.4 THE LAND REGISTRY ACT, CHAPTER 5:02

Objective: *An Act to provide for the registration of land and for matters connected therewith.*

Section 65 of this Act states that “the title of every registered proprietor shall be absolute and indefeasible and accordingly shall not be impeached or affected in anyway by the existence in any other person or interest (whether by grant from the state or otherwise...)

This Act unlike the Deeds Registry Act provides for payment of compensation from an Assurance Fund to any person suffering loss or damage whether by deprivation of land or otherwise by reason of any error, omission or mis-description, 6the rectification of the register, bringing any land under the Act, loss or destruction of any entry in the register or any instrument or document lodged at the Registry etc: Section 128, Chapter 5:02.

In instances where compensation is payable it shall not exceed the value of the land immediately before the time of rectification: section 131(a) or the value of the land at the time when the entry, error, omission or misfeasance which caused the loss was made: section 131(b).

To obtain compensation, any person may commence legal proceedings against the Registrar: section 132(1) and the court will make the determination of the amount of compensation to be paid: section 134.

If however, the Registrar admits the claim and the claimant accepts the amount offered in settlement, the amount shall be paid from the Assurance Fund: Section 133.

3.5 TOWN AND COUNTRY PLANNING ACT, CHAPTER 20:01

Objective: *An Act to make provision for the orderly and progressive development of Land, Cities, Towns and other areas, whether Urban or Rural, to preserve and improve the amenities thereof, and for other matters connected therewith.*

Under this Act, compensation is payable if land is acquired or in bringing a scheme into operation, any property is injuriously affected or anyone has incurred expenditure as a result of the revocation or variation of the scheme.

Section 26 provides for acquisition of land by purchase by agreement where land is required for carrying out the improvement or controlling the development of frontages to, or of lands abutting on or adjacent to, any road or proposed road...: section 26(a) or land required for securing the satisfactory development of any land in accordance with the provisions of the scheme (for example, plots inconvenient size or shape or alignment is inconvenient etc).

Land can also be acquired by compulsory acquisition: Section 27. The Minister may by order publish in the Gazette declaring the land described in the order shall be compulsorily acquired and deposit at the Deeds Registry a copy of the Order with a Plan. The land and buildings on the deposit shall without any conveyance, vest in the State free of all incumbrances: section 27(2) and (3).

Compensation shall be assessed and paid according to the provisions of the Acquisition of Land for Public Purposes Act: section 27(4).

As it relates to Compensation and Betterment, compensation is payable if the person's property is injuriously affected and is decreased in value or so far as it reasonably incurred the amount of abortive expenditure.

No compensation is payable if any building is erected after the material date unless permission was obtained from the Central Authority: section 31(1).

In order to make a claim for compensation, a notice in writing stating the grounds of the claim must be served on the Central Authority. The claim must be served with 12 months after the date giving rise to the claim or within three years after the completion of the work: section 34.

Interestingly, the Central Authority may recover from any person whose property is so increase in value by the coming into operation of any provision contained in a scheme within three years after the completion of the work. The Central Authority may recover an amount not exceeding one-half of the amount of the increase: section 33(1). Here, the sum is recoverable in annual instalments over a period of 20 years and not more than 30 years together with an interest rate of three and one half per cent per annum: section 33(2)

Unless the sum to be paid by the Central Authority for compensation or the sum to be paid to the Central Authority for betterment is agreed between the parties, the claim shall be referred to be determined by a Judge by notice in writing. In this case, the matter is dealt with in a summary manner, witnesses called and costs may be allowed: section 36.

Any sum due and payable to the Central Authority under sections 33, 35 or 36 after the expiration of three months shall become due and payable and recoverable by parate or summary execution or by action against the proprietor as a civil debt.

3.6 HOUSING ACT, CHAPTER 36:20

Objective: *An Act to make provision with respect to the Housing of persons of the working class and for purposes connected therewith.*

One of the powers of the Central Authority is to acquire land or buildings or an interest therein for all or any of the purposes of an approved scheme which may include the erection, construction, maintenance and improvement of houses etc: Section 11(a).

Part III of the Act deals with Preparation and Approval of Schemes

Under this part, and in particular, section 16 deals with the power of the Central Authority to declare an unhealthy area to be a slum clearance area. This section can be considered in the context of resettlement where housing conditions are deemed dangerous or injurious or likely to be injurious to the health or welfare of the inhabitants by reason of disrepair or sanitary defects of dwelling houses or tenement rooms or as a result of bad arrangement of the houses or roads. The Central Authority can order the demolition, reconstruction or repair of houses or tenement rooms unfit for human habitation and may also acquire the land and buildings and undertake to demolish reconstruct or repair the dwelling houses.

Part V of this Act deals with Acquisition and Compensation

The **Owner** is defined as “a person who is for the time being entitled to dispose of the absolute title in the land or of the title to the building, whether in possession or in reversion, and includes a person holding or entitled to the rents and profits of the land or building under a lease or agreement the unexpired term whereof exceeds three years”: section 2. A similar definition is found section 2 of the Town and Country Planning Act.

The Central Authority may acquire land or buildings or any interest therein by way of gift or private treaty or compulsorily: section 27. The Central Authority may enter into agreement for the purchase or by resolution decide to acquire compulsorily: section 28.

Compensation shall be payable by the Central Authority in accordance with the acquisition of lands for public purposes: section 30.

Compensation may be payable where a dwelling house is compulsorily acquired due to it being unfit for human habitation, if it is well maintained. Compensation is payable equal to the aggregate expenditure five years before the date the order was made exceed an amount equal to one and one quarter times the assessed value of the house or to one and a half times or if the house is occupied or owned and occupied by him or a member of his family continuously during three years immediately before the date, three times the assessed value shall be paid: section 31(2) (a) and (b).

A person displaced by the creation of a slum clearance area or re-development area, or purchased as unfit for human habitation, or if anyone is carrying out a trade or business in such a dwelling house or other building may be paid a reasonable allowance for the loss or disturbance of his trade or business: section 32.

Owners of land opposing the slum clearance scheme or redevelopment order may be given reasonable expenses as the Minister may by Order declare: section 33.

3.7 ACQUISITION OF LANDS FOR PUBLIC PURPOSES ACT, CHAPTER 62:05

Objective: *An Act to facilitate the acquisition of lands required for public purposes.*

Under this Act, lands or any building or erection may be either purchased or by order declared for a public work. The land or building or erection is vested in the state subject to the payment of the purchase money or of any compensation: sections 6 and 7.

The owner of any land acquired or injured by the erection or construction upon lands acquired shall be entitled to compensation: section 11.

The Court assesses the amount of compensation to be paid to the owner of the land and to all others having any just right, title or interest, to or in the land or any portion thereof: section 15.

In determining claims for compensation, the Court may take into consideration the market value of the land on the date of the publication in the Gazette, any damage sustained by the person interested at the time of awarding compensation, the damage (if any) sustained by the person interested at the time of awarding of compensation by reason of the acquisition affecting his property or his earnings, or if the person is compelled to change his residence or place of business, the reasonable expenses incidental to the change: section 18.

Compensation may be payable in land bonds which shall bear interest at the discretion of the Minister: section 25.

3.8 STATE LANDS RESUMPTION ACT, CHAPTER 62:02

Objective: *An Act to provide for the resumption of lands alienated by the State which are abandoned by the owners thereof.*

Any land in Guyana alienated by the State that appears abandoned for eight years or upwards and the owner or anyone lawfully claiming cannot be ascertained, after following the procedure laid out in this Act, the land will be resumed by the State: section 3(1).

Lands resumed shall be appraised and the value recorded in the office of the Commissioner; section 11. Anyone who establishes within ten years from the date of resumption in the Gazette to the satisfaction of the Minister that he is entitled to be paid the appraised value, shall be paid by the Accountant General out of the moneys provided for the purpose by Parliament: section 12.

3.9 SUMMARY OF LEGISLATIONS AND IDB POLICY

From the foregoing, compensation under the local laws is only payable to the owner of the property who has title to the land or building or who is a lessee. However, the IDB policy incorporates in addition to the owner, an occupier or someone who has no legal right to the land occupying. Therefore, a squatter or encroacher is also entitled to compensation as a formal land owner.

The payment of compensation is done by way of an agreement between the parties, or as determined by a judge or through the Court. IDB policy acknowledges assessment of compensation by agreement of the parties (referred to as the Central Authority and Project Affected Households).

Apart from the fact that compensation is payable through the medium provided for by the IDB, it is interesting to note that similar forms of compensation is payable under the Town and Country Planning Act and the Central Authority can also claim against owners of property for betterment.

In addition to compensation, the LRP caters for capacity building initiatives and the provision of employment in the local community during the construction phase of the project. As such, persons will be entitled to intangible or direct benefits for example the development of small businesses and or training in financial management etc. Therefore, the project did not only consider financial compensation but other forms of compensations.

Under Housing Act and the IDB Policy persons are compensated for the loss or disturbance of trade or business and the Central Authority can declare an unhealthy area to be a slum clearance area. Likewise, under the Acquisition of Lands for Public Purposes Act, persons are compensated reasonable expenses if acquisition affects his property or earnings and he is compelled to change or relocate his residence or place of business as is proposed under this project. These approaches somewhat speak to resettlement.

Also, as in the IDB's policy of a cut-off date for addressing compensation, the Town and Country Planning Act also envisages a material date whereby no compensation is payable save if the Central Authority gave permission for the erection of a building after the material date.

Therefore persons who have occupied the land after the cut-off date ought not to be compensated or resettled under the project.

In conclusion, the entitlement framework under the IDB can be seen in the pieces of legislations cited above in one way or the other. Nevertheless, the Central Authority will endeavor to fulfill its contractual mandate and comply with the policies and practices to complete this Contract. Furthermore, the Central Authority confirms that the restoration implementation will be based on the agreed LRP, and where LRP requirements are reflected under Special Condition 6 (b) (i) and (ii) of the Amendatory Agreement between Guyana and the IDB.

4 IDENTIFICATION OF PROJECT AFFECTED PERSONS AND POTENTIAL IMPACTS

4.1 OVERVIEW OF PROJECT AFFECTED PERSONS (PAPs)

According to the Preliminary Livelihood Restoration Framework (PLRF) for the AHUAP (Section 5.4 of the ESMF) and OP-710 on Involuntary Resettlement, Project Affected Persons (PAPs) include those individuals or groups (or businesses) that will be directly affected by activities associated with the project i.e. they may experience either 1) Physical Displacement i.e. Involuntary resettlement of people affecting their residence and requiring physical relocation; 2) Displacement of land-based economic activity (including disruption of livelihood) i.e. significant displacement of economic activity (disruption of income) resulting from land acquisition or by limitations of land use (obstructed access to resources) that eventually will cause physical displacement of people; and 3) Disruption of income or means of livelihood i.e. temporary or permanent, absolute or partial disruption when it is not directly related to land take for project implementation, even if location based.

- **Project Affected Persons (PAPs)**

PAPs are any individual or person who will lose land, property/assets, and or access to their livelihood (including disruption of livelihood income) as a result of the project/project works. There are 537 PAPs in the LRP areas (Male – 254, Female – 283). The total number of PAPs is inclusive of 84 PAPs surveyed/interviewed in the Durban Backlands Area, which has been earmarked for the establishment of a potential linkage into Plum Park (Sophia) to facilitate works under the AHUAP

- **Project Affected Households (PAHs)**

Similarly, Project Affected Household (PAH) is where one or more of its members loses land, property/assets, and or access to their livelihood (including disruption of livelihood income) as a result of the project/project works. There are 205 PAHs in the LRP areas. The total number of PAHs is inclusive of 23 PAHs surveyed/interviewed in the Durban Backlands Area, which has been earmarked for the establishment of a potential linkage into Plum Park (Sophia) to facilitate works under the AHUAP.

In order to provide a framework for the process necessary to guarantee the re-establishment of the socio-economic conditions of people, and appropriately manage and mitigate economic displacement, it is necessary that information on the PAPs (number, category, type of impact, location etc.) be collected.

4.1.1 ELIGIBILITY CRITERIA FOR DEFINING VARIOUS CATEGORIES OF PAPs

Before conducting data collection by way of socio-economic survey and asset inventory, the PMT sought to first define the various categories of PAPs in the context of this AHUAP and the Project Area. The IDB's Operational Policy OP-710 suggests the following eligibility criteria, which were adopted by the PMT for defining and classifying PAPs;

- a) Those who have formal legal rights to the land, and;
- b) Those who have no recognizable legal right to the land they are occupying or using.

Majority (64.9 %) of PAHs fall under category (a), while the remaining (35.1 %) of the PAHs fall under category (b).

- c) In addition to the above categories, the Vulnerability Criteria (VC) under the PLRF (section 5.4 of the ESMF) was also taken into consideration when defining PAPs. Consequently, there was the inclusion of Vulnerable Groups as a sub-category of PAPs within the aforementioned criteria A and B.

4.1.2 IDENTIFICATION OF PROJECT AFFECTED PERSONS

Under the above categories, the following types of PAPs were identified within the Project Area;

Category A

- **Land Owners:** People who have formal rights (legal title) to the land and other assets (such as structures, trees, crops etc.) on subject land. These were identified in the early stages of the LRP preparation process (during thematic mapping) through official records obtained from CH&PA Planning and Development Department.
- **Formal Land User:** An individual or family who pays for or has a rental agreement, contract or other agreement with the land owner (private entity or state), which sets the duration and conditions to use the subject land or property. Such users were identified during the socio-economic survey and assets inventory that was carried out in Sophia. There are 133 Land Owners/Formal Land Users in the LRP areas.

Category B

- **Informal Land User:** For instance, those who occupy property or land (whether private or public) that does not belong to them and to which they have no legal rights or do not hold a legal document (either by way of title or contractual agreement) to the private or

public land or property they use or occupy. Such PAPs were identified during the ESA baseline study, and during the socio-economic survey and assets inventory in Sophia. Typical situations where informal land users were encountered include:

- Squatters, where neither landlords nor occupants have formal (legal) ownership or occupation rights;
- Road side or street side businesses (vending stalls) established on a public space (Government reserves).

There are 72 Informal Land Users in the LRP areas.

Category C: Vulnerable Groups

Some vulnerable groups have been identified during the social baseline studies of the ESA, and where the Preliminary LRF (Section 5.4 of the ESMF) informs the definition of vulnerable groups of the study area. In keeping with the LRF, the following categories of vulnerable people were identified during the socio-economic survey of the LRP:

- **Women:** Relative to low income communities, women are considered vulnerable because they often times have less or no formal education in the study area, they are not empowered to make significant decisions in their households, as men and the elderly are the main decision makers in the home. In addition, throughout low income communities, women are often financially dependent on the men in their household and it is only the relative independence of involvement in corner shop businesses/street side vending, farming and other basic subsistence activity that provides women a stake in the economic power relations within their households.
- **Elderly:** The minimum age defined for being an elder is accepted as the retirement age in Guyana, which is 60. Elderly people are considered as vulnerable since they are more likely to leave their livelihood if they are economically displaced. Additionally, they do not have the capacity to be involved in any other economic activity and they are regarded as too old to be employed in any of job opportunities.
- **Informal Land Users** including squatters/occupiers, and informal business owners such as road side or street side vending.
- **Land-Based Vulnerable Groups:** includes people whose access to natural resources is affected. Particularly, households that lose their access to land for subsistence cultivation/farming.
- **People with Disabilities:** People with disabilities may come across in the area of influence and they may be more likely to have difficulties in access to information, raising their grievances or concerns, finding other jobs to sustain their livelihoods etc.

During the socio-economic survey, interviews were conducted with the Project Affected Households (PAHs) to obtain the additional information relative to age, disability (if any), gender and land use and or land ownership. Vulnerable groups of persons affected by the project are within 123 affected households. Importantly, see Table 4.7 for a breakdown of the categories and number of PAPs found during the socio-economic survey.

4.2 IDENTIFICATION OF ANTICIPATED IMPACTS AND MITIGATION MEASURES

4.2.1 OVERVIEW OF IMPACTS

Infrastructure works of the Adequate Housing & Urban Accessibility Program (AHUAP) in Sophia are expected to impact on the community in some ways. This section of the LRP addresses those potential impacts (including positive impacts), which may result from the projects' planned infrastructure works.

As previously mentioned in section 1.6, the project activities are going to cause negative impacts in Section A (Block X Liliendaal), Section B (Pattensen), Section C and D (Turkeyen) and Cummings Park (Section C Cummings Lodge), which will be mitigated. A summary of the potential negative impacts and mitigation measures are outlined in Table 4.8 and include the following:

- Disruption of Land (Informal land user);
- Disruption of Crops/Trees/Plants;
- Disruption of Structures (residential and commercial)
- Disruption of Regular Income from Businesses, and;
- Disruption of Access to Land for Subsistence Farming (Informal Land User).

Likewise, it is expected that AHUAP will have direct positive impact (benefits) on the aforementioned project affected areas. These benefits include the following:

- Employment Opportunity for the Local People;
- Capacity Building Opportunities;
- Creating and Empowered and Cohesive Community;
- Provision of Livelihood Restoration Benefits to PAPs;
- Improvement of Physical and Social Infrastructure, and;
- Support for Local Economy.

4.2.2 POTENTIAL BENEFITS OF THE PROJECT

- **Employment Opportunity for the Local People**

The most important benefits of the AHUAP during its construction phase are economic opportunities and job creation for local residents. Like many low income communities, a lack of employment opportunities remains an issue in Sophia. At public meetings with residents of the communities and leaders of community groups, a key expectation from the Project is the provision of job opportunities for the project affected areas. Similarly, during reconnaissance

visits and socio-economic survey field activities, residents inquired about employment within the Project, particularly as it relates to tradesmen and carpentry jobs.

The construction phase of the project is expected to commence in April 2019. During this phase, it is expected that skilled, semi-skilled jobs and casual labor jobs will be available for the local people. The job opportunities created by the Project is expected to greatly boost the existing labor force in the area. To make sure such jobs are absorbed by the local people, and further to ensure that locals with certificates get priority during any Contractor Recruitment Programme/Activity, CH&PA will collaborate with community leaders to create a database of the existing skilled (certified) and semi-skilled labor force. Once completed, CH&PA will share this list of available skilled/semi-skilled local workforce with the Contractors, and will further encourage such Contractors to employ the project affected labor force (whether skilled, semi-skilled or casual labor) during project works. Moreover, by signing the contract, the contractor acknowledge CH&PA's emphasis on utilizing the local labor force in the Project.

- **Capacity Building Opportunities**

To improve the livelihood situation in low income communities such as Sophia, residents must be able to access livelihood opportunities available to them in their area. To be able to access such opportunities, resident's capacity (skills) must first be improved, especially where the young labor force may be unskilled. To build PAPs capacity, the CH&PA will implement a number of Capacity Building Initiatives, which focuses on providing skills and knowledge in the areas of agriculture (cash crop farming), small business development and financial management. Section 5.8.2 provides further details.

Local Democratic Organs (LDOs) as part of component 1.3 of the AHUAP will also receive capacity building/training in the areas of Operation and Maintenance. This will ensure that the infrastructure built as part of the AHUAP will be regularly maintained, thereby lasting for the benefit of future generations to come.

- **Improving Empowerment, Cohesion and Gender Equality in the Community**

There is an emerging need for youth and women empowerment throughout the Project as cited in Section 5.6 of the ESMF. CH&PA will therefore engage the various community groups, especially Youth Groups and Women Groups to secure their participation (whether voluntary or paid) in the Project, especially in the areas of physical works. Lessons from previous CH&PA Projects and studies have clearly shown that women and youth empowerment and respect is fostered (and improved) as a result of their physical contribution to the actual works that will benefit the entire community. To further this cause, these groups will also be afforded the opportunity of participating in and benefitting from the potential capacity building Programme previously discussed. All things consider, this approach of capacity building will strengthen the existing labor force in Sophia, improve livelihood, and more importantly foster social cohesion and empowerment/equality among members in the community, especially women by encouraging community wide participation. In addition, collaboration/relationship between CH&PA and Sophia will be strengthened, thereby being a clear example of holistic development. See Table 4.1 below for a list of community groups in the project affected area.

Improving equity and equality in gender issues and reducing gender disparities will be a key benefit of this project. In terms of employment in the project construction works, CH&PA will encourage Contractors to employ both male and female workers and allow both gender to access jobs without discrimination as cited in the AHUAP ESMF (Section 5.6). The gender disparities are being addressed by ensuring that women are included in LRP meetings and other public engagements, where they are allowed to participate and voice their concerns regarding the project works, which may affect other women including female headed households. In the project areas, 15.6% of affected households are female headed households.

Table 4.1 List of Community Groups in Sophia

Group Name	Contact Person	Contact Information
Sophia Community Action Council	Claude Apple	571 Block 'X' Liliendaal (622-0675/219-1013)
Sophia Development Association	Leroy Adolphus	108 'C' Field, Sophia (603-2881)
Farmers Field Community Group	Norma Hamilton	96 Block 'E' South Sophia (692-8574)
North Sophia Community Group	Lisa Hamilton	82 Block 'S' North Sophia (667-6037)
Bock X Lilendaal Community Group	Fiona Hohenkirk	Section 'A'
Pattersen Youth in Action Club	Jerron McKenzie Anastacia Ince	928' B' Field Pattersen (219-2431) 595 'A' Field Sophia (695-2848)
Hope for the Nation Group	Otillo Peraire,	225 South Turkeyen (682-6747)
Area R&L Work Group	Edward Harding	1246 Cummings Park (668-8524)
Cummings Park multi-purpose Community Group	Eugene Lewis	1246 Cummings Park (668-8524)
Youth Civil Society Action Group & CAC	Kiwana Baker, Jefrianna McCalmon	595 'A' Field Sophia (695-2848) 553 'A' Field South Sophia (678-8438)
Citizen Security Strengthening Program	Colin Marks	1074 Pattersen Sophia (614-8034/219-1657)
CDC Pattersen South	Merlyn David	1039 Pattersen South (219-2185)
Sophia Community Development Group	Judy Edwards	55 Block 'E' South Sophia (623-1937/219-2142)
Section D Turkeyen Community Group	Floyd Jackson	-

- **Improvement of Physical and Social Infrastructure**

Adequate housing plays a critical role in people's quality of life. However, for a positive interaction between habitat and the quality of life, adequate housing must come with access to quality services such as water, sanitation, proper drainage and roads, power, and quality public spaces. Per a recent IDB study, programs that promote access to affordable housing and healthier neighbourhoods for poor households can improve their quality of life and foster economic and social progress.

The AHUAP aims to improve the quality of life (improve living conditions) in urban and peri-urban Georgetown through better access to adequate housing and basic infrastructure for low income populations and through improved accessibility and mobility service. Under the AHUAP, CH&PA is investing heavily on improving the physical infrastructure of the Project area. For Sophia, CH&PA has budgeted GYD 1B for upgrading existing roads to asphalted concrete roads, construction of reinforced concrete drains, shaping and desilting earthen drains,

construction of walkways, construction of culverts, construction of bridges, rehabilitation of recreational facilities and installation of street lights (see Table 4.2 below).

Table 4.2 Scope of Works for Sophia

Lots	Area	Scope of Works							Recreational Facilities (No.)
		AC Roads (km)	RC Drains (km)	Earthen Drains (km)	Macro Drains (km)	Walkway (km)	RC Culvert (No.)	Bridge (No.)	
1	A	1.785	0.662	3.57	6.00	0.662	20	0	2
2	B	2.38	0.42	4.76	6.00	0.42	25	0	
3	C	2.42	0.275	4.84	6.00	0.48	16	0	
4	D	2.47	0	4.94	6.00	0.1	9	0	
5	CP	2	0.47	4	6.00	0.47	12	0	
6	Interlinking Bridges	0.14	0			0	0	8	

These newly built structures will improve accessibility within the area, especially to important community facilities such as health centers and learning centers, improve residents' commute/movement throughout the area, improve drainage thereby reducing the intensity and occurrences of flooding, and mitigate flood-related/water-borne/mosquito borne diseases in the Community, improve road safety for pedestrians, especially persons with mobile disabilities, improve women's safety through enhanced security from street lighting, and improving social cohesion among people, and their physical and mental wellness. In addition, as part of the preparatory works for construction, solid waste within the project corridor will be collected and disposed of offsite at a designated Sanitary Landfill. In relation, CH&PA has made it a requirement as part of its Environmental and Social Technical Specification for Contractors' to execute CH&PA's Waste Management Plan (WMP) within the context of that specification, and which includes the provision of waste bins throughout the project affected area, and the regular collection and disposal of waste by the Contractor as part of the WMP.

- **Support for Local Economy**

Apart from the projected increase in job opportunity for people during the construction phase of the Project (previously discussed), there is expected to be an increased demand for local produce and local services by the construction work teams. Based on the socio-economic survey and reconnaissance visits, these services are based on the range of commercial activities within the area, including vulcanizing shops, machinery repair and maintenance workshops, grocery stores, restaurants (including food stalls), wash bays, dairy shops, poultry farm, and crop farms etc. Though small scale, these services will be fully available and easily accessible to the Contractors including their labor force within the affected area. CH&PA will therefore encourage its Contractors to support local efforts. In particular, the demand from food and food related businesses (including greens stand, food stalls, grocery shops, snackettes etc.) operating in the affected area is anticipated, especially since this type of commercial activity constitutes 89% of the total types of businesses in the area. The demand in the services sector, especially businesses which involve cooking, and selling food and food related items, is expected to greatly increase women's income and support women's participation in the Workforce as well, especially since majority of women (62%) in the project area are associated with this service.

- **Provision of Livelihood Restoration Benefits to PAPs**

As part of the LRP, Project Affected Persons (PAPs) will receive Livelihood Restoration Benefits, which will include cash entitlements depending on the type of impact they may experience. Such entitlements will be used by PAPs to re-establish their socio-economic conditions to a state that is existing before the project or better after the project would have been implemented. Such entitlements include the provision of income allowances to business PAPs that experience reduced income as a result of works, crop allowances where PAPs' crops/trees would have been lost/affected as a result of works, allowances to cover the costs for dismantling, rebuilding, and retrofitting PAPs existing structure, where applicable. In addition, PAPs who will have to be relocated will receive an allowance to cover the costs for relocating. Furthermore, a parcel of land/lot will be released by the CH&PA to PAPs, which were identified for relocation. For PAPs, which live in a structure that must be relocated to facilitate infrastructure works, the CH&PA will also provide a housing structure to that PAP on the Lot earmarked for relocation. For business PAPs, which will be relocated, the CH&PA will also provide a mobile business unit to those PAPs.

For PAPs immovable structures (concrete bridges, fences and drains), which may need to be damaged, and which will not be replaced or upgraded as part of the AHUAP scope of works, the CH&PA will replace such structures at the full replacement cost i.e. the complete cost of reinstating or re-erecting/constructing the structure, and which includes the previous cost for constructing/acquiring the structure. This will ensure that PAPs receive a complete replacement structure without incurring any cost associated with acquiring/constructing the new structure. Importantly, because of the scope of works, some PAPs will receive upgraded infrastructure such as reinforce concrete drains and asphalted concrete roads as a replacement of their drains and bridges that were damaged for AHUAP works.

4.2.3 ANTICIPATED NEGATIVE IMPACTS OF THE PROJECT AND MITIGATION MEASURES

- **Physical Displacement (including Permanent Disruption of land)**

This is defined as the involuntary resettlements of people affecting their residence and requiring physical relocation. The route/location for the construction of permanent infrastructure under the AHUAP are based on existing infrastructure alignments and demarcations in the area such that no legal residential properties are affected. In support of this, and based on the findings of the socio-economic survey, it is not anticipated that the Project will require any physical displacement of land owners or formal land users. However, there are 12 parcels of Public land that is being used by informal land users (squatter) for living and operating businesses, which will have to be taken up to facilitate project infrastructure works.

Measures to be implemented

- Land with legal title or formal land use rights will be avoided to the extent possible during construction works.
- PAPs (living on affected Public Land parcel) relocated to a Lot released by the CH&PA for relocation.

- PAPs (operating a business on the affected Public Land parcel) will be provided with either a mobile business unit.

- **Temporary Economic Displacement (including Disruption of Regular Income)**

The primary economic activity in the project affected area is small-scale commercial businesses. It is anticipated that the AHUAP will cause some temporary economic displacement of people conducting those commercial activities, mainly due to the drainage construction (including cleaning) and road upgrade works, which will affect those businesses because of their location/proximity to such works. Specifically, regular income from businesses may get interrupted when project works cause some businesses/commercial activities to temporarily shut down. Consequently, these businesses will no longer be able to receive a daily income for each day that it is closed (as a result of works). Similarly, some businesses may still be able to operate, but may be affected to a lesser extent (limited accessibility by the Public) where business PAPs will experience reduced daily income as a result of construction works. In some cases, businesses may also be temporarily shifted to facilitate construction works.

Based on the socio-economic survey, it is currently estimated that a total of 99 businesses will be affected thereby experiencing temporary complete loss or reduced income for the duration of project works within the LRP areas. This breaks down to 53 businesses on 53 Residential-Commercial Lots owned by 53 Land Owners/Formal Land Users, and 46 businesses on 46 parcels of public land being used by 46 Informal Land Users (squatter and or encroacher) will be affected. See Table 4.3 below for location of affected commercial activities in LRP areas.

Table 4.3 Location of Commercial Activities by Area

Area	Type		Total
	Land Owners/Formal Land Users (Residential-Commercial Lots)	Informal Land Users (Commercial Activity on Public Land Parcels)	
Section A Block X Liliendaal	7	7	14
Section B Pattensen	9	9	18
Section C Turkeyen	12	6	18
Section D Turkeyen	18	16	34
Cummings Park	7	3	10
Durban Backlands Area	0	5	5
Total	53	46	99

The number of affected commercial activities by types are outlined in Table 4.4 below.

Table 4.4 Type of Affected Businesses/Commercial Activities

Type of Commercial Activity	Frequency	Percent (%)
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Grocery Shop	32	32.3
Small Shop	15	15.2
Snackette	16	16.2
Variety Shop	12	12.1
General Store	1	1.0
Salon/ Barber Shop	3	3.0
Block Making	2	2.0
Vulcanizing	4	4.0
Food (Fish Shop, Food Sale, Beverages)	5	5.1
Greens Shop/Stand	6	6.1
Stand (Snacks etc.)	2	2.0
Arts and Craft	1	1.0
Total	99	100.0

Furthermore, the average daily income ranges from affected commercial activities are outlined in Table 4.5 below.

Table 4.5 Average Daily Income Ranges from Commercial Activity

Income Ranges	Frequency	Percent (%)
\$1000 and less	11	11.1
\$1,001 - \$5,000	35	35.4
\$5,001 - \$10,000	19	19.2
\$10,001 - \$15,000	2	2.0
\$15,001-\$20,000	3	3.0
\$20,001 and over	3	3.0
No Response	26	26.3
Total	99	100%

Measures to be implemented

- Daily cash entitlement (income allowance) at the daily reported income, for each day where business has been closed (shutdown) as a result of works.
- Daily cash entitlement (income allowance) at the difference in average daily income reported, for each day where affected business PAPs has experienced reduced income.

- **Disruption of Standing Crops/Trees/Plant**

There are no cases where crops/plants/trees on lands of Land Owners and Formal Land Users will be affected by construction activity. However, it is expected that crops (perennial and cash crops) and trees planted on public land by informal land users as part of their subsistence cultivation will be lost due to construction activities. In relation, there are 6 informal land users (PAHs) losing 20 crops and 38 trees. Affected crops include corilla, calaloo etc. and affected fruit trees include passion fruit, banana, plantain, coconut etc. This represents 2.9% of PAHs.

Measures to be implemented

- Cash entitlements (crop allowance) for crops/trees based on the current market value and amount/type/stage of growth of crops/trees. Market value will be guided by the Ministry of Agriculture.

- **Disruption of Access to Land for Subsistence Farming**

There are no cases where formal land users/landowners' access to their land and other natural resources will be affected. However, there are six (6) instances where project works will result in the permanent disruption of access to/use of public lands by informal land users for cash crop farming. Consequently, any agricultural income from subsistence farming on the subject land is expected to decline in these 6 areas due to the land being used to facilitate permanent infrastructure.

Measures to be implemented

- Cash entitlements (crop allowance) for crops/trees based on the current market value and amount/type/stage of growth of crops/trees. Market value will be guided by the Ministry of Agriculture.
- Provide a transitional ration (food) support to last one (1) month as entitlement for lost crop season.
- Sensitize any total displaced PAPs to initiate agricultural practices in their new settlement, where applicable.

- **Disruption of Structures (including residential and commercial structures)**

Affected residential structures include bridges, fences and houses (walls and flooring), which are constructed using wood, corrugated zinc sheets (roof), and earthen (drains), which will be dismantled, rebuilt or retrofitted. Specifically, 21 wooden bridges will be affected. There are 66 bridges and one (1) drain, which are constructed using stone masonry or cement, and which will be affected. Of this 66, only 7 of those bridges will not be replaced and or upgraded as part of the AHUAP scope of works. There are no fences and residential structures with roof (house) that is constructed using stone masonry or cement, which will be affected.

Affected small business structures with roof include small shops and snackettes, mobile vending stalls and other structures with roof, majority of which are constructed using wood (walls and

flooring) and corrugated zinc sheets (roof and sometimes walls). Only two (2) affected business structures are constructed using stone masonry or cement, and these are located on Public Lands.

While there are no structures with roof (on private lands), especially immovable structures (i.e. concrete structures with roof) that will be lost or damaged (whether partially or completely) or acquired under this project, there is 8 movable wooden structure with roof that is being occupied by informal land users for living, and two (2) wooden structures (and 2 concrete structure previously mentioned) with roof being used by informal land users for business that will be dismantled, and PAPs relocated. See Table 4.6 for affected structures.

Table 4.6 Type and Number of Affected Structure by PAPs

Category of PAPs	Type and Number of Affected Structure					Total
	Small Structure with roof	Drain	Bridge	Fence	Stand Only	
Landowner/Formal Land Users (Lots)	0	1	78	1	0	80
Informal Land Users	12	0	9	2	1	24
Total (%)	11.5	1	83.6	2.9	1	104

In total ninety nine (99) businesses of Landowner/Formal Land Users (Lots) and Informal Land Users (collectively) will be disrupted, and 8 informal land user household displaced as a result of the total number of affected structures, which is 104.

Measures to be implemented

Residential Structures:

- Re-instated structure at full replacement cost (established by CH&PA Engineers) for inventoried immovable residential structures (i.e. concrete structures including drains, fences and bridges only), only where such drains, bridges and fences would not be replaced and or upgraded as part of the AHUAP scope of works.
- Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures that can be dismantled, and rebuilt or retrofitted (i.e. wooden bridges and fences).
- Provision of opportunity to PAPs to salvage construction materials from the dismantlement of PAPs residential structure(s).
- Cash entitlement at the cost for dismantling PAPs structure with roof, and relocating PAPs to Lot released by CH&PA for relocation.
- Provision of housing structure to PAPs (designated for relocation), on Lot released for relocation.

Commercial Structures:

- Provision of opportunity to business PAPs to salvage construction materials from the dismantlement of PAPs business structure(s).
- Cash entitlement at the cost for dismantling PAPs business structure, and relocating PAPs designated for relocation.
- Provision of mobile unit to business PAPs designated for relocation.

• **Impact on Education Facilities**

During the reconnaissance visit in LRP areas, three (3) schools (including playschools and daycare) were earmarked as being potentially affected by project works. However, the socio-economic survey found that these facilities (previously identified) would not be affected by the implementation of the AHUAP in Sophia.

• **Impact on Religious Institutions**

Similar to the above, the reconnaissance visit in the LRP areas identified eight (8) churches, which may be affected by project works. However, the socio-economic survey concluded that no religious intuitions will be affected by the project works in the various area.

• **Impact on Community Center**

The initial reconnaissance visit identified one (1) community center, which may be affected by project works. However, based on the findings from the socio-economic survey, no Community Center will be affected by project works in the areas.

Table 4.7 Summary of PAHs, Assets and Economic Activity

No.	Items		Number							
			Section A	Section B	Section C	Section D	Cummings Park	Durban Backlands Area	Total	
1	Affected Population									
	Total No. of Affected Land Owner/Formal Land User (Residential Households/Lots only)		15	32	5	14	14	0	80	
	Total No. of Affected Land Owner/Formal Land User (Residential-Commercial Lots only)		7	9	12	18	7	0	53	
	Total No. Affected Land Owner/Formal Land User (Institutional Lots)		0	0	0	0	0	0	0	
	Total No. Informal Land User Affected		11	13	6	16	3	23	72	
	Overall PAP Population	Adults	M	15	28	18	30	14	32	137
			F	33	30	23	40	19	28	173
Children		M	14	17	24	34	15	13	117	
		F	17	26	16	28	12	11	110	

	Vulnerable Group of Persons (Affected Households)	Elderly/Aged	2	4	2	1	0	0	9
		Mental/Physical Disability	1	0	0	1	2	0	4
		Affected Informal Land User (Squatter/occupier)	11	13	6	16	3	23	72
		Female Headed Single Parent Households	3	9	2	12	6	0	32
		Land-Based Vulnerable PAHs	0	3	0	0	0	3	6
	Physically Displaced PAHs (to be relocated)	0	1	0	0	0	7	8	
	Physically Displaced Businesses (to be relocated)	2	0	0	0	0	2	4	
Affected Land									
2	Agriculture area (subsistence farming)	0	3	0	0	0	3	6	
	Schools	0	0	0	0	0	0	0	
	Churches	0	0	0	0	0	0	0	
	Community center	0	0	0	0	0	0	0	
Affected Structures									
3	Total No. of Households (Residential Lots only) with Affected Structures	15	32	5	14	14	0	80	
	Total No. of Business (Residential-Commercial Lots) with Affected Structures	0	0	0	0	0	0	0	
	Total No. Informal land user with affected structures.	4	3	0	0	0	17	24	
Affected Business									
4	Total No. of Households with Affected Business (Residential-Commercial Lots only)	7	9	12	18	7	0	53	
	Total No. Informal Land User with business Affected	7	9	6	16	3	5	46	
Affected trees and crops									
5	Total No. of Households with Affected trees/crops (Residential Lots only)	0	0	0	0	0	0	0	
	Total No. of Business with Affected trees/crops (Residential-Commercial Lots only)	0	0	0	0	0	0	0	
	Total No. of Informal Land User with Affected Crops/Trees.	0	3	0	0	0	3	6	

Table 4.8 Summary of Negative Impacts and Mitigation Measures

Item No.	Affected Category of PAPs	Affected Population	Affected Property/Assets	Impacts	Mitigation
1	Landowners and or Formal Land Users	Individual residents within the project corridor		Disruption of: 87 bridges 3 fence 1 drain	<ul style="list-style-type: none"> • Re-instated structure at full replacement cost (where applicable). • Cash entitlement at cost for dismantling/rebuilding/retrofitting (where applicable).
2	Informal Land User	Squatter within the project corridor	Residential Structures	Disruption of: 8 structures with roof	<ul style="list-style-type: none"> • Cash entitlement at cost for dismantling PAPs residential structure, and relocating PAPs. • Provision of Lot for Relocation. • Provision of housing structure to PAPs designated for relocation.
		Squatter within the project corridor	Public Land	Disruption of: 8 Parcel of Public Land occupied by squatters	
		Squatters within the project corridor	Business Structure	Disruption of: 4 structure with roof	
3	Landowners and or Formal Land Users	Individual business residents within the project corridor	Business income	Disruption of: 53 businesses	<ul style="list-style-type: none"> • Cash entitlement (income allowance) based on daily income reported by business PAPs.
4	Informal Land Users	Business Squatters within the project corridor	Business income	Disruption of: 46 businesses	<ul style="list-style-type: none"> • Cash entitlement (income allowance) based on daily income reported by business PAPs.

5	Informal Land Users	Squatters/Encroachers within the project corridor	Crops and Trees	Disruption of 20 crops and 38 trees	<ul style="list-style-type: none"> • Cash entitlements (crop allowance) for crops/trees based on the current market value.
6	Informal Land Users	Squatter/Encroacher subsistence farmer		Disruption of regular subsistence farming	<ul style="list-style-type: none"> • Sensitization and encouragement to replant crops and trees in new settlement, where applicable. • Cash entitlements (crop allowance) for crops/trees based on the current market value. • Transitional ration (food) support.

The anticipated impacts, categories of affected PAPs and economic activities, with corresponding livelihood restoration measures including cash entitlement to be implemented to mitigate these impacts are detailed in Entitlement Matrix (Chapter 3).

5 ENTITLEMENT FRAMEWORK

5.1 IDB GUIDANCE

According to the IDB, a legal framework for entitlements (including economic compensation) should be developed based on the magnitude and significance of the impact felt by households, and should specify the categories of PAPs, identify affected economic activities, and provide an entitlement matrix, which outlines the project's corresponding strategy for livelihood restoration (including cash entitlements and other assistance measures).

5.2 OBJECTIVES

Planning of the Entitlement Framework has been guided by the following objectives:

- Avoid physical displacement to the best extent possible, and minimize economic displacement (including disruption of livelihood, especially from income disruption).
- Restore and improve the livelihoods or physically or economically displaced PAPs such that they are equal or better off than before project conditions.
- Provide fair and timely entitlements that equals or surpasses the cost of impacted assets and activities, and which includes equal or higher quality structures.
- Establish acceptable and fair entitlements (including cash entitlement rates and mitigation measures processes) through agreement with PAPs;
- Enter into amicable agreements with affected landowners and land users wherever possible.
- Address impacts of the project and well-being of PAPs in a comprehensive manner.
- Encourage self-help and respect, and build upon the socio-economic strengths of the area.
- Ensure PAPs have access to a grievance mechanism;
- Implement a livelihood restoration program in accordance with IDB's Policies and international best practice, which will serve as a key foundation for future LRP processes in Guyana.

5.3 LEGAL BASIS

The Preliminary Livelihood Restoration Framework (LRF) of the IDB under the AHUAP, adopted by the CH&PA in August 2017, sets out the livelihood restoration procedures and requirements to be followed for the AHUAP.

The LRP is being prepared for component 1.2 of the AHUAP in compliance with the Amending Loan Agreement No.1/GY-L1031 (Special Condition 6 (b) (ii)), PLRF (Section 5.4 of the ESMF) and ESMF (Sections 5.0 and 4.1), the IDB's Operational Policies OP – 710 and OP – 703, and with guidance from IDB's Social Impact Assessment Series IDB-MG-613. The aforementioned documents suggest the eligibility criteria and entitlement options that shall be presented to PAPs.

5.4 ELIGIBILITY CRITERIA FOR ENTITLEMENTS

General eligibility can be defined as, “people who stand to lose land, structures (residential and business structures), trees, crops, business, income and other assets as a consequence of the project as of the formally recognized cut-off date”, which was established to the time the socio-economic survey and asset inventory was concluded for all sections in Sophia, and the Durban Backlands Area i.e. March 1st 2019 for Sophia, and March 16 2019 for the Durban Backlands Area.

Although it has been found that zero PAPs will be receiving cash entitlements on the grounds that they are losing legally held land (whether partially or completely) as a result of the project (i.e. no cases were found/recorded), it is as well to set out the full picture on the different categories of PAPs (see Section 4) against what they are entitled to under the project (and based on findings of the socio-economic survey):

- i) All PAPs losing land without a legal title, informal land-use rights;
- ii) Owner of house, commercial structure, fence, bridge, other structures, plants, crops, or trees attached to the land that stand to be affected by project works whether in its entirety or partially, whether on public or private land, and;
- iii) PAPs losing income from business, whether business is on public or private land.

Based on the above impacts, a further breakdown is presented below:

a) **Those who have formal legal rights to the land (i.e. Landowners and Formal Land users) will be entitled to:**

- Re-instated structure at full replacement cost (established by CH&PA Engineers) for inventoried immovable residential structures (i.e. concrete structures including drains, fences and bridges only), only where such drains, bridges and fences would not be replaced and or upgraded as part of the AHUAP scope of works.
- Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures that can be dismantled, rebuilt or retrofitted (i.e. wooden bridges and fences).
- Income Allowance (based on PAPs reported daily income) for any disruption of income from businesses operating on Residential-Commercial Lot.

b) **Those who have no recognizable legal right to the land they are occupying or using (i.e. Informal Land Users such as Squatters/Encroachers).**

- Re-instated structure at full replacement cost (established by CH&PA Engineers) for inventoried immovable residential structures (i.e. concrete structures including drains, fences and bridges only), only where such drains, bridges and fences would not be replaced and or upgraded as part of the AHUAP scope of works.

- Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures owned by Informal Land User (and on subject Public Land) that can be dismantled, rebuilt or retrofitted (i.e. wooden bridges and fences).
- Income Allowance (based on PAPs reported daily income) for any disruption of income from businesses operated by Informal Land user, and which are on Public Lands.
- Cash entitlements (crop allowance) for standing crops/trees on the Public Lands being used by Informal Land User for subsistence farming.
- Provision of transitional ration (food) support as entitlement for lost crop season, where there is disruption of access to Public Land being used for subsistence farming.
- Cash entitlement at the cost for dismantling PAPs residential structure, and relocating those PAPs designated for relocation.
- Provision of Lot for relocating Informal Land User occupying structure with roof (house) on Public Land.
- Provision of housing structure to PAPs, which occupy a structure with roof (house) on Public Land, and which is designated for relocation.
- Cash entitlement at the cost for dismantling PAPs business structure, and relocating those business PAPs designated for relocation.
- Provision of mobile unit to PAPs operating out of a business structure that is on Public Land, and which is designated for relocation.

The above PAPs will be provided with above livelihood restoration support (i.e. cash entitlements and other livelihood restoration assistance/measures) to achieve the objectives set out in OP-703 on Environmental and Safeguards Compliance and OP-710 through specific budgetary allocations under the AHUAP for LRP implementation. The LRP budget will cover the aforementioned supports (entitlements).

All PAPs are eligible to a form of entitlement or livelihood restoration assistance for assets impacted (such as structures) and disruption of income irrespective of possession of a title to the land, once they occupied the land before the entitlement cut-off date.

The following categories of the Persons will NOT be entitled for compensation for loss of land:

- Squatters or Occupiers: Persons outside of the classifications of legal ownership and occupancy or possession mentioned under Section 4, will not be entitled for compensation for the lands that they occupy, but will be provided entitlements for the structures they may have introduced or built, and or trees/crops they have planted on the land, which will be affected by project works.
- Encroachers: Persons who extend their property beyond that for which they hold a title are encroachers and would not be eligible for compensation for land for which they do not possess a title, but will be provided entitlements for the structures they may have introduced or built on the land, which will be affected by project works.

5.2.1 OTHER ASSISTANCE AND ALLOWANCES

a) Transportation Allowance

Households displaced from residential structures with roof (on public lands) are entitled to transportation allowance from the affected project location to their new lot designated by CH&PA for relocation. Transportation allowance will also include the cost for transporting any construction materials (including household items/moveable assets) salvaged from the project affected area to the new lot/area.

b) Right of Salvage

All PAPs will be entitled to all salvageable material off their own property or which they own that may be on public lands, prior to construction works. Similarly, all PAPs will be entitled to temporarily shift any business structure out of the project construction Right of Way.

c) Right of Harvest

All PAPs will be entitled to harvest standing crops and salvage trees to which they own prior to construction works. As

d) Right of Notification

PAPs will be provided with at least 14 days' notice to dismantle, and salvage any affected structure (or construction materials from structure), and to relocate from the project affected area to the lot/area designated by CH&PA for relocation. As with relocation, all PAPs will be given 7 days' notice in advance of construction works to harvest any crops and salvage trees.

5.4.2 CUT-OFF DATE

For the purpose of establishing eligibility under this LRP, the cut-off date for Component 1.2 of the AHUAP in Sophia is March 1st 2019, and March 16th 2019 for the Durban Backlands Area. This cut-off date was established to the time the socio-economic survey and asset inventory was concluded for all sections in Sophia and the Durban Backlands Area, and was communicated to the PAPs during engagement sessions and was formally adopted by all PAPs. The number of PAPs/PAHs, associated impacts, and their entitlement based on such impacts were determined as on this date. Consequently, no transfer of ownership of assets, changes in reported incomes, and changes and additions in structures built and other assets therein will be entitled after this date. Furthermore, any person or group that settles in the project area after the designated cut-off date will be ineligible for any entitlement.

5.4.3 DISBURSEMENT OF ENTITLEMENT

Based on the final list of verified PAPs/PAHs, and in accordance with the Entitlement Matrix, each PAP/PAH will be given a unique identification code and issued an entitlement agreement by the PMT upon receiving the entitlement. CH&PA's Legal Department will be responsible for

preparing the entitlement agreement on behalf of the PMT. The PAP will sign this agreement (in duplicate) acknowledging that they are satisfied with the entitlement (and in agreement with the rates applied and or measures for mitigation implemented), that they are in receipt of the whole entitlement, and demonstrate that PAP(s) are releasing the CH&PA from all liability or future actions or claims as it relates to the disruption suffered whether to crops, income, structures etc. Every PAP will be issued an agreement prior to the works affecting the PAP and or their assets.

A photograph will also be taken with the PAP signing the agreement as part of project documentation. For cash entitlements, PAPs will be issued a cheque. PAPs will be able to cash the cheque by presenting their National Identification Card and or Passport to the Bank. It is the responsibility of persons without such credentials to explain to the relevant authorities the reasons for not being in possession of those credentials. PAPs will be encouraged to deposit their cheque into their own bank account, and only carry the necessary cash to their respective areas to avoid unnecessary exposure to those who might wish to illegally or forcibly relieve them of their money. The Entitlement Agreement will be printed as per format provided in Annex III. This draft Agreement will be modified to accommodate the different types of entitlements that will be offered to the Project Affected Persons.

5.5 ENTITLEMENT PROCEDURE

The CH&PA, specifically the Community Development Department will liaise with the respective community leaders for the LRP areas for ensuring PAPs receive their entitlements in a timely and fair manner. CDD in collaboration with community leaders will take the responsibility of contacting each entitled PAP (whether via letter or telephone call) and indicating the entitlement that will be provided to each PAP. PAPs will therefore be required to provide proof of ownership of the affected Lot and or business (in the case of Land Owners/Formal Land Users). PAPs will be required to sign an agreement of entitlement acceptance (Entitlement Agreement) issued by the CDD on behalf of the PMT, once they are satisfied with the entitlement offer. PAPs will be free to seek redress (if not satisfied) through the LRPs Grievance Redress Mechanism.

Importantly, cash entitlements for any structures on land will be given to the demonstrated owner of such structures, who could be either the head of the household, landowner or land user depending on the situations.

5.6 VALUATION PROCESS FOR ASSETS AND DISRUPTION OF LIVELIHOOD/INCOME

Valuation is the process of identifying the value placed on an asset for the purpose of calculating compensation or in this case cash entitlement for PAPs. For the purposes of valuation, the impacts that will arise from AHUAP upgrade interventions in Sophia include:

- Disruption of Land (Informal land user);
- Disruption of Crops/Trees/Plants;

- Disruption of Structures (residential and commercial)
- Disruption of Regular Income from Businesses, and;
- Disruption of Access to Land for Subsistence Farming (Informal Land User).

5.6.1 VALUATION OF LAND

Based on the socio-economic survey and asset inventory, there were zero cases where PAPs will be losing legally held land (whether partially or completely, permanently or temporarily). However, there are a few cases where public lands that are being used by squatters or encroachers (informal land users) will be lost as a result of project infrastructure works. Such land users will not be entitled for compensation for loss of land. Consequently, no valuation was undertaken for the loss of land. However PAPs (including informal land users) will be eligible for cash entitlements based on the valuation of any crops or structure owned by the PAP on the subject land, which stand to be affected by project works. Such PAPs will also be relocated once they are occupying/squatting on subject land.

5.6.2 VALUATION OF STRUCTURES

Based on the asset inventory, CH&PA's engineer determined the estimated value of all affected asset by considering its size, condition and construction materials. The cost for construction materials as advised by CH&PA Engineers were was also considered.

- a) For structures such as residential rooms, shops and other buildings and structures with a roof

While there are no structures with roof (on private lands), especially immovable structures (i.e. concrete structures with roof) that will be lost or damaged (whether partially or completely) or acquired under this project, there are some movable wooden structures used by informal land users for living, and wooden and concrete structures being used by informal land users for business that may be dismantled/damaged to facilitate works. Such impacts will only be compensated in cash (cash entitlement) at the cost for dismantling the affected business structure or house, and relocating affected PAPs. Such cash entitlements will not include the Replacement cost for the affected Structure given the following:

- A concrete structure with roof (house) will be provided to PAPs, which occupy a structure with roof (house) on Public Land, and which is designated for relocation.
- Similarly, a concrete business structure or mobile unit will be provided to PAPs operating out of a business structure that is on Public Land, and which is designated for relocation.

- b) For structures such as fences, bridges and drains

Similar to the above, some bridges, fences and drains within the project corridor will be damaged (partially or completely) because they are immovable. For example, the commonly found immovable assets/structures are concrete bridges and concrete drains. For all immovable assets (concrete bridges, concrete drains and fences only), the valuation basis adopted for valuing such assets for compensation is the Full Replacement Cost Approach or equivalent reinstatement basis or probable cost of acquiring similar structure for the same purpose. This is the amount it would

cost to purchase, and transport the materials to site, and the costs of erection of the structure, including any labor fees, and completed to a standard as existing or better at the date of asset inventory. Importantly, where the PAPs' concrete drains and bridges will be damaged to facilitate CH&PA's construction of reinforce concrete drains or asphalted concrete roads as its replacement, no cash entitlement will be paid to the PAPs given that the concrete drain and bridge would have been replaced and or upgraded as part of the AHUAP scope of works. However, where such drains, bridges and fences would not be replaced and or upgraded as part of the AHUAP scope of works (but will be damaged to facilitate works), CH&PA will re-instate such structure at the full replacement cost (established by CH&PA Engineers) for the inventoried immovable structure.

For bridges and fences that can be dismantled (wooden structures) and rebuilt or retrofitted to new structure, such impacts will therefore be compensated in cash at the cost for dismantling and rebuilding and or retrofitting to new structure (as necessary). Such cash entitlements may include the cost for construction materials, where such materials cannot be salvaged at the point of dismantlement or may not be structurally sound for reuse.

5.6.3 VALUATION OF PERENNIAL CROPS, CASH CROPS AND OTHER TREES

While there are no cases where crops/plants/trees on lands of Land Owners and Formal Land Users will be affected by construction activity, there are cases where informal land users are farming on public lands for subsistence. In cases where land (having standing crops) will be affected, the PAP will be allowed to harvest the crop before the date for commencement of construction activity. In case of an urgent need and if the crop is being lost due to the construction related activity, the PAP will receive a cash entitlement based on the valuation of the crops i.e. for valuation of crops, the type of crop (including the amount present and stage of growth) is considered when calculating the present value of income to be generated from it based on the current market value of produce. Valuation of crops by Market value will be undertaken by the Ministry of Agriculture.

5.6.4 VALUATION FOR DISRUPTION OF REGULAR INCOME

Regular income from businesses get interrupted when project works cause some businesses/commercial activities to temporarily shut down. Consequently, these businesses will no longer be able to receive a daily income for each day that it is closed (as a result of works). As part of income restoration, cash entitlements is to be paid to the business PAPs for each day the business is closed as a result of construction works. In this case, daily cash entitlements will be valued at the average daily income reported by the affected business PAPs. Where businesses are able to operate, but business PAPs are receiving a reduced daily income as a result of construction works, the difference in average daily income reported will be paid as a cash entitlement to the business PAPs for each day that the business is affected.

Daily income (profits) accruing from businesses/commercial activity was reported by the business PAPs and recorded during the socio-economic survey.

5.6.5 VALUATION FOR DISRUPTION OF ACCESS TO NATURAL RESOURCES

While there are no cases where formal land users/Land Owners' access to their land and other natural resources is affected, there are instances where project works will result in the loss of public land that is being used by squatters/occupiers for cash crop (subsistence) farming. As previously mentioned, informal land users (including squatters) will not be entitled to compensation for the loss of land, and therefore access to such land. However such PAPs will be eligible for cash entitlements based on the valuation of their crops on subject land, and where PAPs relocated from such land will be eligible for Transitional ration (food) support.

5.7 ENTITLEMENT MATRIX

The entitlement matrix to address impacts and define entitlement for the different categories of identified PAPs has been developed for rollout under the AHUAP in Sophia, and is provided in Table 5.1 below. Based on section 4.2, the entitlements included in the matrix below will be covered through the LRP’s Budget for Implementation. Similarly, other livelihood restoration activities specified in Section 5.8.2 will be paid from the LRP Budget.

Table 5.1 Sophia Entitlement Matrix

No.	Type of Disruption	Property Type/Use	Type of Impact (Eligibility)	Entitled Category of PAPs and Total PAPs	Entitlements
1	Residential Structures	Residential Land (Lots)	<ul style="list-style-type: none"> PAPs losing their Structure (partially or completely), particularly bridges, drains and fences. 	Land Owner/Formal Land User	<ul style="list-style-type: none"> Re-instated structure at full replacement cost (established by CH&PA Engineers) for inventoried immovable residential structures (i.e. concrete structures including drains, fences and bridges only), only where such drains, bridges and fences would not be replaced and upgraded as part of the AHUAP scope of works. Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures that can be dismantled, and rebuilt or retrofitted (i.e. wooden bridges and fences). This includes the cost for labor fees, and may include costs for purchase of additional material and transport to site, where construction materials cannot be salvaged at the point of dismantlement or may not be structurally sound for reuse. Provision of opportunity to households to salvage construction materials from the dismantlement of structure.

2		Public Land (Squatting/ Encroaching)	<ul style="list-style-type: none"> • PAPs losing their Structure (partially or completely), particularly bridges, fences and drains. 	Informal Land User	<ul style="list-style-type: none"> • Re-instated structure at full replacement cost (established by CH&PA Engineers) for inventoried immovable structures (i.e. concrete structures including drains, fences and bridges only), only where such drains, bridges and fences would not be replaced and upgraded as part of the AHUAP scope of works. • Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures that can be dismantled, and rebuilt or retrofitted (i.e. wooden bridges and fences). This includes the cost for labor fees, and may include costs for purchase of additional material and transport to site, where construction materials cannot be salvaged at the point of dismantlement or may not be structurally sound for reuse. • Provision of opportunity to households to salvage construction materials from the dismantlement of structure.
3	Public Land and Residential Structure	Public Land (Squatting)	<ul style="list-style-type: none"> • PAPs losing Public Land and small wooden structure they use for residence. 	Informal Land User	<ul style="list-style-type: none"> • Provision of Lot by the CH&PA for relocation, and give at least one (1) week to relocate from project affected area. • Provision of housing structure to PAPs, which occupy a structure with roof (house) on Public Land, and which is designated for relocation. • Cash entitlement at the cost for dismantling PAPs residential structure, and relocating PAPs to Lot designated for PAPs relocation. This includes the cost for labor fees (for dismantlement) and transportation costs. • Provision of opportunity to households to salvage construction materials from the dismantlement of structure.

4	Business Structures	Residential Land (Lots)	<ul style="list-style-type: none"> PAPs business Structure disrupted (partially or completely), particularly small wooden structures with roof. 	Land Owner/Formal Land User	<ul style="list-style-type: none"> Provision of mobile unit to PAPs operating out of a business structure that is on Public Land, and which is designated for relocation. Give at least one (1) week to relocate from project affected area. Cash entitlement at the cost for dismantling PAPs business structure, and relocating business PAPs designated for relocation. This includes the cost for labor fees (for dismantlement) and transportation costs. Provision of opportunity to business PAPs to salvage materials from the dismantlement of PAPs business structure(s).
		Public Land (Squatting/Encroaching)		Informal Land User	
5	Perennial Crops/Cash Crops and Trees	Public Land (Squatting/Encroaching)	<ul style="list-style-type: none"> PAPs losing their standing Cash Crop PAPs losing their standing Trees 	Informal Land User	<ul style="list-style-type: none"> Provision of opportunity to PAPs to harvest crops and fruits, and salvage trees. Cash entitlements (crop allowance) for crops/trees based on the amount/type/stage of growth of crops/trees at the current market value.
6	Access to Land Used for Subsistence Farming	Public Land (Squatting/Encroaching)	<ul style="list-style-type: none"> PAPs losing Public Land for Subsistence Farming therefore affecting their livelihood. PAPs losing their income from lost sale of crops. PAPs losing their standing Cash Crop. 	Informal Land User	<ul style="list-style-type: none"> Provision of opportunity to PAPs to harvest crops and fruits, and salvage trees. Cash entitlements (crop allowance) for crops/trees based on the amount/type of crops/trees at the current market value. Provide a transitional ration (food) support to last one (1) month as entitlement for lost crop season. Sensitize any displaced PAPs (relocated PAPs previously practicing subsistence farming on subject land) to initiate agricultural practices in their new settlement, where applicable.
7	Income from business	Residential Land (Lots)	<ul style="list-style-type: none"> PAPs losing their 	Land Owner/Formal	<ul style="list-style-type: none"> Daily cash entitlement (income allowance) at the

			regular income from commercial activities in the affected area.	Land User	<p>daily reported income, for each day where business has been closed (shutdown) as a result of works.</p> <ul style="list-style-type: none"> • Daily cash entitlement (income allowance) at the difference in average daily income reported, for each day where affected business PAPs has experienced reduced income.
		Public land (Squatting/Encroaching)		Informal Land User	

5.8 LIVELIHOOD RESTORATION PROGRAM

This section presents the livelihood restoration activities the AHUAP is proposing to mitigate livelihood impacts that PAPs may experience during the process of economic/physical displacement.

In accordance with international best practices, livelihoods should be considered as the full range of means that individuals and families require for living, such means include income (wages), subsistence farming, trade, and assets (both material and social resources). A livelihood is sustainable when it enables people to cope with and recover from stresses and enhance their well-being and that of future generations without damaging the environment and its resources.

In this regard, the AHUAP recognizes its responsibility not only to provide PAPs with cash entitlements for their losses/damages but also to assist PAPs (especially vulnerable PAHs) to restore their livelihoods and improve their standard of living. The livelihood restoration measures detailed below are designed to meet these responsibilities, in compliance with the Program's Preliminary Livelihood Restoration Framework (PLRF), the ESMF and the relevant IDB's Operational Policies.

PAPs will be afforded the opportunity to select from a number of options designed to improve their current activities and skills. Public Engagement forums will be undertaken to ensure that PAPs are informed of these opportunities, and are provided adequate (and equal) opportunity to participate.

Based on the socio-economic survey, majority of PAPs are involved in small scale sole trader businesses and agricultural activities for their livelihood. The main occupation of the PAPs includes subsistence farming and street side vending (informal land users), while some landowners/formal land users are operating their shops, snackettes or grocery stores on their land. Out of the total PAHs (205), there are a total a total of 123 households where vulnerable persons reside, and who will require special support with regards to livelihood restoration. Relative to these PAPs, their sources of income that sustain them will either be lost or disrupted hence livelihood restoration will focus on improve them or aiding in identifying alternative sources of income.

5.8.1 PRINCIPLES GUIDING LIVELIHOOD RESTORATION

A sustainable approach to livelihood restoration will be adopted, which is based on the principles outlined below:

- Given that livelihoods are complex, a combination of approaches is needed to support income restoration;
- Active participation of PAPs in livelihood restoration opportunities must be promoted;
- Provision of choices to PAPs so that they can determine themselves how their household will best benefit from livelihood restoration options;
- Vulnerable households require targeted support through planning and implementation of livelihood restoration, especially since they are less able to adapt to stresses, and;

- Incorporate capacity building into livelihood restoration activities to develop the skill of PAPs, and where such capacity building meets the needs of women, men, youth and vulnerable groups with respect to skills development.

5.8.2 PROPOSED LIVELIHOOD RESTORATION MEASURES

The AHUAP Livelihood Restoration measures, are aligned with existing resources, knowledge, skills and household experiences. The following measures will be implemented by the CH&PA with assistance from the relevant agencies and local community groups.

- Cash Entitlement;
- Provision of transitional support;
- Capacity building initiatives such as Agriculture capacity enhancement, Development of small businesses training, and financial management training, and;
- Provision of employment to the local community during construction phase.
- Apart from the above, other livelihood restoration benefits have been discussed under Section 4.2.2 as potential benefits for the project affected population.

- **Cash Entitlement**

Livelihood Restoration of PAPs will begin with the provision of adequate and prompt cash entitlements for affected structures (and other assets) and sources of income (from businesses and subsistence farming). PAPs will also require assistance to relocate and resume their socio-economic activities, especially as it relates to subsistence farming. See sections 5.4, 5.6 and 5.7 for further information on cash entitlements.

- **Transitional Support**

Transitional support will serve as a supplementary assistance to households that will be losing land that is being used for subsistence farming, which therefore affects their livelihood. This assistance comprise the provision of transitional ration (food) support to last one (1) month as assistance for lost crop season, and so that these households can meet their basic needs and be afforded enough time to recover from any disruptions and restore their livelihoods to pre-project conditions.

This transitional support will consist of a variety of goods/supplies recommended by the United Nations World Food Programme (UNWFP) i.e. staples consumed in the project affected area: rice, green provisions, flour, dried fish, sugar, salt oil, peas, fruits etc. It is noted that many PAPs, which conduct subsistence farming also carry out some type of small scale business or possess other sources of income. Consequently, the quantities of food items will be determined after considering the UNWFP recommended quantities, and the level of dependency of PAPs on the Project for food subsistence.

- Capacity Building Initiatives
 - Agricultural Capacity Enhancement

Any displaced PAPs (relocated PAPs previously practicing subsistence farming on subject land) including Vulnerable Groups will be sensitized and encouraged to initiate agricultural practices in their new settlement. This activity will be financed under the LRP budget by the CH&PA, and will be executed with support from the Ministry of Agriculture and or the NAREI. This activity will play a dual role of enabling PAPs to restore their livelihood, improve their economic condition, and improve PAPs food security.

- Development of Small Businesses

The affected commercial activities, especially those operated by youth and women groups will be asked to organize themselves for training on small business development. The Small Business Bureau (SBB) and Guyana Revenue Authority will be engaged to provide support in this regard. During this training, CH&PA will also engage affected business PAPs to facilitate the process of business regularization.

- Financial Management

All PAPs will be eligible for financial management training, which will cover the following topics:

- a) Basic Literacy and Numeracy Skills;
- b) Money management and basic household budgeting;
- c) Savings and strategic cash management, and ;
- d) Advisory services.

This training will commence right after PAPs have received their cash entitlements so that PAPs are better able to manage their finance and future/current incomes. This training will also seek to encourage PAP's and build their capacity to save, and enable business households to invest in their businesses so as to restore and maintain their livelihoods. The SBB will also be engaged to provide support, especially as it relates to PAP's access to micro-financing for their business.

- Employment during Construction

At public meetings with residents of the communities and leaders of community groups, a key expectation from the Project is the provision of job opportunities for the project affected areas. Similarly, during reconnaissance visits and socio-economic survey field activities, residents inquired about employment within the Project, particularly as it relates to tradesmen and carpentry jobs.

The construction phase of the project is expected to commence in April 2019. During this phase, it is expected that skilled, semi-skilled jobs and casual labor jobs will be available for the local people. To make sure such jobs are absorbed by the local people, and further to ensure that locals with certificates get priority during any Contractor Recruitment Programme/Activity, CH&PA will collaborate with community leaders to create a database of the existing skilled (certified)

and semi-skilled labor force. Once completed, CH&PA will share this list of available skilled/semi-skilled local workforce with the Contractors, and will further encourage such Contractors to employ the project affected labor force (whether skilled, semi-skilled or casual labor) during project works.

Vulnerable groups such as female headed households will be advised to form labor contracting community groups to undertake simple project tasks such as cleaning/clearing of canals, controlling traffic flow etc. Persons below the age of 18 will not be allowed to work at the construction site since this will be a breach of the Occupational Safety and Health Act 1997.

5.8.3 RE-ESTABLISHING VULNERABLE GROUPS LIVELIHOODS

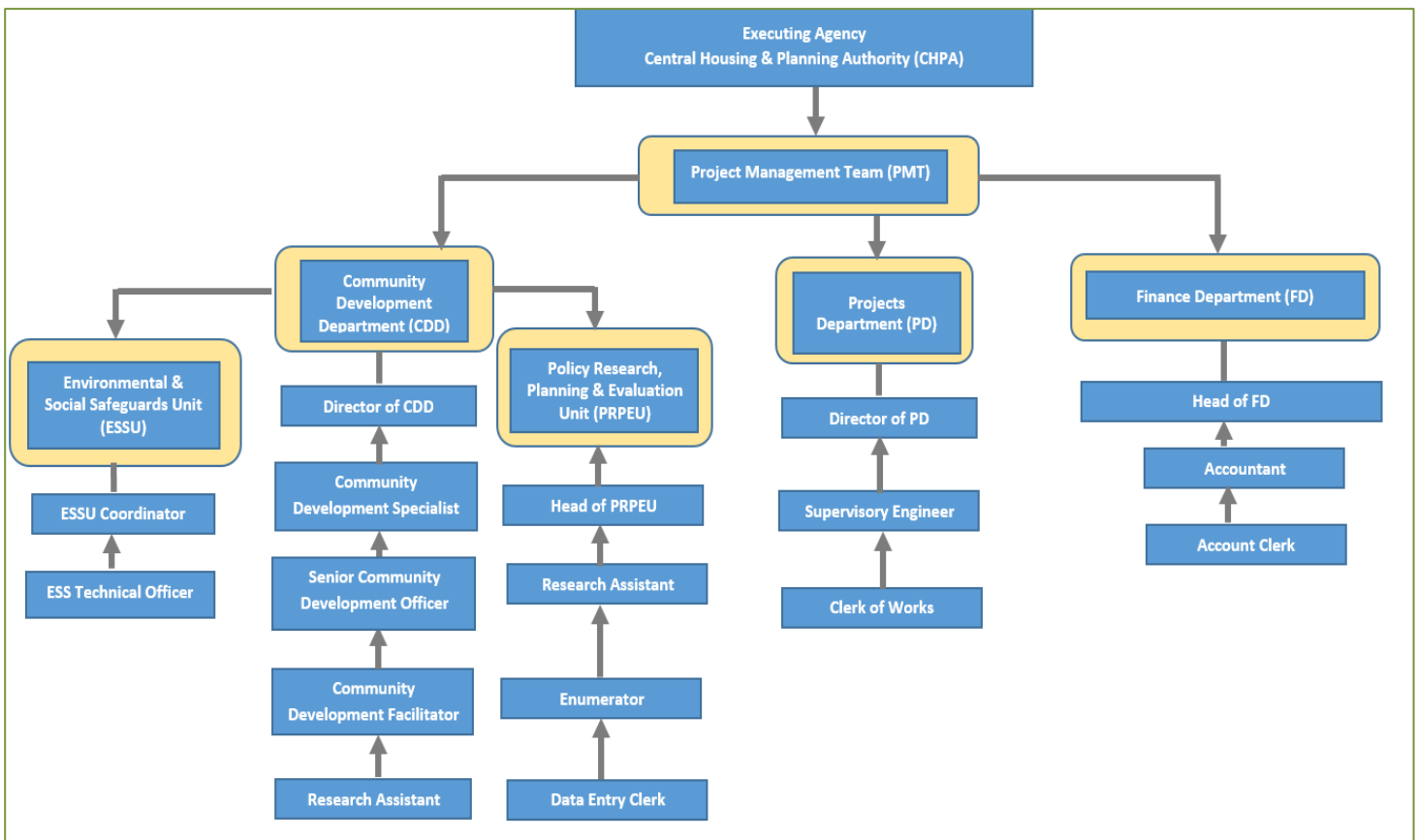
Vulnerable PAPs will be given priority as it relates to access to and benefitting from the Livelihood Restoration Measures presented in Section 5.8.2, and the Entitlements presented in Section 5.7.

6 INSTITUTIONAL ARRANGEMENTS, IMPLEMENTATION SCHEDULE AND BUDGET

6.1 INSTITUTIONAL FRAMEWORK FOR IMPLEMENTATION OF LRP

According to Section 2.1 of the Project’s Operation Regulations (OR), the Executing Agency (EA) of the AHUAP – GY – L1031 is the Ministry of Communities, through the Central Housing and Planning Authority (CH&PA). Similarly, under Section 5.7 of the Project’s Environmental and Social Management Framework (ESMF), the CH&PA is responsible for the implementation of the Livelihood Restoration Plan. An extensive description of the institutional arrangement/governance structure of CH&PA for overseeing the implementation and management of the AHUAP has been defined in Section 3.4 of the OR. Therefore, complete responsibility of ensuring the implementation of the LRP rests with CH&PA’s PMT (formed under the CH&PA’s organization structure), which is also responsible for general project administration, coordination, supervision, monitoring and evaluation. However, it is the specific responsibility of a subset of PMT members, namely the Community Development Department (CDD), Projects Department (PD), Finance Department (FD), Policy Research, Planning and Evaluation Unit (PRPEU), and the Environmental and Social Safeguards Unit (ESSU), which will ensure LRP implementation. Figure 6.1 below describes the general set up of the CDD, PRPEU and ESSU relative to the PMT.

Figure 6.1 LRP Implementation Structure under the PMT



6.8.3 PROJECT MANAGEMENT TEAM (PMT)

The PMT under the CH&PA presently consists of administrative staff, community development specialists, monitoring and evaluation officers, and an Environmental and Social Management/Safeguards team. The PMT at CH&PA has the complete responsibility of ensuring that the LRP is implemented. The PMT, managed by the Chief Executive Officer (Programme Manager) will be assisted by the CDD, Headed by the Director of CDD, PRPEU, Headed by the Head of PRPEU, and ESSU, Headed by the ESS Coordinator, with specific tasks as described further herein. The PMT, in addition to the roles prescribed at the time of its formation will also be entrusted with the following responsibilities:

- Co-ordination with all Ministries, LDOs and Community Groups for implementation of LRP;
- Coordinate and supervise all LRP activities in accordance with the schedule;
- Ensuring proper financial management, including budgeting, accounting, financial reporting relative to the LRP implementation to the Bank;
- Facilitate a fair and transparent process of disbursing entitlements to all eligible PAPs;
- Capacity building of the CDD, PRPEU, PD and ESSU staff;
- Overall monitoring of LRP implementation and ensuring compliance of all social safeguards in coordination with Contractors;
- Ensuring the grievance redress mechanism is transparent and accessible for everyone;
- Reporting to the bank on LRP implementation progress, inputs and outputs;
- Post project impact evaluation, and;
- Effective dissemination of LRP document.

All major decisions relating to cash entitlements and relocation will be reviewed by the PMT including the Director and Community Development Specialist (CDS) of the Community Development Department, and the Director of the Finance Department, and will involve the PAP, and any Local Democratic Organ (LDO), where necessary.

6.1.2 COMMUNITY DEVELOPMENT DEPARTMENT (CDD)

As the name suggests, the function prescribed for the CDD is the design and coordination of activities relating to community engagement and participation (inclusive of all stakeholders e.g., residents, LDOs, etc.) throughout the program. The CDD will also be responsible for coordinating the development of the LRP, and implementation given the LRP's context as a community specific program. Headed by a Director, having extensive experience with public consultation (stakeholder engagement), community participation and development planning, the CDD comprises of 2 Community Development Specialists and 9 Community Facilitators. The CDD will be responsible for the following:

- Stakeholder engagements (including consultations and information sessions) for the next Project area under the AHUAP;
- Coordinating the preparation of LRPs for the next Project areas, guided by the Preliminary Framework for Livelihood Restoration as outline in Section 5.4 of the ESMF;

- Developing and executing the framework for public consultation, participation, and development planning for current and future LRPs;
- Ensure implementation of vulnerability considerations including gender, disability, age (elderly) and poverty-based and land-based groups;
- Public disclosure of all livelihood restoration activities under the AHUAP;
- Concluding and fulfilling entitlement agreements with PAPs as relate to the disbursement of any cash entitlement, housing and other assistance/livelihood restoration measures;
- Managing the grievance redress mechanism, including the internal processes for ensuring grievance resolution;
- Direct communication with and visits to PAPs;
- Assist in preparation and submission of bi-monthly external monitoring reports to the PMT, and Semi Annual Reports to the IDB, and;
- Support LRP outcome evaluation activities.

6.1.3 POLICY RESEARCH, PLANNING AND EVALUATION UNIT (PRPEU)

Overall, the role prescribed for the PRPEU under Section 3.4 of the OR is the implementation of a monitoring and evaluation program, which includes the management of the AHUAP Performance Matrix, reporting achievements in relation to targets, providing support for the development of survey tools, data collection and analysis, and providing technical and other support in relative to Impact Evaluations within the Reformulated Loan.

Given its existing function, the PRPEU will also be responsible for the implementation of the LRP, particularly as it relates to the framework for monitoring, evaluation and reporting, and the census, socio-economic survey and inventory. Headed by a Head of Unit, having extensive experience monitoring and evaluation programs, statistical analysis and data collection, the PRPEUs' staff complement includes several Monitoring and Evaluation Officers and Enumerators. The ESSU will be responsible for the following:

- Conducting socio-economic surveys, asset inventory and associated data analysis of potential PAPs for the next Project areas using a similar approach like the first segment, and guided by the Preliminary Framework for Livelihood Restoration as outline in Section 5.4 of the ESMF;
- Development and management of a MIS for information on PAPs;
- Developing and executing the framework for monitoring, evaluation and reporting for current and future LRPs, and;
- Assist in preparation and submission of bi-monthly external and internal monitoring reports to the PMT, and Semi Annual Reports to the IDB.

6.1.4 FINANCE DEPARTMENT (FD)

Under Section 3.4 of the Project's OR, the CH&PA's Finance Department, Headed by a Director, has been assigned the task of Project Accountant for the AHUAP. The Finance Department, which also comprises of a number of competent finance officers and or accountants, has experience and notable successes in the financial operation and management of past and on-going IDB projects, particularly the 2270/BL-GY: Sustainable Housing for the Hinterland (SHH), 2102/BL-GY: Second Low Income Settlement Program (LISP II), and the First LISP.

Consequently, the FD will also be responsible for the financial management of all activities, which fall under the purview of the AHUAP, thereby including those associated with the disbursement of cash entitlements and general implementation services, overhead and resources. Since the LRP is program specific, funding for all livelihood restoration activities will be processed and affected under the budget of the AHUAP through the Central Housing and Planning Authority, and will comply with the financial arrangements agreed upon under Section 9.1 of the Project's OR. The FD will be responsible for the following:

- Preparing and managing the budgetary component of the current and future LRPs, including cost estimates for all activities in the LRP;
- Preparation of the disbursements of cash entitlements;
- Process all eligible payments related to the activities of the livelihood restoration programme;
- Monitor the project cash books/financial records, and preparation and submission of bi-monthly external and internal monitoring reports relative to financial management of the LRP, to the PMT, and semi-annual reports to the IDB;
- Assist in the preparation and submission of bi-monthly
- Assist in preparation of other related financial reporting and analysis as requested

6.1.5 ENVIRONMENTAL AND SOCIAL SAFEGUARDS UNIT (ESSU)

A description of the institutional arrangement for supporting the implementation of the Environmental and Social Management Framework (ESMF) tasks has been proposed in the Section 5.8 of the Project's ESMF, which has since been realized by the CH&PA. Overall, the role prescribed for the ESSU is the management of all environmental and social safeguards of the AHUAP through the development and implementation of an Environmental Social Management System (ESMS).

The ESSU will also be responsible for the implementation of the LRP given its significance and inclusion under the ESMF as a key ESMF program designated for implementation. Headed by an ESS Coordinator, having extensive experience with ESMSs, the ESSU was formed and one (1) ESS Technical Officer was recruited. The ESSU will be responsible for the following:

- Collaborating with the Community Development Specialists in conducting stakeholder consultations with Project Affected Populations;
- Collate, develop, review and deliver materials for consultation, technical analysis and compliance documentation;
- Where necessary, provide support to the PRPEU in the development and implementation of the LRP framework for monitoring and reporting;
- Supporting the implementation of the grievance redress mechanism under the LRP.
- Receive and make all efforts to resolve community and PAP issues and complaints, forward them to the CDD in case no consensus can be reached in the grievance redress mechanism at the ESSU site level, and;
- Provide technical support in the development of the LRP.

6.1.6 PROJECTS DEPARTMENT (PD)

Based on Section 3.4 of the OR, the PD is mainly responsible for providing the overall guidance relating to project management, which includes the management of construction works. Given its existing function, the PD will work closely with the CDD to ensure that construction works are managed in line with the implementation of key activities and measures under this LRP. Headed by a Director, having extensive experience with project and construction management, the PD's staff complement includes several Engineers and Clerk of Works, which will be monitoring construction works (and associated impacts identified in this LRP) on a daily basis. The PD will be responsible for the following:

- Schedule the construction of all infrastructures, including roads, water, electricity and buildings in accordance with the implementation of activities and measures of this LRP;
- Provide support to the ESSU in ensuring compliance of all social safeguards in coordination with Contractors;
- Provide technical support to the CDD during stakeholder engagements (including consultations and information sessions) for under the AHUAP;
- Provide technical support to the PRPEU in conducting socio-economic surveys and asset inventory;
- Provide technical support to the FD in preparing and managing the budgetary component of the current and future LRPs, including cost estimates for LRP entitlements;
- Monitoring the fulfillment of livelihood restoration measure with PAPs, especially as it relates to the provision of residential and business, and relocation of PAPs;
- Provide support to the grievance management process, including the internal processes for ensuring grievance resolution;
- Direct communication with PAPs, and;
- Support LRP Internal and External Monitoring Activities

6.1.7 LOCAL DEMOCRATIC ORGANS AND COMMUNITY GROUPS

LDOs in charge of housing sites have a legal responsibility for service delivery, law enforcement, representation, and advocacy for the needs of the people within their constituency. Similarly, community groups provide representation and advocacy for the needs of the people within their area. Both LDO's and Community Groups can provide useful information on identifying community boundaries, PAPs, history and culture, and vulnerable groups etc., which may be relevant to the development and implementation of future LRPs.

Issues relating to land ownership, informal settling, assets valuation and impacts affecting community residents often times originate from this level. Staff of the CDD, with the representative of the LDO and or Community Group will carry out the tasks of identifying PAPs and impacts/risks, verifying land ownership and identifying titles. The CDD will also coordinate the Grievance Support Structures under the grievance redress mechanism to ensure collaboration with the LDOs and Community Groups on issues originating as a result of project works, or livelihood restoration activities. Similarly LDOs and Community Groups will be instrumental in supporting and garnering support for the community engagement efforts with the Project Affected Populations, and collaboration regarding the execution of socio-economic surveys of potential PAPs.

6.2 LRP IMPLEMENTATION MECHANISM AND SCHEDULE

In order to ensure smooth and timely implementation of the project, it is necessary that livelihood restoration processes/activities are initiated and completed in the timeframe and order, as prescribed in this document.

Timing of all LRP activities, including the dismantlement of structures and relocating businesses/houses etc. is linked to the schedule progress of the construction works within the different sections of Sophia. The implication is that before any construction activity is implemented, the PAPs eligible for livelihood restoration entitlements will need to be notified and provided with such entitlement in due time in accordance with the LRP, and where all measure required to assist households with relocation and or dismantlement must be completed prior to displacement, if any. The timing mechanism (estimated initiation and completion dates) and order of livelihood restoration measures (chronological steps in LRP implementation) is outlined in this Implementation Schedule, including the identification of the party responsible for each activity. The activities under the livelihood restoration program for Sophia were grouped into the following three components, which are also described in this Implementation Schedule (see Table 6.1), and which are linked to the implementation of the overall project (AHUAP):

- Planning and LRP Preparation;
- LRP Implementation including construction, and;
- Monitoring, Reporting and Evaluation activities.

These activities run throughout the pre-construction, construction and operation phases/periods.

Table 6.1 LRP Implementation Schedule

Main Activities	Responsible Party	YEAR 2013 (Months)											
		Q1			Q2			Q3			Q4		
		1	2	3	4	5	6	7	8	9	10	11	12
1. Planning & Preparation													
Project Coordination	PMT*												
Identification of potential impacts and PAPs**	CDD*												
Development of a framework for public consultation, participation, and development planning	CDD												
Stakeholder Engagement including public consultation and proactive disclosure**	CDD												
Baseline socio-Economic Survey (including census) of PAPs**	RPPEU*												
PAPs asset inventory and valuation**	RPPEU & PD*												
Identification of potential livelihood restoration measures (entitlements)**	CDD & ESSU*												
Development and execution of Grievance Redress Mechanism (GRM)**	CDD & ESSU												
Finalization of the institutional arrangements, schedule, and budget for LRP implementation	CDD & FD*												
Development of a framework for monitoring, evaluation, and reporting.	RPPEU & ESSU												
Review of Draft LRP	PMT												
Finalization of PAPs list	CDD & RPPEU												
Finalization and Approval of LRP**	PMT												
2. LRP Implementation (including construction activities)													
Disbursement of Cash entitlements**	CDD & FD												
Livelihood Assistance Program: Relocation, Dismantling, and Temporary Shifting**	CDD & PD												
Nomination of construction contractors	PMT												
Preparation of construction site	PD & Contractor												
Construction	PD & Contractor												
3. Monitoring, Reporting & Evaluation													
Internal Monitoring**	RPPEU												
External Monitoring**	RPPEU & CDD												
Outcome Evaluation**	Independent Third-Party & CDD												
Notes:													
*PMT "Project Management Team", CDD "Community Development Department", RPPEU "Research, Policy, Planning & Evaluation Unit", FD "Finance Department", PD "Projects Department"													
**Key Milestones in the LRP implementation process													

See Attached Excel Database for Completed Implementation Schedule

6.3 BUDGET FOR LRP IMPLEMENTATION

The budget matrix presented under Table 6.2 below includes the estimated budget, by cost and by Item, for livelihood restoration costs including planning and implementation, management and administration, monitoring and evaluation, and contingencies. Additionally, based on the entitlements established in Chapter 3, the final entitlement values for the damages to PAPs in Sophia (associated LRP areas) of Component 1.2 of the AHUAP are also reflected in Table 6.2 below.

Table 6.2 LRP Budget for Sophia

Item No.	Line Item	Quantity	Unit Cost (GYD)	Cost (GYD)
Planning and Development				
1	Cost for Public Consultations and other Engagement Activities	14 (Stakeholder Meetings)	300,000	4,200,000
2	Cost for conducting Socio-Economic Survey	35 (Days of Survey)	5000	175,000
3	Cost for conducting Asset Inventory and Valuations	35 (Days of Inventory)	5000	175,000
4	Administrative cost for compilation of the LRP	n/a	n/a	500,000
Implementation				
5	Cost for conducting Public Notifications and Engagement Exercises.	n/a	n/a	3,000,000
6	Cost for re-instating affected immovable residential structures (i.e. concrete structures concrete bridges) at full replacement cost.	7 (Concrete Bridges)	316,800	2,217,600
7	Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures that can be dismantled, and rebuilt or retrofitted (i.e. wooden bridges and fences).	21 (Wooden Bridges)	88,200	1,852,200
8	Cash entitlement at cost for dismantling PAPs residential structure with roof (demolition), and relocating PAHs (transportation cost).	8 (Houses/PAHs)	200,000	1,600,000
9	Cash entitlement at the cost for dismantling PAPs business structure (demolition), and relocating PAHs (transportation cost).	4 (Business Structure/PAHs)	200,000	800,000
10	Crop Allowance for Disruption of standing crops and trees.	6 (Crop Allowances)	33,334	200,000
11	Income Allowance for Disruption of income from Business.	99 (Income Allowances)	170,708	16,900,000
12	Transitional Support Allowance for the Provision of transitional ration (food) support.	6 (Ration Support)	65,000	390,000
13	Cost for Providing Housing Structure for physically displaced PAPs (Squatters).	8 (Houses)	4,000,000	32,000,000
14	Cost for Providing Business Structure for physically displaced business PAPs (Squatters).	4 (Mobile Business Units)	1,000,000	4,000,000
15	Livelihood Restoration Assistance (particularly capacity building program)	3 (Capacity Building Programs)	5,333,334	16,000,000
Management and Administration				

16	Cost for Grievance Management	n/a	n/a	3,600,000
17	Cost for conducting External and Internal Monitoring activities	120 (Days of Monitoring)	10,000	1,200,000
18	Cost for Consultancy Services for Outcome Evaluation	1 (Consultancy Service)	3,500,000	3,500,000
TOTAL				92,309,800
Contingency (10%)*				9,230,980

To sum up, the total LRP Budget for Implementation including contingency (10%) is **GYD 101,540,780**. Since the LRP is program specific, funding for all livelihood restoration activities (as outlined in Table 6.2) will be processed and affected under the budget of the AHUAP through the Central Housing and Planning Authority (CH&PA), and will comply with the financial arrangements agreed upon under Section 9.1 of the Project's OR.

7 PUBLIC CONSULTATION, PARTICIPATION, AND DISCLOSURES

The Program's potential stakeholders include the Project Affected People (PAPs), local public authorities, NGOs, Community Groups, and other representatives of the project affected population/community. The CH&PA recognizes that public consultations and disclosure of Project-related information is a vital component of the AHUAP's public involvement process, especially in the development and implementation phases of the LRP. Consequently, stakeholder consultation and disclosure meetings has been a continuous process since the inception of the AHUAP.

Relative to the LRP, CH&PA launched its public engagement process by providing information to community leaders and residents (including PAPs) of Sophia. This includes the provision of information on the development of the LRP, particularly as it relates to the use of the LRP in the AHUAP, key LRP activities to be undertaken such as the Socio-Economic Survey and Asset Inventory, and general outcomes of the livelihood restoration process. During this public engagement process, individual interviews and or meetings were held with PAPs, and where villages including community leaders met collectively with CH&PA.

The following sub-sections provides a synopsis of Public Consultation, Participation and Disclosures relative to the LRP. This outline is in keeping with the stakeholder engagement approach presented in the SEP, as previously mentioned.

7.1 LRP STAKEHOLDER ENGAGEMENT APPROACH

The International Finance Corporation (IFC) defines stakeholders as *“any individual or group who is affected by a project or may have an interest in, or influence over it. This may include individuals, businesses, communities, local government authorities, local nongovernmental and other institutions, and other interested or affected parties.”*

This section describes the AHUAP's stakeholder engagement activities, which have been undertaken to:

- Identify Major Program stakeholders;
- Obtain recent information on the project affected community;
- Define engagement opportunities and activities, and;
- Define organizational arrangements including roles and responsibilities relative to stakeholder engagements;

Stakeholder engagement specifically for the livelihood restoration planning process was wide-ranging and served the following purposes:

- To identify PAPs in the Project corridor and conduct a socio-economic survey and asset inventory to ascertain the socio-economic conditions of those economically displaced or where livelihoods will be affected;

- To inform PAPs and the wider community about the livelihood restoration process and obtain their feedback and participation relative to its development and subsequent implementation;
- To discuss livelihood restoration options with PAPs and the wider community;
- To gain a better understanding of stakeholder’s capacity to contribute to the livelihood restoration process, and;
- To develop a socially acceptable, efficient and effective grievance redress mechanism.

Furthermore, CH&PA’s LRP stakeholder engagement approach has informed the design and planning of livelihood restoration solutions and has resulted in:

- Active participation of PAPs (including community groups) in the design and development of the LRP preparation process;
- Understanding and incorporating major concerns of the project affected population;
- Addressing the needs and priorities of the PAPs in the Livelihood Restoration Plan, ensuring optimal benefits of the AHUAP and enhanced accessibility of the restoration options.

Engagements with the project affected population will continue throughout the implementation phase (including during Monitoring and Evaluation) of the livelihood restoration process, as well as throughout the overall Project duration.

7.2 PUBLIC CONSULTATION

The CH&PA developed a Program-specific Stakeholder Engagement Plan (SEP) in 2018, which forms part of the suite of the Project’s ESMF and ESA documents. The SEP along with this LRP and other project documents including the relevant Environmental Social Management Plans (ESMPs) help to form the main Project control documents, and is an essential part of the project development process. The purpose of the SEP is to set out the approach that the AHUAP will follow to implement a two-way engagement and consultation program with stakeholders over the life of the Program. The SEP of 2018 further ensures that stakeholders, including Project-affected communities, are provided with timely and transparent information regarding the Project prior to and during the construction phase, and also allows stakeholders (throughout the Project’s lifecycle) to provide input on potential issues or concern relating to the Project. The aims of the SEP are to:

- Promote the development of respectful and open relationships between stakeholders, CH&PA, and IDB during the Program life-cycle;
- Identify Program stakeholders and understand their interests, concerns and influence in relation to Program activities, particularly during the construction phase;
- Provide stakeholders with timely information about the Program, in ways that are appropriate to their interests and needs, and also appropriate to the level of expected risk and adverse impact;
- Provide stakeholders the opportunity to express their opinions and concerns in relation to the Project, and for these to be reflected in the Program’s Environmental and Social Management Framework (ESMF), and decisions about Program construction and operations activities, where possible;

- Support compliance with Guyanese legislation for public consultation and disclosure and alignment with financing standards and guidelines for stakeholder engagement; and
- Record and resolve any grievances arising from Program-related activities through a formal Grievance Procedure, managed by CH&PA, and;
- Provide the framework for stakeholder involvement in identifying appropriate processes for providing livelihood restoration measures to displaced individuals and businesses.

To achieve the above aims, CH&PA adhered to the following principles of the consultation process:

- Written and oral communications that is clear, accurate and understandable to all stakeholders;
- Use of oral and visual methods to explain information to the public;
- Clear mechanism to respond/address concerns and or grievances of stakeholders;
- Easily accessible written information on the AHUAP, and of the consultation/engagement process by project-affected stakeholders.

Importantly, the SEP seeks to carry out stakeholder engagement in line with International Best Practice, and has been developed to align with the IDB’s Operational Policies OP-703 on Environmental and Safeguards Compliance, IDB OP-102 on Disclosure of Information, and IDB’s Guidelines for Meaningful Stakeholder Consultation (IDB-MG-545), and the CH&PA’s Approach to Enabling Positive Community Change through Community Participation. The Stakeholder Engagement Programme for this LRP is guided by the SEP of 2018, which was designed to cover all project components. Therefore, please refer to the SEP for further details on information disclosure, consultation and participation.

7.2.1 PUBLIC ENGAGEMENT MEETINGS

CH&PA’s stakeholder engagement/involvement process has been extensive and open, thereby allowing for fruitful discussions with all relevant stakeholders in a transparent manner, and where stakeholders are able to receive timely updates and share their views/concerns relating to the AHUAP. This sub-section provides a record of events and methodology used to engage stakeholder during the development phase of this LRP. After identifying the relevant stakeholders to be engaged on the LRP, meetings were scheduled with the various LDOs, community leaders and PAPs. During these meetings, the livelihood restoration process was explained and participants were invited to provide feedback (comments, questions or recommendations). Engagement activities are detailed in Table 7.1 below.

Table 7.1 Summary of Stakeholder Engagement Activities

Date	Type of Meeting	Venue	Purpose of Meeting	Critical Comments/Topics	Attendance	
					Male	Female
September 10, 2017	Consultation	Sophia Primary School for residents of Block X Liliendaal (Section A or A Field) and Pattensen (Section B or B Field).	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Reformulation of the Road Network Upgrade and Rehabilitation Programme	<ul style="list-style-type: none"> • Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. • What does the programme has to offer. • Who will benefit from these programmes? • Temporary Disruption (Livelihood and transportation) • Installation and Maintenance of Street Lights • Proper Identification of Communities or locations (streets) • Upgrading or converting health center into cottage hospital. 	96	202
September 17, 2017	Consultation	Market Square Area, Section C For residents of Section C, South Turkeyen (C Field)	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Reformulation of the Road Network Upgrade and Rehabilitation Programme	<ul style="list-style-type: none"> • Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. • Livelihood Restoration Plan and Traffic Management • What does the programme has to offer. • Who will benefit from these programmes? • Street lights • Provision of jobs under the project • Communicating Concerns and Grievances. 	60	83
September 17, 2017	Consultation	Section C Cummings Lodge Multi-Purpose Centre for residents of Section D Turkeyen (D Field) and Section C Cummings Lodge	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Reformulation of the Road Network Upgrade and Rehabilitation Programme	<ul style="list-style-type: none"> • Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade • What the project entails • Land and Lot Boundary Issues • Installation and Maintenance of Street Lights 	58	94

		(E Field or Cummings Park)		<ul style="list-style-type: none"> • Gaining access to individual lots • Social Facilities 		
September 24, 2017	Consultation	Sophia Practical Instruction Centre for residents of 'AA & BB' PLUM Park and Block 'E' Sophia (Farmers' Group or Farmers' Field)	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Reformulation of the Road Network Upgrade and Rehabilitation Programme	<ul style="list-style-type: none"> • Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. • Recreational, Institutional and Educational Facilities • Upgrades to Community • Building and Grounds • Squatting Issues • Security issues 	33	55
September 24, 2017	Consultation	Reserve Site (Temporary Playground) for residents of Block 'F', Block R', and Block 'S' Sophia	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Reformulation of the Road Network Upgrade and Rehabilitation Programme	<ul style="list-style-type: none"> • Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. • Land Allocation, Drainage and Boundary issues • Employment of Residents from Blocks F and R Sophia • Livelihood disruption and Grievance Mechanism 	55	95
January 24 2019	Sensitization Meeting	Community Leaders	List sections represented at the Meeting at CHPA.	<ul style="list-style-type: none"> • Commencement of Field Inventory for LRP • Livelihood Restoration Plan 	4	4
March 4, 2019	Launch of LRP Suggestion Box on Facebook	General Public				
February 7-8, 2019	Distribution of Letters	Project Affected Persons	How many PAPs by sections were written to	<ul style="list-style-type: none"> • LRP Process • Commencement of Field Surveys • LRP Suggestion Box 		
March 4, 5, 6, 7 & 11, 2019	Outreach Meetings in Constituency 5 & 6 (Sophia) with Minister	Community Wide Meeting	Information was disseminated on the LRP at these meetings	<ul style="list-style-type: none"> • Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. 	305	574
April 16, 17,	Stakeholder	Project Affected	In accordance with Section 7	<ul style="list-style-type: none"> • Present on the Adequate Housing and Urban 	55	67

18 & 23, 2019	Engagement Meetings	Persons and Community leaders (from Sections A, B, C, D and Cummings Park, and the Durban Backlands Area)	of the Livelihood Restoration Plan (LRP).	<p>Accessibility Program: Road network upgrade.</p> <ul style="list-style-type: none"> • Present findings from the Socio-Economic Survey and Asset Inventory • Present and foster discussion with PAPs on the proposed Entitlement Framework, Budget for Implementation, Grievance Redress Mechanism, Identification of Impacts and Categories of PAPs, Institutional Arrangements for Executing the LRP, and Implementation Schedule. 		
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7.3 STAKEHOLDER IDENTIFICATION

The process of stakeholder identification includes identifying individuals, groups, local communities and other stakeholders who may be affected by the project; identifying broader stakeholders who may be able to influence the outcome of the project; identifying legitimate stakeholder representatives (such as elected officials, non-elected community leaders, etc.); and, mapping the impact zones by placing the Affected Communities within a geographic area.

Identification of stakeholders is necessary in order to determine the range of actors involved in the AHUAP, and is important for managing stakeholder expectations and better target the sharing of information on the Project. This sub-section described the Project stakeholders, including those affected by the AHUAP.

During the development of the SEP, a database of stakeholders was developed, and subsequently updated as part of the thematic mapping process of the LRP (including the Socio-Economic Survey). All stakeholders identified to date are compiled in a Stakeholder Register (Annex IV to this document). The stakeholder register will be continually updated over the course of the Project.

Stakeholders for the Project continue to be identified in several ways. These include:

- Drawing on the local knowledge of IDB and CH&PA staff, particularly those with stakeholder engagement responsibilities;
- Desktop research including information provided in Environmental and Social Assessments;
- Observations made during field/reconnaissance visits to the local community and or Program Area, and;
- Site visits and interviews with key informants (PAPs) including community leaders and Local Democratic Organs (LDOs) active in the area.

The stakeholders identified for the AHUAP are grouped as the following:

7.3.1 PUBLIC ADMINISTRATION

This grouping comprises Government and regulatory agencies, elected officials, and public service providers that may be at the local, state, national or international levels. Examples include Ministry of Communities, Ministry of Social Protection, Ministry of Public Infrastructure, and the LDOs.

At different stages of consultations, these stakeholders were engaged to inform them (and seek feedback) on the Project layout in Sophia, associated impacts relative to economic displacement, and their role in the context of LRP implementation.

7.3.2 LOCAL RESIDENTS INCLUDING PAPs AND VULNERABLE GROUPS

The beneficiary community is located in the eastern edge of Georgetown and comprises 9 plantations commonly lumped together and collectively referred to as „Sophia“. Specifically, the

plantations or sections are: Block X Liliendaal (Section A), Pattensen (Section B), Turkeyen (Section C), Turkeyen (Section D), Cummings Park (Section C Cummings Lodge), Block E Sophia (Farmers Group), and Block AA and BB Sophia (Plum Park). These sections consist of 4,634 lots. There are also over 400 people living in unallocated areas, on the drainage reserves. The total population of the area is estimated at 32,000.

Throughout the Project planning and implementation process, people whose assets, income and or livelihood stand to be affected by Project works were recognized as primary stakeholders for all project-related activities, especially those activities related to the livelihood restoration process. From the inception of the Program, locally affected persons were integrally involved in CH&PA's stakeholder engagement community meetings.

In fact, PAPs were engaged during the preparation of the Environmental and Social Assessment (ESA), and the execution of the LRP's Socio-Economic Survey and Asset Inventory process, which included individual meetings/interviews/site visits with PAPs. For this LRP, the socio-economic survey was conducted of all PAPs/PAHs to assess their socio-economic conditions prior to construction works, and determine the level of anticipated impacts they are likely to face as a result of such works. Meetings were also conducted with community leaders including men, women and youth representation to introduce the livelihood restoration process and the preliminary measures (entitlements) being considered for inclusion in the LRP.

During site visits, PAPs share their willingness to know more about the AHUAP, especially as it relates to the positive impacts of the project such as employment generation, improvement in infrastructure and local economy etc. (see Section 4.2.2). As a result, the Community Development Department will regularly engage the residents through general public and individual meetings. Furthermore, CH&PA will set up a Project Information and Construction Site Office (PICSO) in a central location in Sophia and accessible to PAPs throughout the day so that local people can easily get access to information about the Project, and to express their concerns and expectations.

The LRP desk study, community meetings and reconnaissance visits also provided the necessary socio-economic information to develop the vulnerability criteria that was used to identify the vulnerable PAPs or groups in the project-affected areas (during the survey). This criteria includes the following:

- Female Headed Single Parent Households, with limited resources to support the family;
- Households with physical and or mental disability;
- Informal Land Users (Squatters);
- Land-based vulnerable PAHs/PAPs (using land for subsistence farming);
- Age-based vulnerable PAHs such as inhabitants that are at or above the retirement age (elderly), and where there are children with the household.

7.3.3 NGOs, MEDIA AND COMMUNITY GROUPS

This grouping includes NGOs operating in Guyana and that may have interest in the Project area, especially as it relates to the environment, agriculture and or land-based livelihood issues. Such NGOs identified early in the process includes Habitat for Humanity, YMCA/YWCA, and Guyana Red Cross Society. Furthermore, News media outlets that may range from local to

international in distribution were considered partners in the engagement process since they are a far-reaching communication medium that was used to raise awareness of the Project, disseminate updates, thereby keeping stakeholders informed. Community Groups which were identified includes faith-based organizations, community and social groups, and service clubs such as the Rotary Club and Lions Club.

7.3.4 PRIVATE SECTOR

Businesses of any scale that could be affected positively or negatively by the Project were identified during the ESA process, and where further verification activities were conducted during the LRP's Socio-Economic Survey and Asset Inventory. Examples of business include commercial enterprises within and adjacent to the Project areas that could be affected positively or negatively during the construction and operations phases; and prospective suppliers of goods and services to the Project.

7.3.5 INTERNATIONAL ORGANIZATIONS

They were also some international organizations operating in Guyana that may be involved in community projects and initiatives, such as the UNDP, UNICEF, PAHO, and which were visited during the early stages of the AHUAP Project i.e. during the preparatory stakeholder/community engagement process.

7.4 MANAGING STAKEHOLDER EXPECTATIONS

Based on past stakeholder engagement activities relative to the LRP's development, the PMT recognizes that stakeholders' engagement must be managed, especially since the overall budget of the AHUAP does not specifically identify a line item for funding the implementation of the LRP. From these engagements, it is clear that some stakeholders have a preconceive idea that the livelihood restoration process will provide cash entitlements to all persons within the Sophia Housing Area, especially Informal Land Users occupying a piece of Public Land for commercial or residential purposes. Consequently, it was necessary to use these engagement activities to also clarify that only PAPs will receive cash entitlements where their assets, livelihood and or income stand to be affected by project works. Engagements were also used to explain the rate and protocol at which cash entitlements will be paid to PAPs i.e. in accordance with the valuation methods used in this LRP.

7.5 PLANNED ENGAGEMENT

Planned stakeholder engagement activities will include those related to the final LRP disclosure including the presentation and discussion on key aspects of the LRP such as the entitlement framework, institutional arrangements, implementation schedule, framework for monitoring, evaluation and reporting, and the grievance redress mechanism available to the public. There will be continuous engagements with PAPs and community leaders to maintain awareness and clear understanding of the LRP implementation process, minimize grievances (grievance management) and manage expectations. Similarly, once the entitlement framework and budget has been finalized, and approved by the PMT and the IDB, PAPs will be engaged for the disbursement of entitlements.

As part of the Monitoring, Evaluation and Reporting (MER) framework for the LRP, engagements with PAPs and the wider project affected community are anticipated since the MER framework seeks to examine how the livelihood restoration measures have impacted PAHs, and to determine whether LRP objectives are being met.

7.6 PUBLIC DISCLOSURE

CH&PA recognizes that disclosure of the LRP is key to an effective public engagement process. To ensure stakeholder participation in the livelihood restoration process, CH&PA will provide PAPs with clear and timely information about the key aspects of the LRP such as the entitlement framework, institutional arrangements, anticipated negative impacts, implementation schedule and grievance redress mechanism etc.

In line with the SEP, these aspects of the LRP will be disclosed on the CH&PA's website (www.chpa.gov.gy). The SEP was also disclosed on the CH&PA's website and deposited at the locations specified below.

Hardcopies of the LRP will be available to the public at the following locations:

- **CH&PA Head Office in Georgetown**
Address: 41 Brickdam and United Nations Place, Georgetown, Guyana

- **CH&PA's Public Information and Construction Site Office (PICSO) in Sophia**
To be determined

Furthermore, to give stakeholders easy and convenient access to the Project, the following contact vehicles were put in place:

- Dedicated Telephone Line (592-225-3640)
- General email address: chpaprd@gmail.com
- Mailing address: 41 Brickdam and United Nations Place
- Facebook: Central Housing & Planning Authority (CH&PA) Guyana

The above contact vehicles will be monitored regularly and response protocols have been developed to ensure all inquiries are tracked for reporting purposes and that responses are provided. Furthermore, the LRP will be disclosed to all PAPs through public community meetings/outreach, focused formal engagements between CH&PA and community leaders, and individual visits and group discussions with PAPs.

The LRP team, particularly the CH&PA's Director of Community Development Division and Environmental and Social Safeguards Coordinator will further conduct meetings with the PMT, and other government agencies related to LRP implementation as part of the disclosure process. These meetings will be done to acquaint participants of the key aspects of the LRP, and their role relative to its implementation. Once the LRP is approved by the IDB, the PMT will then be responsible for conducting disclosure activities on the LRP through community-wide meetings,

especially with PAPs and community leaders. This will be done to ensure that PAPs will be familiar with the LRP before its actual implementation. Individual disclosure activities will be conducted with individual PAPs so that they fully understand their entitlements, and the use of such entitlements in addressing their specific needs relative to the project impacts.

After the IDB has approved the final LRP, the following activities will be conducted:

- Disclosure of the final LRP in community meetings, and with Community Leaders and PAPs alike;
- The LRP will be available at all CH&PA's Offices (including the PICSO);
- The final LRP will be available on the CH&PA's website, and;
- Update Project-specific informational materials to include information and raise awareness on key features of the LRP such as the entitlement framework and grievance redress mechanism, and where such materials will be distributed to stakeholders participating CH&PA organized public engagement/consultation events related to the AHUAP.

8 GRIEVANCE MANAGEMENT

8.1 OVERVIEW OF GRIEVANCE REDRESS MECHANISM (GRM)

In order to be aware of, respond and resolve stakeholders' grievances, concerns and complaints in a timely manner, especially those associated with the activities of the Livelihood Restoration Plan (LRP), the Central Housing and Planning Authority (CH&PA) is in the process of implementing a Grievance Redress Mechanism (GRM). Furthermore, CH&PA will use this GRM, working in partnership with its Contractors and with oversight from the Inter-American Development Bank (IDB), as a critical component of the broader stakeholder engagement activities of the Adequate Housing and Urban Accessibility Program (AHUAP), including monitoring and reporting.

In essence, the GRM is a program that seeks to receive, compile, register, and impartially resolve/address grievances, complaints, concerns or questions raised by stakeholders of any kind, especially about compensation, relocation and livelihood restoration. In the case of the LRP, the GRM is designed for Project Affected People (PAP) such as any person, household or group impacted by livelihood restoration activities including displacement and resettlement as a result of Project Works in Sophia. Implementation of the GRM complements any proactive or preventative policies or procedures already in place, ensuring that when administrative controls do not adequately address an issue, there is recourse for resolution.

8.2 PRINCIPLES

In compliance with the IDB's Operational Policy 7.10 on Involuntary Resettlement and IFC's Performance Standards (2012), particularly Performance Standard 1 on Assessment and Management of Environmental and Social Risks and Impacts, IFC's Performance Standard 5 on Land Acquisition and Resettlement, this GRM complies with the following key principles:

- Address grievances, concerns and complaints on time and effectively, in a manner that is transparent, culturally appropriate and readily accessible to all segments of Sophia, with due consideration for legal requirements and ensuring confidentiality throughout the GRM process;
- Deal with grievances, concerns and complaints whilst being discreet, objective, sensitive and responsive to the stakeholders' needs and concerns;
- Publish the GRM including details about how it operates using appropriate and easily accessible avenues, for example GRM should be easily available in public areas impacted by the Project including shops, schools, churches etc.;
- In the course of CH&PA community engagement activities, inform PAPs about the GRM including information on whom they can turn to in the event of a grievance and the support and sources of advice available to them;
- Keep records of all complaints, along with the response(s), minutes of any meetings and the findings and reasons for the findings;
- Set reasonable timescales for each stage of the GRM process to allow for time to investigate grievances fully whilst aiming for swift resolutions;
- Ensure the GRM process is reviewed and kept up to date, especially where there are new statutory guidelines, changes in routes or benefits;

- Not prevent access to judicial or administrative remedies, and;
- Ensure that complainant is not subjected to any reprisal.

8.3 SCOPE

This GRM will be functional throughout livelihood restoration planning and implementation, and will further be active throughout all points of the AHUAP life cycle, from present day through closure, and will be accessible to every PAP. In the context of the LRP, the GRM will be in place at the time the census is undertaken so that all affected persons can respond if any findings from the census are incorrect.

8.4 ANTICIPATED CATEGORIES OF GRIEVANCES

Grievances, concerns and complaints that are anticipated for the AHUAP Livelihood Restoration Programme are the following:

- Dispute over plot limits, between affected persons and the Project or between neighbors;
- Dispute over the ownership of a given property
- Disagreement over the valuation of a plot, crop or structure;
- Post cut-off establishment of a structure or other asset, whether deliberate (opportunistic occupation in anticipation of compensation) or not;
- Absentee landowners;
- Confusion between formal (legal) occupants and informal occupants;
- Forged documents (identification, ownership or others);
- Deceases and unresolved successions, divorces, and other family issues, resulting in disputes between heirs or shareholders in the disputed property, particularly when such occur after identification and before payment;
- Damages occurring during construction e.g. property damage or damage to agriculture;
- Unsatisfactory compensation, and;
- Unsatisfactory replacement, relocation or restoration.

8.5 GRIEVANCE SUPPORT STRUCTURE

The Project Management Team (PMT) has the primary role in resolving complaints as part of their day-to-day activities as they interact with PAPs. Therefore, to support and streamline the implementation of the GRM, the following structure has been established, and comprises key members of the PMT:

- A Grievance Management Team, which comprises CH&PAs' Senior Community Development Specialist (CDS), Community Facilitators, the Environmental and Social Safeguards (ESS) Coordinator, the onsite ESS Technical Officer, the relevant work-stream Engineer and the Senior Public Relations Officer;
- A Grievance Working Group, an ad hoc team formed (when required) to review decisions and or resolution measures which have been rejected by stakeholders. This Group comprises CH&PAs' Director of Community Development, Project-Construction

Manager (Director of Projects), Community Development Specialist, ESS Coordinator (as required) and the Corporate Secretary (as required); and

- A Grievance Task Force, an ad hoc team established to manage the resolution process for high severity grievances or those in which the stakeholder wishes to engage a third party entity to be involved in the resolution process. This Task Force comprises the Programme Manager (CEO, CH&PA), Director of Projects Department, Director of Operations, Director of Community Development Department, the relevant Construction Contractor representative, the CDS and the Corporate Secretary (as required).

Importantly, the CH&PAs' CDS will be in charge of managing the GRM, including the internal processes for ensuring grievance resolution. The CDS will work closely with the ESS Coordinator, Community Facilitators, the onsite ESS Technical Officer and Public Relations Officer involved in similar actions as part of the Stakeholder Engagement Plan and LRP to ensure consistency in the content and processes involved, as well as to share information and lessons learned.

8.6 GRIEVANCE REDRESS MECHANISM

Implementing a project level GRM within the body of CH&PA's PMT, which is open for use by all stakeholders (directly or indirectly affected) by the AHUAP, is critical for addressing stakeholder grievance, complaints and concerns regarding the project in time, and prevent misunderstandings and material and non-material damages, which may be difficult to compensate for. This project level GRM will also be functional throughout livelihood restoration planning and implementation, especially since this forms a critical component of the AHUAP. PMT staff who receive complaints verbally must put them in writing for them to be considered. As such, the GRM is established as the following channels, which stakeholders can use to vocalize their grievances formally:

- **Project Hotline, Postal Address and E-mail**

To give stakeholders easy and convenient access to the Project, a 24 hour dedicated project hotline (592-225-3640) will be used to allow stakeholders to call with questions and or register complaints. The hotline will be answered (by the Public Relations Unit) during normal business hours (8:00 am to 4:30 pm Monday-Thursday and 8:00 am to 3:30 pm on Fridays). After hours, a voice mailbox will be set up to allow callers to relay inquiries and complaints. This voice mailbox will be monitored closely by the CH&PA to ensure timely feedback and resolution of issues/concerns. If a call cannot be answered directly and is a complaint about Project work, the call is to be returned within three business days.

An external e-mail inbox/address (chpaprd@gmail.com) has been set up for receiving feedback from stakeholders including complaints and questions. Like the voice mailbox, this email inbox will also be monitored by the Public Relations Officer. For emails received after business hours, an automatic response (outlining how the GRM operates and/or information on whom they can turn to in the event of a grievance and the support and sources of advice available to them) will be sent to stakeholders pending a formal acknowledgement by the CH&PA within three business days.

Stakeholders will also be able to send postal mails directly to the Public Relations Unit located at CH&PA Head Office address (41 Brickdam and United Nations Place, Georgetown, Guyana). Letters will also be acknowledged within three business days of receipt. The above contact details will be included on all notifications, advertisements, project website and social media platform.

The Public Relations Officer (CH&PA) has been identified as the primary point of contact for stakeholders using these channels to voice grievances. Consequently, all grievances received through the Project hotline, e-mails and postal mails will be registered by the Public Relations Officer in the Grievance/Complaint Monitoring Table.

- **Public Information Construction Site Office**

Before construction commences, the CH&PA will establish and maintain an easily accessible Public Information Construction Site Office (PICSO) in the Sophia Housing Area. This PICSO will act as CH&PA's primary information hub at the construction site, and will be used primarily for information dissemination throughout the community. PAPs can expect to find the ESS Technical Officer and other members of CH&PA's onsite supervisory team available at the PICSO to answer questions and help resolve concerns. For the latter, the PICSO personnel will have the responsibility of receiving stakeholder complaints, and updating the Grievance/Complaints Monitoring Table.

Here, PAPs will be able to lodge a grievance by submitting a completed grievance/complaint form (available at the PICSO) into the grievance/feedback box located within the PICSO. Conversely, a verbal complaint or inquiry can be made to the ESS Technical Officer, who will then complete the complaint form on behalf of the complainant or inquirer. In both cases, the Grievance/Complaint Monitoring Table is then updated with the information of any complaints alleging adverse effects from, or related to, construction works of the project. To ensure swift resolution, questions or complaints will be assessed onsite, and the person is provided with feedback.

In the event that the PICSO personnel is unable to answer any questions or resolve complaints, such questions or complaints will be forwarded (via email, telephone or by grievance form) to the appropriate Grievance Management Team personnel at CH&PA Head Office (See Section 8.5) so that issues can be thoroughly reviewed and effectively resolved. The PICSO will be open (and PICSO personnel present) once construction works are happening onsite. The PICSO will liaison directly with the Contractor's Management Team to resolve issues/complaints and disseminate information in the field. CH&PA personnel at PICSO will be fully apprised on project progress and will be able to keep stakeholders informed on a regular basis, especially as it relates to the LRP Programme.

- **CH&PA Head Office**

Similar to the community based PICSO, key personnel at CH&PA Head Office will have the responsibility of receiving stakeholder complaints, answering question, updating the Grievance/Complaints Monitoring Table and resolving concerns. Consequently, PAPs will be able to lodge a grievance/complaint by submitting a completed grievance/complaint form (available at CH&PA Head Office) into the grievance/feedback box also located at the CH&PA

Head Office. These boxes will be labelled and strategically placed in highly transited areas at the PICSO and CH&PA Head Office.

A verbal complaint or inquiry can also be made to the ESS Coordinator, CDS, Public Relations Officer or any other personnel of the Grievance Management Team (at Head Office), who will then complete the complaint form on behalf of the complainant or inquirer. In both cases, the Grievance/Complaint Monitoring Table is then updated with the information of any complaints alleging adverse effects from, or related to, construction works of the project. To ensure swift resolution, questions or complaints will be assessed promptly and the person is provided with feedback. If not resolved, it is directed to the Grievance Working Group (See Section 8.5) for further deliberations. Both the PICSO and CH&PA Head Office provides a platform for face to face meetings where stakeholders are able to voice their grievance to key personnel of the Grievance Support Structure (See Section 8.5). Importantly, CH&PA Head Office is always staffed Monday to Thursday 8:00 am to 4:30 pm and Friday 8:00 am to 3:30 pm excluding public holidays.

- **Project Website and Social Media Platform**

In order to foster transparency of the GRM process, and further raise awareness of the GRM among PAPs, the GRM including details about how it operates, how stakeholders can voice their grievances, information on whom they [PAPs] can turn to in the event of a grievance and the support and sources of advice available to them will be published via the Project Website (<http://www.chpa.gov.gy/>) and CH&PA's Facebook webpage (<https://www.facebook.com/CHPAGuyana/>). In order to ensure that stakeholders are provided with up to date information on the GRM, both the Project Website and CH&PA's Facebook webpage will be updated as revisions are made to the GRM.

- **Public Meetings**

CH&PA considers meetings with community stakeholders to be a crucial part of a successful AHUAP. These meetings will take the form of neighborhood specific meetings, large community-wide gatherings, or meetings to discuss a specific topic such as the GRM/LRP. The CH&PA will be guided by the Stakeholder Engagement Plan regarding public meetings, such as prior notification, preferred day/time, public service announcements, and participation by key community stakeholders. The CH&PA will complement its meetings with high-quality presentations, and information packages to raise awareness of the GRM process. These packages may consider factsheets, FAQs and pamphlet with basic information on the operation of the GRM and its use by PAPs.

Community PAPs will also be given the opportunity at these meetings to voice grievances, complaints or concerns, especially those relating to the implementation of the LRP, including environmental and social issues associated with the Project's construction works in the area. The Community Development Department and Public Relations Unit will lead these activities, with support from the ESS Coordinator. All grievances received through these face-to-face meetings will be registered in the Grievance/Complaint Monitoring Table by the CH&PA team executing the meeting.

8.7 ADMINISTRATIVE STEPS FOR GRIEVANCE MANAGEMENT

The steps to be followed during the management of grievances will be as follows, and will be in accordance with the Grievance Timeframe (See Section 8.8);

- **Confirmation of Receipt:** For grievances received (with a name attached) in the field, the ESS Technical Officer or work-stream Engineer will verbally notify the aggrieved party within 3 business days of the receipt and registration of the grievance. Similarly, for grievances received through email, postal mail and telephone, the Public Relations Officer will notify the aggrieved party within 3 business days of the receipt and registration of the grievance. The CH&PA personnel receiving the grievance will also indicate a timeline by when CH&PA should have a proposed resolution.

When a grievance is received without a name attached, the grievance will be documented within 3 business days of receipt, and addressed within the timeframe relative its severity.

- **Receiving Grievances:** PICSO personnel, Project staff at CH&PA Head Office, and Contractors and sub-contractors of the Project will receive grievances using the Grievance/Complaint Form available at the PICSO and CH&PA Head Office. See Annex I for a template of the Grievance/Complaint Form. This form is filled out by the complainant and submitted into the Grievance/Feedback Boxes, which are also located at the PICSO and CH&PA Head Office. Completed forms collected at the PICSO is delivered to the CH&PA Head Office, particularly to the Office of the CDS on the next business day. The completed forms collected at the CH&PA Head Office will be compiled by the Community Facilitator and delivered to the Office of the CDS at the end of each business day.

If the Complaint Form cannot be filled out, a verbal complaint or inquiry can be made to the ESS Technical Officer at the PICSO, or any member of the Grievance Management Team available at CH&PA Head Office, who will then collect the following basic information from the complainant/inquirer, and further complete the complaint form on behalf of the complainant and deposit same into the Feedback box within one business day.

- Date and time
- Name and surname of the Complainant
- Subject of the Grievance
- Location of the Grievance
- Contact details (phone/mobile number, address, e-mail etc.)
- Organization name (if related)

Each Complaint Form will receive a unique registration number, which will be recorded in the Grievance/Complaint Monitoring Table in order to enable tracking of each case.

- **Evaluating/Verifying and Registering Grievances:** Before delivering to the Office of the CDS, all grievances are reviewed to be classified whether they are related to the project or not. Therefore, at the end of each business day, the ESS Technical Officer and

Community Facilitator will verify if the grievance/complaint received on the Complaint Form, and which was collected in the Feedback Boxes, is in fact related to the Project. If it is Project related, the grievance/complaint is registered into the Grievance/Complaint Monitoring Table. The Table will be filled out according to the information received in the completed complaint forms. All corrective actions suggested by Complainant are also taken under registration via the complaint form. In addition, personnel filling out the Table will also verify the severity of the grievance/complaint and register same appropriately.

If the grievance is not related to the Project or the Construction activities, the ESS Technical Officer and Community Facilitator will inform the stakeholder via telephone, email or postal mail indicating this point, and guidance is provided to the Complainant to contact the relevant party.

- **Categorizing Grievances:** The CDS and/or any assigned personnel of the Grievance Management Team will categorize each grievance according to:
 - Relevance (question, complaint, request)
 - The Work-Stream personnel responsible for resolving the grievance;
 - The type of aggrieved party/complainant (individual, group, NGO);
 - The type of grievance, and;
 - The urgency (severity and consequence: - risk to life or property).

Where necessary, the CDS may request the relevant Work-Stream personnel of the Grievance Management Team to hold an interview with the aggrieved party to better understand the grievance and request further details.

- **Assigning Grievances:** After categorization, the CDS will send the grievance to the relevant Work-Stream personnel (or contractor) for investigation and resolution. The CDS will inform the Work-Stream personnel of the applicable timeframe for resolving the type of grievance and the format of any official response required.
- **Resolving Grievances:** Corrective actions for resolving grievances shall satisfy the Complainant. Therefore, when a resolution measure to a grievance has been reached by the Work-Stream personnel, that personnel will send the details of the measure to the CDS for recording in the Grievance/Complaint Monitoring Table. The CDS will then inform the aggrieved party of the proposed measure.

If the Complainant rejects the resolution measure proposed by the Work-Stream personnel, the CDS in consultation with the Grievance Working Group will convene a meeting with the aggrieved party to explore a joint solution (inclusive of timing of the remediation), and have mutual agreement on same. The resolution measure will then be implemented immediately after the stakeholder has been consulted on the proposed measure and agreed that such measure is appropriate.

Where the grievance has been determined as unjustified or not related to the AHUAP or its Contractors or has been rejected for any other sound reason, the CDS will send a rejection letter to the aggrieved party explaining the reasons for rejection. If the case is complex and the resolution will take longer than anticipated, the case is forwarded to the

Grievance Task Force for consideration, and the stakeholder is informed of the reasons for delay and indicate the expected timeframe for resolution.

When the complainant is not satisfied with the decision of CH&PA and/or Contractors on their grievances, they are free to execute a judicial process outside of the GRM.

- **Closing Grievance Redress Process:** When the aggrieved party has accepted the proposed resolution, and is satisfied with the implementation of same, the grievance closure form (See Annex II) is then signed by the CDS and the complainant. The case in the Grievance/Complaint Monitoring Table will then be updated and marked as resolved/closed. In addition, evidence based documents of corrective actions taken (e.g. photos from site) may also be collected.

8.8 TIMEFRAMES FOR RESOLVING GRIEVANCES

PAPs will be able to submit grievances via one of CH&PAs’ Grievance Lines (e.g. by speaking to a CH&PA or Contractor employee, by submitting a completed grievance form in one of the grievance/feedback boxes at CH&PA’s Head office and/or PICSO, by calling CH&PA’s grievance hotline, by sending an e-mail and/or letter to CH&PA.

The timeframes to resolve a grievance, as reported in Table 8.1, are based on the related severity, relative to its consequence (whether potential or actual). The severity rating (low, medium and high) will be determined by the CDS and/or any personnel designated from the Grievance Management Team.

Table 8.1 Grievance Severity Timeframe

Grievance Severity	Timeframe (days)	Responsibility
Low	20	Grievance Management Team
Medium	27	Grievance Working Group
High	34	Grievance Task Force

To further break down the timeframe above, Table 8.2 outlines the timeframes that will be followed for the Administrative Steps in the Grievance Management process (See section 8.7).

Table 8.2 Grievance Management Timeframe

Action	Timeframe	Responsibility
Acknowledge Grievance	Within 3 business days	In the field (CH&PA’s ESS Technical Officer or work-stream Engineer) At CH&PA Head Office (any member of the Grievance Management Team receiving grievance) For grievances received through email, postal mail and telephone (Public Relations Officer)
Register grievance in Grievance/Complaint	Within 3 business days	In the field (CH&PA’s ESS Technical Officer or work-stream Engineer)

Monitoring Table		At CH&PA Head Office (any member of the Grievance Management Team receiving grievance) For grievances received through email, postal mail and telephone (Public Relations Officer)
Complete investigation	Within 7 days	Work-Stream personnel
Issue grievance rejection letter	Within 3 days from concluding investigation	Community Development Specialist
Agreement on resolution measure	Within 3 days from concluding investigation	Community Development Specialist
Implement resolution and sign grievance closure form	Within 7 days from agreeing on resolution measure	Community Development Specialist

8.9 MONITORING GRIEVANCES

In accordance with Section 5.3 of the Environmental Social Assessment (ESA), the following indicators were considered for monitoring the efficiency and use of the GRM as a tool throughout the life of the AHUAP.

- Number of grievances registered (by week, month);
- Time in resolving grievances or complaints
- Number of complaints by category (i.e. risk to life, property damage, payment etc.)
- Number of grievances not completed within the timeframe.

Consequently, monitoring of grievances will be made by updating the Grievance Monitoring/Complaint Table with the following information as per complaint received:

- Complaint Form Registration Number
- How complaint was received (CH&PA grievance lines)
- Level of grievance (contractor level, PICSO level, CH&PA Head Office)
- Date complaint was received
- Location of complaint
- Personnel receiving complaint
- Coordinates of the area subject to complaint
- Land parcel number (if complaint is related to land/lot)
- Complaint information:
 - First name, last name of complainant
 - Telephone/mobile number

- Email address
- Postal address
- Gender

- Project component related to the complaint
- Type of grievance:
 - Replacement/Relocation/displacement/compensation related grievances
 - Environmental/social issues
 - Damages to property/structure, crops etc.

- The urgency (severity and consequence) of grievance
- Complaint summary
- Grievance status:
 - open
 - closed and
 - pending/in process

- Action taken
 - responsible person/department
 - action planned
 - due date for addressing the grievance
 - date of action taken

- Grievance Closure Form

9 MONITORING, EVALUATION AND REPORTING

9.1 IDB GUIDANCE

Where there are changes in land use or access to resources thereby causing economic displacement, as a result of IDB-supported projects, the IDB Operational Policy: - OP-703 directive B.5 and IDB Publication on SIA defines the instrument to be used in such cases i.e. a Livelihood Restoration Plan (LRP) to properly evaluate, mitigate and manage potential impacts. The contents of the LRP have been developed based on policies and procedures of the IDB as of 2018, and where IDB specifies that for Projects, which cause economic displacement, Monitoring, Evaluation and Reporting (MER) on the effectiveness of the LRP implementation must be included as a key component of the LRP's outline.

As part of this component, the IDB's Operational Policy requires the executing agency to develop and implement a "framework for monitoring, evaluation and reporting" to ensure that the implementation of the LRP is effective, and is in line with its objectives and implementation procedures. A key objective being to provide the IDB with feedback and to identify problems and successes as early as possible to allow timely adjustment to implementation arrangements. According to the IDB, the monitoring and evaluation activities/component should focus on compliance with the LRP in terms of the social and economic conditions achieved or maintained in the project community, and where, qualitative and or quantitative indicators must be included as benchmarks to evaluate those conditions at critical time intervals related to the progress of overall project execution. In addition, a description of the reporting arrangements and content for monitoring, the process for feedback integration, and arrangements for independent evaluation must also be provided.

9.2 OVERVIEW

Overall, the Monitoring and Evaluation process observes what works with the LRP process and why, what did not work and why, and the adjustments or changes that must be made in order to improve the process itself.

Monitoring⁴ is the measurement through time that indicates the movement toward the objective or away from it. Monitoring provides the raw data to answer questions. Evaluation is putting those data to use, thus giving them value. Evaluation is where the learning occurs, questions are answered, recommendations are made, and improvements are suggested. However without monitoring, there would be no raw data for evaluation. Generally, monitoring is an internal activity, whereas evaluation is external.

For CH&PA to assess whether the goals of the Livelihood Restoration Plan (LRP) are being met, a framework for monitoring, evaluation and reporting (MER) is required (IDB 2018). Based on this framework, CH&PA's monitoring and evaluation for the AHUAP will include three (3) components: 1) Internal Monitoring, External Monitoring and Outcome Evaluation, which are further defined in Sections 9.3.1, 9.3.2 and 9.3.3, respectively. In this context, Chapter 8 presents CH&PA's LRP MER framework by defining the methodology of internal and external

⁴ These definitions are those used by the US Environmental Protection Agency (USEPA)

monitoring, key parameters (indicators) for the monitoring and evaluation process, frequency of reporting and content for internal and external monitoring, integration of feedback from external monitoring into the Project implementation process, institutional arrangements, and a description of arrangements for independent evaluation, at project completion. This LRP MER framework covers the entire LRP implementation process for all project components and provides resources including responsible persons to carry out the monitoring activities.

9.3 LRP MONITORING, EVALUATION AND REPORTING FRAMEWORK

The purpose of this MER framework is to ensure that livelihood restoration measures developed for mitigating and managing the disruption in income and or livelihood as a result of the Project were effective in restoring PAPs' living standards and income levels. In addition, the effectiveness of the grievance mechanism provided by CH&PA (under the AHUAP) will be followed up. In this regard, LRP's MER framework aims to provide the CH&PA, IDB and Project Affected Persons (PAPs) with timely, concise, indicative and relevant information on whether:

- Livelihood restoration activities and investments are on track (implemented fully and on time);
- Livelihood restoration measures are effected in enabling PAPs to restore their livelihoods;
- Grievances are responded to and addressed appropriately, and;
- Corrective actions are required.

As part of the MER process, changes in LRP procedures will be put into effect as needed. For the AHUAP, CH&PAs' PMT, specifically the Policy Research, Planning and Evaluation Unit (PRPEU), and Community Development Department (CDD) will undertake the LRP MER for the Project. The MER framework comprises three components of monitoring;

- 1) Internal monitoring
- 2) External monitoring
- 3) Outcome evaluation

The CH&PA's Projects Department, particularly the Environmental and Social Safeguards Unit (ESSU) will provide technical support to the CDD and PRPEU, as necessary.

Either for internal monitoring or external monitoring, the CH&PA will strive to ensure such monitoring activities are undertaken using participatory techniques. The following techniques for achieving a participatory monitoring process are considered by CH&PA while designing its internal and external monitoring system and outsourcing the evaluation activities for the Project:

- Surveys
- Observations
- Group Discussions
- Interviews

Project monitoring will be initiated in parallel to the construction phase and will end with the completion of the external monitoring process. Independent evaluation will be undertaken once, after project completion in Sophia.

9.3.1 INTERNAL MONITORING

Internal monitoring also known as progress/input monitoring is an internal management function that will be used to measure whether inputs are delivered on schedule and as defined in the LRP. Inputs are the services, resources or goods that contribute to achieving outputs and, ultimately, desired outcomes. In other words, internal monitoring will be used to measure the progress of all jobs/activities of CH&PA in the LRP, and will take place against the activities, entitlements, timeframe and budget set out in this document. Internal monitoring will be carried out internally on a routine basis by the Project Management Team (PMT) through the PRPEU as part of the Project’s general management system or quality assurance system (including cost and budget management). This is done to ensure LRP activities are synchronized with all other AHUAP implementation activities. The results of this monitoring will be communicated to the IDB through the regular project implementation reports (semi-annual reports).

CH&PA will use the following indicators in Table 9.1 to carry out internal monitoring of the progress of its livelihood restoration activities.

Table 9.1 Internal Monitoring Indicators

Input Indicators	Source of Information	Frequency
Overall spending against budget	Financial records	Bi-monthly ⁵
Distribution of spending by: <ul style="list-style-type: none"> - Cash entitlements (including any crop allowances and payments for disruption of income). - Relocation of PAPs - Dismantling/Retrofitting/Rebuilding/Replacement - Rehabilitation/livelihood restoration activities - Consultation, engagement and or information sessions with PAPs. - Vulnerable people - General implementation services and overhead 	Financial records	Bi-monthly
Number of staff dedicated to livelihood restoration activities, with distribution in-house / outsourced if applicable, and distribution by skill type.	HR Department/ Responsible Department or Unit	Bi-monthly
Number of vehicles, computers, GPSs, and other equipment available to the livelihood restoration programme	Count	Bi-monthly
Number and type of resources dedicated to grievance management, and grievance redress channels in place and open/available to PAPs.	HR Department, Count and Survey	Bi-monthly

⁵ Every two (2) months

Timing of implemented activities in comparison to the LRP Schedule for Implementation.	Status of Implementation compared to LRP Schedule	Bi-monthly
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The above information (indicators) will be collected from CH&PA and in the field by the PRPEU and reported to the PMT on a bi-monthly basis to assess progress of LRP implementation.

9.3.2 EXTERNAL MONITORING

The aim of the LRP is primarily to avoid damaging the living conditions of local people (whether they are directly or indirectly affected by the Project or not), and to restore people's livelihood. Therefore, external monitoring also known as output/performance monitoring will be used to measure the direct measurable results of the inputs, for example the number of people receiving cash entitlements, or rebuilt/retrofitted/replaced structures or completing some form of livelihood restoration training, in order to determine whether the implementation of the LRP is effective in meeting its intended targets i.e. in supporting PAPs in restoring their livelihoods. As such, external monitoring will be undertaken to;

- Monitor regularly whether the LRP mitigation or enhancement measures proposed are considered, and the relevant actions are put into practice or not;
- Identify the deficiencies, and;
- Develop corrective and preventive actions for remedying the deficiencies

Considering the scale of the AHUAP, the external monitoring activities and reporting will be combined with internal monitoring. Therefore, external monitoring will be undertaken internally on a regular basis by the PRPEU supported by the CDD. The results of this monitoring will be communicated to the IDB through the regular project implementation reports (semi-annual reports).

CH&PA will use the following indicators in Table 9.2 to carry out external monitoring of the performance of its livelihood restoration activities.

Table 9.2 External Monitoring Indicators

Output Indicators	Source of Information	Frequency
Number of people having received livelihood restoration entitlements (cash entitlements, if any) in the period, with entitlements by type and by classes of amounts and by PAPs.	Financial Records	Bi-monthly
Frequency and number of consultations and stakeholder engagement exercises with various PAPs completed in the period by area and by type/number of PAPs; and number of women and other vulnerable groups in attendance.	Community Engagement Meeting minutes	Bi-monthly
Amount of cash entitlement proceeds (including payments for disruption of income) released to target PAPs.	Financial Records and Surveys	Bi-monthly

Number of cash entitlement proceeds in line with agreed rates and time; and number and category of people paid.	Financial Records	Bi-monthly
Number of relocation of PAPs consistent with PAPs identified for relocation during baseline survey.	Financial Records and Surveys	Bi-monthly
Number of PAPs' affected structure retrofitted to new structure or rebuild, and in line with agreed entitlements for such affected structure.	Financial Records and Surveys	Bi-monthly
Number of land parcels to relocate the affected PAPs made available to the PAPs.	Financial Records, report of field visits and interviews with recipient	Bi-monthly
Number of PAPs successfully re-adjusting/arranging their structure into their lots before or during construction works.	Report of field visits and interviews with PAPs.	
Number of vulnerable persons receiving livelihood restoration entitlements by type of PAPs and entitlement.	Financial Records and Interviews with recipient	Bi-monthly
Number of affected local residents employed by civil works contractors for the AHUAP.	Report of field visits and interviews with PAPs and or contractor.	Bi-monthly
Number of grievances recorded by CH&PA.	Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances resolved or closed.		Bi-monthly
Number of grievances outstanding.		Bi-monthly

The above information (indicators) will be collected from CH&PA and in the field by the PRPEU supported by the CDD, and reported to the PMT on a bi-monthly basis to assess performance of LRP implementation. Together, input and output monitoring will be used to keep track of project implementation efficiency, and indicate whether changes need to be made (work program adjusted) to make the program operate more efficiently.

9.3.3 OUTCOME EVALUATION

Outcome Evaluation will be used to define the extent to which the project inputs and outputs are achieving or are likely to achieve the objectives of the livelihood restoration programme. Examples of outcomes include the effectiveness of livelihood restoration activities such as relocation or allowances in restoring the PAPs' livelihood and or income lost as a result of the AHUAP. Outcome evaluation, coupled with output monitoring results, indicate whether the program is genuinely working and should continue to be implemented as is, or whether fundamental changes have to be made.

Outcome evaluation will be carried out one year after the completion of infrastructure works in Sophia. In keeping with Section 5.0 of the ESA, this evaluation will be undertaken by an Independent Third-Party/Social Expert/Consultant with support to be received from the CDD, if required. The socio-economic survey and inventory will be used to compare pre- and post-project conditions. The Independent Third-Party may recommend supplemental assistance for

the PAPs in case the outcome of the study shows that the objectives of the LRP have not been attained. A copy of the evaluation report and its recommendations will be submitted to the PMT and the IDB simultaneously once completed.

CH&PA will use the following indicators in Table 9.3 to carry out outcome monitoring and evaluation of its livelihood restoration activities.

Table 9.3 Outcome Evaluation Indicators

Outcome Indicators	Source of Information	Frequency
Grievances		
Average time for grievance processing	Measure time interval between grievance registration and closure and time between grievance registration and first acknowledgement of receipt	Bi-monthly
Number of open grievances and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances opened in the period and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances closed in the period and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Cash Entitlements		
Average time for payment of cash entitlement.	Measure time between entitlement agreement and payment.	Bi-monthly
Has entitlement been paid at agreed rate?	Investigate whether recipients of cash entitlements were able to rebuild/retrofit/replaced a similar structure (e.g. commercial structure, bridge etc.).	Semi-annually
Has allowance been paid in full?	Investigate whether recipients of allowance were able to use same for intended purpose.	Semi-annually
Use of cash entitlement (including allowances)	What has the cash entitlement been used for? Survey of households receiving entitlements.	Semi-annually
Livelihood Restoration		
Business re-establishment (if relevant)	Have affected businesses been re-established (if applicable) or are still conducting their commercial activity within the area after construction works? Survey of commercial activities over a sample of businesses and comparison with the baseline survey.	Semi-annually
Income	Beneficial impacts generated by the project on resident's income opportunities.	Semi-annually

	Are incomes restored? Survey of income of businesses (sales) over a stratified sample of affected commercial PAPs and comparison with baseline survey.	Semi-annually
Level of satisfaction of project affected people	All affected PAPs receiving entitlement have at least preserved their previous standard of living at evaluation, and communications and reactions from PAPs on entitlements and associated timetables etc.	Semi-annually
Relocation		
Housing	Number of homes re-established and occupied after dismantling and relocating.	Bi-monthly
	For displaced persons: living standard at least equal to pre-relocation situation	Semi-annually

The basic outcome evaluation process will include (but not limited to) the following:

- Verifying internal LRP implementation and or monitoring reports by a field check of entitlements and resource access claims etc.
- Interview a random sample of the affected people in open-ended discussion to assess their knowledge and concerns regarding their entitlements and restoration measures.
- Observing stakeholder engagement activities with PAPs and verifying the relevant engagement consultations/engagement reports etc.
- Review formal grievances and the functioning of grievance redress; and
- Survey the standards of living of the affected people, considering baseline data and descriptions of pre-date and post-date conditions.
- Recommendations to the PMT regarding the necessary improvements in the LRP implementation process, if any.

9.4 STAFF AND RESPONSIBILITIES

For the AHUAP, CH&PAs' PMT, specifically the PRPEU, and CDD will undertake the LRP monitoring and reporting for the Project. Specifically, the roles and responsibilities for monitoring can be defined in brief as follows:

- CH&PAs' LRP Team, a subset of the AHUAP's PMT comprising the Head of PRPEU, Community Development Specialist of CDD and Environmental and Social Safeguards Coordinator of the ESSU will be responsible for the regular reporting (on a bi-monthly basis or as required by the PMT) for the internal and external monitoring process and following other actions defined for internal and external monitoring. The results of external and internal monitoring will be communicated to the PMT and IDB through the regular project implementation reports (semi-annual reports).

The LRP team will be responsible for evaluating periodically and reporting the development process of livelihood restoration, the grievance received by affected people regarding the

restoration process, whether the PAPs have received entitlements or not, and whether the PAPs enjoy the same or higher standard of living than before or not. The LRP team will also ensure the completion of all Livelihood Restoration activities in relevant sections prior to the start and during construction works. Data collection tools developed for effective and efficient monitoring will be:

- Reports on meetings or interviews held for informing the stakeholders and/or consulting with them;
 - Data collected by CH&PA during the socio-economic survey;
 - Reports of field visits; and
 - Complaints Log and a Grievance Action From
- An Independent Third Party on behalf of the IDB together with CH&PAs' Community Development Specialist will be responsible for conducting outcome evaluation and reporting. Outcome evaluation will be carried out one year after the implementation of the LRP. A copy of the evaluation report and its recommendations will be submitted to the PMT and the IDB simultaneously once completed.

The Independent Third-Party along with the CH&PAs' CDS will be responsible for monitoring and reporting on progress made with regards to commitments defined in the LRP, reviewing internal monitoring activities, recording and reporting to verify compliance with commitments in the LRP, identifying problematic areas in LRP implementation and suggesting ways of resolving those. The Third-Party will also be responsible for verifying that livelihood restoration measures are implemented, assessing their effectiveness and providing advice on corrective actions and measures to improve the implementation of the LRP. Data collection tools for this monitoring activity will include semi-annual reports formed on the basis of bi-monthly reports prepared by the PMT for internal monitoring until the construction phase of the Project is completed, and records of interviews/engagements held with PAPs.

- Other members of the CH&PA PMT set up for the AHUAP will be responsible for evaluating monitoring reports prepared by authorized teams and provide information to the concerned stakeholder.

9.5 REPORTING RESPONSIBILITIES OF CH&PA RELATIVE TO THE LRP

Table 9.4 Reporting Responsibilities

Report	Content
Bi-monthly reports by CH&PA Community Development Specialist, Head of PRPEU & Environmental Social Safeguards Coordinator to PMT	<ul style="list-style-type: none"> - Community liaison activities carried out. - Community liaison activities planned. - Grievances - Requests - Entitlements
Semi-annual reports to IDB at the corporate level for the duration of the AHUAP	Disclosing information regarding economic, social and environmental yearly activities.

Semi-annual reports to the IDB will consolidate information on livelihood restoration measures, consultation/public engagements with communities/PAPs, provision of assistance to vulnerable groups, grievance management, etc. CH&PA will document all meetings and consultations with minutes and photographs, and these will be made available to the IDB upon request.

ANNEXES

ANNEX I TEMPLATE OF GRIEVANCE/COMPLAINT FORM

ADEQUATE HOUSING & URBAN ACCESSIBILITY PROGRAM		
GRIEVANCE/COMPLAINT FORM		
Location of Complaint Received		Date Received:
Name of personnel receiving complaint		Complaint Register Number:
Coordinates of the area subject to complaint		
Land Parcel Number (If complaint is related to land/lot)		
COMPLAINANT INFO		
Name (Surname, first name)		Form of Complaint:
Address		Telephone/mobile number:
Gender		E-Mail:
DETAILS OF COMPLAINT		
Summary of Complaint:		
Solution requested by the Complainant:		
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Name and Signature of the Receiver</p> <p>.....</p> </div> <div style="width: 45%;"> <p>Name and Signature of Complainant</p> <p>.....</p> </div> </div>		

ANNEX II TEMPLATE OF GRIEVANCE CLOSURE FORM

GRIEVANCE CLOSURE FORM

Complaint Register Number			
ASSESSMENT OF THE GRIEVANCE	Damages to households or livelihoods	<input type="checkbox"/>	
	Environmental and social	<input type="checkbox"/>	
	Relocation/Displacement/Replacement	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	
Compensation Required: <input type="checkbox"/> YES <input type="checkbox"/> NO			
RESULT			
CLOSE OUT			
The Parties (CH&PA and Complainant) agree that the proposed resolution is accepted by both Parties, and that the Complainant is satisfied with the implementation of same, and that this grievance case is now resolved and is now considered closed.			
Responsible Personnel		Complainant	
Date, Name and Signature		Date, Name and Signature	
.....		

ANNEX III GENERAL FORMAT OF PAP/PAH ENTITLEMENT AGREEMENT

REPUBLIC OF GUYANA
COUNTY OF DEMERARA

COMPENSATION AGREEMENT

THIS AGREEMENT made and entered into at Georgetown, in the County of Demerara on this day of, 2019 by and BETWEEN:

The Parties

(1) **CENTRAL HOUSING AND PLANNING AUTHORITY**, a body corporate Incorporated under the provisions of the Housing Act, Chapter 36:20 of the Laws of Guyana, with its registered office situate at 41 Brickdam and United Nations Place, Georgetown, Guyana (hereinafter called "the Authority") which term shall where the context so admits include their representatives and assigns of the One Part, represented herein by **Mr Lelon Saul, Chief Executive Officer.**

-and-

(2) of (hereinafter called "the Project Affected Household or PAH") which term shall where the context so admits include heirs, administrators, and executors of the other Part.

WHEREAS:

1. This Agreement is executed in fulfillment of the Inter-American Development Bank Adequate Housing and Urban Accessibility Program- Reformulation Loan Agreement and the Livelihood Restoration Framework.
2. The PAH shall be compensated by the Authority for the disruption of as a result of the Works carried out by the Authority.
3. The Authority and PAH warrant that they have the authority and capacity to enter into this agreement and to deliver their obligations under this agreement.

In consideration of the mutual representations, warranties and covenants contained in this Agreement and upon the terms and subject to the conditions set out in this Agreement **IT IS AGREED AND DECLARED** by and between the Parties as follows:-

PARTIES:- Authority and PAH.

PROPERTY:-

COMPENSATION: The sum of Dollars (\$.....00) is hereby paid as compensation by the Authority to the fordamaged and destroyed, receipt whereof is hereby acknowledged by the

SPECIAL CLAUSE: The PAH on the signing of this Agreement hereby releases and discharges the Authority from all past, present and future liability and also from all actions, suits, claims and demands whatsoever, upon account of or in respect of the compensation for damaged and destroyed at the Property.

IN WITNESS WHEREOF the parties herein have read and executed this Agreement at Georgetown, in the County of Demerara, Republic of Guyana, upon the day and year first above written in the presence of the subscribing witnesses.

WITNESSES:

.....
Chief Executive Officer
The Authority

1.

.....
Project Affected Household

2.

ANNEX IV STAKEHOLDER REGISTER

SOPHIA STAKEHOLDER REGISTER

No.	Stakeholder entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of contact	Priority level
1	Ministry of Public Infrastructure	Ron Rahaman, Chief Roads and Bridges Officer Jerome Braithwaite, Senior Engineer, Sea and River Defense	Fort Street, Kingston, Georgetown rrahamanpublicinfrastructure.gov.gy 592 226-5860 ext 335 jbraithwaite@publicinfrastructure.gov.gy 592 226 5860	Public administration	CH&PA works with the Ministry of Public Infrastructure to develop and pave roads in the housing schemes under the Miscellaneous Roads Program and other programs.	weekly	High
2	Ministry of Social Protection	Suresh Jaigobin, Mickesha Williams	sureshjaigobin@yahoo.com cooperativesdepartment@yahoo.com	Public administration	Monitors, regulates and assists in the expansion of Cooperatives Provides programs and facilities for youth	Occasionally	Medium
3	Ministry of Public Health	Collette Adama PS	ps@health.gov.gy-2256785	Public administration	Responsible for health surveillance and health promotion/protection	Occasionally	Medium
4	Ministry of Education	Vibert Welch PS	psoffice@moe.gov.gy-2263891	Public administration	Responsible for education surveillance and education promotion/protection	Occasionally	Medium
5	Ministry of Public Security	Danielle McCalmon PS	ps@moha.gov.gy-2256221		Involved in the Citizen Security Strengthening Program which is underway in Sophia, Mocha/Arcadia and other communities across the country	Monthly	Medium
6	Ministry of Business and Investment	Rajdai Jagarnauth PS	r_jagarnauth@yahoo.com-2256710	Public administration		Rare	Medium
7	Department of Culture, Youth & Sports	Melissa Tucker PS	psdcys@gmail.com	Public administration	Provides funding for parks, assists in special events including health outreach events, provides long-term training for youth	Quarterly	Medium
8	Guyana Lands and Surveys Commission	Jewel Cheong	jcheong@glsc.gov.gy	Public administration		Rare	
9	Guyana Water Incorporated	Aubrey Roberts, Executive Director	Viissengen Road & Church Street Aubreyr@gwi.gy 592 225 0471 ext 260; 592 691-0760	Public administration	GWl is responsible for providing water service to the housing schemes.	Occasionally	High

10	Guyana Police Force	Assistant Commissioner Marlon Chapman	2261389/6429116	Public administration	The national police provide policing services in the social housing schemes.	Monthly	High
11	Citizen Security Strengthening Program	Colin Marks, Community Action Officer	1074 Pattersen Sophia niloc113@yahoo.com 614-8034/219-1657	Community groups	The Citizen Security Program is an IDB-funded, multi-pronged approach to reduce youth violence and crime through youth empowerment and engagement as well as improvement of policing capacity. Sophia is one of 20 communities in Guyana participating in the program.	Monthly	High
12	Sophia Community Action Council	Claude Apple, Chairman	571 Block 'X' Lilliendaal 622/0675/219-1013	Community groups	Supports the implementation of the Citizen's Security Strengthening Program in Sophia	Monthly	High
13	Farmers Field Community Group (Block E)	Norma Hamilton	96 Block 'E' South Sophia Normah200696@yahoo.com 692-8574	Community groups		Monthly	High
14	Sophia Development Group	Judy Edwards, Secretary	55 Block 'E' South Sophia 623-1937/219-2142	Community groups	Help to improve the development of the Community for both the young and old	Monthly	High
15	Patterson Youth in Action Club (PYIAC)	Jerron McKenzie, Member Anastacia Ince, Chairperson	928' B' Field Pattersen 219-2431 595 'A' Field Sophia 695-2848	Community groups		Monthly	High
16	CDC Pattersen South	Merlyn David	1039 Pattersen South 219-2185	Community groups		Monthly	High
17	Block X Lilliendaal Community Group (Section A)	Fiona Hohenkirk		Community groups		Monthly	High
18	North Sophia Community Group	Lisa Hamilton, Chairperson	82 Block 'S' North Sophia 667-6037	Community groups	Help to improve the development of the Community	Monthly	High
19	Sophia Community Development Association	Leroy Adolphus	108 'C' Field, Sophia 603-2881	Community groups	Association focused on youth literacy, and are pursuing development of community buildings	Monthly	High
20	Area R&L Work Group	Edward Harding, Chairman	70 Patterson, Turkeyen 670-4743	Community groups		Monthly	High

21	Cummings Park multi purpose Community Group	Eugene Lewis, Chairperson	1246 Cummings Park 668-8524	Community groups	See the development of Roads, Health and Community Centers in the Community	Monthly	High
22	Section D Turkeyen Community Group	Floyd Jackson		Community groups		Monthly	High
23	National Community Development Council	Eugene Gilbert, National Director Colin Edmondson	274 Meadow Brook, 623-8095	Public administration	Unit within the Ministry of Communities providing support to CDCs in institutional strengthening and income generation	Monthly	High
24	Mayor and City Council of Georgetown	Andriea Marks, Councillor (Constituency 6) Akeem Peters, Councillor (constituency 5)	742 Section 'D' Turkeyen 697-7773 153 Block 'F' North Sophia awcp@live.com 601-2127	Public administration	Provide services such as drainage and irrigation, solid waste collection, and disposal, sanitation maintenance of infrastructure, market operation and mangement of child welfare. They also level and collect taxes for areas within the Grove and diamond place boundaries	Weekly	High
25	Pattensen Group	Oswald Ellis, Chairman	219-2185	Community groups		Monthly	High
26	Sydney Field	Sydney Field	46 Dadanawa St, C/ville	Private citizen	Attended community leaders meeting in Sophia	Monthly	High
27	CDC Secretariat	Michael Scotland, Officer	17 Electra H/S Nismes WBD 690-6967/628-9765	Community groups		Monthly	High
28	CDC Pattensen	Carol Anthony, Secretary	1314 Section 'B' Pattensen 642-6651	Community groups	Concentrate efforts in the development of drainane, roads and lights in the Community	Monthly	High
29	Youth Civil Society Action Group & CAC	Jefrianna McCalmon, Secretary Kiwana Baker, Youth Rep	595 'A' Field Sophia 695-2848 553 'A' Field South Sophia 678-8438	Community groups	Recently established community group with a strong focus young women's empowerment	Monthly	High
30	Mr. Paul	Mr. Paul	123 Section 'D' Turkeyen 667-3861	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
31	Kierron Peters	Kierron Peters	153 Block 'F' North Sophia 684-2244	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
32	Treshia Gale	Treshia Gale	1166 Section 'B' Field 13 219-0493	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
33	Latoya Bake	Latoya Bake	1030 Section 'B' Field 13 219-2005	Private citizen	Attended community leaders meeting in Sophia, June 23 2017	Monthly	High
34	Hope for the Nation Group	Otillo Peraire, Secretary	225 South Turkeyen Whiteeagle1677@gmail.com 682-6747	Community groups		occasionally	High
35	UNICEF	Country Rep. Sylvie Fouet	sy@unicef.org	International organizations		Occasionally	Medium
36	IDB	Derise Williams	derisew@iadb.org	International organizations	Project financier	Daily	High
37	PAHO	PAHO Rep William Adu-Krow	22330721	International organizations		Occasionally	Low
38	Guyana Red Cross Society	Secretary Gen. Dorothy Fraser	223-8287	Non-governmental organizations		Occasionally	Medium
39	Habitat for Humanity	Jennifer Welch	euphafiawelch@gmail.com	Non-governmental organizations	Admin and Finance Coordinator	Occasionally	Medium
40	YMCA/YWCA Guyana	Gregory Camacho &		Non-governmental organizations		Occasionally	Medium
41	Rotary Club of Georgetown			Community groups		Occasionally	Medium
42	Lions Club of Georgetown			Community groups		Occasionally	Medium
43	Love & Faith Ministries – Upper Denis Street, Sophia 227-3111	Pastor Claude Brooks	227-3111	Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium

44	Deliverance Assembly of Go -197 'C' Field Sophia	Pastor William Harris		Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
45	Sophia 7 th Day Adventist 'B' Field, Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
46	House of Israel, 'B' Field Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
47	Kingsway Community Church Centre 'B' Field Sophia	Pastor James		Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
48	Open Bible Standard Church, 'B' Field, Sophia	Pastor Leon Bishop	693-7310	Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
49	Kingston Ambassador World Outreach, 'B' Field, Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
50	Baptist Church, 'B' Field, Sophia			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
51	Masjid, Section D Turkeyen			Faith Based Organization	Represents the interest of a particular group can support softer development initiatives. Can also assist in information dissemination	Occasionally	Medium
52	Private Citizens/Residents of Sophia			Primary Beneficiaries	Direct or indirect beneficiaries of the project's intervention	Monthly	High

ANNEX V SOCIO-ECONOMIC DATA COLLECTION TOOLS

CENTRAL HOUSING AND PLANNING AUTHORITY: Adequate Housing and Urban Accessibility Program

Livelihood Restoration

Commercial or Residential Commercial Activity Questionnaire

A. Occupant Details

1. Location of Business/Address:
2. Name:
3. Age:
4. Contact Number:
 - i. Cell
 - ii. Landline
 - iii. Other
5. If located on House lot please provide the following information, If not please skip to question 6
 - i. Lot Number:
 - ii. Type of Tenure
 - a. Owner of property
 - b. Care Taker
 - c. Renting
 - d. Staying with family/friend
 - e. Other
6. If NOT the owner, please state the name of the **OWNER** of the property
 - i. Name:
 - ii. Telephone #:

B. Commercial Activity Details

7. Do you own the Business?
 - i. Yes
 - ii. No
8. If **NO**, please state Name of Owner:
9. Do you pay to conduct your business at this location?
 - i. Yes
 - ii. No

If NO, SKIP TO QUESTION 12
10. If **YES**, What is the amount?
11. To who is the payment made?

Policy Research, Planning and Evaluation Unit 2019

12. What type of Business are you operating?

- i. Sole Trader
- ii. Partnership
- iii. Private Corporation
- iv. Co-Op
- v. Other

13. What is the nature of your business?

14. How long has your business been in operation?

15. Is your business licensed or registered to operate?

- i. Yes
- ii. No

16. Number of days your business operates per week: days

17. Number of hours your business operates per day: hours

18. What is the average daily income generated from the business? \$.....

19. Do you have any other sources of income?

- i. Yes
- ii. No

20. If YES, what is this source of income?

21. How much is made from the other source of income? \$.....

C. Family Structure

22. Are you the head of your Household?

- i. Yes
- ii. No

23. If No, please state your relationship to the Head of Your Household?

24. Gender of Head of Household: i. Male ii. Female

25. Type of Family

- i. Nuclear
- ii. Single Parent
- iii. Extended
- iv. Sibling
- v. Reorganised/Blended
- vi. Other

26. Number of Persons living in your Household:

27. Household Members:

No.	Relationship to Head of the Household	Age	Gender	Disability		
				Yes	No	Type
1						
2						

CENTRAL HOUSING AND PLANNING AUTHORITY: Adequate Housing and Urban Accessibility Program

No.	Relationship to Head of the Household	Age	Gender	Disability		
				Yes	No	Type
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

D. Relocation (ask where applicable)

28. As a result of the Project activities you may need to relocate, if the need arises please state how this will affect you?

.....

Other Remarks:

Name of Officer: Signature:

Date of visit:

Signature of Occupant Date:

Livelihood Restoration

Residential Disruption Questionnaire

A. Lot Occupant Details

1. Address:
2. Name of Occupant:
3. Telephone Number:
 - i. Landline:
 - ii. Cell:
 - iii. Other:
4. Are you the owner of the Property?
 - i. Yes
 - ii. No
5. If NO, Please state type of Tenure
 - i. Care Taker
 - ii. Renting
 - iii. Staying with family/friend
 - iv. Other
6. If NOT, the owner please state the name of the OWNER of the property
 - i. Name:
 - ii. Telephone #:

B. Family Structure

7. Are you the head of your Household?
 - i. Yes
 - ii. No
8. If No, please state your relationship to the Head of Your Household?
9. Gender of Head of Household:
 - i. Male
 - ii. Female
10. Type of Family
 - i. Nuclear
 - ii. Single Parent
 - iii. Extended
 - iv. Sibling
 - v. Reorganised/Blended
 - vi. Other
11. Number of Persons living in your Household:

CENTRAL HOUSING AND PLANNING AUTHORITY: Adequate Housing and Urban Accessibility Program

12. Household Members:

No.	Relationship to Head of the Household	Age	Gender	Disability		
				Yes	No	Type
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						

13. How will a disruption to the residential asset affect you?

.....

Other Remarks:

.....

Name of Officer: Signature:

Date of visit:

Signature of Occupant Date:

ANNEX VI ASSET INVENTORY SHEET

CENTRAL HOUSING AND PLANNING AUTHORITY: Adequate Housing and Urban Accessibility Program

Technical Specifications of Commercial or Residential Asset

(To be completed by Engineer)

Lot Number or Description of Location:

.....

1. Category of Asset

- i. Commercial/ Business
- ii. Residential

2. Is the Commercial/ business activity housed within a residential building

- i. Yes
- ii. No

3. Please fill as applicable

No.	Type of Asset	Yes	Size (sqft)	Material
i.	Portion of Residential Structure		Total size:	External Walls:
			Commercial	Roof:
			Portion:	Floor:
ii.	Small Structure			External Walls:
				Roof:
				Floor:
iii.	Shed with Stand			Shed:
				Stand:
iv.	Stand Only			
v.	Bridge			
vi.	Fence			
vii.	Reinforced Drains			
viii.	Other			

4. What do you estimate the value of the asset to be? \$.....

P.T.O

CENTRAL HOUSING AND PLANNING AUTHORITY: Adequate Housing and Urban Accessibility Program

5. Recommendation for Asset:

- i. Relocation
- ii. Dismantle
- iii. Dismantle and Rebuild
- iv. Retrofit to New Infrastructure
- v. Other

6. Photograph Taken of Commercial Activity Site: Date:

Completed by: