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## La Parfaite Harmonie Livelihood Restoration Plan

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GY-L1031 – “ADEQUATE HOUSING AND URBAN ACCESSIBILITY  
PROGRAM”  
April, 2023

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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
MoHW	Ministry of Housing and Water
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 Person
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
Q&A	Question and Answer
SPSS	Statistical Packages for Social Sciences
SHH	Sustainable Housing for the Hinterland
WMP	Waste Management Plan
WSA	Women's Safety Audit
MOF	Ministry of Finance

## **PREAMBLE**

This document constitutes the Livelihood Restoration Plan (LRP) for the Adequate Housing and Urban Accessibility Program (AHUAP) – GYL1031 in La Parfaite Harmonie. 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 Amendatory 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 April 2023 and reflect Project-Affected Persons and the Project range at that date.

## Key Terminology

Term	Proposed Meaning
<b>Physical Displacement</b>	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.
<b>Relocation</b>	This means the physical shifting of PAPs/PAHs from their pre-project place or residence, place for work or business premises.
<b>Economic Displacement</b>	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.
<b>Disruption of income/ livelihood.</b>	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.
<b>Project Affected Person (PAP)</b>	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.
<b>Project Affected Household (PAH)</b>	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.
<b>Land owners</b>	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.

<p><b>Informal Land User</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>– Slum dwellers, where neither landlords nor occupants have formal ownership or occupation rights;</li> <li>– 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).</li> </ul>
<p><b>Encroachers</b></p>	<p>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</p>
	<p>for compensation for land for which they do not possess a title.</p>
<p><b>Formal Land User</b></p>	<p>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.</p>
<p><b>Vulnerable Groups</b></p>	<p>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.</p>
<p><b>Eligible Population</b></p>	<p>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.</p>
<p><b>Livelihood restoration</b></p>	<p>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</p>

	support activities such as training, agricultural assistance or business enhancement.
<b>Livelihood</b>	A livelihood comprises the capabilities, assets (including both material and social resources) and activities required for a means of living.
<b>Allowance</b>	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.
<b>Cash entitlement</b>	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.
<b>Replacement Value</b>	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
	value and that are culturally appropriate. With regard to land and structures, replacement costs are defined as follows:  <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.

<b>Entitlement</b>	The range of measures comprising cash or in-kind compensation, transaction cost, income restoration, livelihood assistance, and various other allowances such as transportation assistance.
<b>Cut-off date</b>	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.
<b>Census</b>	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.
<b>Structures</b>	Means all structures affected by the project such as living quarters, including roadside shops and businesses, fences, bridges and drains.
<b>Temporary Shifting</b>	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 executed in the La Parfaite Harmonie Housing Scheme, Region No. 3. This is the second project site. The project will be carried out in an area of 1500 acres, affecting Schoonard, La Parfaite Harmonie, Onderneeming, West Minister, Recht Door-Zee phases 1 and 2 and Lust-en- Rust. 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 community facilities. The Environmental Social Assessment (ESA) for the AHUAP was conducted by CHPA and approved by IDB in 2021. Similarly, the required Environmental Social Management Plans (ESMPs) under the ESA's Environmental Social Management System (Section 7.1 of the ESA) were also developed by CH&PA and approved by IDB in 2021.

### **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.

In recognition of the above, the La Parfaite Housing Scheme is the generic name given to a group of (10) housing areas on the West Bank of Demerara. Those areas are namely: Schoonard, Parfaite Harmonie phases 1&2, Westminster phases 1&2, Onderneeming phases 1&2, Recht-Door-Zee phases 1&2 and Lust-En-Rust housing area. The area covers approximately 1.87 square miles (1192 acreage). Majority of the housing areas in La Parfaite housing scheme are divided into two phases with the exception of Schoonard and Lust-En- Rust housing scheme. Further, these phases are divided by a central canal.

The La Parfaite Harmonie housing scheme was developed to accommodate a wide range of land use activities to ensure the allottees have access to community facilities and services. In this regard, the scheme caters for Police Station, Nursery, Primary, and Secondary Schools and a Health Centre. It also contains land use such as: public open spaces and reserves; religious spaces, institutional spaces; there is a commercial block; burial ground and residential/commercial and residential/institutional lots.

In any developing community, the provision of social services and community facilities are important to support the essential needs of the residents which would contribute to the growth and development of a cohesive community. Moreover, accessibility, proper drainage and infrastructure upgrades plays an integral role in this growing housing scheme which would encourage more land owners to settle in the above-mentioned estates within the La Parfaite Harmonie Housing scheme. In this regard, the prevalence of overgrown vegetation on vacant house lots and the roadways, narrow roads with no sidewalks, poor lighting, potholes, poor maintenance of drainage and the absence of the signage are some of the safety issues plaguing the La Parfaite Harmonie housing scheme. Hence, with the intervention of the AHUAP the significant steps toward the development of a wholesome, sustainable and modern community can be realized.

According to the IDB's recent 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 GoG, through the Ministry of Housing and Water (MoHW), Central Housing and Planning Authority (CH&PA) has secured financing from the 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 La Parfaite Harmonie Housing Scheme.

## **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 Housing and Water 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 Support 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 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) will be continued in the La Parfaite Harmonie Housing Area (Schoonard, La Parfaite Harmonie, Onderneeming, West Minister, Recht-Door-Zee phases 1 and 2 and Lust-En-Rust), 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**

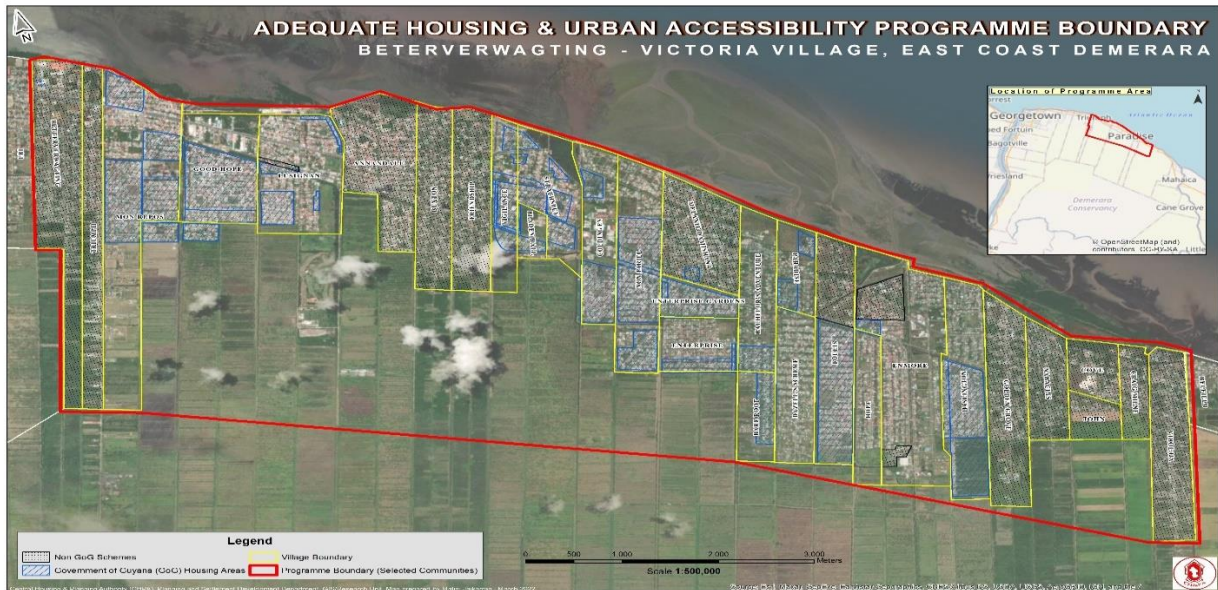
The AHUAP will not only help to fulfil the housing and basic infrastructure needs faced in the La Parfaite Harmonie housing area but will also contribute to local development. The Project will bring about benefits by way of:

- Improvements in the Physical and Social Infrastructure;
- Improvements in road access throughout the communities
- Improvements in women's safety,
- 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 during the construction phase, and;
- Overall development of the local economy and improved lifestyle for the people.

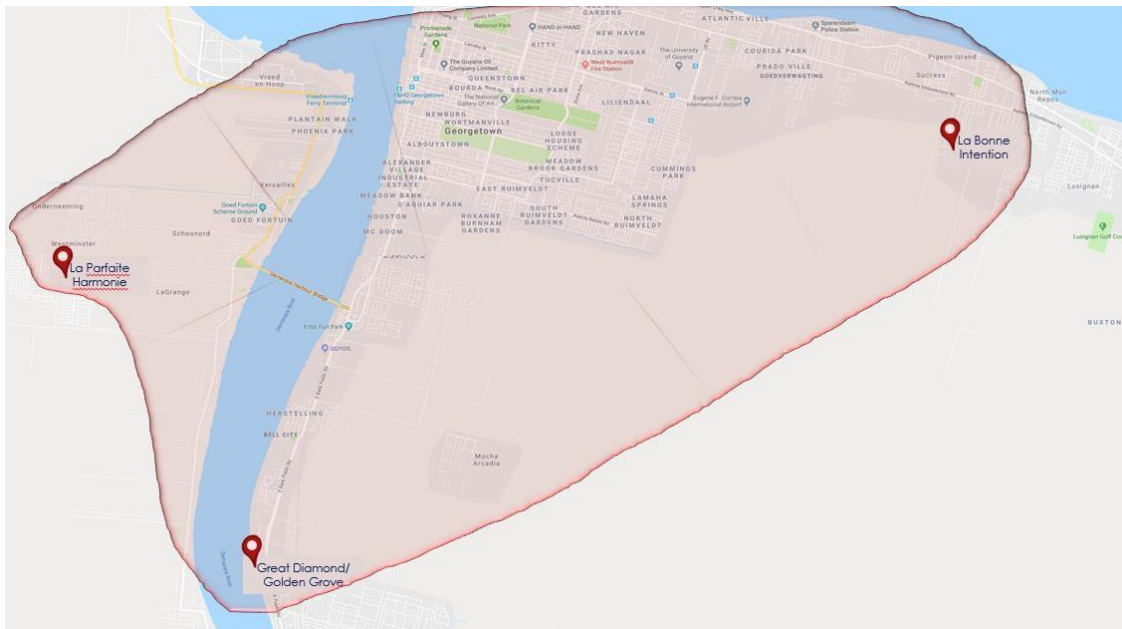
## 1.4 PROJECT LOCATION – LA PARFAITE HARMONIE HOUSING SCHEME

**Programme Boundary:** The original 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). As result of an inadequate number of applications received for the Core Home Support and Home Improvement Subsidy under component 1.1 of the AHUAP, an expansion to the project boundary was sought and approval was given by the IDB to include the following nineteen (19) communities on the East Coast of Demerara to benefit from component 1.1; Bladen Hall South Squatting Area, Block 7 Pln. Mon Repos (D’Jango Town) Elizabeth Hall know as Pln. Enterprise, Lusignan Block XX1 North, Lusignan Parcel 99 (Binkey Alley), Lusignan Tract ‘A’ (Lusignan Pasture), Strathspey South 14B, Vigilance/Bladen Hall, Vigilance 14A/14B, Area B Lusignan (Grassfield), Enmore-(Haslington Block 20), Good Hope Area X, Good Hope Tract A (Phase 1), Haslington Block18, Hope Area A, Mon Repos, Block 8, Non Pariel, Block 12, Non Pariel, Section B and Vigilance Area x. (see Figure 1.1 and 1.2).

**Figure 1.1 Extended Programme Boundary**



**Figure 1.2 Programme Boundary**



**Project Site Location:** The La Parfaite Harmonie Housing Scheme was selected as the AHUAP’s second project site area for upgrading interventions under Component 1.2. La Parfaite Harmonie, which is situated on the Low Coastal Plain of Guyana in region 3 ( Longitude: 58° 14mins 20.88 sec W, Latitude: 6° 47 Mins 27.45 sec N), ( Longitude: 58° 13mins 3.68 sec W, Latitude: 6° 47 Mins 24.76 sec N), ( Longitude: 58° 13mins 25.98 sec W, Latitude: 6° 45 Mins 48.49 sec N), ( Longitude: 58° 14mins 17.94 sec W, Latitude: 6° 45 Mins 55.42 sec N) is approximately 7.26 km from Vreed-en-Hoop, 3.84Km from the Demerara Harbour Bridge and 11km from Stabroek.

**Description of Second Project Site:** <sup>1</sup>In Guyana, one of the largest Government housing schemes can be found in region 3 - Essequibo Island/West Demerara; this housing area is known as the La-Parfaite Harmonie Housing Scheme. According to the La-Parfaite Harmonie Community Development Plan, 2010, La Parfaite Harmonie Housing Scheme is the generic name given to a group of 10 housing areas located on the West Bank of Demerara. These areas are Schoonard, La Parfaite Harmonie phases 1&2, Westminster Phases 1&2; Onderneeming Phases 1&2, Recht-Door-Zee Phases 1&2 and Lust-En-Rust Housing Areas.

The area covers approximately 1.87 square miles (1192 acreage). However, most of the La Parfaite Housing Scheme's housing areas are divided into two phases, except for Schoonard and Lust-En-Rust. A central canal separates the phases. More than 30,000 people are expected to live in this Scheme once all the residential lots for the six plantations have been allocated and developed within ten years of development of the area. This area’s immense size reveals that it was developed to accommodate a wide range of land use activities to ensure that the allottees have access to community facilities and services such as: Police Station, Nursery, Primary and Secondary schools, Health Center. It also contains land use such as: public open space and reserves; religious spaces,

<sup>1</sup> La- Parfaite Harmonie & Goed Fortuin Community Profile, Planning and Settlement Development Department CHPA, September 2019

institutional spaces; there is a Commercial block; burial ground; residential commercial and Residential/Institutional lots.

**Figure 1.3 La Parfaite Harmonie Housing Scheme Layout**



Source: Planning and Settlement Development Department CHPA (2019)

### 1.5 LA PARFAITE HARMONIE SCOPE OF WORKS

The proposed interventions in the La Parfaite Harmonie Housing Scheme encompasses upgrading of approximately 9,139 m of roads to asphalted concrete surface, construction of 2,158m of reinforced concrete drains, construction of 34,500 m of earthen drain cleaning, construction of 396m of reinforced concrete sidewalks, construction of 49 culverts (See Figure 1.4). The construction of community facilities within the La Parfaite Harmonie housing scheme are to be determined. Contracts have been awarded for these and works are in progress as at January, 2023. For a detailed breakdown of the program’s scope of works by area, see Table 1.1 below:

**Table 1. 1 Distribution of Scope of Works in La Parfaite Harmonie**

Lots	Contract Sum (GYD\$)	Area	Road Upgrade (m)	Reinforced Concrete (RC) Drains (m)	Concrete Sidewalks (m)	RC Culvert (No.)	Earthen Drain Cleaning (m)
1	\$145,180,585	Schoonord	588	890	-	-	5,750
2	\$146,139,735	La Parfaite Harmonie	1,200	568	100	10	5,750
3	\$167,890,721	Westminster	1,481	700	296	10	5,750
4	\$105,662,357	Onderneeming	1,081	-	-	10	5,750
5	\$164,893,575	Recht-Door-Zee	2,516	-	-	15	5,750
6	\$137,531,730	Lust-En-Rust	2,273	-	-	4	5,750
<b>Total</b>	<b>\$867,298,70</b>		<b>9,139</b>	<b>2,158</b>	<b>396</b>	<b>49</b>	<b>34,500</b>

**Figure 1.4 Project Layout Map in La Parfaite Harmonie**



## **1.6 LIVELIHOOD RESTORATION PLAN (LRP)**

In general, this project, especially sub-component 1.2 involves major civil works including excavation, 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 La Parfaite Harmonie Housing Scheme, 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 Assessment (ESA) prepared for the AHUAP, the Programme will involve the likely relocation of one (1) street side vendor to facilitate the upgrading of a road, and bridge replacements, where necessary. Should it be established that this vendor must be removed, the prior written consent of the Bank will be obtained, consistent with Annex B of the Environmental and Social Safeguards Management Framework (ESMF) for the operation. The CH&PA, and by extension the Government of Guyana, recognizes 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.

This LRP addresses all the displacement related impacts associated with project works in La Parfaite Harmonie, 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 La Parfaite Harmonie that will be affected by construction works under sub-component 1.2 of the project. This LRP for sub-component 1.2 is prepared based on the PLRF.

### **1.6.1 ORGANIZATION RESPONSIBLE FOR LRP IMPLEMENTATION**

The CH&PA will be responsible for the implementation of the La Parfaite Harmonie LRP. It is responsible 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 LRP details the policies, procedures, budget, mitigation measures (including entitlements) and implementation schedule for the restoration of livelihood (and addressing economic disruption) of



PAPs within the project affected area i.e., Parfaite Harmonie Housing Scheme. 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 2021 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 Schoonard, La Parfaite Harmonie, West Minister, Onderneeming, Recht- Door-Zee and Lust-En-Rust which will be mitigated. A summary of the potential negative impacts and mitigation measures are outlined in Table 4.8 and may include the Disruption of Regular Income from Businesses, 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 nine 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 compensate 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 La Parfaite Harmonie Housing Scheme:

- IDB Operational Policy OP-703 on Environmental Safeguards and Compliance, IDB OP710 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 La Parfaite Harmonie. 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 La Parfaite Harmonie, project documents, policy frameworks and guidelines, and constituencies 5 and 6 (Sophia) LRP. 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 La Parfaite Harmonie under the AHUAP;
- 2) AHUAP Preliminary Livelihood Restoration Framework (LRF), 2017
- 3) CH&PA's Residential Area Development Plans for La Parfaite Harmonie;
- 4) AHUAP Project Layout Maps and Design
- 5) Inter-American Development Bank Operational Policies (OP-703 and Involuntary Resettlement Policy (OP-710)

### **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 La Parfaite Harmonie to filter, identify and categorize

potential PAHs<sup>2</sup> and their location<sup>3</sup> 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.

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<sup>2</sup> Includes Residential Lots where commercial activity is ongoing.

<sup>3</sup> The absolute location (Lot Number) for each Project Affected Household (PAH) and 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**

<b>Location (area)</b>	<b>Category of PAP</b>	<b>Type of Impact</b>	<b>Total number of PAHs (Lots) or Parcels of Land (for informal land users) with affected structure/economic activity.</b>
<b>Schoonord</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	4
		Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	3
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0
	Land Owner/Formal Land User (Institutional)	Playschool temporarily affected	0
		Church temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Schoonord</b>			<b>7</b>
<b>La Parfaite Harmonie Phase 1</b>	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	0
		Business temporarily affected	0
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	2
		School temporarily affected	0

		Church temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – La Parfaite Harmonie Phase 1</b>			<b>2</b>
<b>La Parfaite Harmonie Phase 2</b>	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	3
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0
	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	13
	Land Owner/Formal Land User (Residential/Commercial)	Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Institutional)	Daycare and playgroup temporarily affected	0
		Church temporarily affected	1
	Land Owner/Formal Land User (Residential Lots only)	Fence affected (partially or completely)	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – La Parfaite Harmonie Phase 2</b>			<b>17</b>
<b>West Minister Phase 1</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	8
	Land Owner/Formal Land User (Residential Lots only)	Fence affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	1
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0

	Land Owner/Formal Land User (Institutional)	Church temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – West Minister Phase 1</b>			<b>9</b>
<b>West Minister Phase 2</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	5
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	7
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0
	Land Owner/Formal Land User (Institutional)	Church temporarily affected	1
		Community Centre temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – West Minister Phase 2</b>			<b>13</b>
<b>Onderneeming Phase 1</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	0
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	0
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0
	Land Owner/Formal Land User (Institutional)	Church temporarily affected	0



		Community Centre temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Onderneeming Phase 1</b>			<b>0</b>
<b>Onderneeming Phase 2</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	6
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	2
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0
	Land Owner/Formal Land User (Institutional)	Church temporarily affected	0
		Community Centre temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Onderneeming Phase 2</b>			<b>8</b>
<b>Recht Door Zee Phase 1</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	13
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	3
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	1
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0

	Land Owner/Formal Land User (Institutional)	Church temporarily affected	0
		Community Centre temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Recht Door Zee Phase 1</b>			<b>17</b>
<b>Recht Door Zee Phase 2</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	0
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	3
	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	1
	Land Owner/Formal Land User (Institutional)	Church temporarily affected	0
		Community Centre temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Recht Door Zee Phase 2</b>			<b>4</b>
<b>Lust En Rust</b>	Land Owner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	0
	Land Owner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	0
	Land Owner/Formal Land User (Commercial-Residential Lots only)	Business temporarily affected	1

	Informal Land User (Business on Parcel of Public Land)	Business temporarily affected	0
	Land Owner/Formal Land User (Institutional)	Church temporarily affected	0
		Community Centre temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Lust en Rust</b>			<b>1</b>
<b>OVERALL TOTAL Project Affected Households (PAHs)/across all LRP Areas</b>			<b>78</b>

### Project Affected Business with affected Access (Driveway/walkway)

The table below represents the project affected businesses that also have affected structures in the form of bridges. It should be noted that the driveway and walkway of 3 of the affected businesses will to be dismantled and rebuilt due to project works. The remaining 2 will be retrofitted to new infrastructure which entailed the existing structure being altered. See Table 2.2 below for category of businesses temporarily affected with bridge replacement.

**Table 2. 2 Category of businesses temporarily affected with Bridge Replacements.**

<b>BUSINESSES WITH BRIDGE REPLACEMENT</b>					
<b>NO</b>	<b>AREA</b>	<b>ADDRESS</b>	<b>NAME</b>	<b>TYPE OF BUSINESS</b>	<b>TYPE OF BRIDGE</b>
<b>SCHOON ORD</b>					
1	Schoon Ord	430 Schoon Ord	Seeranie Rameshwar	Small Meat Stand	Concrete Walkway & Driveway Retrofit to new infrastructure and Spindles Dismantled and Rebuild
2	Schoon Ord	561 Schoon Ord	Amelia Sammy	Educational and Snackette (Canteen)	Concrete Walkway & Driveway
<b>LA PARFAITE HARMONIE PH 2</b>					
3	La Parfaite Harmonie Ph 2	2197 La Parfaite Harmonie Ph 2	Colleen Lynch	Wash Bay	Concrete Walkway & Driveway
4	La Parfaite Harmonie Ph 2	2217 La Parfaite Harmonie Ph2	Donette Campbell	Small Snackette and Church	Wooden Walkway & Driveway
<b>WEST MINISTER PH 2</b>					
5	West Minister Ph 2	4427 West Minister Ph 2	Genna Jones	Wash Bay, Snackette & Grocery Shop	Concrete Walkway & Driveway Retrofit to new infrastructure

## **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 between June and July of 2021 to plan for the socioeconomic survey and asset inventory, and further contact the targeted PAPs via letter informing them of the impending interview/meeting with them.
- 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 La Parfaite Harmonie Housing Scheme. The objectives of the public engagement/consultative meetings were to:

- Describe the scope of the Project for the different sections of La Parfaite Harmonie;
- 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 La Parfaite Harmonie, 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 La Parfaite Harmonie Primary School and virtually via zoom. The meetings generated dialogue with youths, women and men and community leaders throughout the localities of La Parfaite Harmonie. 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 Camp Street sub-office. See Table 7.1 for a list of the sensitization sessions conducted relative to the LRP:

The Projects Department 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 Department 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 provided 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 during the week of August 3<sup>rd</sup> and on August 18<sup>th</sup> 2021 for La Parfaite Harmonie, and involved field visits and interviews with Project Affected Households (PAHs) including 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 PAPHs. The socioeconomic survey was conducted within the whole project area i.e., starting with LRP area 1-Schoonard through LRP area 2-La Parfaite Harmonie, LRP area 3-West Minister, LRP area 4-Onderneeming, LRP area 5-Recht-Door-Zee and concluding at LRP area 6. Lust-En-Rust. Based on the initial list, the locations of all PAPHs (lot Number for each Project Affected Household (PAH) were visited to firstly verify whether the PAHs 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, as at the 18<sup>th</sup> August, 2021, 39 PAHs out of the initial list of potential PAHs (78 PAHs) were verified as being affected within the project corridor (post-survey). See Table 2.3 below for survey distribution:

**Table 2.3 Survey Distribution**

<b>Areas</b>	<b>Number of Potential PAHs</b>	<b>Number of Verified PAHs</b>	<b>Number of Interviewed/Surveyed PAHs</b>	<b>% Of verified PAHs interviewed or surveyed</b>
<b>Schoonord</b>	7	7	4	57%
<b>La Parfaite Harmonie Phase 1</b>	2	2	1	50%
<b>La Parfaite Harmonie Phase 2</b>	17	7	4	57%
<b>West Minister Phase 1</b>	9	1	1	100%
<b>West Minister Phase 2</b>	13	9	8	89%
<b>Onderneeming Phase 2</b>	8	3	3	100%
<b>Recht-Door-Zee Phase 1</b>	17	5	2	40%
<b>Recht-Door-Zee Phase 2</b>	4	4	4	100%
<b>Lust-En-Rust</b>	1	1	1	100%
<b>Total</b>	<b>78</b>	<b>39</b>	<b>28</b>	

Please note that the initial number (Potential PAH) is based on a physical inspection inventory. The verified PAH is based on a more technical inspection, based on the proposed scope of works to be executed in the housing areas.

### **Fieldwork and Data Collection**

All field work was conducted within 6 (6) days within the week of August 3<sup>rd</sup> and on August 18<sup>th</sup>, 2021. All data was consolidated into an SPSS Master Database. The enumerators to collect socioeconomic baseline survey data were selected from the PRPEU within the CH&PA. Having had the knowledge and experience from conducting the socio-economic survey in the previous project area Officers from the PRPE Unit spearheaded this exercise.

#### a) Preparing Enumerators and Improving the Data Collection Tools

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. Survey execution and logistical arrangements were made based on past experience conducting the survey and briefing was held within the PRPE Unit team to discuss the objectives of the survey, expected outputs and ensure that all the tools needed were available for the efficient execution of the survey.

Before the survey was executed, the survey tool was subject to several reviews based on the experience from previous surveys by the PRPE Unit team, with only minor adjustments being made to ensure that the data collection process is succinct and the data gathered is accurate.

#### b) Sampling Design

Purposive/Judgment sampling was selected and was applied across all six (6) 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, only households that met the criteria as Project Affected Households were surveyed (PAH) (Schoonard, La Parfaite Harmonie, West Minister, Onderneeming, Recht-Door-Zee and Lust-En-Rust). To determine this sample, a list of 78 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. An interview and the socio-economic survey with the PAH were then done, and an asset inventory conducted where the structure/asset of the PAH is affected. To ensure quality control throughout the survey, an Engineer accompanied each team, and provided close supervision of enumerators.

### c) 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 questionnaires: (1) Questionnaire 1 - designed specifically for cases of residential disruption, and (2) Questionnaire 2 - designed for cases where there is disruption to commercial/residential commercial activity. The survey tools were designed to capture socioeconomic 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. However, 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 socioeconomic 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 June 15<sup>th</sup> to 17<sup>th</sup>, 2021 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) 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 FRAMEWORKS FOR LIVELIHOOD RESTORATION**

This component seeks to review the various laws of Guyana as it relates to economic compensation and how the said laws relate 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 Provision (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 recognized.

### **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, the 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 through 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— or 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 within 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. 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.

Table 3.9 Guyana’s Legal Framework and IDB Policy Matrix

No	Guyana’s Legal Framework	IDB Policy	Remarks
1	Compensation is payable to the legal owner and to all others having any just right, title or interest, to or in the land or any portion thereof of the property	Compensation is payable to the owner, an occupier or someone with no legal right to the land (inclusive of squatter or encroacher)	Compensation to be payable to the legal owner, occupier, squatter or encroacher as per IDB policy
<b>Laws/Policy</b>	<i>Section 27(4) Town and Country Planning Act, Cap 20:01. Section 15, Acquisition of Land for Public Purposes Act, Chapter 62:05.</i>	OP-710 Involuntary Resettlement Policy/	
2	Compensation is payable through an Agreement, or pursuant to an Order of the Court.	Compensation is payable through an Agreement between the Central Authority and the Project Affected Households	Compensation to be payable through an Agreement as per IDB’s policy
<b>Laws/Policy</b>	<i>Sections 27 &amp; 28, Housing Act, Cap 36:20 Sections 26 &amp; 27, Town and Country Planning Act, Cap 20:01.</i>	OP-710 / Involuntary Resettlement Policy	
3	Compensation may be claimed up to the material date given save if permission was given to construct.	Cutoff date for occupation of land to be satisfied for compensation to be payable	Cutoff date to be used as per IDB’s policy
<b>Laws/Policy</b>	<i>Section 31(1) Town and Country Planning Act, Cap 20:01.</i>	OP-710 / Involuntary Resettlement Policy	
4	-	Capacity building initiatives and training provided to Project Affected Households	Capacity building and training to be provided as per the IDB’s policy
<b>Laws/Policy</b>	-	LPR La Parfaite Harmonie	

## **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 115 PAPs in the LRP areas (Male –51, Female – 64).

- 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 78 PAHs in the LRP areas. The total number of PAHs is inclusive of 39 PAHs surveyed/interviewed in the La Parfaite Housing Scheme.

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 (98.6%) of PAHs fall under category ‘a’ while the remaining 1.4% 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 La Parfaite Harmonie.

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 PAP was identified during the ESA baseline study, and during the socio-economic survey and assets inventory in La Parfaite Harmonie. Typical situations where informal land users were encountered include:
  - Informal Settlers (also colloquially referred to as “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 is 1 Informal Land User in the LRP areas.

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 19 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 La Parfaite Harmonie 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 Schoonard, La Parfaite Harmonie, West Minister, Onderneeming, Recht-Door-Zee and Lust-En-Rust, 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
- Disruption of Structures (residential and commercial bridges)
- Disruption of Regular Income from Businesses,

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;
- Support the creating an 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. The construction phase of the project commenced in October 2021. The job opportunities created by the project is expected to boost the existing labour force in the area. Contractors are encouraged to employ part of the local labour force (whether skilled, semiskilled or casual labor) from the community as part of their recruitment programme/activity. Moreover, by signing the contract, the contractor acknowledges 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 La Parfaite Harmonie, 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 small business development and financial management. Section 5.8.2 provides further details.

- **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. The CH&PA on the 3<sup>rd</sup> and 4<sup>th</sup> of July, 2021 conducted a Women's Safety Audit (WSA) with the female residents and community leaders of La Parfaite Harmonie housing scheme. The purpose of the WSA was geared at assessing the safety of women in the preselected sections, earmarked for infrastructure upgrades, based on women's perceptions, and to implement their recommendations in the WSA report. Where possible, the project includes these considerations in the scope of works for the project site. As part of the programme requirement. Five (5) estates within the project boundaries i.e., Recht Door Zee, Onderneeming, Westminster, phases I and 2, La Parfaite Harmonie phase 2 and Lust-en-Rust respectively, were chosen to conduct the audit.

Despite, the COVID-19 Pandemic, the women were selected, with 5 women from each estate being invited to participate. The age of the participants ranged from 21 years old to 79 years old. A total of thirty-six (36) women and seven (7) community leaders participated in the audit. (*See La Parfait Women's Safety Audit Report - [www.chpa.gov.gy](http://www.chpa.gov.gy)*)

Through the WSA, community-wide participation and empowerment amongst the youth and women was promoted. In addition, collaboration/relationship between CH&PA and La Parfaite Harmonie was strengthened amongst the youth, women and community leaders. 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. 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, 44.8% of affected households are female headed households.

**Table 4. 1 List of Community Groups in La Parfaite Harmonie Housing Scheme.**

<b>Group Name</b>	<b>Contact Person</b>	<b>Contact Information</b>
<b>Invisible Kick Martial Arts Academy</b>	Lloyd Ramnarine	698-6727
<b>Throne Room International</b>	Marshall Lambert	648-3747
<b>Majid-Al-Nur</b>	Nazim Hussain	699-6411
<b>La Parfaite Action Group</b>	Odetta Alves	629-6652
<b>La Parfaite Harmonie Policing Group</b>	Mitra Mohan	622-0099
<b>Askhar Dhaam Ashram</b>	Indrowtie Mohabir	672-8999
<b>Malgre Tout Meten-Meer-Zorg Neighbourhood Democratic Council</b>	Tennessee Vickerie	664-9152/6473850
<b>Guyana Police Force</b>	Errol Watts	620-6863
<b>West Minister Community Development Council</b>	Gwenette Henry	674-1209
<b>Lust-En-Rust Community Development Council</b>	Mitchroy Garnett	638-3631

- **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.

The AHUAP aims to improve the quality of life (improve living conditions) in urban and peri-urban La Parfaite Harmonie 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 by means of 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 La Parfaite Harmonie**

<b>Lots</b>	<b>Contract Sum (GYD\$)</b>	<b>Area</b>	<b>Road Upgrade (m)</b>	<b>Reinforced Concrete (RC) Drains (m)</b>	<b>Concrete Sidewalks (m)</b>	<b>RC Culvert (No.)</b>	<b>Earthen Drain Cleaning (m)</b>
<b>1</b>	\$145,180,585	Schoonord	588	890	-	-	5,750
<b>2</b>	\$146,139,735	La Parfaite Harmonie	1,200	568	100	10	5,750
<b>3</b>	\$167,890,721	Westminster	1,481	700	296	10	5,750
<b>4</b>	\$105,662,357	Onderneeming	1,081	-	-	10	5,750
<b>5</b>	\$164,893,575	Recht-Door-Zee	2,516	-	-	15	5,750
<b>6</b>	\$137,531,730	Lust-En-Rust	2,273	-	-	4	5,750
<b>TOTAL</b>	<b>\$867,298,703</b>		<b>9,139</b>	<b>2,158</b>	<b>396</b>	<b>49</b>	<b>34,500</b>

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 snackettes, salon or barbershops, grocery stores, block-making establishments, food stalls, wash bay and clothing boutique 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 64% 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 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, allowances to cover the costs for dismantling, rebuilding, and retrofitting PAPs existing structure, where applicable. For business PAPs, 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 reinforced concrete drains and asphalted concrete roads as a replacement of their drains and bridges that were damaged for AHUAP works.

- **Register of Project Affected Persons**

The table represents a register of the project affected persons in Project Site 2, Parfaite Harmonie Housing Area. A total of 44 project affected persons were registered. The breakdown of project affected persons across the housing areas are, Schoonord - 10, La Parfaite Harmonie -15, Westminster -10, Onderneeming -2, Recht Door Zee-5 and Lust en Rust-1. See table 4.2

**Table 3. 3 Register for PAPs to receive Livelihood Restoration Entitlements.**

<b>RESIDENTIAL AND RESIDENTIAL/COMMERCIAL PROJECT AFFECTED PERSONS</b>					
<b>NO</b>	<b>AREA</b>	<b>ADDRESS</b>	<b>TYPE OF BUSINESS/RESIDENTIAL DISRUPTION</b>	<b>TYPE OF DISRUPTION</b>	<b>PROPOSED ENTITLEMENT</b>
<b>SCHOONORD</b>					
<b>1</b>	Schoonord	122 Schoonord	Small variety Shop	Income disruption	Cash Entitlement
<b>2</b>	Schoonord	561 Schoonord	Educational and Snackette (Canteen)/Walkway & Driveway	Income disruption/Dismantle and Rebuild	Cash Entitlement/Bridge Replacement
<b>3</b>	Schoonord	430 Schoonord	Small Meat Stand/Driveway & Walkway/Spindles	Income disruption/Retrofit to new infrastructure/Dismantle & Rebuild	Cash Entitlement/Bridge Retrofitting/ Spindle Replacement
<b>4</b>	Schoonord	184 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>5</b>	Schoonord	472 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>6</b>	Schoonord	477 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>7</b>	Schoonord	479 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>8</b>	Schoonord	480 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>9</b>	Schoonord	481 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>10</b>	Schoonord	432 Schoonord	Driveway	Dismantle and rebuild	Bridge Replacement
<b>LA PARFAITE HAMONIE PH 2</b>					
<b>11</b>	La Parfaite Harmonie Ph 2	2640 La Parfaite Harmonie Ph2	Small grocery shop	Income disruption	Cash Entitlement
<b>12</b>	La Parfaite Harmonie Ph 2	2611 La Parfaite Harmonie Ph2	Small Stand in yard	Income disruption	Cash Entitlement
<b>13</b>	La Parfaite Harmonie Ph 2	2444(shop at road head)	Variety Shop	Income disruption	Cash Entitlement
<b>14</b>	La Parfaite Harmonie Ph 2	2197 La Parfaite Harmonie Ph2	Wash Bay/Walkway & Driveway	Income disruption/Dismantle and Rebuild	Cash Entitlement/Bridge Replacement

<b>NO</b>	<b>AREA</b>	<b>ADDRESS</b>	<b>TYPE OF BUSINESS/RESIDENTIAL DISRUPTION</b>	<b>TYPE OF DISRUPTION</b>	<b>PROPOSED ENTITLEMENT</b>
15	La Parfaite Harmonie Ph 2	2315/2217 La Parfaite Harmonie Ph2	Small Snackettes and Church/Walkway & Driveway	Income disruption/Dismantle and Rebuild	Cash Entitlement/Bridge Replacement
16	La Parfaite Harmonie Ph 2	2325 La Parfaite Harmonie Ph 2	Driveway	Dismantle and rebuild	Bridge Replacement
17	La Parfaite Harmonie Ph 2	2326(A&B) La Parfaite Harmonie Ph 2	Walkway	Dismantle and rebuild	Bridge Replacement
18	La Parfaite Harmonie Ph 2	2327(A&B) La Parfaite Harmonie Ph 2	Walkway	Dismantle and rebuild	Bridge Replacement
19	La Parfaite Harmonie Ph 2	2328 La Parfaite Harmonie Ph 2	Walkway	Dismantle and rebuild	Bridge Replacement
20	La Parfaite Harmonie Ph 2	2200 La Parfaite Harmonie Ph 2	Driveway	Dismantle and rebuild	Bridge Replacement
21	La Parfaite Harmonie Ph 2	2211 La Parfaite Harmonie Ph 2	Driveway	Dismantle and rebuild	Bridge Replacement
22	La Parfaite Harmonie Ph 2	2212 La Parfaite Harmonie Ph 2	Walkway & Driveway	Dismantle and rebuild	Bridge Replacement
23	La Parfaite Harmonie Ph 2	2213 La Parfaite Harmonie Ph 2	Driveway	Dismantle and rebuild	Bridge Replacement
24	La Parfaite Harmonie Ph 2	2214 La Parfaite Harmonie Ph 2	Walkway	Dismantle and rebuild	Bridge Replacement
25	La Parfaite Harmonie Ph 2	2215 La Parfaite Harmonie Ph 2	Driveway	Dismantle and rebuild	Bridge Replacement
<b>WEST MINISTER PH 1</b>					
26	West Minister Ph 1	1018/750 West Minister Ph 1	Greens Stand	Income disruption	Cash Entitlement
<b>WEST MINISTER PH 2</b>					
27	West Minister Ph 2	4427 West Minister Ph2	Wash Bay, Snackettes & Grocery Shop/Walkway & Driveway	Income disruption/ Retrofit to new infrastructure	Cash Entitlement/ Bridge Retrofitting
28	West Minister Ph 2	4137 West Minister Ph2	Grocery and Greens Shop (Supermarket)	Income disruption	Cash Entitlement
29	West Minister Ph 2	3922 West Minister Ph2	Grocery and Snackette	Income disruption	Cash Entitlement
30	West Minister Ph 2	3922 West Minister Ph2	Grocery Shop	Income disruption	Cash Entitlement
31	West Minister Ph 2	3923 West Minister Ph2	Barber Shop	Income disruption	Cash Entitlement
32	West Minister Ph 2	3925 West Minister Ph2	Confectionery and Grocery Stand	Income disruption	Cash Entitlement
33	West Minister Ph 2	3936 West Minister Ph2	Super bet and Grocery Shop	Income disruption	Cash Entitlement



<b>NO</b>	<b>AREA</b>	<b>ADDRESS</b>	<b>TYPE OF BUSINESS/RESIDENTIAL DISRUPTION</b>	<b>TYPE OF DISRUPTION</b>	<b>PROPOSED ENTITLEMENT</b>
34	West Minister Ph 2	3912 West Minister Ph2	Church	Access disrupted	Not Applicable
35	West Minister Ph 2	4481 West Minister Ph2	Driveway	Dismantle and rebuild	Bridge Replacement
36	West Minister Ph 2	4480 West Minister Ph2	Driveway	Dismantle and rebuild	Bridge Replacement
<b>ONDERNEEMING PH 2</b>					
37	Onderneeming Ph 2	1944 Onderneeming Ph2	Grocery Shop	Income disruption	Cash Entitlement
38	Onderneeming Ph 2	1469 Onderneeming Ph2	Variety Shop	Income disruption	Cash Entitlement
<b>RECHT DOOR ZEE PH 1</b>					
39	Recht Door Zee Ph 1	702 Recht Door Ze Ph 1	Clothes Boutique	Income disruption	Cash Entitlement
<b>RECHT DOOR ZEE PH 2</b>					
40	Recht Door Zee Ph 2	2799 Recht Door Zee Ph 2	Small Shop	Income disruption	Cash Entitlement
41	Recht Door Zee Ph 2	2802 Recht Door Zee Ph 2	Hardware and Blockmaking	Income disruption	Cash Entitlement
42	Recht Door Zee Ph 2	Red Shop at road head (3091)	Small Shop	Income disruption	Cash Entitlement
43	Recht Door Zee Ph 2	3222 Recht Door Zee Ph 2	Small Shop	Income disruption	Cash Entitlement
<b>LUST EN RUST</b>					
44	Lust En Rust	3296	Blockmaking	Income disruption	Cash Entitlement

### **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 resettlement 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.

#### **Measures to be implemented**

- Land with legal title or formal land use rights will be avoided to the extent possible during construction works.
- PAPs (operating a business on the affected Public Land parcel) will be provided with 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 25 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 24 businesses on Lots owned by 24 Land Owners/Formal Land Users, and 1 business on 1 parcel of public land being used by 1 Informal Land User (squatter and or encroacher) will be affected. See Table 4.4 below for location of affected commercial activities in LRP areas.

**Table 4.4 Location of Commercial Activities by Area**

Area	Type		Total
	Land Owners/Formal Land Users (Residential-Commercial Lots)	Informal Land Users (Public Land Parcels)	
<b>Schoonord</b>	3	0	3
<b>La Parfaite Harmonie Phase 1</b>	0	0	0
<b>La Parfaite Harmonie Phase 2</b>	4	0	4
<b>West Minister Phase 1</b>	1	0	1
<b>West Minister Phase 2</b>	9	0	9
<b>Onderneeming Phase 2</b>	2	0	2
<b>Recht - Door - Zee phase 1</b>	1	0	1
<b>Recht - Door - Zee phase 2</b>	3	1	4
<b>Lust En Rust</b>	1	0	1
<b>Total</b>	<b>24</b>	<b>1</b>	<b>25</b>

The number of affected commercial activities by types are outlined in Table 4.5 below.

**Table 4.5 Type of Affected Businesses/Commercial Activities**

Type of Commercial Activity	Frequency	Percent
<b>Grocery Shop</b>	7	28%
<b>Small Shop</b>	2	8%
<b>Snackettes</b>	2	8%
<b>Variety Shop</b>	3	12%
<b>Salon/ Barber Shop</b>	1	4%
<b>Block Making</b>	2	8%
<b>Church</b>	1	4%

<b>Greens Shop/Stand</b>	1	4%
<b>Stand (Snacks etc.)</b>	4	16%
<b>Wash bay</b>	1	4%
<b>Clothes Boutique</b>	1	4%
<b>Total</b>	<b>25</b>	<b>100%</b>

Furthermore, the average daily income ranges from affected commercial activities are outlined in Table 4.6 below.

**Table 4.6 Average Daily Income Ranges from Commercial Activity**

<b>Income Ranges</b>	<b>Frequency</b>	<b>Percent</b>
<b>\$1000 and less</b>	2	8%
<b>\$1,001 - \$5,000</b>	10	40%
<b>\$5,001 - \$10,000</b>	4	16%
<b>\$10,001 - \$15,000</b>	3	12%
<b>\$15,001-\$20,000</b>	1	4%
<b>\$20,001 and over</b>	1	4%
<b>Not Applicable</b>	1	4%
<b>No Response</b>	3	12%
<b>Total</b>	<b>25</b>	<b>100%</b>

**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 Structures (including residential and commercial structures)

Affected residential structures include bridges, fences and small structures which are constructed using wood, corrugated zinc sheets (roof), and earthen (drains), which will be dismantled, rebuilt or retrofitted. A total of 44 bridges will be affected of this 44 only 9 bridges will be upgraded as part of the AHUAP scopes of work. There is 1 fence and no residential structures with roof (house) that will be affected.

Affected small business structures with roof include small shops and snackettes, majority of which are constructed using wood (walls and flooring) and corrugated zinc sheets. One of the affected business structures is located on Public Land. See Table 4.7 for affected structures.

**Table 4.7 Type and Number of Affected Structure by PAPs**

Category of PAPs	Type and Number of Affected Structure				Total
	Small Structure	Drain	Bridge-Cut/Dismantle/Rebuild	Fence	
<b>Landowner/ Formal Land Users (Lots)</b>	1	2	44 (9)	1	48
<b>Informal Land Users</b>	1	0	0	0	1
<b>Total (%)</b>	<b>4.1%</b>	<b>4.1%</b>	<b>89.8%</b>	<b>2%</b>	<b>100%</b>

In total 44 bridges will be disrupted with 9 of the 44 bridges needing to be dismantled and rebuilt. 1 fence, 2 small structures and 2 residential drains will also be disrupted. As a result, the total number of affected structures would be 49.

### **Measures to be implemented**

Residential Structures:

- Re-instate 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 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).

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 Religious Institutions**

- Similar to the above, the reconnaissance visits in the LRP areas identified one (1) church, which will be affected by project. Once affected, temporary access to will be provided and structure re-instated at full replacement cost (established by CH&PA Engineers) for inventoried immovable commercial structures (i.e., concrete structures including drains, fences, and bridges only),

**Table 4.8 Summary of PAHs, Assets and Economic Activity**

NO.	ITEMS	NUMBER											
		Schoonord		La Parfaite Harmonie Phase 1	La Parfaite Harmonie Phase 2	West Minister Phase 1	West Minister Phase 2	Onderneeming Phase 2	Recht Door Zee Phase 1	Recht Door Zee Phase 2	Lust En Rust	Total	
	<b>Affected Population</b>												
1	Total No. of Affected Land Owner/Formal Land User (Residential Households/Lots only)	4	2	3	0	0		1	4	0	0	14	
	Total No. of Affected Land Owner/Formal Land User (Residential-Commercial Lots only)	3	0	4	1	8		2	1	3	1	23	
	Total No. Affected Land Owner/Formal Land User (Institutional/Religious Lots)	0	0	0	0	1		0	0	0	0	1	
	Total No. Informal Land User Affected	0	0	0	0	0		0	0	1	0	1	
	Overall, PAP Population	Adults	M	2	2	3	3	10	4	1	2	1	28
			F	4	2	4	2	12	4	1	6	1	36
		Children	M	3	0	4	1	6	3	0	5	1	23
			F	1	0	3	1	14	4	3	1	1	28
	Vulnerable Group of Persons (Affected Households)	Elderly/Aged	1	1	0	0	0		1	0	0	0	3
		Mental/Physical Disability	0	0	0	1	0		1	0	1	0	3
Affected Informal Land User (Squatter/occupier)		0	0	0	0	0		0	0	1	0	1	

	Female Headed Single Parent Households	2	0	2	0	1	0	0	3	0	8
	Land-Based Vulnerable PAHs	0	0	0	0	0	0	0	0	0	0
	Physically Displaced PAHs (to be relocated)	0	0	0	0	0	0	0	0	0	0
	Physically Displaced Businesses (to be relocated)	0	0	0	0	0	0	0	1	0	1
<b>2</b>	<b>Affected Land</b>										
	Agriculture area (subsistence farming)	0	0	0	0	0	0	0	1	0	1
	Schools	0	0	0	0	0	0	0	0	0	0
	Churches	0	0	0	0	1	0	0	0	0	1
	Community center	0	0	0	0	0	0	0	0	0	0
<b>3</b>	<b>Affected Structures</b>										
	Total No. of Households (Residential Lots only) with Affected Structures	4	2	3	0	0	1	4	0	0	14
	Total No. of Business (Residential-Commercial Lots) with Affected Structures	0	0	1	0	0	0	0	0	0	1
	Total No. Informal land user with affected structures.	0	0	0	0	0	0	0	1	0	1
<b>4</b>	<b>Affected Business</b>										
	Total No. of Households with Affected Business (Residential-Commercial Lots only)	3	0	4	1	8	2	1	4	1	24



Total No. Informal Land User with business Affected	0	0	0	0	0	0	0	1	0	1
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**Table 4.9 Summary of Negative Impacts and Mitigation Measures**

<b>Item No.</b>	<b>Affected Category of PAPs</b>	<b>Affected Population</b>	<b>Affected Property/Assets</b>	<b>Impacts</b>	<b>Mitigation</b>
<b>1</b>	Landowners and or Formal Land Users	Individual residents within the project corridor	Residential Structures	Disruption of: <i>44bridges</i> 2 drains	Re-instated structure at full replacement cost (where applicable). Cash entitlement at cost for dismantling/rebuilding/retrofitting (where applicable).
<b>2</b>	Landowners and or Formal Land Users	Individual business residents within the project corridor	Business income	Disruption of: 24 businesses	Cash entitlement (income allowance) based on daily income reported by business PAPs.
<b>3</b>	Informal Land User	Business Squatter within the project corridor	Business income	Disruption of: 1business	Cash entitlement (income allowance) based on daily income reported by business PAPs.

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 livelihood restoration procedures and requirements to be followed for the AHUAP will take a similar format from the implemented LRP executed in the Sophia Housing Area. Hence, this livelihood restoration procedure will also be included in the La Parfaite Harmonie Housing Scheme.

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 socioeconomic survey and asset inventory was concluded for all sections in La Parfaite Harmonie Housing Scheme, i.e., October 1<sup>st</sup> 2021

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;
- ii) 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 (crop allowance) for standing crops/trees on the public land being used by Informal Land User for subsistence farming.
- 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.
- 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 Involuntary Resettlement Policy 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:

- Informal Settlers/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 immediately.

### **c) Right of Harvest**

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

### **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 La Parfaite Harmonie is October 1<sup>st</sup> 2021. This cut-off date was established to the time the socio-economic survey and asset inventory was concluded for all sections in La Parfaite Harmonie, 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. Eligible PAPs without the necessary identity credentials will be provided with assistance from the CH&PA through collaborative support made with the Guyana Election Commission (GECOM), the Ministry of Home Affairs (MOHA), Guyana Revenue Authority or any other relevant entity, to acquire the respective documents in order to satisfy the aforementioned process. 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 La Parfaite Harmonie include:

- Disruption of Land (Informal land user);
- Disruption of Structures (residential and commercial)
- Disruption of Regular Income from Businesses.

### **5.6.1 VALUATION OF LAND**

Potential compensation of acquisition for loss of land will be valued using the methodology under the mandate of the Ministry of Finance (MOF), valuation unit. 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). Additionally, there are no cases where public lands that are being used by informal occupants or encroachers (informal land users) will be lost as a result of project infrastructure works. Consequently, no valuation was undertaken for the loss of 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 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 no 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 MECHANISM OF APPEAL FOR VALUATION OF ASSESTS**

Any potential PAPs that require an appeal for the valuation of assets will be assessed on a case-by-case basis using the standardized valuation methodology under the mandate of the Ministry of Finance (MOF), Valuation Unit. The aggrieved PAP can provide their valuation document to the PMT for review. Once evaluated by the PMT in collaboration with Ministry of Finance (MOF), Valuation Unit and the aggrieved PAP is satisfied with the solution, an formal agreement will to be signed between the PAP and the executing agency agreeing to the new terms and conditions of the settlement in order to promote accountability and transparency.

### **5.6.4 VALUATION FOR DISRUPTION OF REGULAR INCOME**

Regular income from businesses gets 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 are 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 STEPS TAKEN TO DETERMINE INCOME LOSS (BUSINESS)**

**Step 1: ASSET INVENTORY:** An Asset Inventory is usually conducted by a CH&PA Engineer and staff of the Policy Research Planning and Evaluation Unit. This is to record 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 is collected using a structured Asset Inventory Sheet and a record of affected assets is taken via the technical specifications form.

**Step 2: SENSITIZATION:** Before any survey is conducted a letter is provided to the potential Project Affected persons, the letter seeks to sensitize participants to the upcoming socio-economic baseline surveys as well as a brief on the purpose of the visit and the proposed project works.

**Step 3: SOCIO-ECONOMIC SURVEY:** A Socio-economic survey is subsequently conducted, this survey examines the social, environmental, and economic conditions of persons/ households affected by the project. Data is collected on the income of each person/household with a business or income generating activities, number of crops and the type of crops.

**Step 4: VERIFICATION SURVEY:** A Verification exercise is conducted following the completion of project works to determine the following for commercial activities affected by the project:

- If customer flow was affected
- How many days customer flow were affected
- Reduced Income
- If business was closed, how many days.

#### **Calculation Of Cash Entitlement if Business was closed during road works**

- Recorded Income during the socio-economic survey X verified number of days income was lost = Cash Entitlement

#### **Calculation of Cash Entitlement if Business was opened with reduced customer flow**

- Recorded Income during the socio-economic survey – verified Reduced Income X number of days the business Operates = Cash Entitlement

## 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 La Parfaite Harmonie, 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 La Parfaite Harmonie Entitlement Matrix**

No.	Type of Disruption	Property Type/Use	Affected Economic Activities	Type of Impact (Eligibility)	Entitled Category of PAPs and Total PAPs	Entitlements
1	Residential/ Structures	Residential Land (Lots)	NA	PAPs losing their Structure (partially or completely), particularly bridges, drains and fences.	48 Land Owner/Formal Land User	<p>Re-instated structure at full replacement cost (established by CH&amp;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.</p> <p>In total 44 bridges will be disrupted with 9 of the 44 bridges needing to be dismantled and rebuilt.1 fence, 1 small structure and 2 residential drains will also be disrupted. As a</p>

						<p>result, the total number of affected structures would be 48.</p> <p>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.</p>
						<p>Provision of opportunity to households to salvage construction materials from the dismantlement of structure.</p>

2	Business Structures	Residential Land (Lots)	NA	PAPs business Structure disrupted (Partially or completely), particularly small wooden structures with roof.	24 Land Owner/Formal Land User	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 )			1 Informal Land User	

3	Income from business	Residential Land (Lots	Grocery, Blocks Production, Snackettes, Wash Bay, Clothes boutique, Barber and Variety Shops	PAPs losing their regular income from commercial activities in the affected area.	24 Land Owner/Formal Land User	Daily cash entitlement (income allowance) at the daily reported income, for each day where business has been closed (shutdown) as a result of works.
		Public land (Squatting/ Encroaching )	Snackette /Vegetables Stand	1 Informal Land User		Daily cash entitlement (income allowance) at the difference in average daily income reported, for each day where affected business PAPs has experienced reduced income.

## **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), 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 for their livelihood. The main occupation of the PAPs includes blocking making, operation of wash bays, clothing boutiques, salons, and barbershop, while some landowners/formal land users are operating their shops, snackettes or grocery stores on their land. Relative to these PAPs, their sources of income that sustain them will either be lost or disrupted hence livelihood restoration will focus on improving 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;
- Capacity building initiatives such as 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). The cash entitlement is a one-off payment that will be provided under the programme to cover the duration of disruption. See sections 5.4, 5.6 and 5.7 for further information on cash entitlements.

- Capacity Building Initiatives

- Development of Small Businesses

As part of the programme requirement, the CH&PA will engage the Small Business Bureau (SBB) and Guyana Revenue Authority (GRA) to provide support for the development and delivery of training modules (i.e., Small Business Development, Entrepreneurship, Marketing, Business Regularization etc.) Through this collaborative effort, CH&PA will provide assistance to the PAPs through the facilitation of training and support as necessary with the responsible agencies. 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, record keeping and basic household budgeting;
      - c) Savings and strategic cash management, and;
      - d) Tax advisory services

This training be made available to all PAPs and 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. The duration of the training programme can be extended for at least 1-2 day per agency depending on the content of the module.

#### □ Employment during Construction

A key expectation from the project is the provision of job opportunities for the project affected areas. The construction phase of the project is expected to commence 1<sup>st</sup> October 2021. Under component 1.1 a total of eighty-six (86) persons in the project affected areas were employed for the construction of Core Homes/ While, a total of forty-three (43) persons were employed for infrastructure upgrades within the various estates in La Parfaite Harmonie. Further, additional core homes are being built in the project area and, as per programme requirement, at least, 30% of the labour for the construction of Core Homes must come from the community.

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### **5.8.3 RE-ESTABLISHING VULNERABLE GROUPS LIVELIHOODS**

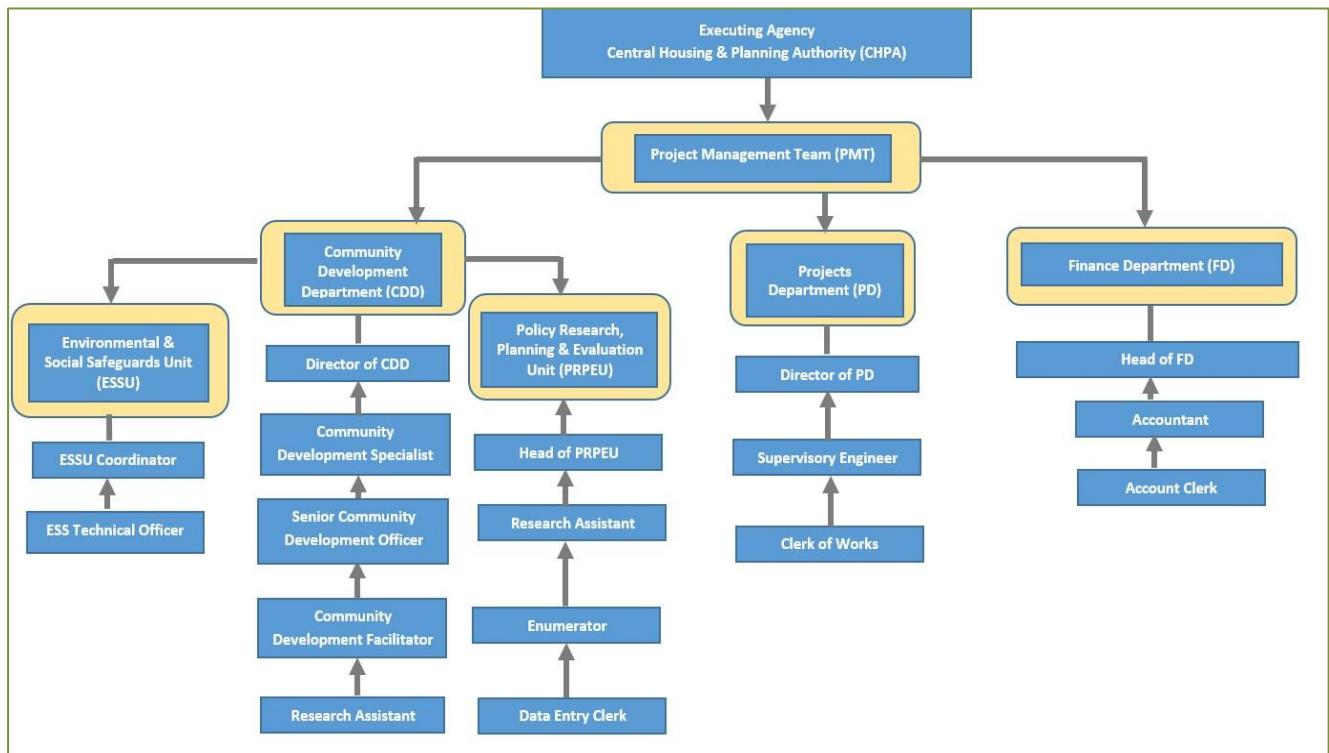
Vulnerable PAPs will be given priority as it relates to access to and benefitting from the Livelihood Restoration Measures presented in Section 5.8.2, and the Entitlements presented in Section 5.7.

## 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 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 Environment and Social Safeguard 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)/Deputy Director 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 a Director and a Deputy Director (2 Community Development Specialists), 15 Community Development Officers (CDOs) and 3 Assistant Community Development Officers (ACDO), along with other support staff. 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 it relates 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 the 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 ongoing 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 bimonthly 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 four (4) ESS Technical Officers were 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 La Parfaite Harmonie. 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 La Parfaite Harmonie 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.



See Attached Excel Database for Completed Implementation Schedule

**Table 6.1 LRP Implementation Schedule**

Main Activities	Responsible Party	Year 2021 (Months)											
		Q1			Q2			Q3			Q4		
		1	2	3	4	5	6	7	8	9	10	11	12
<b>1. Planning and Preparation</b>													
Project Coordination	PMT												
Identification of potential impacts and PAPs**	PRPEU & 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**	PRPEU*												
PAPs asset inventory and valuation**	PRPEU & PD*												
Identification of potential livelihood restoration measures (entitlements)**	CDD & ESSU*												
Finalization of institutional arrangements, schedule, and budget for LRP implementation	CDD & FD**												
Development of a framework for monitoring, evaluation, and reporting	PRPEU & ESSU												
Review of Draft LRP	PMT												
Finalization of PAP list	CDD & PRPEU												
Finalization and Approval of LRP**	PMT												
<b>2. LRP Implementation (including construction activities)</b>													
Disbursement of Cash Entitlement	CDD & FD												
Nomination of construction contractors	PMT												
Preparation of construction site	PD & Contractor												
Construction	PD & Contractor												
<b>3. Monitoring, Reporting and Evaluation</b>													
Internal Monitoring**	PRPEU												
External Monitoring**	PRPEU & CDD												
Outcome Evaluation **	Independent Third Party & CDD												
<b>Notes:</b>													
*PMT " Project Management Team", CDD " Community Development Department", PRPEU " Policy Research Planning and Evaluation Unit", FD " Finance Department", PD " Projects Department"													
* Key Milestones in the LRP implementation process													

### 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 La Parfaite Harmonie (associated LRP areas) of Component 1.2 of the AHUAP are also reflected in Table 6.2 below.

**Table 6.2 LRP Budget for La Parfaite Harmonie**

<b>Item No.</b>	<b>Line Item</b>	<b>Quantity</b>	<b>Unit Cost (GYD)</b>	<b>Cost (GYD)</b>
<b>Planning and Development</b>				
<b>1</b>	Cost for Public Consultations and other Engagement Activities	12 (Stakeholder Meetings)	400,000	4,800,000
<b>2</b>	Cost for conducting Socio-Economic Survey	35 (Days of Survey)	5000	175,000
<b>3</b>	Cost for conducting Asset Inventory and Valuations	35 (Days of Inventory)	5000	175,000
<b>4</b>	Administrative cost for compilation of the LRP	n/a	n/a	500,000
<b>Implementation</b>				
<b>5</b>	Cost for conducting Public Notifications and Engagement Exercises.	n/a	n/a	3,000,000
	Cost for providing suggestion/ grievance box for site offices	6	50,000	\$300,000
	Cost for providing sign boards for site offices	12	40,000	\$480,000
<b>6</b>	Cost for re-instating affected immovable residential structures (i.e., concrete structures concrete bridges) at full replacement cost.	34 (Concrete Bridges)	316,800	10,771,200

<b>7</b>	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).	10 (Wooden Bridges)	88,200	882,000
<b>10</b>	Income Allowance for Disruption of income from Business.	25 (Income Allowances)	170,708	4,267,700
<b>13</b>	Cost for Providing Business Structure for physically displaced business PAP (Squatter).	1 (Mobile Business Unit)	1,500,000	1,500,000
<b>14</b>	Livelihood Restoration Assistance (particularly capacity building program)	1 (Capacity Building Programs)	4,500,000	4,500,000
<b>Management and Administration</b>				
<b>16</b>	Cost for Grievance Management	n/a	n/a	3,600,000
<b>17</b>	Cost for conducting External and Internal Monitoring activities	120 (Days of Monitoring)	10,000	1,200,000
<b>18</b>	Cost for Consultancy Services for Outcome Evaluation	1 (Consultancy Service)	4,500,000	4,500,000
<b>TOTAL</b>				<b>40,650,900</b>
<b>Contingency (10%) *</b>				<b>4,065,090</b>

To sum up, the total LRP Budget for Implementation including contingency (10%) is **GYD 44,715,990**. 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 La Parfaite Harmonie. 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. collectively.

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 non-governmental 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
<b>May 4<sup>th</sup> 2021</b>	Consultation	Virtual Zoom Meeting with local businesses of La Parfaite Harmonie Housing Scheme	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Environment Social Assessment (ESA) public disclosure meeting was conducted to present the findings of the drafted ESA study and to solicit feedback for inclusion in final report before the commencement of construction works in the 6 estates	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	7	4

<b>May 4<sup>th</sup> 2021</b>	Consultation	Virtual Zoom Meeting with Government Agencies, Neighborhood Democratic Council, and the Regional Democratic Council	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Environment Social Assessment (ESA) public disclosure meeting was conducted to present the findings of the drafted ESA study and to solicit feedback for inclusion in final report before the commencement of construction works in the 6 estates	Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. Recreational, Institutional and Educational Facilities There is a need for the infrastructure upgrades in the various estates When will the project commence? Will the NDC be previewed to the bill of quantities for the project? Installation and maintenance of Street Lights	9	6
<b>May 20<sup>th</sup> 2021</b>	Consultation	Virtual Zoom Meeting with local businesses of La Parfaite Harmonie Housing Scheme	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Environment Social Assessment (ESA) public disclosure meeting was conducted to present the findings of the drafted ESA study and to solicit feedback for inclusion	Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement Subsidy, Road network upgrade. Livelihood Restoration Plan and Traffic Management Who will benefit from these programmes? There is a need for the overgrown bushes be	4	9



			in final report before the commencement of construction works in the 6 estates	removed from the canal and unoccupied house lots There is a need for streets light Provision of jobs under the project How will businesses be compensated if disrupted by project works? When will the project commence?		
<b>May 22<sup>nd</sup> 2021</b>	Consultation (Face to Face)	La Parfaite Harmonie Primary School for residents of Onderneeming, Recht-Door-Zee, West Minister, La Parfaite Harmonie	In accordance with the Stakeholder Engagement Plan for GY-L1031: The Environment Social Assessment (ESA) public disclosure meeting was conducted to present the findings of the drafted ESA study and to solicit feedback for inclusion in final report before the commencement of construction works in the 6 estates	<ul style="list-style-type: none"> <li>• Adequate Housing and Urban Accessibility Program (Core Home Supports, Home Improvement subsidy, Road Network Upgrade</li> <li>• Will the contractors deliver of quality roads and drains for the project?</li> <li>• Will there be a creation of a market to accommodate the vendors?</li> <li>• There is an increase of cattle roaming the streets</li> <li>• When will the project commence and its duration?</li> </ul>	20	38

				<ul style="list-style-type: none"> <li>• Who will be responsible for executing the infrastructure works?</li> <li>• There is a high vegetation within the drains</li> </ul> <p>There is a need for the formation of a Community Group.</p>		
<b>July 3<sup>rd</sup> &amp; 4<sup>th</sup>, 2022</b>	Consultation (Face to Face)	La Parfaite Harmonie Primary School	In accordance with the Stakeholder Engagement Plan for GY-L1031: <b>Women's Safety Audit (WSA)</b> . This activity was conducted to give the women living within the five (5) selected project estates under the AHUAP, the opportunity to map and assess the safety of existing public spaces with the objectives of informing the design and construction of future community facilities and infrastructure in their community.	<p>During the workshop the following highlights/Concerns/Recommendations were captured:</p> <ul style="list-style-type: none"> <li>• The women highlighted that there has been an increase in crime.</li> <li>• Overgrown bushes on the roadways and potholes.</li> <li>• There is a need for more street lights, speed bumps, and pedestrian crossings</li> <li>• A mentorship program for the youths.</li> <li>• Self Defense Classes for the women of the community should be conducted at the La Parfaite Multipurpose Community Centre</li> </ul>	7	36

				<ul style="list-style-type: none"> <li>• There is a need for a Centre to be established that caters for women that experienced domestic violence</li> <li>• Priority should be given to women that experience domestic violence when house lots are being allocated.</li> <li>• The residents of the La Parfaite Harmonie community are constantly vandalizing the police outpost.</li> </ul>		
<b>July-August, 2021</b>	Distribution of Letters (Face to Face)	Project Affected Persons	To conduct socio-economic survey	LRP Process Commencement of Field Inventory Surveys	NA	NA
<b>November 25<sup>th</sup>, 2021</b>	Sensitization Meeting (Virtual)	Community Leaders	To establish a community-based monitoring committee and to sensitize the community leaders on the livelihood Restoration Plan (LRP), infrastructure	Tennessee Vickerie, Chairman of the Malgre Tout NDC highlighted that the bill of quantities for the project was not submitted. As such, a request was made for that information to be shared with the committee. The necessary mitigation measures should be implemented to ensure that nationals and non-nationals	5	1

			<p>upgrades contracted in the various estates and to provide a status update on the Core Home Support and Home Improvement Subsidy</p>	<p>being employed by contractors under the project are not exploited.</p> <p>The beneficiaries qualified for the Home Improvement subsidy are complaining of being short-changed of their materials by the suppliers.</p> <p>Access to water supply and electricity should be readily available to the Core Home beneficiaries before occupying their home.</p> <p>There are high expectations for continued engagements between the agency and the newly established committee since information regarding the project can now be effectively disseminated to the residents in the various estates. It was established that monitoring meetings will be held on a monthly basis.</p>		
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November 28, 2021	Stakeholder	Project Affected	In accordance with Section 7	Present on the Adequate Housing and Urban	7	11
	Engagement Meeting (face to face)	Persons and Onderneeming, West Minister, Recht-Door-Zee, Lust-En-Rust, Schoonard, La Parfaite Harmonie	of the Livelihood Restoration Plan (LRP). To brief the PAPs identified under the program on the Livelihood Restoration Plan (LRP), infrastructure upgrades contracted for the various areas, and status update on the Core Home Support and Home Improvement subsidy	<p>Accessibility Program: Road network upgrade. Present findings from the Socio-Economic Survey and Asset Inventory Present and foster discussion with PAPs on the proposed Entitlement Framework, Grievance Redress Mechanism, Identification of Impacts and Categories of PAPs, Institutional Arrangements for Executing the LRP, and Implementation Schedule.</p> <p>Mrs. Proffitt (PAPs) of Lot 133 Schoonard highlighted that there is a need for proper drainage and irrigation to be done since the drains are heavily clogged with debris. She further stated that the revetment of the drain or construction of the culvert will be disruptive to her property.</p> <p>Mr. Abdool Gannie block-maker indicated that his livelihood is</p>		

				<p>being disrupted as a result of the road upgrades</p> <p>It was highlight by one of the residents that the beneficiaries approved for the home improvement subsidy have expressed concerns that the quantity of materials received did not meet their expectations. CH&amp;PA clarified that price increases affected the quantity of materials that can be sourced with the existing subsidy ceiling.</p>		
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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 Housing and Water, Ministry of Human Services and Social Security, Guyana Police Force, Ministry of Public Infrastructure, Guyana Telephone and Telegraph Company and the LDOs.

At different stages of consultations, these stakeholders were engaged to inform them (and seek feedback) on the Project layout in La Parfaite Harmonie, 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 can be found in region 3 - Essequibo Island/West Demerara; this housing area is known as the La-Parfaite Harmonie Housing Scheme. According to the La-Parfaite Harmonie Community Development Plan, 2010, La Parfaite Harmonie Housing Scheme is the

generic name given to a group of 10 housing areas located on the West Bank of Demerara. These areas are Schoonard, Parfaite Harmonie phases 1&2, Westminster Phases 1&2; Onderneeming Phases 1&2, Recht-Door-Zee Phases 1&2 and Lust-En-Rust Housing Areas. The area covers approximately 1.87 square miles (1192 acreage). However, most of the La Parfaite Housing Scheme's housing areas are divided into two phases, except for Schoonard and Lust-En-Rust. A central canal separates the phases. More than 30,000 people are expected to live in this Scheme once all the residential lots for the six plantations have been allocated and developed within ten years of development of the area.

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 socioeconomic 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 shared 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 virtual meetings. Furthermore, CH&PA has up a Project Information and Construction Site Office (PICSO) in a central location in La Parfaite Harmonie that is 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 criterion includes the following:

- Female Headed Single Parent Households, with limited resources to support the family;
- Households with physical and or mental disability;
- 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.



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.

#### **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 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 had a preconceived idea that the livelihood restoration process will provide cash entitlements to all persons within the La Parfaite Harmonie Housing Scheme. 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.

#### **7.4 PLANNED ENGAGEMENT**

Planned stakeholder engagement activities have included and will continue to 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.

## 7.5 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](http://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 La Parfaite Harmonie.**

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

- Dedicated Telephone Line (592-223-1028)
- General email address: [cddannex@chpa.gov.gy](mailto:cddannex@chpa.gov.gy)
- Mailing address: 237 Camp Street, Georgetown
- 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 Deputy Director of Community Development, and Health Safety and Environmental Manager 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 La Parfaite Harmonie. 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 La Parfaite Harmonie, 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 Development Officers, Health, Safety and the Environmental Manager, 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, Health, Safety and Environmental Manager (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 Development Officer, 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 (592-223-1028) will be used to allow stakeholders to call with questions and or register complaints. The hotline will be answered (by the Community Engagement 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 [cddannex@chpa.gov.gy](mailto:cddannex@chpa.gov.gy) 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 Community Development Officers. 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 Community Engagement Unit located at CH&PA Sub- Office address (237 Camp Street, 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 Community Development Officers (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 Community Development Officer in the Grievance/Complaint Monitoring Table.

- **Public Information Construction Site Office**

Before construction commences, the CH&PA established and maintain an easily accessible Public Information Construction Site Office (PICSO) in the La Parfaite Harmonie Housing Scheme. This PICSO acts as CH&PA's primary information hub at the construction site, and is being 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 are 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 Sub- 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 Camp Street Sub- Office**

Similar to the community based PICSO, key personnel at CH&PA Head Office will have the responsibility of receiving stakeholder complaints, answering questions, 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's, Camp **Street Sub-Office**) into the grievance/feedback box also located at the CH&PA Head Office or Camp Street Annex. 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 sub- 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 Camp Street sub-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 Camp Street sub- 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, 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 Development Officer 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 Camp Street sub-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 Development Officer 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 Camp Street sub- 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**

<b>Action</b>	<b>Timeframe</b>	<b>Responsibility</b>
<b>Acknowledge Grievance</b>	Within 3 business days	In the field (CH&PA’s ESS Technical Officer or work-stream Engineer) At CH&PA Camp Street sub-office (any member of the Grievance Management Team receiving grievance) For grievances received through email, postal mail and telephone (Community Development Officer)
<b>Register grievance in Grievance/Complaint</b>	Within 3 business days	In the field (CH&PA’s ESS Technical Officer or work-stream Engineer)
<b>Monitoring Table</b>		At CH&PA Camp Street Annex (any member of the Grievance Management Team receiving grievance) For grievances received through email, postal mail and telephone (Community Development Officer)
<b>Complete investigation</b>	Within 7 days	Work-Stream personnel
<b>Issue grievance rejection letter</b>	Within 3 days from concluding investigation	Community Development Specialist
<b>Agreement on resolution measure</b>	Within 3 days from concluding investigation	Community Development Specialist
<b>Implement resolution and sign grievance closure form</b>	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.

Monitoring<sup>4</sup> 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.

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<sup>4</sup> These definitions are those used by the US Environmental Protection Agency (USEPA)

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 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 effective 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&PA's 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 La Parfaite Harmonie.

### 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**

<b>Input Indicators</b>	<b>Source of Information</b>	<b>Frequency</b>
<b>Overall spending against budget</b>	Financial records	Bi-monthly <sup>5</sup>
<b>Distribution of spending by:</b> <ul style="list-style-type: none"> <li>- <b>Cash entitlements (including any payments for disruption of income).</b></li> <li>- <b>Relocation of PAPs</b></li> <li>- <b>Dismantling/Retrofitting/Rebuilding/Replacement</b></li> <li>- <b>Rehabilitation/livelihood restoration activities</b></li> <li>- <b>Consultation, engagement and or information sessions with PAPs.</b></li> <li>- <b>Vulnerable people</b></li> <li>- <b>General implementation services and overhead</b></li> </ul>	Financial records	Bi-monthly

<sup>5</sup> Every two (2) months



<b>Number of staff dedicated to livelihood restoration activities, with distribution in-house / outsourced if applicable, and distribution by skill type.</b>	HR Department/ Responsible Department or Unit	Bi-monthly
<b>Number of vehicles, computers, GPSs, and other equipment available to the livelihood restoration programme</b>	Count	Bi-monthly
<b>Number and type of resources dedicated to grievance management, and grievance redress channels in place and open/available to PAPs.</b>	HR Department, Count and Survey	Bi-monthly
<b>Timing of implemented activities in comparison to the LRP Schedule for Implementation.</b>	Status of Implementation compared to LRP Schedule	Bi-monthly

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**

<b>Output Indicators</b>	<b>Source of Information</b>	<b>Frequency</b>
<b>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.</b>	Financial Records	Bi-monthly
<b>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.</b>	Community Engagement Meeting minutes	Bi-monthly
<b>Amount of cash entitlement proceeds (including payments for disruption of income) released to target PAPs.</b>	Financial Records and Surveys	Bi-monthly
<b>Number of cash entitlement proceeds in line with agreed rates and time; and number and category of people paid.</b>	Financial Records	Bi-monthly
<b>Number of relocation of PAPs consistent with PAPs identified for relocation during baseline survey.</b>	Financial Records and Surveys	Bi-monthly
<b>Number of PAPs' affected structure retrofitted to new structure or rebuild, and in line with agreed entitlements for such affected structure.</b>	Financial Records and Surveys	Bi-monthly
<b>Number of land parcels to relocate the affected PAPs made available to the PAPs.</b>	Financial Records, report of field visits and interviews with recipient	Bi-monthly
<b>Number of PAPs successfully re-adjusting/arranging their structure into their lots before or during construction works.</b>	Report of field visits and interviews with PAPs.	

<b>Number of vulnerable persons receiving livelihood restoration entitlements by type of PAPs and entitlement.</b>	Financial Records and Interviews with recipient	Bi-monthly
<b>Number of affected local residents employed by civil works contractors for the AHUAP.</b>	Report of field visits and interviews with PAPs and or contractor.	Bi-monthly
<b>Number of grievances recorded by CH&amp;PA.</b>	Grievance/Complaint Monitoring Table	Bi-monthly
<b>Number of grievances resolved or closed.</b>		Bi-monthly
<b>Number of grievances outstanding.</b>		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 La Parfaite Harmonie. 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**

<b>Outcome Indicators</b>	<b>Source of Information</b>	<b>Frequency</b>
<b>Grievances</b>		
<b>Average time for grievance processing</b>	Measure time interval between grievance registration and closure and time between grievance registration and first acknowledgement of receipt	Bi-monthly
<b>Number of open grievances and trend in time</b>	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
<b>Number of grievances opened in the period and trend in time</b>	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
<b>Number of grievances closed in the period and trend in time</b>	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
<b>Cash Entitlements</b>		
<b>Average time for payment of cash entitlement.</b>	Measure time between entitlement agreement and payment.	Bi-monthly
<b>Has entitlement been paid at agreed rate?</b>	Investigate whether recipients of cash entitlements were able to rebuild/retrofit/replaced a similar structure (e.g., commercial structure, bridge etc.).	Semiannually
<b>Has allowance been paid in full?</b>	Investigate whether recipients of allowance were able to use same for intended purpose.	Semiannually
<b>Use of cash entitlement (including allowances)</b>	What has the cash entitlement been used for? Survey of households receiving entitlements.	Semiannually
<b>Livelihood Restoration</b>		
<b>Business re-establishment (if relevant)</b>	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.	Semiannually
<b>Income</b>	Beneficial impacts generated by the project on resident's income opportunities.	Semiannually
	Are incomes restored? Survey of income of businesses (sales) over a stratified sample	Semiannually

	of affected commercial PAPs and comparison with baseline survey.	
<b>Level of satisfaction of project affected people</b>	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.	Semiannually
<b>Relocation</b>		
<b>Housing</b>	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	Semiannually

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 ESS 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.
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## 9.5 REPORTING RESPONSIBILITIES OF CH&PA RELATIVE TO THE LRP

**Table 9.4 Reporting Responsibilities**

Report	Content
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<b>Bi-monthly reports by CH&amp;PA Community Development Specialist, Head of PRPEU &amp; ESS Coordinator to PMT</b>	<ul style="list-style-type: none"> <li>- Community liaison activities carried out.</li> <li>- Community liaison activities planned. (Bi-Monthly reports are to be prepared)</li> <li>- Grievances</li> <li>- Requests</li> <li>- Entitlements</li> </ul>
<b>Semi-annual reports to IDB at the corporate level for the duration of the AHUAP</b>	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**

<b>ADEQUATE HOUSING &amp; URBAN ACCESSIBILITY PROGRAM GRIEVANCE/COMPLAINT FORM</b>		
<b>Location of Complaint Received</b>		<b>Date Received:</b>
<b>Name of personnel receiving complaint</b>		<b>Complaint Register Number:</b>
<b>Coordinates of the area subject to complaint</b>		
<b>Land Parcel Number (If complaint is related to land/lot)</b>		
<b>COMPLAINANT INFO</b>		
<b>Name (Surname, first name)</b>		<b>Form of Complaint:</b>
<b>Address</b>		<b>Telephone/mobile number:</b>
<b>Gender</b>		<b>E-Mail:</b>
<b>DETAILS OF COMPLAINT</b>		
<b>Summary of Complaint:</b>		
<b>Solution requested by the Complainant:</b>		
<b>Name and Signature of the Receiver</b>	<b>Name and Signature of Complainant</b>	
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**ANNEX II TEMPLATE OF GRIEVANCE CLOSURE FORM  
GRIEVANCE CLOSURE FORM**

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

# 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 ..... for .....damaged 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

No.	Stakeholder Entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of Contact	Priority level
1	Ministry of Education	Devendre Persaud	<a href="mailto:Reg3edu@gmail.com">Reg3edu@gmail.com</a> 592-264-2459/ 604-5492	Public Administration	MOE is responsible for education promotion	Monthly	High
2	Guyana Power and Light	Bibi Knight	<a href="mailto:bknight@gplinc.com">bknight@gplinc.com</a> 592-264-3110/603-3067	Public Administration	GPL is responsible for providing electrical services to the housing scheme	Occasionally	High
3	Guyana Telephone & Telegraph Company	Jasmin Harris or Crystal Davis	<a href="mailto:jharris@gtt.co.gy">jharris@gtt.co.gy</a> <a href="mailto:cdavis@gtt.co.gy">cdavis@gtt.co.gy</a> 592-623-2899	Public Administration	GTT is responsible for expanding its network (landline and Blaze internet) in major sections of the housing scheme	Occasionally	High
4.	Ministry of Human Services and Social Security	Suresh Jaigobin	<a href="mailto:Suresh.jaigobin@yahoo.com">Suresh.jaigobin@yahoo.com</a> 227-3133/610-6439	Public Administration	Help to improve the development of the community.	Occasionally	Medium

No.	Stakeholder Entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of Contact	Priority level
5.	Guyana Police Force	Errol Watts	<a href="mailto:e_watt03@yahoo.com">e_watt03@yahoo.com</a> 620-6863	Public Administration	To support additional patrols and to ensure all safety features are included in the area to boost security for the community	Quarterly	High
6	IDB	Derise Williams	<a href="mailto:derisew@iadb.org">derisew@iadb.org</a>	International Organizations	Project Financer	Weekly	High
7	La Parfaite Action Group	Odetta Alves	<a href="mailto:odetmick@yahoo.ca">odetmick@yahoo.ca</a> 592-629-6652	Community Group	Help to improve the development of the community	Quarterly	high
8	Invisible Kick Martial Arts Academy	Lloyd Ramnarine	<a href="mailto:ramnarineliyah@gmail.com">ramnarineliyah@gmail.com</a> 592-698-6727	Community Group	Help to improve the development of the community	Quarterly	high
9	Throne Room International	Marshall Lambert	<a href="mailto:dynamite675@gmail.com">dynamite675@gmail.com</a> 592-648-3747	Faith-based Organization	Represents the interest of particular group that can support softer	Quarterly	high

No.	Stakeholder Entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of Contact	Priority level
					development initiatives. Can also assist in information dissemination		
10	Masjid Al-nur	Nazim Hussain	<a href="mailto:nhussainmoph@gmail.com">nhussainmoph@gmail.com</a>	Faith-based Organization	Represents the interest of particular group that can support softer development initiatives. Can also assist in information dissemination	Quarterly	high
11	La Parfaite Harmonie Policing Group	Mitra Mohan	<a href="mailto:Mitramohan33@gmail.com">Mitramohan33@gmail.com</a> 592-622-0099	Community Group	To provide policing services for the protection of the community	Quarterly	high
12	Askhar Dhaam Ashram	Indrowtie Mohabir	<a href="mailto:n.mohabir@yahoo.com">n.mohabir@yahoo.com</a> 592-672-8999	Faith-based Organization	Represents the interest of particular group that can support softer	Quarterly	high

No.	Stakeholder Entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of Contact	Priority level
					development initiatives. Can also assist in information dissemination		
13	Malgre-Tout Meten-Meer-Zorg Neighbourhood Democratic Council	Tennessee Vickerie	<a href="mailto:ndcmalgretout@gmail.com">ndcmalgretout@gmail.com</a> <a href="mailto:vickerie2004@yahoo.com">vickerie2004@yahoo.com</a> 592-664-9152/647-3850/253-3006	Local Democratic Organ	Help to improve the development of the community	Quarterly	High
14	Westminister Community Development Council	Gwenette Henry	<a href="mailto:Gwenetthentry40@gmail.com">Gwenetthentry40@gmail.com</a> 592-674-1209	Community Group	Help to improve the development of the community	Quarterly	High
15	Lust-En-Rust Community Development Council	Mitchroy Garnett	<a href="mailto:Mitchroygarnette2020@gmail.com">Mitchroygarnette2020@gmail.com</a> 592-638-3631	Community Group	Help to improve the development of the community	Quarterly	High
16	Regional Democratic Council	Mohamed Inshan Ayube		Local Democratic Council	Help to improve the development of the	Occasionally	Medium
17	Wendy Coleman	Wendy Coleman	<a href="mailto:wendy_coleman41@gmail.com">wendy_coleman41@gmail.com</a> 592-678-7409	Private Citizen	Attended ESA public disclosure meeting and	Occasionally	Medium

No.	Stakeholder Entity	Contact Person	Contact Information	Stakeholder Category	Relevance to Project	Level of Contact	Priority level
					Women's Safety Audit (WSA) May 5 <sup>th</sup> , 2021/July 3 <sup>rd</sup> , 2021		
18	Thomas and Mamzell Profitt	Thomas and Mamzell Profitt	592-668-8861/501-7378	Private Citizen	Attended public disclosure sensitization meeting 28 <sup>th</sup> November, 2021	Occasionally	Medium
19	Ryan Phillips	Ryan Phillips	592-686-1788	Private Citizen	Attended public disclosure sensitization meeting 28 <sup>th</sup> November, 2021	Occasionally	Medium
20	Abdool Gannie	Abdool Gannie	592-664-824/682-8998	Private Citizen	Attended public disclosure sensitization meeting 28 <sup>th</sup> November, 2021	Occasionally	Medium
21	Wynette Baley	Wynette Baley	592-613-3566	Private Citizen	Attended public disclosure sensitization	Occasionally	Medium

<b>No.</b>	<b>Stakeholder Entity</b>	<b>Contact Person</b>	<b>Contact Information</b>	<b>Stakeholder Category</b>	<b>Relevance to Project</b>	<b>Level of Contact</b>	<b>Priority level</b>
					meeting 28 <sup>th</sup> November, 2021		
22	Eula Mc Curdy	Eulah Mc Curdy	592-615-182	Private Citizen	Attended ESA public disclosure meeting and Women's Safety Audit (WSA) May 5 <sup>th</sup> , 2021/July 3 <sup>rd</sup> , 2021	Occasionally	Medium
23	Seeranie	Seeranie	592-616-1268	Private Citizen	Attended public disclosure sensitization meeting 28 <sup>th</sup> November, 2021	Occasionally	Medium



# 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. Residential Address: .....  Same as above
4. Age: .....
5. Contact Number:
  - i. Cell .....
  - ii. Landline .....
  - iii. Other .....
6. 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  .....
7. If NOT the owner, please state the name of the **OWNER** of the property
  - i. Name: .....
  - ii. Telephone #: .....

#### B. Commercial Activity Details

8. Do you own the Business?
  - i. Yes
  - ii. No
9. If **NO**, please state Name of Owner: .....
10. Do you pay to conduct your business at this location?
  - i. Yes
  - ii. No
- If NO, SKIP TO QUESTION 12**
11. If **YES**, What is the amount? ..... per month
12. To who is the payment made? .....
13. What type of Business are you operating?
  - i. Sole Trader
  - ii. Partnership
  - iii. Private Corporation
  - iv. Co-Op
  - v. Other
14. What is the nature of your business? .....
15. How long has your business been in operation? .....
16. Is your business licensed or registered to operate?
  - i. Yes
  - ii. No

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17. Number of days your business operates per week: ..... days  
 18. Number of hours your business operates per day: ..... hours  
 19. What is the average daily income generated from the business? \$..... per day.  
 20. Do you have any other sources of income?  
 i. Yes  ii. No   
 21. If YES, what is this source of income? .....  
 22. How much is made from the other source of income? \$..... per day

**C. Family Structure**

23. Are you the head of your Household?  
 i. Yes  ii. No   
 24. If No, please state your relationship to the Head of Your Household? .....  
 25. Gender of Head of Household: i. Male  ii. Female   
 26. Type of Family  
 i. Nuclear  iv. Sibling   
 ii. Single Parent  v. Reorganised/Blended   
 iii. Extended  vi. Other  .....  
 27. Number of Persons living in your Household: .....  
 28. 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						

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**D. Relocation (ask where applicable)**

29. 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: .....

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: .....

Identification Number .....

## ANNEX VI ASSET INVENTORY SHEET

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### 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 Portion:	Roof:
				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**

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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: .....