



## East Bank Demerara Livelihood Restoration Plan

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

January 25 2024

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<b>Document Control</b>			
<b>Document Number</b> (Doc. No.) – <b>Document Type:</b>		LRP/3.0 – Livelihood Restoration Plan	
<b>Status of Document:</b>		Reviewed	
<b>Document file details:</b>		Location of Document: Community Development Department	
<b>Quality Assurance:</b>		LRP Core Team, and Project Management Team (PMT) inclusive of CEO and Director of Community Development Department (CDD).	
<b>Distribution:</b>		Internal Document	
<b>Document Revision History</b>			
<b>Version</b> (Rev No.)	<b>Author(s)</b>	<b>Version Description</b>	<b>Date Completed</b>
<b>1.0</b>	Carnesehia Pereira-Community Development Officer	First draft prepared for review by Project Management Team (PMT). Doc No. LRP/3.0	July 26, 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 Corporation
LDO	Local Democratic Organ
LISP	Low Income Settlement Program
MoHW	Ministry of Housing and Water
LRP	Livelihood Restoration Plan
MER	Monitoring Evaluation and Reporting
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
SPSS	Statistical Packages for Social Sciences
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 on the East Bank of Demerara. 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 January 2024 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.
<b>Encroachers</b>	Another type of informal land user. These are persons who extend their property beyond that for which they hold a title, and would not be eligible for compensation for land for which they do not possess a title.
<b>Formal Land User</b>	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.

<b>Vulnerable Groups</b>	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.
<b>Eligible Population</b>	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.
<b>Livelihood restoration</b>	Specific allowances or activities intended at supporting displaced peoples’ efforts to restore their livelihoods to pre-project levels. Livelihood restoration measures typically include a combination of cash or other allowances and support activities such as training, agricultural assistance or business enhancement.
<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

	<p>value and that are culturally appropriate. With regard to land and structures, replacement costs are defined as follows:</p> <p><i>Houses and other structures</i>—the cost of purchasing or building a new structure, within an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labor and contractors’ fees and transaction costs.</p>
<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 six (6) housing schemes along the East Bank of Demerara corridor affecting: Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden all located in the Demerara-Mahaica Administrative Region (Region #4), This is the third project site. The AHUAP itself comprises the rehabilitation of infrastructure such as climate ready drainage, street lighting, roads (upgrade), sidewalks, and construction and rehabilitation of community facilities. The Environmental Social Assessment (ESA) for the AHUAP was conducted by CH&PA and was approved by IDB. 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 was approved by IDB

## 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 six (6) housing schemes namely: Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden were established circa 2010, sited on lands that were formerly used for sugarcane cultivation which is generally flat with an existing drainage and irrigation canal system. They are mainly bordered by Eccles village in the North, Prospect village to the South, the East Bank Public Road to the West, and the East Demerara Water Conservancy to the East.

The six (6) housing schemes namely: Peter's Hall phase 1, accounts for approximately 51.47 acres of land, comprising a total of 276 parcels with an estimated population of 932.88 persons. Herstelling Plot C, 33.146 acres of land, comprising a total of 532 parcels with an estimated population [1] of 1,798.16 persons. Perseverance, 93 acres land, comprising a total of 731 parcels with an estimated population of 2,470.78 persons. Providence phase 2 (North and South), 284.05 acres of land, which generated a total of 1254 parcels with an estimated population of 4,238.52 persons. Farm phases 1 and 2, 100 acres land, comprising a total of 351 parcels with an estimated population of is 1,186.38 persons. Lastly, Covent Garden development accounts for approximately 288.0288 acres of land, which yielded a total of 1034 parcels with an estimated population of 3,494.92 persons.

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[1] Estimated population is derived using the average household size of 3.38 for region 4 (Bureau of Statistics, 2012 Census)

These housing schemes were 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 schemes contain land use facilities such as: public open spaces, reserves sites; institutional spaces; 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 these growing housing schemes which would encourage more landowners to increase the occupancy rate in these communities. In this regard, the prevalence of simple larceny, 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 these housing schemes. 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 within the six (6) preselected Housing Schemes on the East Bank of Demerara corridor.



## **1.2 KEY CHARACTERISTICS OF THE PROJECT COMPONENTS IN GUYANA**

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

- 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 resilient drainage, street lighting, community facilities, roads (upgrade), sidewalks, and construction and rehabilitation of civic infrastructure facilities. Specifically, this sub-component involves the upgrading of approximately 8.43km of roads to asphalted concrete surface, construction of 2043m (2km) of reinforced concrete drains and sidewalks and construction of 6 culverts and the development and construction/rehabilitation of six (6) 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 on the East Bank Demerara housing schemes- (Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden), 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 fulfill the housing and basic infrastructure needs faced in the East Bank Demerara housing schemes 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 six (6) housing schemes;
- Improvements in women's safety;
- Employment potential-including skilled, semi-skilled and casual Labor during the construction and maintenance phases of the project, with specific attention to employment potential of local persons within the community;

- Provisions for capacity building and training of the local population for imparting specialized skills to them, as necessary for improving livelihood opportunities, and increase the skilled/semi-skilled labor force in the project area;

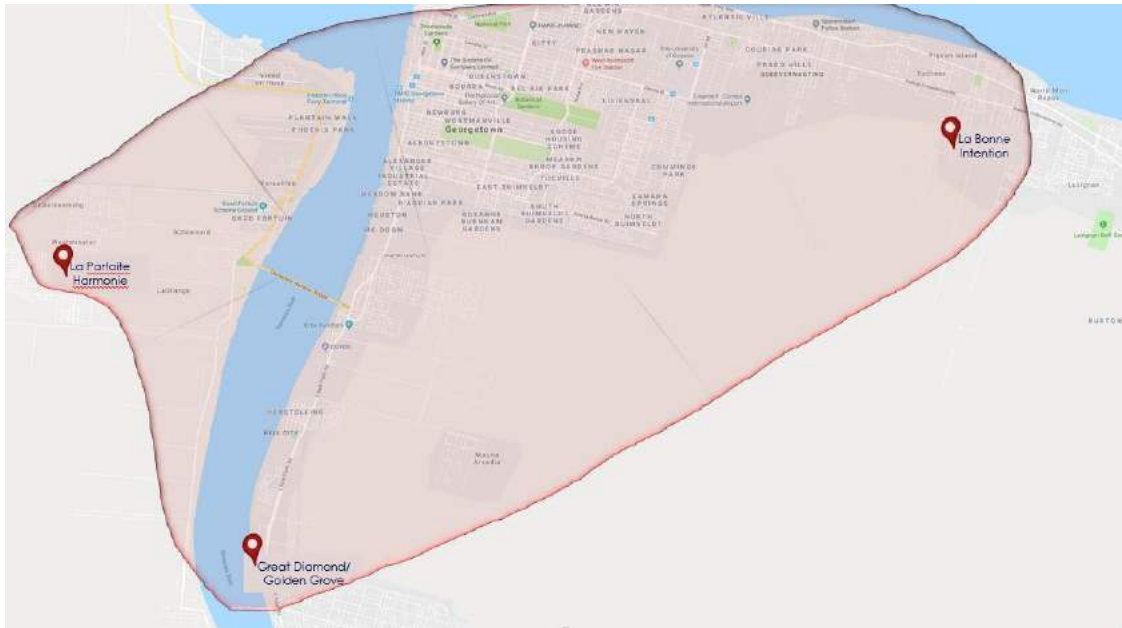
## 1.4 PROJECT LOCATION – EAST BANK DEMERARA HOUSING SCHEMES

**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 known 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).

**Fig 1.1 Extended Programme Boundary**



**Figure 1.2 Programme Boundary**



**Project Site Location:** The six (6) selected housing schemes namely: Peter’s Hall phase.1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden were selected as the AHUAP’s third project site area for upgrading interventions under Component 1.2. The six (6) housing schemes which were selected as the third project site are located in the Demerara-Mahaica Administrative Region (Region #4), along the East Bank Road corridor on the East Bank of the Demerara River.

Peter’s Hall Phase 1 is situated north of Providence Parcels 123, 124 & 125 housing scheme (aka Moderate-Income Scheme), South of the NICIL Industrial and Commercial area, East of Perseverance housing scheme, and West of Parcel 127 commercial Area. On the 20SE 1:50,000 map this scheme straddles 3 villages: Sage Pond, Profit and Henry. This scheme is located 6.44 Km from Central Georgetown.

Herstelling Plot C is situated North of Farm Phase 2, South of Herstelling Plot A and B, East of the East Bank Public Road, and West of Arcadia. This Scheme occupies the Jardin De Province Village (which is French Providence Garden) as shown on the 20 SE, 1:50,000 Topographic Map. It is located 8.75 Km from Central Georgetown.

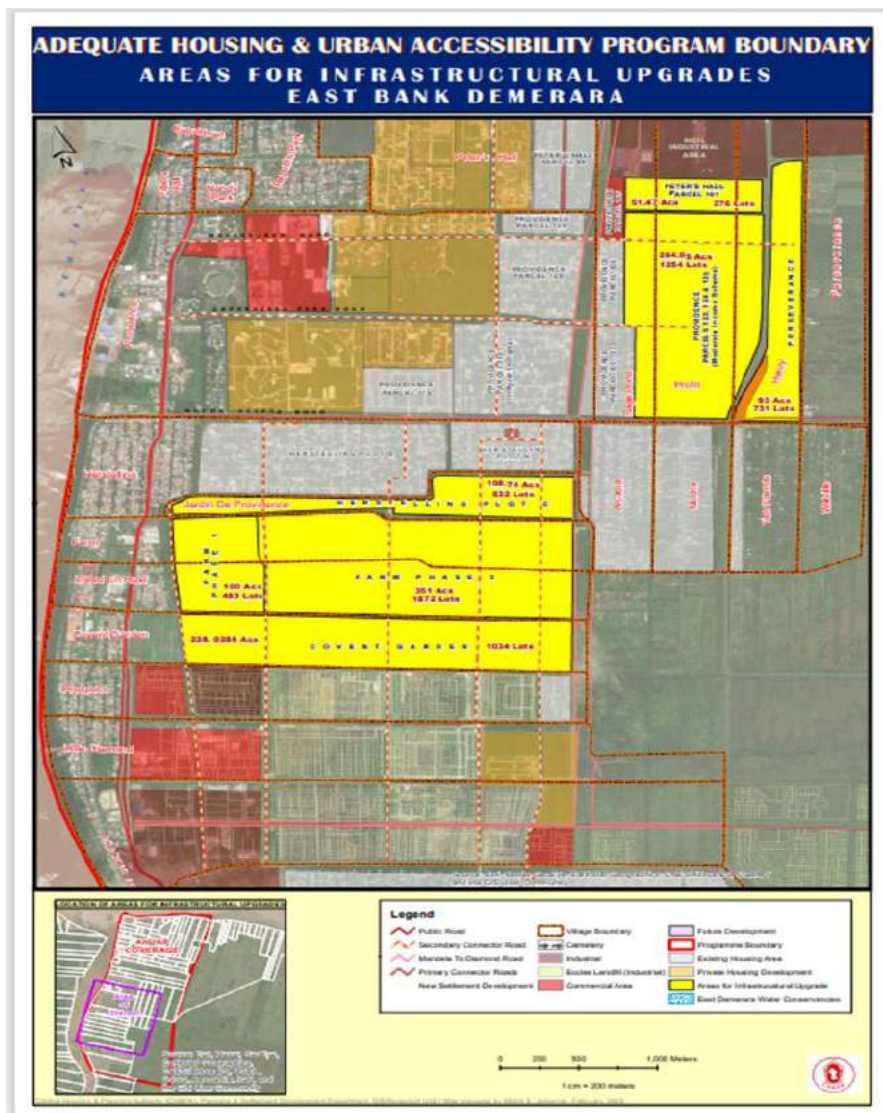
The Perseverance housing scheme actually occupies an area historically known as Henry Village as shown on the 20 SE 1:50,000 Topographic Map, but gained its name from the village immediately east of Henry. It is positioned North of Two Friends village (commonly referred to as Barnwell North), South of the now developing NICIL Industrial and Commercial area, East of the Providence Parcel 123, 124 & 125 housing scheme (aka Moderate-Income Scheme), and West of agricultural leases commonly referred to as Mocha homesteads. This scheme is located 6.80 Km from central Georgetown.

The Providence Parcels 123, 124, 125 Housing Schemes (aka Moderate-Income Scheme) is bordered by Peter's Hall Parcel 101 in the North, the Mocha/Arcadia residential area to the South, Perseverance housing scheme to the East, and by the Providence Parcel 120 – 122 and Parcel 126 housing scheme to the West. This scheme also straddles three (3) villages as shown on the 20 SE 1:50,000 topographic map, namely: Sage Pond, Profit and Henry. The scheme, is located 6.57 Km from Central Georgetown.

Farm Phases 1 & 2 housing schemes occupy lands that include Farm and Vreed-en-Rust villages as shown on the 20 SE 1:50,000 Topographic Map. It is situated north of the Covent Garden Housing Area, South of Herstelling Plot C, East of the East Bank Public Road and West of Arcadia Village. This scheme is located 8.64 Km from central Georgetown.

The Covent Garden Housing Scheme is situated North of the Prospect Housing Scheme, South of Vreed-en-Rust (Farm Phases 1 & 2 housing scheme) East of the East Bank Public Road, and West of the Arcadia Parcel 490 housing scheme. This scheme is located 9.30 Km from Central Georgetown.

**Figure 1.3** Layout for the six (6) housing schemes on the East Bank Demerara corridor



Source: Planning and Settlement Development Department CHPA (2023)

## 1.5 EAST BANK DEMERARA SCOPE OF WORKS

The proposed interventions in Peter’s Hall phase. 1, Herstelling, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden along the East Bank Demerara corridor encompasses upgrading of approximately 8.43km of roads to asphalted concrete surface, construction of 2043m (2km) of reinforced concrete drains and sidewalks and construction of 6 culverts (See Figure 1.4). In addition, the selection criteria for road upgrades for the program’s scope of works were done through a ranking system. This system used the criteria for proximity to public facilities, connectivity through the area, existing conditions of the road and degree of occupancy. The roads that lead to public facilities and interconnect other communities were focused on the level of deterioration. Further, if the occupancy is over 75% and the road was in a poor

condition selection for upgrade is considered. 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 on the East Bank Demerara**

Lots	Locations	Upgrading of Roads	Construction RC Drain and Sidewalk	Construction of 600mm Sidewalk
1	Peters Hall	0.8 km	162m	-
2	Providence Phase 2 North	1.3km	532m	1 No.
3	Providence Phase 2 South	0.3km	214m	1 No.
4	Perseverance	0.08km	76m	-
5	Herstelling Plot C	0.89km	230m	-
6	Farm Phase 1 and 2	2.6km	538m	3 No.
7	Covent Garden	2.46km	291m	1 No.
	<b>Total</b>	<b>8.43km</b>	<b>2043 (2km)</b>	<b>6 No.</b>

**Figure 1.4** Project Layout Map for the seven (7) project sites along the East Bank Demerara corridor

**Lot 1- Scope of work for Peter’s Hall Phase 1**



## Lot 2- Scope of work for Providence Phase 2 North

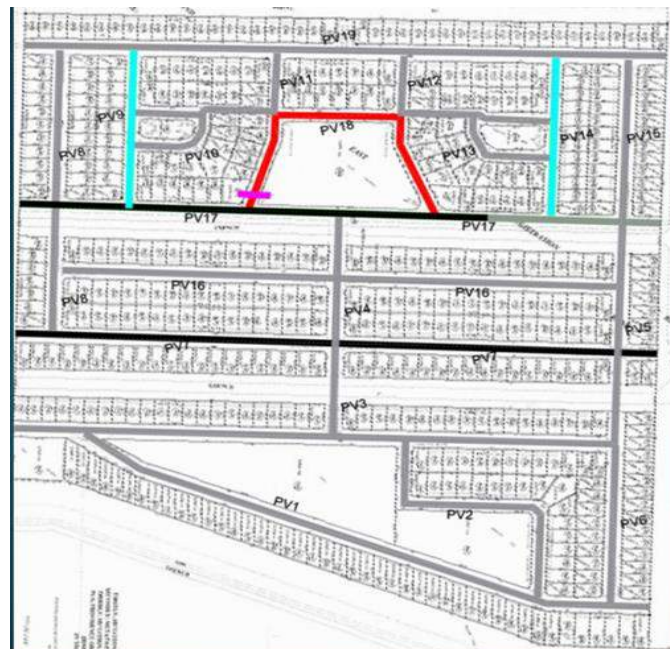


### Scope of Works:

1. Upgrading of **1.3 km** of Asphalt roads
2. Construction of **532m** of RC Drains and Sidewalk
3. Construction of **1 No.** 600mm Single barrel culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 3- Scope of work for Providence Phase 2 South

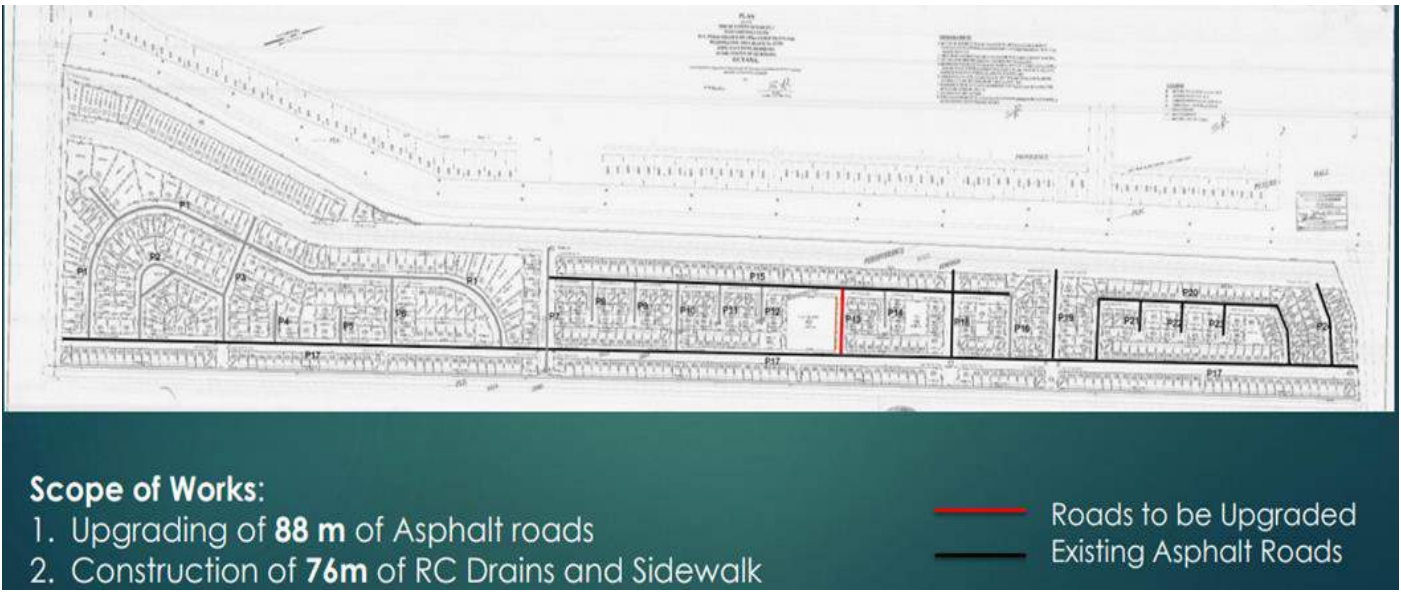


### Scope of Works:

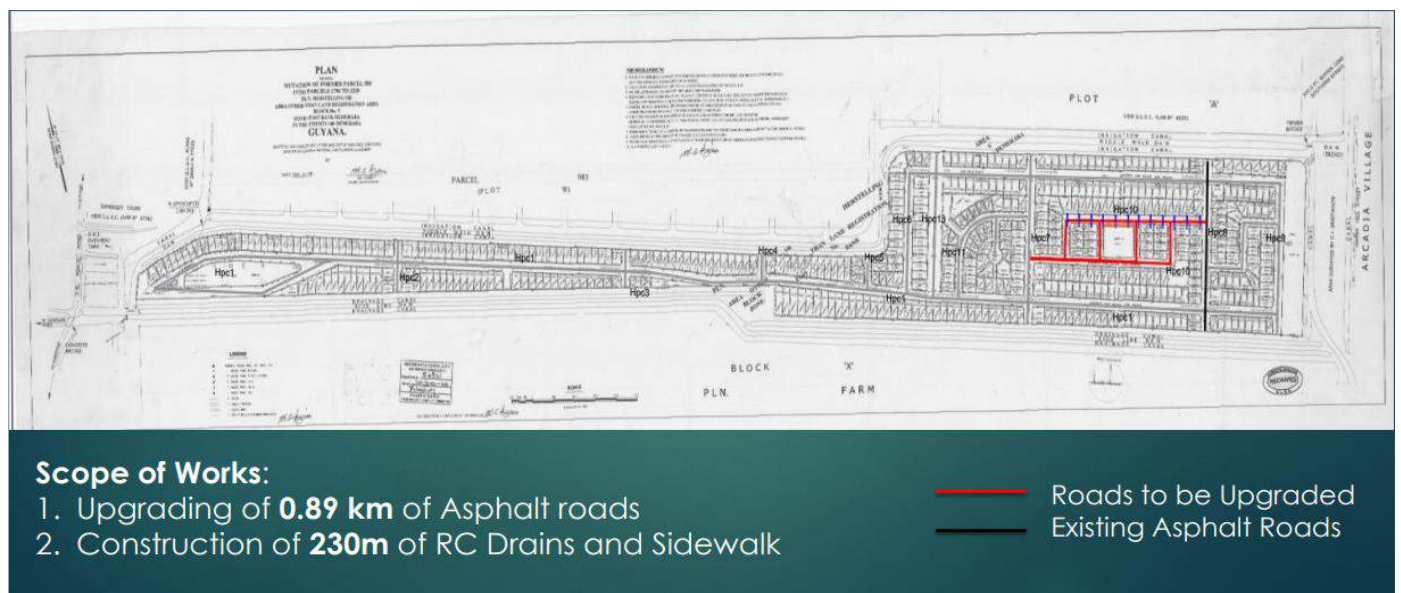
1. Upgrading of **0.3 km** of Asphalt roads
2. Construction of **214m** of RC Drains and Sidewalk
3. Construction of **1 No.** 600mm Single barrel culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 4- Scope of work for Perseverance



## Lot 5- Scope of work for Herstelling Plot C





## Lot 6- Scope of work for Farm Phases 1 and 2



### Scope of Works:

1. Upgrading of **2.6 km** of Asphalt roads
2. Construction of **538 m** of RC Drains and Sidewalk
3. Road Maintenance of **1.2 km**
4. Construction of **3No.** 600mm HDPE Culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 7- Scope of work for Covent Garden



### Scope of Works:

1. Upgrading of **2.46 km** of Asphalt roads
2. Construction of **291 m** of RC Drains and Sidewalk
3. Construction of **1 No.** 600mm HDPE Culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## **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 East Bank Demerara Housing Schemes, clearly outlining the adverse environmental and social impacts of the proposed project works (especially those associated with sub-component 1.2), and including the specific Environmental Social Health and Safety (ESHS) mitigation measures as per the Legal Framework prescribed in the Guyana's Laws and in compliance with the relevant IDB Operational Policies applicable to Environmental and Social Safeguards.

Based on the Environmental and Social Management Framework (ESMF) prepared for the AHUAP, the Programme may involve the temporary or permanent economic displacement of formal and informal enterprises and bridge replacements where necessary. 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 the six (6) housing schemes on the East Bank Demerara corridor, 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 only for the Project Affected Persons (PAPs) identified in the six (6) housing schemes 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 East Bank Demerara 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., East Bank Demerara Housing Schemes. 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 2022 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 Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden 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 Amending Agreement and IDB OP-703. As a key Plan developed under the ESA and as part of the ESMS, the purpose of this LRP is to describe how measures to minimize the potential impacts on livelihoods would be implemented and how monitoring of the LRP's implementation will be undertaken to ensure success of the livelihood measures.

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

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

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

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

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

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

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

**Chapter Five** details the entitlements that will be necessary for each type of impact that can be suffered by PAPs. The Entitlement Framework comprises a matrix, which identifies the different categories of affected economic activities 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 should be provided with entitlements to fully and fairly compensate for disruption of assets;
- Involuntary displacement should be conceived as a development 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 East Bank Demerara Housing Schemes:

- 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 for the six (6) housing schemes along the East Bank of Demerara corridor. 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 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 six (6) housing schemes identified along the East Bank Demerara corridor, project documents, policy frameworks and guidelines. 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 East Bank Demerara under the AHUAP;
- 2) AHUAP Preliminary Livelihood Restoration Framework (LRF), 2017
- 3) CH&PA's Residential Area Development Plans for Peter's Hall phase. 1, Herstelling, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden;
- 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 Peter's Hall phase. 1, Herstelling, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden to filter, identify and categorize potential PAHs<sup>1</sup> and their location<sup>2</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>1</sup> Includes Residential Lots where commercial activity is ongoing.

<sup>2</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 with affected structure/economic activity.</b>	
Peter's Hall	Landowner/Formal Land User (Residential Lots only)	Concrete Driveway/walkway affected (partially or completely)	2	
		Fence affected (partially or completely)	1	
	Landowner/Formal Land User (Commercial-Residential Lots only)	Business (shop/snackette) temporarily affected	0	
		Landowner/Formal Land User (Institutional)	Playschool temporarily affected	0
			Church temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Peters Hall</b>			<b>3</b>	
Providence Phase 2 North and South	Landowner/Formal Land User (Commercial-Residential Lots only)	Business (grocery shop, general store, restaurant, block making facility other shops/snackettes) temporarily affected	0	
		Landowner/Formal Land User (Residential Lots only)	Concrete Driveway/walkway affected (partially or completely)	4



<b>Location (area)</b>	<b>Category of PAP</b>	<b>Type of Impact</b>	<b>Total number of PAHs (Lots) or Parcels of Land with affected structure/economic activity.</b>
	Landowner/Formal Land User (Institutional)	Children home & Care Centre temporarily affected	1
		Church temporarily affected	1
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Providence Phase 2 North &amp; South</b>			<b>6</b>
Herstelling Plot 'C'	Landowner/Formal Land User (Commercial-Residential Lots only)	Business (grocery shop, bar, general store, Snackette, and other shops) temporarily affected	1
	Landowner/Formal Land User (Residential Lots only)	Concrete Driveway/walkway affected (partially or completely)	9
	Landowner/Formal Land User (Residential/Commercial)	Drains affected (partially or completely)	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Herstelling Plot 'C'</b>			<b>10</b>
Farm Phase 2	Landowner/Formal Land User (Residential Lots only)	Bridge affected (partially or completely)	0
	Landowner/Formal Land User (Residential Lots only)	Fence affected (partially or completely)	0

<b>Location (area)</b>	<b>Category of PAP</b>	<b>Type of Impact</b>	<b>Total number of PAHs (Lots) or Parcels of Land with affected structure/economic activity.</b>
	Landowner/Formal Land User (Commercial-Residential Lots only)	Business (block making facility, Key cutting shop, grocery shop, and other shops) temporarily affected	2
	Landowner/Formal Land User (Institutional)	Church temporarily affected	0
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Farm Phase 2</b>			<b>2</b>
Covent Garden Housing Scheme	Landowner/Formal Land User (Residential Lots only)	Concrete Driveway/walkway affected (partially or completely)	15
	Landowner/Formal Land User (Residential Lots only)	Drains affected (partially or completely)	0
	Landowner/Formal Land User (Commercial-Residential Lots only)	Business (Beverage shop, grocery shop, variety shop, plant shop and other shops/Snackette) temporarily affected	6
<b>TOTAL Project Affected Households (PAHs)/Lots/Parcel of Land – Covent Garden Housing Scheme</b>			<b>21</b>
<b>OVERALL TOTAL- Project Affected Households (PAHs)/across all LRP Areas</b>			<b>42</b>

## 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 August and September 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 six (6) housing schemes along the East Bank Demerara corridor. The objectives of the public engagement/consultative meetings were to:

- Describe the scope of the Project for the six (6) housing schemes earmarked for infrastructural upgrades along the East Bank of Demerara;
- 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 Peter's Hall phase. 1, Herstelling, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden, and; - Collection and collation of public comments on livelihood restoration.

Participants included affected households within the 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, sharing of flyers, and community wide meetings held at Peter's Hall Primary School. In addition, a modified approach was also used for sensitization about the project through the distribution of information booklets and response sheets to capture the residents' concerns and recommendations. A total of 59 men and 82 women received their sensitization packages. The meetings generated dialogue with women and men and community leaders throughout the localities of the six (6) housing schemes. 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 237 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 provide a platform for expression of the overall opinions, issues and concerns by community members who live or conduct economic activities within or near the project corridor.

## **2.5 SOCIO-ECONOMIC SURVEY**

### **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 month of October, 2022 in the 6 communities on the East Bank of Demerara, and involved field visits and interviews with Project Affected Households (PAHs) including business owners who are considered to be within the project infrastructure corridor. The initial list of PAHs compiled during the thematic mapping process (section 2.2) was used for targeting the conduct of the survey (field visits and interviews) with the PAPs. The socioeconomic survey was conducted within the whole project area i.e., starting with LRP area 1-Peter’s Hall, through LRP area 2-Perseverance, LRP area 3-Providence North and South Phase 2, LRP area 4- Farm Phase 2, LRP Area 5- Herstelling Plot C and concluding at LRP area 6- Covent Garden. Based on the initial list, the locations of all PAPs (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, 42 PAHs were verified as being affected within the project corridor (post-survey). See Table 2.2 below for survey distribution:

**Table 2.2 Survey Distribution**

Areas	Number of Potential PAHs	Number of Verified PAHs	Number of Interviewed/Surveyed PAHs	% Of verified PAHs interviewed or surveyed
Peter’s Hall	3	3	3	100%

<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>Perseverance</b>	0	0	0	0
<b>Providence North &amp; South Phase 2</b>	6	6	4	66.7%
<b>Farm Phase 2</b>	2	2	2	100%
<b>Herstelling Plot 'C'</b>	10	10	9	90%
<b>Covent Garden</b>	21	21	15	71.4%
<b>Total</b>	<b>42</b>	<b>42</b>	<b>33</b>	<b>78.6%</b>

### **Fieldwork and Data Collection**

All field work was conducted within six (6) days within the month of October 2022. All data was consolidated into an SPSS Master Database. The enumerators to collect socio-economic baseline survey data were selected from the PRPEU within the CH&PA. 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 to 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 in Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden. To determine this sample, a list of 42 potential PAHs was compiled during the thematic mapping process based on their proximity to project infrastructure works (see Section 2.2). Based on the list, these potential PAHs were then visited in order (as per section/area), and where an on-the-ground verification exercise was conducted during the visit to determine if infrastructure works will in fact affect the PAHs, and if this is the case, an interview and the socio-economic survey with the PAH was then done, and an asset inventory conducted where the structure/asset of the PAH is affected. 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 i.e., Questionnaire 1 designed specifically for cases of residential disruption, and Questionnaire 2 designed for cases where there is disruption to commercial/residential commercial activity. The survey tools were designed to capture 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, while only Questionnaire 2 consisted of a section on Commercial Activity. Alongside the Engineer, the enumerators visited each affected PAP and collected data specifically pertaining to land ownership details, demographic data, type of expected impact and vulnerable groups e.g., disabled, elderly, female headed household and informal land users. See Annex V for the 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 October 4th and 5th, 2022 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 recording the technical specifications of the asset (see Annex VI). Specifically, the inventory involved the identification of the type of asset, and an assessment of its size, conditions, and construction materials. The Engineer further made a recommendation for the asset to be relocated, dismantled, dismantled and rebuilt, retrofitted to new structure and or other based on the impending project works.



### **3 LEGAL FRAMEWORK FOR LIVELIHOOD RESTORATION**

This component seeks to review the various laws of Guyana as it relates to economic compensation and how the said laws 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 Proviso (i).

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

As noted above, in Guyana, full ownership is 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 any way by the existence of 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 has increased 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 installments 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 in 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 monies 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 compensation.

Under the 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 legislation 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.

### 3.9 SUMMARY OF LEGISLATIONS AND IDB POLICY

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 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
Laws/ Policy	<i>Section 27(4) Town and Country Planning Act, Cap 20:01.</i> <i>Section 15, Acquisition of Land for Public Purposes Act, Chapter 62:05.</i>	OP-710 / LPR East Bank Demerara	
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
Laws/ Policy	<i>Sections 27 &amp; 28, Housing Act, Cap 36:20</i> <i>Sections 26 &amp; 27, Town and Country Planning Act, Cap 20:01.</i>	OP-710 / LPR East Bank Demerara	
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
Laws/ Policy	<i>Section 31(1) Town and Country Planning Act, Cap 20:01.</i>	OP-710 / LRP East Bank Demerara	
4	-	Capacity building initiatives and training provided to Project Affected Households	Capacity building and training to be provided as per the IDB's policy
Laws/ Policy	-	LPR East Bank Demerara	

## **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.

<sup>3</sup> There are 138 PAPs in the LRP areas (Male –62, Female – 76).

- 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 42 PAHs in the LRP areas. The total number of PAHs is inclusive of 33 PAHs surveyed/interviewed in the East Bank Demerara Housing Areas.

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;

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<sup>3</sup> page.63 Table 4.7 Summary of PAHs, Assets and Economic Activity disaggregated data for PAH.



- b) Those who have no recognizable legal right to the land they are occupying or using.

All the PAHs fall under category 'a'.

- 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

#### **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

- **Landowners:** 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 landowner (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 the project area on the East Bank of Demerara.

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 21 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 the six (6) identified housing schemes 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 Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden, 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 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;
- 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 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 communities such as Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden, 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<sup>4</sup>. The CH&PA on the 26th November, 2022, 4th, 11th February, 4th, 11th March, 15th and 29<sup>th</sup> of April, 2023 conducted a Women's Safety Audit (WSA) with the community leaders, adult women and young girls between the ages of 13-17 years of the six (6) identified housing schemes. The purpose of the WSA was geared at assessing the safety of women

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<sup>4</sup> Environmental and Social Management Framework for the Guyana Access to Resilient Housing, Basic Infrastructure and Mobility Services (GY-L1031) Program 2017

and young girls in the preselected sections, earmarked for infrastructure upgrades, based on women’s and young girls’ 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. The six (6) identified housing schemes within the project boundaries i.e., Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden, respectively, were chosen to conduct the audit

In recognition of the above, the women and young girls were selected, based on the sections earmarked for infrastructure upgrade within the six (6) identified housing schemes to participate in the WSA. The CDD sought permission from the women with children, specifically those with young teenage girls to participate in the audit. The age of the participants ranged from 9 years old to 76 years old. An overall total of 66 men, 129 women and 6 community leaders participated in the audit. Across the 6 housing schemes the residents indicated key issues that needed to be addressed: physical and social infrastructure upgrade and maintenance, drainage, sidewalks, social facilities, crime and audit security issues. To remedy this, continued partnership with the community groups and LDOs will play an integral role in the dissemination of information and addressing the key issues affecting the community. Through their support feedback on the project development and implementation process will influence the recommendations of the stakeholders within the various community. It must be noted, that these groups are knowledgeable about the community’s needs; and are responsible for the well-being and improvement of their community, they constitute some of the best advisers on what approaches or solutions are most suitable.

Through the WSA, community-wide participation and empowerment amongst the youth and women was promoted. In addition, collaboration/relationship between CH&PA and six (6) housing schemes 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, 53% of affected households are female headed households.

**Table 4.1 List of Community Groups in the six (6) Housing Schemes.**

<b>Group Name</b>	<b>Contact Person</b>	<b>Contact Information</b>
Peter’s Hall Community Group	Shon Thom	698-6727
Perseverance Community Group and Management Committee	Alicia Samaroo	628-3000/684-5042/614-93178
Providence Community Group	Kevin Williamson	647-3795
Eccles/ Ramsburg NDC	Anand Kalladeen	233-5515/624-1323
Eccles/ Ramsburg	Camy Ragnauth	673-6510
Little Diamond/Herstelling NDC	Puneet Jaigopaul	685-9943

- **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 within the six (6) housing schemes 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 Seven (7) identified project sites on the East Bank of Demerara**

Lots	Locations	Upgrading of Roads	Construction RC Drain and Sidewalk	Construction of 600mm Sidewalk
1	Peters Hall	0.8 km	162m	-
2	Providence Phase 2 North	1.3km	532m	1 No.
3	Providence Phase 2 South	0.3km	214m	1 No.
4	Perseverance	0.08km	76m	-
5	Herstelling Plot C	0.89km	230m	-
6	Farm Phase 1 and 2	2.6km	538m	3 No.
7	Covent Garden	2.46km	291m	1 No.
	<b>Total</b>	<b>8.43km</b>	<b>2043 (2km)</b>	<b>6 No.</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<sup>5</sup>.

- **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 variety and grocery shops, snackettes, key cutting shop, beverage distributor, 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 the 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. In addition, for business PAPs, which will be relocated, the CH&PA will also provide a mobile business unit to those PAPs.

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

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<sup>5</sup> Central Housing and Planning Authority (CH&PA) Waste Management Plan (WMP) Chapter 3 page 43, 2017

### 4.2.3 ANTICIPATED NEGATIVE IMPACTS OF THE PROJECT AND MITIGATION MEASURES

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

This is defined as the involuntary resettlements of people affecting their residence and requiring physical relocation. The route/location for the construction of permanent infrastructure under the AHUAP are based on existing infrastructure alignments and demarcations in the area such that no legal residential properties are affected. In support of this, and based on the findings of the socio-economic survey, it is not anticipated that the Project will require any physical displacement of land owners or formal land users.

**Measures to be implemented.**

- Land with legal title or formal land use rights will be avoided to the extent possible during construction works.

- **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 11 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 11 businesses on Lots owned by 11 Landowners/Formal Land Users. See Table 4.3 below for location of affected commercial activities in LRP areas.

**Table 4.3 Location of Commercial Activities by Area**

Area	Type		Total
	Landowners/Formal Land Users (Residential-Commercial Lots)	Informal Land Users (Public Land Parcels)	
<b>Peter's Hall</b>	0	0	0
<b>Providence North &amp; South Phase 2</b>	2	0	0
<b>Farm Phase 2</b>	2	0	0
<b>Herstelling Plot 'C'</b>	1	0	0
<b>Covent Garden Housing Scheme</b>	6	0	0
<b>Total</b>	11	0	11

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

**Table 4.4 Type of Affected Businesses/Commercial Activities**

Type of Commercial Activity	Frequency	Percent
Grocery Shop	3	27.3%
Snackette	2	18.2%
Variety Shop	1	9.1%
Key cutting shop	1	9.1%
General Shop	1	9.1%
Beverage Distributor	1	9.1%

Institutional	1	9.1%
Religious	1	9.1%
<b>Total</b>	<b>11</b>	<b>100%</b>

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

**Table 4.5 Average Daily Income Ranges from Commercial Activity**

<b>Income Ranges</b>	<b>Frequency</b>	<b>Percent</b>
\$1000 and less	0	8.7%
\$1,001 - \$5,000	4	36.4%
\$5,001 - \$10,000	3	27.3%
\$10,001 - \$15,000	1	9.1%
\$15,001-\$20,000	1	1.1%
\$20,001 and over	0	0%
Religious/Institutional (N/A)	-	0%
<b>Total</b>	<b>9</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.

Affected residential structures include bridges and fences which will be dismantled, rebuilt or retrofitted. A total of 31 bridges will be affected, all of which will be retrofitted to the new infrastructure. There is 1 fence that will be affected and is recommended to be dismantled.

See Table 4.6 for affected structures.



**Table 4.6** Type and Number of Affected Structure by PAPs

Category of PAPs	Type and Number of Affected Structure				Total
	Small Structure	Drain	Concrete Driveway/Walkway-Cut/Dismantle/Rebuild	Fence	
Landowner/Formal Land Users (Lots)	0	0	31	1	32
Informal Land Users	0	0	0	0	0
<b>Total (%)</b>	<b>0%</b>	<b>0%</b>	<b>96.89%</b>	<b>3.11%</b>	<b>100%</b>

In total 31 bridges will be disrupted and retrofitted to new infrastructure, along with 1 fence to be dismantled. As a result, the total number of affected structures would be 32.

**Measures to be implemented**

Residential Structures:

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

● **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 works. 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 4.7 Summary of PAHs, Assets and Economic Activity**

			NUMBER						
No.	ITEMS		Peter's Hall	Providence Phase 2 North and South	Herstelling Plot 'C'	Farm Phase 2	Covent Garden Housing Scheme	Total	
	<b>Affected Population</b>								
<b>1</b>	Total No. of Affected Landowner/Formal Land User (Residential Households/Lots only)		3	6	10	2	21	<b>42</b>	
	Total No. of Affected Landowner/Formal Land User (Residential-Commercial Lots only)		0	0	1	2	6	<b>9</b>	
	Total No. Affected Landowner/Formal Land User (Institutional Lots)		0	2	0	0	0	<b>2</b>	
	Total No. Informal Land User Affected		0	0	0	0	0	<b>0</b>	
	Overall, PAP Population	Adults	M	2	5	6	2	20	<b>35</b>
			F	3	4	16	2	29	<b>54</b>
		Children	M	1	6	6	1	13	<b>27</b>
			F	2	6	2	2	10	<b>22</b>
	Elderly/Aged		0	0	3	0	7	<b>10</b>	

		NUMBER						
No.	ITEMS	Peter's Hall	Providence Phase 2 North and South	Herstelling Plot 'C'	Farm Phase 2	Covent Garden Housing Scheme	Total	
	Vulnerable Group of Persons (Affected Households)	Mental /Physical Disability	0	5	1	0	0	6
		Affected Informal Land User (Squatter/occupier)	0	0	0	0	0	0
		Female Headed Single Parent Households	0	0	6	0	4	10
		Land-Based Vulnerable PAHs	0	0	0	0	0	0
	Physically Displaced PAHs (to be relocated)	0	0	0	0	0	0	0
	Physically Displaced Businesses (to be relocated)	0	0	0	0	0	0	0
2	<b>Affected Land</b>							
	Agriculture area (subsistence farming)	0	0	0	0	0	0	0
	Children home & Care center	0	1	0	0	0	0	1
	Churches	0	1	0	0	0	0	1
	Community center	0	0	0	0	0	0	0
3	<b>Affected Structures</b>							

		NUMBER					
No.	ITEMS	Peter's Hall	Providence Phase 2 North and South	Herstelling Plot 'C'	Farm Phase 2	Covent Garden Housing Scheme	Total
	Total No. of Households (Residential Lots only) with Affected Structures	3	4	9	0	15	31
	Total No. of Business (Residential-Commercial Lots) with Affected Structures	0	0	0	0	0	0
	Total No. Informal land user with affected structures.	0	0	0	0	0	0
4	<b>Affected Businesses</b>						
	Total No. of Households with Affected Business/Institution (Residential-Commercial Lots only)	0	2	1	2	6	11
	Total No. Informal Land User with business Affected	0	0	0	0	0	0
5	<b>Affected Trees and Crops</b>						
	Total No. of Households with Affected trees/crops (Residential Lots only)	0	0	0	0	0	0
	Total No. of Business with Affected trees/crops (Residential-Commercial Lots only)	0	0	0	0	0	0
	Total No. of Informal Land User with Affected Crops/Trees.	0	0	0	0	0	0

**Table 4.8 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: 31 Bridges and 1 fence	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: 11 businesses and non-residential properties	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 (LRP) and requirements to be followed for the AHUAP will take a similar format from the implemented Livelihood Restoration Plan (LRP) executed in the La Parfaite Harmonie Housing Scheme. Hence, this LRP will also be included in the six (6) Housing Schemes on the East Bank of Demerara.

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 six (6) Housing Schemes by November 15, 2022.

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:**

- Reinstated 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.

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

under the AHUAP for LRP implementation. The LRP budget will cover the aforementioned supports (entitlements).

All PAPs are eligible for 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.

#### **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 the project area on the East Bank of Demerara was December 1st, 2022. This cut-off date was established to the time the socio-economic survey and asset inventory was concluded for all project communities on the East Bank of Demerara, and was communicated to the PAPs during engagement sessions and was formally adopted by all PAPs. The number of PAPs/PAHs, associated impacts, and their entitlement based on such impacts were determined as on this date. Consequently, no transfer of ownership of assets, changes in reported incomes, and changes and additions in structures built and other assets therein will be entitled after this date. Furthermore, any person or group that settles in the project area after the designated cut-off date will be ineligible for any entitlement.

#### **5.4.3 DISBURSEMENT OF ENTITLEMENT**

Based on the final list of verified PAPs/PAHs, and in accordance with the Entitlement Matrix, each PAP/PAH will be given a unique identification code and issued an entitlement agreement by the PMT upon receiving the entitlement. CH&PA's Legal Department will be responsible for preparing the entitlement agreement on behalf of the PMT. The PAP will sign this agreement (in duplicate) acknowledging that they are satisfied with the entitlement (and in agreement with the rates applied and or measures for mitigation implemented), that they are in receipt of the whole entitlement, and demonstrate that PAP(s) are releasing the CH&PA from all liability or future actions or claims as it relates to the disruption suffered whether to crops, income, structures etc. Every PAP will be issued an agreement prior to the works affecting the PAP and or their assets.

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



## **5.5 ENTITLEMENT PROCEDURE**

The CH&PA, specifically the Community Development Department will liaise with the respective community leaders for the LRP areas for ensuring PAPs receive their entitlements in a timely and fair manner. CDD in collaboration with community leaders will take the responsibility of contacting each entitled PAP (whether via letter or telephone call) and indicating the entitlement that will be provided to each PAP. PAPs will therefore be required to provide proof of ownership of the affected Lot and or business (in the case of Landowners/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.

### **5.6.1 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 the six (6) housing schemes include:

- Disruption of Structures (residential and commercial)
- Disruption of Regular Income from Businesses.

### **5.6.2 VALUATION OF STRUCTURES**

#### **a) 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 reinforced 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, a formal agreement will 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 the six (6) housing schemes, 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 East Bank Demerara Entitlement Matrix**

No .	Type of Disruption	Property Type/Use	Type of Impact (Eligibility)	Entitled Category of PAPs and Total PAPs	Entitlements
1	Residential Structures	Residential Land (Lots)	<input type="checkbox"/>	PAPs losing their Structure (partially or completely), particularly bridges, drains and fences.	Land Owner/Formal Land User  Re-instated structure at full replacement cost (established by CH&PA Engineers) for inventoried immovable residential structures (i.e., concrete structures including drains, fences and bridges only), only where such drains, bridges and fences would not be replaced and upgraded as part of the AHUAP scope of works.  Cash entitlement at the cost for dismantling, rebuilding or retrofitting, where applicable, for structures that can be dismantled, and rebuilt or retrofitted (i.e., wooden bridges and fences). This includes the cost for labor fees, and may include costs for purchase of additional material and transport to site, where construction materials cannot be

						salvaged at the point of dismantlement or may not be structurally sound for reuse.
						Provision of opportunity to households to salvage construction materials from the dismantlement of structure.
<b>2</b>	Income from business	Residential Land (Lots	<input type="checkbox"/>	PAPs losing their daily income	Land Owner/Formal	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		Regular income from commercial activities in the affected area	Land User	Daily cash entitlement (income allowance) at the difference in average daily income reported, for each day where 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, the majority of PAPs are involved in small scale sole trader businesses for their livelihood. The main occupation of the PAPs includes Grocery and variety Shop, Snackette, Key cutting shop and Beverage Distributor. There were no informal land owners operating businesses in the project area. 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 the 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). See sections 5.4, 5.6 and 5.7 for further information on cash entitlements.

- Capacity Building Initiatives

- Development of Small Businesses

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

- Financial Management

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

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

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

- Employment during Construction

A key expectation from the project is the provision of job opportunities for the project affected areas... During this phase, it is expected that skilled, semi-skilled jobs and casual labor jobs will be available for the local people. To make sure such jobs are absorbed by the local people, and further to ensure that locals with certificates get priority during any Contractor Recruitment Programme/Activity, CH&PA will collaborate with community leaders to create a database of the existing skilled (certified) and semi-skilled labor force. Once completed, CH&PA will share this list of available skilled/semi-skilled local workforce with the Contractors, and will further encourage such Contractors to employ the project affected labor force (whether skilled, semi-skilled or casual labor) during project works.

### **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.

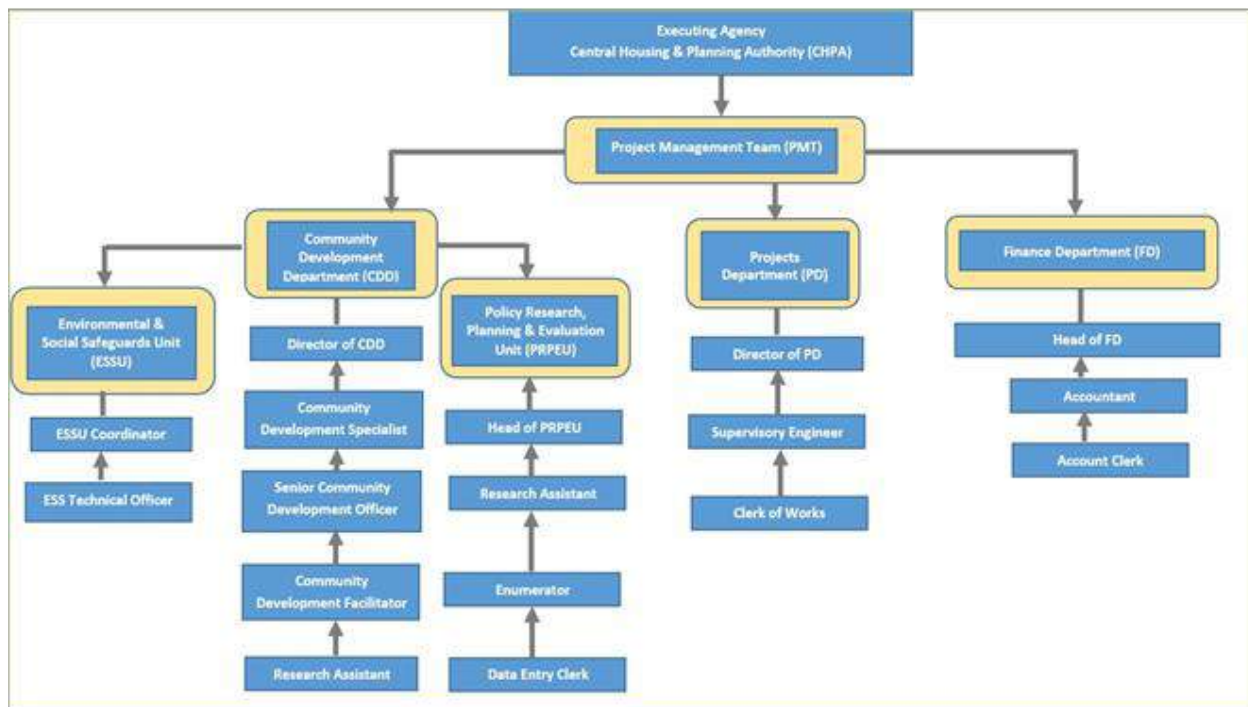


## 6 INSTITUTIONAL ARRANGEMENTS, IMPLEMENTATION SCHEDULE AND BUDGET

### 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:

- Coordination 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 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 2 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 relate to the disbursement of any cash entitlement, 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 reports on the status of the implementation of the LRP
- 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.<sup>6</sup>

### **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.

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<sup>6</sup> page 120 table 8.2 Grievance Management Timeframe and table 9.2 External Monitoring Indicators.

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, is linked to the scheduled progress of the construction works within the different sections of the six (6) housing schemes. At contractor's mobilization all potential PAPs identified during the socio-economic survey and residents within the six (6) project areas will be notified via correspondence and the WhatsApp groups, of commencement of work. During construction, eligible PAPs are also notified of the category of disruption to their livelihood via correspondence. After construction, a verification exercise will be executed to verify the finalized list of PAPs eligible for entitlements which will be provided before the construction phase of the project is anticipated to close out. Moreover, 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 the six (6) housing schemes along the East Bank Demerara corridor 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 2022 (Months)						Year 2023 (Months)												Year 2024 (Months)						
		Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			
		7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	
<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																										
Yellow - Year 2022																										
Green - Year 2023																										
Blue - Year 2024																										

### 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 on the East Bank Demerara (associated LRP Housing Schemes) of Component 1.2 of the AHUAP are also reflected in Table 6.2 below.

**Table 6.2 LRP Budget for East Bank Demerara**

Item No.	Line Item	Quantity	Unit Cost (GYD)	Cost (GYD)
<b>Planning and Development</b>				
1	Cost for Public Consultations and other Engagement Activities	12 (Stakeholder Meetings)	600,000	7,200,000
2	Cost for conducting Socio-Economic Survey	35 (Days of Survey)	5000	175,000
3	Cost for conducting Asset Inventory and Valuations	35 (Days of Inventory)	5000	175,000
4	Administrative cost for compilation of the LRP	n/a	n/a	800,000
<b>Implementation</b>				
5	Cost for conducting Public Notifications and Engagement Exercises.	n/a	n/a	4,000,000
	Cost for providing suggestion/ grievance box for site offices	7	60,000	\$420,000
	Cost for providing sign boards for site offices	14	50,000	\$700,000
6	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).	1 (fence) 31 (Concrete Bridges)	140,800 350,800	140,800 10,874,800
7	Income Allowance for Disruption of income from Business.	11 (Income Allowances)	170,708	1,877,788



Item No.	Line Item	Quantity	Unit Cost (GYD)	Cost (GYD)
8	Livelihood Restoration Assistance (particularly capacity building program)	1 (Capacity Building Program)	4,500,000	4,500,000
<b>Management and Administration</b>				
9	Cost for Grievance Management	n/a	n/a	3,600,000
10	Cost for conducting External and Internal Monitoring activities	120 (Days of Monitoring)	10,000	1,200,000
11	Cost for Consultancy Services for Outcome Evaluation	1 (Consultancy Service)	4,800,000	4,800,000
<b>TOTAL</b>				<b>40,463,388</b>
Contingency (10%) *				<b>4,046,388</b>

To sum up, the total LRP Budget for Implementation including contingency (10%) is **GYD 44,509,776**. 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 the six (6) identified housing schemes along the East Bank of Demerara corridor. 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.

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, with support from the IDB, 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 Consultation Report document see **annex pg. 165**

## **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, 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 the six (6) housing schemes along the East Bank Demerara corridor, 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 4 - the six (6) housing schemes namely: Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden were established circa 2010, sited on lands that were formerly used for sugarcane cultivation which is generally flat with an existing drainage and irrigation canal system. They are mainly bordered by Eccles village in the North, Prospect village to the South, the East Bank Public Road to the West, and the East Demerara Water Conservancy to the East.

Throughout the Project planning and implementation process, people whose 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 will set up a Project Information and Construction Site Office (PICSO) in a central location in East Bank Demerara and accessible to PAPs throughout the day so that local people can easily get access to information about the Project, and to express their concerns and expectations.

The LRP desk study, community meetings and reconnaissance visits also provided the necessary socio-economic information to develop the vulnerability criteria that was used to identify the vulnerable PAPs or groups in the project-affected areas (during the survey). This 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 have a preconceive idea that the livelihood restoration process will provide cash entitlements to all persons within six (6) housing schemes on the East Bank of Demerara. 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 will include those related to the final LRP disclosure including the presentation and discussion on key aspects of the LRP such as the entitlement framework, institutional arrangements, implementation schedule, framework for monitoring, evaluation and reporting, and the grievance redress mechanism available to the public. There will be continuous engagements with PAPs and community leaders to maintain awareness and clear understanding of the LRP implementation process, minimize grievances (grievance management)

and manage expectations. Similarly, once the entitlement framework and budget has been finalized, and approved by the PMT and the IDB, PAPs will be engaged for the disbursement of entitlements.

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

## **7.5 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)) after the IDB's no objection. The SEP will also be 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 the six (6) housing schemes on the East Bank Demerara. 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 Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden. 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 the six (6) identified housing schemes on the East Bank Demerara, 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 the 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;
- Post cut-off establishment of a structure or other asset, whether deliberate (opportunistic occupation in anticipation of compensation) or not;
- Absentee landowners;
- 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
- Unsatisfactory compensation, and;
- Unsatisfactory replacement 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, ESS Coordinator, the onsite ESS Technical Officer, the relevant work stream Engineer and the Senior Public Relations Officer;
- A Grievance Working Group, an ad hoc team formed (when required) to review decisions and or resolution measures which have been rejected by stakeholders. This Group comprises CH&PAs' Director of Community Development, Project-Construction Manager (Director of Projects), Community Development Specialist, ESS Coordinator (as required) and the Corporate Secretary (as required); and

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

Importantly, the CH&PAs' CDS will be in charge of managing the GRM, including the internal processes for ensuring grievance resolution. The CDS will work closely with the ESS Coordinator, Community 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. Additionally, an active WhatsApps group for all 6 of the target areas have been created as a medium of communication between CH&PA and the residents to address any grievance or concern(s) the residents may have strictly related to the project.

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 will establish and maintain an easily accessible Public Information Construction Site Office (PICSO) in the six (6) identified Housing Schemes. This PICSO will act as CH&PA's primary information hub at the construction site, and will be used primarily for information dissemination throughout the community. PAPs can expect to find the ESS Technical Officer and other members of CH&PA's onsite supervisory team available at the PICSO to answer questions and help resolve concerns. For the latter, the PICSO personnel will have the responsibility of receiving stakeholder complaints, and updating the Grievance/Complaints Monitoring Table.

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

In the event that the PICSO personnel is unable to answer any questions or resolve complaints, such questions or complaints will be forwarded (via email, telephone or by grievance form) to the appropriate Grievance Management Team personnel at CH&PA 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 question, updating the Grievance/Complaints Monitoring Table and resolving concerns. Consequently, PAPs will be able to lodge a grievance/complaint by submitting a completed grievance/complaint form (available at **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 to 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 Street sub-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 are delivered to the CH&PA Camp Street sub-office, particularly to the Office of the CDS on the next business day. The completed forms collected at the CH&PA Camp Street sub-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 Officer 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**

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

Agreement on resolution measure	Within 3 days from concluding investigation	Community Development Specialist
Implement resolution and sign grievance closure form	Within 7 days from agreeing on resolution measure	Community Development Specialist

## 8.9 MONITORING GRIEVANCES

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

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

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

- Complaint Form Registration Number
- How complaint was received (CH&PA grievance lines)
- Level of grievance (contractor level, PICSO level, CH&PA Head Office)
- Date complaint was received
- Location of complaint
- Personnel receiving complaint
- Coordinates of the area subject to complaint
- Land parcel number (if complaint is related to land/lot) - Complaint information:
  - First name, last name of complainant
  - Telephone/mobile number
  - Email address
  - Postal address
  - Gender
- Project component related to the complaint - Type of grievance:
  - Replacement/Relocation/displacement/compensation related grievances
  - Environmental/social issues

- Damages to property/structure, crops etc.
- The urgency (severity and consequence) of grievance
- Complaint summary - Grievance status:
  - open
  - closed and
  - pending/in process
- Action taken
  - responsible person/department
  - action planned
  - due date for addressing the grievance
  - date of action taken
- Grievance Closure Form

## **9 MONITORING, EVALUATION AND REPORTING**

### **9.1 IDB GUIDANCE**

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

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

monitoring, the process for feedback integration, and arrangements for independent evaluation must also be provided.

## **9.2 OVERVIEW**

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

Monitoring<sup>7</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.

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:

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<sup>7</sup> These definitions are those used by the US Environmental Protection Agency (USEPA)

- 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&PAs' PMT, specifically the Policy Research, Planning and Evaluation Unit (PRPEU), and Community Development Department (CDD) will undertake the LRP MER for the Project. The MER framework comprises three components of monitoring;

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

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

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

- Surveys
- Observations
- Group Discussions
- Interviews

Project monitoring will be initiated in parallel to the construction phase and will end with the completion of the external monitoring process. Independent evaluation will be undertaken once, after project completion in Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden.

### **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>
Overall spending against budget	Financial records	Bi-monthly
Distribution of spending by:	Financial records	Bi-monthly
<ul style="list-style-type: none"> <li>- Cash entitlements (including any payments for disruption of income).</li> <li>- Dismantling/Retrofitting/Rebuilding/Replacement</li> <li>- Rehabilitation/livelihood restoration activities</li> <li>- Consultation, engagement and or information sessions with PAPs.</li> <li>- Vulnerable people</li> <li>- General implementation services and overhead</li> </ul>		
Number of staff dedicated to livelihood restoration activities, with distribution in-house / outsourced if applicable, and distribution by skill type.	HR Department/ Responsible Department or Unit	Bi-monthly
Number of vehicles, computers, GPSs, and other equipment available to the livelihood restoration programme	Count	Bi-monthly
Number and type of resources dedicated to grievance management, and grievance redress channels in place and open/available to PAPs.	HR Department, Count and Survey	Bi-monthly
Timing of implemented activities in comparison to the LRP Schedule for Implementation.	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>
Number of people having received livelihood restoration entitlements (cash entitlements, if any) in the period, with entitlements by type and by classes of amounts and by PAPs.	Financial Records	Bi-monthly
Frequency and number of consultations and stakeholder engagement exercises with various PAPs completed in the period by area and by type/number of PAPs; and number of women and other vulnerable groups in attendance.	Community Engagement Meeting minutes	Bi-monthly
Amount of cash entitlement proceeds (including payments for disruption of income) released to target PAPs.	Financial Records and Surveys	Bi-monthly



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

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

### 9.3.3 OUTCOME EVALUATION

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

Outcome evaluation will be carried out one year after the completion of infrastructure works in Peter's Hall phase. 1, Herstelling Plot C, Perseverance, Providence phase 2 (North and South), Farm phases 1 and 2 and Covent Garden. 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>		
Average time for grievance processing	Measure time interval between grievance registration and closure and time between grievance registration and first acknowledgement of receipt	Bi-monthly
Number of open grievances and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances opened in the period and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
Number of grievances closed in the period and trend in time	Data Management System and Grievance/Complaint Monitoring Table	Bi-monthly
<b>Cash Entitlements</b>		
Average time for payment of cash entitlement.	Measure time between entitlement agreement and payment.	Bi-monthly
Has entitlement been paid at agreed rate?	Investigate whether recipients of cash entitlements were able to rebuild/retrofit/replaced a similar structure (e.g., commercial structure, bridge etc.).	Semiannually
Has the allowance been paid in full?	Investigate whether recipients of allowance were able to use same for intended purpose.	Semiannually
Use of cash entitlement (including allowances)	What has the cash entitlement been used for? Survey of households receiving entitlements.	Semiannually
<b>Livelihood Restoration</b>		

Business re-establishment (if relevant)	Have affected businesses been re-established (if applicable) or are still conducting their commercial activity within the area after construction works? Survey of commercial activities over a sample of businesses and comparison with the baseline survey.	Semiannually
Income	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 of affected commercial PAPs and comparison with baseline survey.	Semiannually
Level of satisfaction of project affected people	All affected PAPs receiving entitlement have at least preserved their previous standard of living at evaluation, and communications and reactions from PAPs on entitlements and associated timetables etc.	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 Form
- An Independent Third Party on behalf of the IDB together with CH&PAs' Community Development Specialist will be responsible for conducting outcome evaluation and reporting. Outcome evaluation will be carried out one year after the implementation of the LRP. A copy of the evaluation report and its recommendations will be submitted to the PMT and the IDB simultaneously once completed.

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

the PMT for internal monitoring until the construction phase of the Project is completed, and records of interviews/engagements held with PAPs.

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

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

**Table 9.4 Reporting Responsibilities**

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

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

**ANNEXES**

**ANNEX I TEMPLATE OF GRIEVANCE/COMPLAINT FORM**

**ADEQUATE HOUSING & URBAN ACCESSIBILITY PROGRAM**

**GRIEVANCE/COMPLAINT FORM**

**Location of Complaint  
Received**

**Date Received:**

**Name of personnel receiving  
complaint**

**Complaint Register Number:**

**Coordinates of the area  
subject to complaint**

**Land Parcel Number (If  
complaint is related to  
land/lot)**

**COMPLAINANT INFO**

**Name (Surname, first name)**

**Form of Complaint:**

**Address**

**Telephone/mobile number:**

**Gender**

**E-Mail:**

**DETAILS OF COMPLAINT**

**Summary of Complaint:**

**Solution requested by the Complainant:**

**Name and Signature of the Receiver**

**Name and Signature of  
Complainant**

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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"/>
	<b>Other</b>	<input type="checkbox"/>
<b>Compensation Required:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO		
<b>RESULT</b>		
<b>CLOSE OUT</b>		
The Parties (CH&PA and Complainant) agree that the proposed resolution is accepted by both Parties, and that the Complainant is satisfied with the implementation of same, and that this grievance case is now resolved and is now considered closed.		
<b>Responsible Personnel</b>	<b>Complainant</b>	
Date, Name and Signature  .....	Date, Name and Signature  .....	

**ANNEX III GENERAL FORMAT OF PAP/PAH ENTITLEMENT AGREEMENT**

**REPUBLIC OF GUYANA  
COUNTY OF DEMERARA**

**COMPENSATION AGREEMENT**

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

**The Parties**

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

-and-

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

**WHEREAS:**

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

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

**PARTIES:-** Authority and PAH.

**PROPERTY:-** .....

**COMPENSATION:** The sum of ..... Dollars (\$.....00) is hereby paid as compensation by the Authority to the ..... 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

### EAST BANK DEMERARA STAKEHOLDER REGISTER

<i>No.</i>	<i>Stakeholder Entity</i>	<i>Contact Person</i>	<i>Contact Information</i>	<i>Stakeholder Category</i>	<i>Relevance to Project</i>	<i>Level of Contact</i>	<i>Priority Level</i>
<i>1</i>	<i>Herstelling/Little Diamond NDC</i>	<i>Puneet Jaigopaul, Chairman</i>	<a href="mailto:puneetjaigopaul1984@gmail.com">puneetjaigopaul1984@gmail.com</a>	<i>Local Democratic Council</i>	<i>Help to improve the development of the community</i>	<i>Monthly</i>	<i>High</i>
<i>2</i>	<i>Eccles/Ramsburg NDC</i>	<i>Anand Kalladeen, Chairman</i>	<a href="mailto:anandkalladeen@yahoo.com">anandkalladeen@yahoo.com</a> <a href="mailto:ecclesramburgndc@gmail.com">ecclesramburgndc@gmail.com</a>	<i>Local Democratic Council</i>	<i>Help to improve the development of the community</i>	<i>Monthly</i>	<i>High</i>
<i>3</i>	<i>Eccles/Ramsburg NDC</i>	<i>Ramesh Persaud Vice Chairperson</i>	NA	<i>Local Democratic Council</i>	<i>Help to improve the development of the community</i>	<i>Monthly</i>	<i>High</i>
<i>4</i>	<i>Providence Community Group</i>	<i>Kevin Williamson Community Chairman</i>	<a href="mailto:kandrewillo@gmail.com">kandrewillo@gmail.com</a>	<i>Community Group</i>	<i>Help to improve the development of the community</i>	<i>Monthly</i>	<i>High</i>
<i>5</i>	<i>Providence Community Group</i>	<i>Ameeka Breedy Community Leader</i>	<a href="mailto:breedyameeka@gmail.com">breedyameeka@gmail.com</a>	<i>Community Group</i>	<i>Help to improve the development of the community</i>	<i>Monthly</i>	<i>High</i>

6	<i>Gaitri Seojattan</i>	<i>Gaitri Seojattan</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
7	<i>Tansia Jodhan</i>	<i>Tansia Jodhan</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
8	<i>Kellon Valentine</i>	<i>Kellon Valentine</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
9	<i>Dexter Greene</i>	<i>Dexter Greene</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
10	<i>Kyle Amsterdam</i>	<i>Kyle Amsterdam</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
11	<i>Patrick Kellman</i>	<i>Patrick Kellman</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
12	<i>Michael Singh</i>	<i>Michael Singh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

13	<i>Leota Langford-Clarke</i>	<i>Leota Langford-Clarke</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
14	<i>Bernadine Beckles</i>	<i>Bernadine Beckles</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
15	<i>Sharon Dowden</i>	<i>Sharon Dowden</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
16	<i>Natasha Clarke</i>	<i>Natasha Clarke</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
17	<i>Chan Persaud</i>	<i>Chan Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
18	<i>Youlanda Higgins</i>	<i>Youlanda Higgins</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
19	<i>Esther Hinds</i>	<i>Esther Hinds</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

20	<i>Rima Ramjit</i>	<i>Rima Ramjit</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
21	<i>Radhika Sookhan</i>	<i>Radhika Sookhan</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
22	<i>Kamla Ramdin</i>	<i>Kamla Ramdin</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
23	<i>Savita Singh</i>	<i>Savita Singh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
24	<i>Clarrice Dalrymple</i>	<i>Clarrice Dalrymple</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
25	<i>Nicola Austin Henry</i>	<i>Nicola Austin Henry</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
26	<i>Adrian Benjamin</i>	<i>Adrian Benjamin</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

27	<i>Ramkarran Ketwaroo</i>	<i>Ramkarran Ketwaroo</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
28	<i>Jaipaul Singh</i>	<i>Jaipaul Singh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
29	<i>Jaigobin Williams</i>	<i>Jaigobin Williams</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
30	<i>Pilay Todd</i>	<i>Pilay Todd</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
31	<i>Larry Parasram</i>	<i>Larry Parasram</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
32	<i>Rhon Hopkinson</i>	<i>Rhon Hopkinson</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
33	<i>Nicholas Richards</i>	<i>Nicholas Richards</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

34	<i>Keith Beaton</i>	<i>Keith Beaton</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
35	<i>Sabrina Holmes</i>	<i>Sabina Holmes</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
36	<i>Ameeka Breedy</i>	<i>Ameeka Breedy</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
37	<i>Rhonda Spencer</i>	<i>Rhonda Spencer</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
38	<i>Milisa Karl</i>	<i>Milisa Karl</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
39	<i>Frolette Ward</i>	<i>Frolette Ward</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
40	<i>Wendy Johnson</i>	<i>Wendy Johnson</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

41	<i>Tandika Griffith</i>	<i>Tandika Griffith</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
42	<i>Craig Colleen</i>	<i>Craig Colleen</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
43	<i>Pheona Joseph</i>	<i>Pheona Joseph</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
44	<i>Wenona Aurthur</i>	<i>Wenona Aurthur</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
45	<i>Onika Demoic</i>	<i>Onika Demoic</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
46	<i>Trevon Raphael</i>	<i>Trevon Raphael</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
47	<i>Shree Shiva Shakti Devi Seva Mandir</i>	<i>Shree Shiva Shakti Devi Seva Mandir</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

48	<i>Delvin Austin</i>	<i>Delvin Austin</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
49	<i>Natasha Samaroo</i>	<i>Natasha Samaroo</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
50	<i>Jane Ann Alfred</i>	<i>Jane Ann Alfred</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
51	<i>Roger Smith</i>	<i>Roger Smith</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
52	<i>Kwizzy Chung</i>	<i>Kwizzy Chung</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
53	<i>Shondell Payne-Forde</i>	<i>Shondell Payne-Forde</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
54	<i>Sunita Shew</i>	<i>Sunita Shew</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>



55	<i>Diana Black</i>	<i>Diana Black</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
56	<i>Luke Lorris</i>	<i>Luke Lorris</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
57	<i>Nandrine Thom</i>	<i>Nandrine Thom</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
58	<i>Jone Byrne</i>	<i>Jone Bryne</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
59	<i>Bibi Hamab</i>	<i>Bibi Hamab</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
60	<i>Richard Griffith</i>	<i>Richard Griffith</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
61	<i>Michael Fredericks</i>	<i>Michael Fredericks</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

62	<i>John Hernandez</i>	<i>John Hernandez</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
63	<i>Peters Hall Community Group</i>	<i>John Hernandez</i>	NA	<i>Community-Based Organization</i>	<i>Help to improve the development of the community</i>	<i>Occasionally</i>	<i>Medium</i>
64	<i>Peters Hall Community Group</i>	<i>Zameer &amp; Keenan Mohammed</i>	NA	<i>Community-Based Organization</i>	<i>Help to improve the development of the community</i>	<i>Occasionally</i>	<i>Medium</i>
65	<i>Ayesha Primo</i>	<i>Ayesha Primo</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
66	<i>Juanita Waterman</i>	<i>Juanita Waterman</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
67	<i>Mohanie Persaud</i>	<i>Mohanie Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
68	<i>Simone Block-Hafeez</i>	<i>Simone Hafeez</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

69	<i>Alvin Yearwood</i>	<i>Alvin Yearwood</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
70	<i>Naomi Block</i>	<i>Naomi Block</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
71	<i>Tavendra Ojha</i>	<i>Tavendra Ojha</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
72	<i>Alicia Samaroo</i>	<i>Alicia Samaroo</i>	NA	<i>Chairperson for Perseverance Community Group and Management Committee</i>	<i>Resident (beneficiary of project works)</i>	<i>Monthly</i>	<i>High</i>
73	<i>June Matthews</i>	<i>June Matthews</i>	NA	<i>Community Group</i>	<i>Resident (beneficiary of project works)</i>	<i>Monthly</i>	<i>High</i>
74	<i>Esther Fernandes</i>	<i>Esther Fernandes</i>	NA	<i>Community Group</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

75	<i>Carol Dash</i>	<i>Carol Dash</i>	NA	<i>Community Group</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
76	<i>Valerie De Freitas</i>	<i>Valerie De Freitas</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
77	<i>Tracy Fanfair</i>	<i>Tracy Fanfair</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
78	<i>Shonette Tross</i>	<i>Shonette Tross</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
79	<i>Barbara Emanuel</i>	<i>Barbara Emanuel</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
80	<i>Omar Caravaio</i>	<i>Omar Caravaio</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
81	<i>Leon King</i>	<i>Leon King</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Monthly</i>	<i>High</i>

82	<i>Kenneth Quintyn</i>	<i>Kenneth Quintyn</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
83	<i>Joseph Bridgewater</i>	<i>Joseph Bridgewater</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
84	<i>Dionne Cameron-Joseph</i>	<i>Dionne Cameron Joseph</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
85	<i>Jankie Omesh</i>	<i>Jankie Omesh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
86	<i>Doodnauth Yogashur</i>	<i>Doonauth Yogashur</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
87	<i>Peter John</i>	<i>Peter John</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
88	<i>Rolanda Campbell</i>	<i>Rolanda Campbell</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

89	<i>Aleshaw Richmond</i>	<i>Aleshaw Richmond</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
90	<i>Vijailakshmi Raghoober</i>	<i>Vijailakshmi Raghoober</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
91	<i>Glenda Mattheson-Campbell</i>	<i>Glenda Matheson-Campbell</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
92	<i>Dianne Tappin</i>	<i>Dianne Tappin</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
93	<i>Oneika Layne</i>	<i>Oneika Layne</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
94	<i>Otilie Nurse</i>	<i>Otilie Nurse</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
95	<i>Isha Porte</i>	<i>Isha Porte</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

96	<i>Vaunda Wayne-Francis</i>	<i>Vaunda Wayne-Francis</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
97	<i>Naresh Singh</i>	<i>Naresh Singh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
98	<i>Mark Persaud</i>	<i>Mark Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
99	<i>Jason Fagundes</i>	<i>Jason Fagundes</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
100	<i>Neil Thomas</i>	<i>Neil Thomas</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
101	<i>Raoul Forte</i>	<i>Raoul Forte</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
102	<i>V. Gomes</i>	<i>V. Gomes</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

<i>103</i>	<i>Dennis Griffith</i>	<i>Dennis Griffith</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>104</i>	<i>Andre Bouyea</i>	<i>Andre Bouyea</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>105</i>	<i>Melissa Persaud</i>	<i>Melissa Persaud</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>106</i>	<i>Franchine Brown</i>	<i>Franchine Brown</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>107</i>	<i>Shonette Pearson</i>	<i>Shonette Pearson</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>108</i>	<i>Michelle Moore</i>	<i>Michelle Moore</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>109</i>	<i>Melissa Persaud</i>	<i>Melissa Persaud</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>



110	<i>Noreen Vanvield</i>	<i>Noreen Vanvield</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
111	<i>Radika Ramsaroop</i>	<i>Radika Ramsaroop</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
112	<i>Karen Haywood</i>	<i>Karen Haywood</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
113	<i>Valerie Jphnson</i>	<i>Valerie johnson</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
114	<i>Marlon Melville</i>	<i>Marlon Melville</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
115	<i>Dwayne Loncke</i>	<i>Dwayne Loncke</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
116	<i>Jahmaal Williams</i>	<i>Jahmaal Williams</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

117	<i>Dinesh Kumar</i>	<i>Dinesh Kumar</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
118	<i>Indal Singh</i>	<i>Indal Singh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
119	<i>Wesley Vanlewin</i>	<i>Wesley Vanlewin</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
120	<i>David Persaud</i>	<i>David Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
121	<i>Indarmattie Ramdayal</i>	<i>Indarmattie Ramdayal</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
122	<i>Rochell Ferreira</i>	<i>Rochell Ferreira</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
123	<i>Savitri Gomes</i>	<i>Savitri Gomes</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

124	<i>Savitrie Dhanraj</i>	<i>Savitrie Dhanraj</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
125	<i>Bharrat Dhanraj</i>	<i>Bharrat Dhanraj</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
126	<i>Aftab Persaud</i>	<i>Aftab Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
127	<i>Pamela Yong</i>	<i>Ronela Yong</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
128	<i>Theresa Kissoon</i>	<i>Theresa Kissoon</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
129	<i>Myra Bollers</i>	<i>Myra Bollers</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
130	<i>Liseanne Jones-Douglas</i>	<i>Liseanne Jones-Douglas</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

131	<i>Gordon Douglas</i>	<i>Gordon Douglas</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
132	<i>Alistair Carr</i>	<i>Alistair Carr</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
133	<i>Maheshwar Saywack</i>	<i>Maheshwar Saywack</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
134	<i>Daramdai Saywack</i>	<i>Daramdai Saywack</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
135	<i>Dharamraj Saywack</i>	<i>Dharamraj Saywack</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
136	<i>Rhonda Lyght</i>	<i>Rhonda Lyght</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
137	<i>Malika Scott</i>	<i>Malika Scott</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

138	<i>Nikita Caines</i>	<i>Nikita Caines</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
139	<i>B. W Khan</i>	<i>B. W Khan</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
140	<i>Sursattie Singh</i>	<i>Sursattie Singh</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
141	<i>R.Nandkishore</i>	<i>R. Nandkishore</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Monthly</i>	<i>High</i>
142	<i>Jonathan Persaud</i>	<i>Jonathan Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
143	<i>Diana Persaud</i>	<i>Diana Persaud</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
144	<i>Rakesh Ramnarine</i>	<i>Rakesh Ramnarine</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

145	<i>Loren Lewis</i>	<i>Loren Lewis</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
146	<i>Bharrat Khemraj</i>	<i>Bharrat Khemraj</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
147	<i>Colleen Nestor</i>	<i>Colleen Nestor</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
148	<i>Sawainte Khan</i>	<i>Sawainte Khan</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
149	<i>Vishnu Ramah</i>	<i>Vishnu Ramah</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
150	<i>Radica Charran</i>	<i>Radica Charran</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
151	<i>Narajan Saywack</i>	<i>Narajan Saywack</i>	NA	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

<i>152</i>	<i>Mukesh Narine</i>	<i>Mukesh Narine</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>153</i>	<i>Ronella Peters</i>	<i>Ronella Peters</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>154</i>	<i>Nicholas Fraser</i>	<i>Nicholas Fraser</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>
<i>155</i>	<i>Fiona Fraser</i>	<i>Fiona Fraser</i>	<i>NA</i>	<i>Private Citizen</i>	<i>Resident (beneficiary of project works)</i>	<i>Occasionally</i>	<i>Medium</i>

# 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



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

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						

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

**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

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

#### **Technical Specifications of Commercial or Residential Asset**

*(To be completed by Engineer)*

Name: .....

Lot Number or Description of Location: .....

1. Category of Asset

- i. Commercial/ Business
- ii. Residential
- iii. Crops

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.	Crops		Type:	Amount:
ix.	Other			

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

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

5. Recommendation for Asset:

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

6. Photograph Taken of Commercial Activity Site:       Date: .....

Completed by: .....      Date: .....

Photographic illustration of PAPs bridges to be retrofitted in Covent Garden





Lot 1196 Cov



Lot 1288 Cov



Lot 1175 Cov



Lot 1188 Cov



Lot 1257 Cov



Lot 1302 Cov





**Photographic illustration of PAs bridges to be retrofitted in Farm Phases 1 and 2**



**Photographic illustration of PAPA bridges to be retrofitted in Herstelling Plot 'C', East Bank Demerara**





**Photographic illustration of PAs bridges to be retrofitted in Peter’s Hall Phase 1, East Bank Demerara**



**Photographic illustration of PAPA bridges to be retrofitted in Providence, East Bank Demerara**



Lot 1238 Pro

Lot 1273 Pro



Lot 1280 Pro

Lot 1281 Pro




# ANNEX VII INFORMATION BOOKLET

## THANK YOU


**MINISTRY OF HOUSING AND WATER  
CENTRAL HOUSING & PLANNING AUTHORITY**


**ADEQUATE HOUSING & URBAN ACCESSIBILITY PROGRAMME**


**INFORMATION BOOKLET**







**CONTACT US**


 Lot 237 Camp Street  
South Cummingsburg  
Georgetown


 Call: +592 223 1027  
+592 223 1028  
ext: 210, 211

 Email: [cdannex@chpa.gov.gy](mailto:cdannex@chpa.gov.gy)



 Lot 237 Camp Street,  
South Cummingsburg  
Georgetown

 Call: +592 223 1027  
+592 223 1028  
ext: 210, 211


 Email: [cdannex@chpa.gov.gy](mailto:cdannex@chpa.gov.gy)

02


## BACKGROUND

The Ministry of Housing and Water (MOHW) Central Housing and Planning Authority (CHSPA) is implementing the Adequate Housing and Urban Accessibility Program (AHUAP) with financing through a loan from the Inter-American Development Bank (IDB). The duration of the project spans December, 2017 to June, 2024. The programme encompasses three components:


**Sub-component 1.1:** Affordable and sustainable housing. (\$US 10 million). This includes a Home Improvement, Subsidy and Core Home Support Programme, which targets low-income households including single parent households and involves the construction of 250 core homes and the disbursement of 2000 home improvement subsidies.



**Sub-component 1.2:** Consolidation of existing housing schemes. (\$US 16 million). This includes the rehabilitation of infrastructure such as climate ready drainage, street lighting, community facilities roads/upgrades, sidewalks etc.



**Sub-component 1.3:** Implementation of institutional strengthening. (\$US 1 million). This component provides training and capacity building for CHSPA and Local Democratic Organs etc.



In recognition of the above, six (6) Housing Schemes namely: Herstelling, Plot C, Peter's Hall Phase 1, Providence Phase 2 (North & South), Perseverance, Farm Phases 1 & 2 and Covent Garden along the corridor of the East Bank Demerara were identified as the third project site where infrastructure upgrade interventions will be conducted under the AHUAP.

03

## HOW TO MAKE A COMPLAINT

Complaints can be made via the following mediums:

- Filling out and submitting a complaint form. The grievance/complaint forms will be made available at all of the site offices where rehabilitative works will be conducted within your area. These forms can be submitted to the Clerk of Works who will be present at the various site offices.
- Verbal complaint or inquiry can be made to the Environmental and Social Safeguard Technical Officer or to the onsite Supervisory team in your area.
- The Project Affected Person (PAP) can also visit the CHSPA, Community Development Department, sub office located at Lot 237 Camp Street to lodge a verbal or written complaint. A grievance/complaint suggestion box and the availability of complaint forms will be accessible to the public. The grievance/ complaints will be monitored on a daily basis.
- Inquiry can also be made with the Community Development Officers, at the CHSPA Sub-office.
- Grievances can also be communicated via telephone or email as follows:

**Telephone, E-Mail and Social Media platform options for recording grievances.**

**Project Hotline**

- The hotline will be answered (by the Community Engagement Unit) during regular business hours: (8:00am to 4:30pm Monday-Thursday and 8:00am to 3:30pm on Fridays) 223-1027-28
- Email address: [cdannex@chpa.gov.gy](mailto:cdannex@chpa.gov.gy)
- Facebook page: Central Housing and Planning Authority

Should you require any additional information or clarification, please feel free to contact the following persons from the Community Development Department: **Ms. Carneselia Pereira, Community Development Officer II** or **Ms. Sherrel Moore, Community Development Officer III** on telephone number 223-1027 Extension 210 or 211 respectively.

**Upcoming Project activities for the East Bank Demerara communities under Adequate Housing Urban Accessibility Programme Component 1.2**

- Women Safety Audit (WSA)
- Environmental and Social Assessment (ESA) public disclosure meetings
- Roll-out of upgrade works
- Continuous Stakeholder Engagement Exercises throughout the duration of the Project lifecycle.

**N.B: The dates for the activities, once finalized, will be communicated subsequently.**



<05>

AHUA F INFORMATION BOOKLET

## SUB-COMPONENT: 1.1.2 CORE HOME SUPPORT

The Core Home is a concrete building measuring no less than 400 sq. Ft. with zinc roof and concrete floor, 2 bedrooms, a toilet and bath, septic tank, electrical wiring and plumbing. These homes will be built on the applicant's urbanized, lot allocated by CHGPA and is designed to meet basic standards under which a household can immediately move in, and affordably expand over time. The cost of the home is **US\$20,000** each, excluding lot cost. However, selected beneficiaries are only required to pay **G\$100,000**.

### Eligibility Criteria for Core Home Support

#### - Applicant

- The applicant must be a citizen of Guyana and resides within the project boundary.
- The applicant must be an adult.
- The applicant must be the owner of the property allocated by CHGPA, holding either an Agreement of Sale, Transport or a Certificate of Title to Land.
- Must demonstrate that he/she is living in a building whose structural deficit requires replacement or is overcrowded.
- Applicant must have completed full payment for the cost the house lot.
- The cost of the lot shall not exceed **G\$300,000**

**N.D:** Households that benefited from two or more subsidies or from the Core Home Pilot under previous IDB-financed operations, are **NOT** eligible to participate in this programme.

CORE

HOME



Figure 3: Exterior Photo of Core Home Support

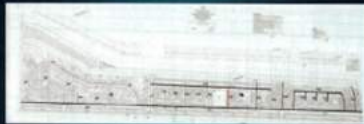


Figure 4: Interior Photo of Core Home Support



Figure 5: Exterior Photo of Core Home Support

### Lot 4 – Perseverance

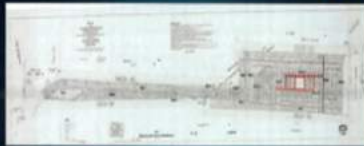


Scope of Works:  
1. Upgrading of 88 m of Asphalt roads  
2. Construction of 74m of RC Drains and Sidewalk

— Roads to be upgraded  
— Existing Asphalt Roads

Figure 4: Lot 4- Scope of work for Perseverance

### Lot 5 – Herstelling



Scope of Works:  
1. Upgrading of 289 km of Asphalt roads  
2. Construction of 230m of RC Drains and Sidewalk

— Roads to be upgraded  
— Existing Asphalt Roads

Figure 5: Lot 5- Scope of work for Herstelling

<06>

AHUA F INFORMATION BOOKLET

## SUB-COMPONENT 1.2: CONSOLIDATION OF EXISTING HOUSING SCHEMES

Consolidation of existing housing schemes includes the rehabilitation of infrastructure such as climate ready drainage, street lighting, community facilities roads (upgraded), sidewalks etc.

Table 1 and Figures 2 to 7 shows the works that are intended to be done for listed areas

Lot#	Locations	Upgrading of Roads	Construction of RC Drains and Sidewalk	Construction of Storm Sidewalks
1	Peters Hall	0.8 km	10m	-
2	Providence Phase 2 North	1.3km	50m	1 No.
3	Providence Phase 2 South	0.5km	24m	1 No.
4	Perseverance	0.41km	7m	-
5	Herstelling	0.8km	23m	-
6	Farm Phase 1 and 2	0.4km	10m	3 No.
7	Connet Garden	0.4km	20m	1 No.
	<b>Total</b>	<b>8.41km</b>	<b>102 (102)</b>	<b>6 No.</b>

Table 1: Overall, Scope of Work for East Bank Demerara communities under Adequate Housing & Urban Accessibility Programme

### Lot 1 – Peters Hall



Scope of Works:  
1. Upgrading of 0.8 km of Asphalt roads  
2. Construction of 10m of RC Drains and Sidewalk

— Roads to be upgraded  
— Existing Asphalt Roads

Figure 1: Lot 1 - Scope of work for Peters Hall

<07>

AHUA F INFORMATION BOOKLET

### Lot 2 – Providence Phase 2 North



Scope of Works:  
1. Upgrading of 1.3 km of Asphalt roads  
2. Construction of 532m of RC Drains and Sidewalk  
3. Construction of 1 No. 600mm Single barrel culvert

— Roads to be upgraded  
— Existing Asphalt Roads

Figure 2: Figure 3: Lot 2 - Scope of work for Providence Phase 2 North

### Lot 3 – Providence Phase 2 South



Scope of Works:  
1. Upgrading of 0.5 km of Asphalt roads  
2. Construction of 214m of RC Drains and Sidewalk  
3. Construction of 1 No. 600mm Single barrel culvert

— Roads to be upgraded  
— Existing Asphalt Roads

Figure 3: Figure 3: Lot 2 - Scope of work for Providence Phase 2 North



## ENVIRONMENT SOCIAL SAFEGUARD MANAGEMENT

### Project Execution Phase:

• Active Health, Safety and Environmental (HSE) Monitoring and Evaluation of performance will be undertaken by CHSPA for each contractor per project. Contractor's HSE Compliance (performance) will be measured against nine (9) Environmental Social Management Plans (ESMP), which comprise the projects approved ESMP within each Contract:

- Traffic Management Plan
- Access Management Plan
- Waste Management Plan
- Hazardous Materials Mgmt. Plan
- Soil and Drainage Mgmt. Guidelines
- Emergency Preparedness and Response Plan
- Silt Prevention, Control and Counter-measures Plan
- HSE Monitoring Plan
- Building Construction HSE Management Plan (only applicable to Building Projects)

Compliance with the above plans will be measured on a tri-weekly basis using a pre-determined HSE inspection checklist comprising 46 HSE-related compliance indicators under the following thematic areas: General Management & Security, First-Aid & Emergency Preparedness, PPE, Fire Fighting & Spill Response Equipment, Waste Management, Hazardous Material Storage & Use, Traffic & Access, Erosion Prevention (including Water Quality), Noise Control, Air Quality & Working from Heights.



**LIVELIHOOD RESTORATION PLAN (LRP):** The LRP addresses all the displacement related impacts associated with project works within the communities and further defines the methodology for settlements/ calculation/determination and disbursement to all those persons whose assets and/or income/business will be affected by the project.

### GRIEVANCE REDRESS MECHANISM:

Under the (AHLAP)-Livelihood Restoration Plan (LRP), the Grievance Redress Mechanism (GRM) seeks to receive, compile, register and, impartially, resolve complaints to address grievances, complaints, concerns or questions raised by stakeholders.

### WHAT IS A GRIEVANCE?

A grievance is a complaint that someone has about the activities of the program that might stem from:

- A specific incident: such as a road accident, property damage or right-of-way issue
- The behaviour of workers: such as workers disrespectful or discriminatory actions
- An environmental impact: such as soil contamination, damage to agriculture
- A social impact: such as loss of recreational areas
- Other types of impacts: such as traffic, health, and cultural heritage impacts, to name a few



## SUB-COMPONENT 1.1: AFFORDABLE AND SUSTAINABLE HOUSING

### Status of Affordable and Sustainable Housing (ASH) component for East Bank Demerara (EBD):

Application period for this sub-component spanned November 1st, 2018 to February 1st, 2019 and November 5th 2021 to Feb 25th 2022. A total of 509 applications were received from the East Bank Demerara (EBD) for Home Improvement Subsidy. To date 105 beneficiaries have been approved for Home Improvement subsidies on the EBD.

For Core Home Support a total of 347 applications were received from the EBD. To date 11 beneficiaries have been approved for Core Home Support on the EBD.

### Sub-component: 1.1.1

#### Home Improvement Subsidy

Under this sub-component a government grant will be given to beneficiaries only once. The grant will be in the form of building materials. The subsidy shall be determined by the necessity of every applicant and shall not exceed the value of G\$500,000 and beneficiaries are required to provide all labour.

#### Applicant must satisfy the following basic criteria:

- The applicant must be a citizen of Guyana residing within the project boundary.
- The applicant must be an adult.
- The applicant must be the owner of the property (agreement of sale, transcript or certificate of title).
- The applicant must complete payment for the cost of the house lot.
- The applicant must be living in the house for which he or she is requesting the subsidy.
- Households that benefited from one Home Improvement Subsidy under previous IDB-financed operations (LSPs) may be eligible to participate in this programme. However, households that may have benefited from two or more subsidies previously or under the Core Home point are NOT eligible to participate in this Home Improvement programme.



### Plot of Land

- Selected plots must be free from any legal encumbrances or ownership limitations, except in the case of legally established family-owned property.

### Types of Eligible Improvements

- Repairs to roofs, walls, floors (including completion of wet areas), etc.
- Improvement of earthen or wooden floors
- Replacement of walls with more durable materials such as bricks or higher quality wooden materials.
- Home extension to address over-crowding.
- Electrical works, plumbing and sanitation improvements (e.g., replacement of a pit latrine with an indoor water closet or a septic tank).



### Eligibility Criteria for Home Improvement Subsidy

- 01 The income of the applicant shall not exceed G\$75,000
- 02 The cost of the house lot shall not exceed G\$300,000
- 03 The improvement requested must be eligible based on the list of approved improvement mentioned above.
- 04 The applicant must provide all labour required to complete the improvement

Figure 1: Photo of building before Home Improvement Subsidy



Figure 2: Photo of building after Home Improvement Subsidy



Figure 6: Lot 6 - Scope of work for Farm Phase 1 & 2



Figure 7: Lot 7 - Scope of work for Covent Garden

## ANNEX VII1 SAMPLE NOTIFICATION LETTER FOR COMMUNITY WIDE CONSULTATION (2<sup>nd</sup> Engagement Opportunity)



**CENTRAL HOUSING & PLANNING AUTHORITY**  
41 Brickdam and United Nations Place,  
Stabroek, Georgetown.  
Tel: 225-9155/227-3647 ext 203-204  
Email: [sherwyn@chpa.gov.gy](mailto:sherwyn@chpa.gov.gy)

18<sup>th</sup> January, 2023

Dear Resident,

### **Adequate Housing and Urban Accessibility Program-Community Consultation Activity**

The Adequate Housing and Urban Accessibility Program (AHUAP) is being implemented by the Central Housing and Planning Authority (CH&PA). The aim of the reformulated program (AHUAP) is to improve the quality of life in Urban and peri -urban Georgetown through better access to adequate housing and basic infrastructure for low-income populations, and through improved accessibility and mobility services.

Under the program, a total of six (6) housing schemes namely; Herstelling Plot C, Peter's Hall Phase 1, Providence Phase 2 (North and South), Perseverance, Farm Phases 1 & 2 and Covent Garden along the corridor of the East Bank of Demerara (EBD) were identified as the third project site where infrastructure upgrade interventions will be conducted. Your area has been selected to benefit from infrastructure upgrade works. As per programme requirement a Community Wide Consultation was facilitated on the 19<sup>th</sup> November, 2022 at the Peter's Hall Primary School.

In an effort to ensure that residents from your community are fully informed about the AHUAP's Scope of Works, CH&PA through its Community Development Department (CDD) will be conducting a public sensitization exercise in the areas where works are being executed.

CH&PA is cordially inviting you to participate in this activity by the receiving of the AHUAP information booklet and Community Consultation response sheet, filling out the response sheet and returning same to the CH&PA Officer that will visit you.

The CH&PA team will be in the area next week Saturday 4<sup>th</sup> February, 2023 from 9:00 hrs-17:00 hrs. to receive the community consultation response sheets from your residence. Alternatively, the response sheet, can also be dropped off at the CH&PA-Sub office (Formerly SIMAP Building, next to Saint Margaret's Primary School), 237 Camp Street, Georgetown before the 4<sup>th</sup> February, 2023.

#### **Please see attached the following documents:**

- Adequate Housing and Urban Accessibility Program, Information Booklet
- Community Consultation response sheet

Should you require any additional information or clarification, please feel free to contact any of the following persons: **Ms. Shennel Moore, Community Development Officer III** or **Ms. Carneshia Pereira, Community Development Officer II** on Telephone number 223-1027; extension 210 or 202 or 632-0796 or 632-0809. The officers can also be reached via e-mail as follows: [shennelm@chpa.gov.gy](mailto:shennelm@chpa.gov.gy) or [carneshian@chpa.gov.gy](mailto:carneshian@chpa.gov.gy), respectively.

Looking forward for your participation.

**Promoting a functional and aesthetically pleasing environment**


Respectfully,

  
**Mr. Sherwyn Greaves**  
Chief Executive Officer

**CHIEF EXECUTIVE OFFICER**  
**CENTRAL HOUSING & PLANNING AUTHORITY**

**COMMUNITY CONSULTATION RESPONSE SHEET-RESIDENTS**

**COMMUNITY CONSULTATION RESPONSE SHEET-ORGANIZED GROUP**



**Ministry of Housing and Water  
Central Housing and Planning Authority  
Adequate Housing Urban Accessibility Programme  
Community Consultation Response Sheet**

**Residents**

The Government of Guyana (GoG), through a \$US 28 million loan from the Inter-American Development Bank (IDB), is implementing the Adequate Housing and Urban Accessibility Program (AHUAP) through the Ministry of Housing and Water (MoHW) Central Housing and Planning Authority (CH&PA).

As a part of the Stakeholder Engagement Process, the agency consults with residents and/ or organized groups in the housing areas where the project is being implemented. Your community has been selected to benefit from infrastructure upgrade works under the project. As such, the CH&PA would like to ensure that you are informed about the project and give you the opportunity to share your ideas, concerns and recommendations. An information booklet was prepared with information about the project. This is submitted for your perusal. Further, we have included this community consultation response sheet to obtain your feedback.

The response sheet will be retrieved within one (1) week after the initial distribution of the information booklet.

We would be grateful if, after you have read the information booklet, you would fill out the response sheet. Please feel free to share your concerns, questions, comments and recommendations regarding the project. We require your name and contact information, since the Community Development Department (CDD) may need to consult with you to clarify information or to update you on upcoming activities. However, if you do not wish to state your name, that will be respected. This information you provide will be analysed and communicated to decision makers and can influence the project outcome.

---

**Section A**

1. Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Other Name: \_\_\_\_\_

2. Sex: Male  Female

3. Address: \_\_\_\_\_

4. Contact No. \_\_\_\_\_


5. Email: \_\_\_\_\_

6. Please indicate the best means for the department to communicate with you.

a) Mobile Phone (SMS)  b) Mobile Phone (WhatsApp)  c) Email

d) Other: Please state: \_\_\_\_\_

---



**Ministry of Housing and Water  
Central Housing and Planning Authority  
Adequate Housing Urban Accessibility Programme  
Community Consultation Response Sheet**

**Organized Groups**

The Government of Guyana (GoG), through a \$US 28 million loan from the Inter-American Development Bank (IDB), is implementing the Adequate Housing and Urban Accessibility Program (AHUAP) through the Ministry of Housing and Water (MoHW) Central Housing and Planning Authority (CH&PA).

As a part of the Stakeholder Engagement Process, the agency consults with residents and/ or organized groups in the housing areas where the project is being implemented. Your community has been selected to benefit from infrastructure upgrade works under the project. As such, the CH&PA would like to ensure that you are informed about the project and give you the opportunity to share your ideas, concerns and recommendations. An information booklet was prepared with information about the project. This is submitted for your perusal. Further, we have included this community consultation response sheet to obtain your feedback.

The response sheet will be retrieved within one (1) week after the initial distribution of the information booklet.

We would be grateful if, after you have read the information booklet, you would fill out the response sheet. Please feel free to share your concerns, questions, comments and recommendations regarding the project. We require your name and contact information, since the Community Development Department (CDD) may need to consult with you to clarify information or to update you on upcoming activities. However, if you do not wish to state your name, that will be respected. This information you provide will be analyzed and communicated to decision makers and can influence the project outcome.

---

**Section A**

1. Name of Organization: \_\_\_\_\_

2. Type of Organization: Faith Based Organization  Non-Governmental Organization   
Sports Organization  Community Groups

Others (Please State): \_\_\_\_\_

3. Address: \_\_\_\_\_

4. Contact No. \_\_\_\_\_

5. Email: \_\_\_\_\_

6. Please indicate the best means for the department to communicate with you.

a) Mobile Phone (SMS)  b) Mobile Phone (WhatsApp)  c) Email

d) Other: Please state: \_\_\_\_\_

---




**ANNEX 1X SAMPLE GENERAL NOTIFICATION OF CONSTRUCTION WORKS LETTER**



**ADEQUATE HOUSING AND URBAN ACCESSIBILITY PROGRAMME  
 COMPONENT 1.2: CONSOLIDATION OF EXISTING SCHEMES  
 NOTIFICATION OF CONSTRUCTION WORKS**




<i>In the event the resident of the house is not the property owner, we would request that you forward this Notification of Works to the property owner.</i>			
<b>Anticipated start date:</b> 22 <sup>nd</sup> September, 2023		<b>Anticipated finish date:</b> April of 2024	
<b>Location of works/Work</b>			
<b>Description of construction works:</b>	Upgrading of Road, Construction of Reinforced Concrete Drains and Sidewalk.		
<b>Impact</b>	During this period, it is possible that you will encounter disruption including, but not limited to: impeded traffic flow, disruption of public utilities, bridges and drains, noise, vibrations and increased dust generation from the construction materials. The duration for the construction of the road is expected to last for approximately seven (7) months and will be Localized within the area.		
<i>If you have structures/materials/utilities within the work zone limits, please ensure that you remove same before the commencement of works. Also, if you are within the active work zone limits and park your car on the roadway/road shoulders at night, please be sure to move it prior to the start time.</i>			
<b>Description of traffic and dust management arrangements:</b>	<p>In the interest of safety, and in agreement with Central Housing and Planning Authority (CHPA), appropriate traffic and dust management measures will be implemented.</p> <p><b>Traffic Management Measures:</b> Appropriate construction-traffic, signage, flaggers, barricades/delineators/cones/perimeters will be implemented in the affected area while works are on-going. In addition, provision of detours will be provided during the construction period.</p> <p><b>Air Quality Management Measures:</b> A water sprinkler truck will be used to wet the road three times per day to combat the increase of dust generated during the construction period.</p>		
<b>Contact:</b>	Should you have any questions or concerns regarding this notice or the nature of construction works, please do not hesitate to <b>call on telephone number 223-1028, email: <a href="mailto:cddannex@chpa.gov.gy">cddannex@chpa.gov.gy</a> or visit our Facebook page: Central Housing and Planning Authority.</b> Please note, a suggestion box will be available at the site office and at the Central Housing and Planning Authority, sub-office located at 237 Camp Street, Georgetown. Feel free to drop in your suggestion.		

# ANNEX X EAST BANK DEMERARA PUBLIC CONSULTATION REPORT

2022/2023

## Adequate Housing and Urban Accessibility Programme East Bank Demerara Public Consultations



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## **1.0 Introduction**

The Government of Guyana (GoG) through a loan from the Inter-American Development Bank is implementing the Adequate Housing and Urban Accessibility Programme (AHUAP), through the Ministry of Housing and Water (MoH&W) and the Central Housing and Planning Authority (CH&PA). The programme has three components; Affordable and Sustainable Housing, Consolidation of Existing Housing Schemes, and Implementing Support and Institution Strengthening.

Under this programme, selected communities on the East Coast Demerara, Georgetown, East Bank Demerara, and West Bank Demerara will benefit from road upgrades, construction of sidewalks, rehabilitation of community facilities, installation of street lights, home improvement subsidies, and core home support.

The East Bank Demerara is the third project site of the Adequate Housing and Urban Accessibility Programme (AHUAP) GY/L1031 and will be executed in six (6) housing schemes: Peter's Hall Phase. 1, Herstelling Plot C, Perseverance, Providence Phase 2 (North and South), Farm Phases 1 and 2, and Covent Garden.

In accordance with the Stakeholder Engagement Plan (SEP) for GY-L1031, public consultations were held with stakeholders from the aforementioned communities during the period from 19th November 2022 to 29th January, 4<sup>th</sup> February, and 29<sup>th</sup> April 2023.

These engagements aimed to enlighten stakeholders of the AHUAP and its various components, the potential impacts and concomitant mitigation measures of the project and obtain stakeholders' input on issues and concerns to be addressed in the Project development, planning, and implementation.

## **2.0 Methodology**

### **2.1 First Engagement Opportunity**

The 1<sup>st</sup> engagement was held on 19<sup>th</sup> November, 2022 at the Peter's Hall Primary School. This engagement aimed to bring residents from all of the 6 areas within site 3 to one central location. This was implemented in 2 sessions: session 1 from 9 a.m. to 11:30 a.m. targeting residents of Peter's Hall, Perseverance, and Providence Phase 2 North and South; and session 2 was held from 1 p.m. to 3:30 p.m. to address residents from Plot C Herstelling, Farm Phases 1 and 2 and Covent Garden. The process for the 1<sup>st</sup> engagement (sessions 1 and 2).

## **2.2 Second Engagement Opportunity: Modified Approach**

The first engagement consultation experienced low attendance. To enhance the level of engagement among individuals residing in the designated project area, a revised strategy was developed. A comprehensive booklet was created to outline the project's scope and provide an overview of the Environmental and Social Safeguard Management for Site 3 (EBD). Additionally, a simple feedback sheet was provided as part of the booklet to allow residents to provide their feedback. (see Appendix E). On January 29th, 2023, the staff of the Community Development Department (CDD) at CH&PA hand-delivered sensitization packages, which included a letter of introduction, to the houses of residents. One week later, on February 4th, 2023, the staff revisited the residents' homes to retrieve the response sheets.

## **2.3 Third Engagement Opportunity:**

As part of the project development process for component 1.2, Women's Safety Audits were carried out in each of the six participating communities on the EBD between November 26, 2022, and April 29, 2023. The WSA forum served as a means of public consultation in the context of the East Bank Demerara Project Area. The purpose of this action was to guarantee that all citizens involved in the WSA had a comprehensive understanding of the AHUAP. This process involved, akin to the first engagement opportunity, the dissemination of all pertinent information regarding the AHUAP, while also facilitating the provision of feedback from the participants.

## **3.0 Mobilization**

The mobilization efforts for all engagement opportunities were spearheaded by the Community Development Department (CDD) of CH&PA. Residents in the preselected housing communities on the east Bank Demerara were provided with public notice flyers, with the intention of raising awareness among residents and encouraging their active involvement in the first and third engagement opportunities. Additionally, people were contacted through telephone and email for the third engagement opportunity. The contact information used was gathered from the response sheets that were returned during the second engagement opportunity. During the second phase of engagement, a method of distributing sensitization packages was employed, wherein these packages were hand-delivered directly to households. The primary objective of this approach was to raise awareness about the project among residents and elicit their feedback.

## **4.0 Consultation Sessions**

The 1<sup>st</sup> Engagement Opportunity was held on the 19<sup>th</sup> of November 2022 at the Peter's Hall Primary School, EBD. This engagement was divided into two sessions; 9:00hrs-11:00hrs and



2:00hrs – 4:30hrs. the first sessions targeted residents from Peter’s Hall Perseverance and Providence Phase 2(North and South) and the second session targeted residents from Herstelling, Farm Phases 1 and 2 and Covent Garden.

Both sessions followed the agenda outlined below and were chaired by Mrs. Donell Bess-Bascom: Deputy Director of Community Development: CH&PA

1. Welcome and Overview of Project – Mrs. Donell Bess-Bascom: Deputy Director, Community Development CH&PA
2. Update on the Core Home Support and Home Improvement Subsidy – Mr. Marlon Laing, Project Support Facilitator, Community Development
3. Update on Infrastructural Works – Mr. Anthony Ragnauth; Senior Engineer, Projects Department, CH&PA
4. Environmental Social Safeguard Management – Mr. Christopher Singh Environmental Social, Safeguard Officer, CHPA
5. Questions and Feedback
6. Closing Remarks – Mrs. Donell Bess-Bascom: Deputy Director, Community Development, CH&PA

The 3<sup>rd</sup> Engagement opportunities were held on 11<sup>th</sup> February, 2023, 4<sup>th</sup>, 11<sup>th</sup> and 15<sup>th</sup> March, 2023. This engagement was a combination of a community-wide consultation and the facilitation of the Women's Safety Audit (WSA) and targeted residents from Peter’s Hall Providence Phase 2 (North and South), Herstelling, Farm Phases 1 and 2, and Covent Garden. These engagements were chaired by Mrs. Donell Bess-Bascom: Deputy Director of Community Development; CH&PA and followed the agenda outline below:

1. Welcome and Overview of Project – Mrs. Donell Bess-Bascom: Deputy Director, Community Development CH&PA
2. Remarks and addressing concerns – Hon. Susan Rodrigues; Minister within the Ministry of Housing and Water
3. Update on Infrastructural Works – Mr. Albert Narine; Engineer, Projects Department, CH&PA

4. Environmental Social Safeguard Management – Mr. Christopher Singh Environmental Social, Safeguard Officer, CHPA
5. Questions and Feedback
6. Breakout session for Women’s Safety Audit

During the aforementioned engagements, a concise summary of the various components and undertakings of the Adequate Housing and Urban Accessibility Programme was presented to all participants. This included an overview of the Livelihood Restoration Plan, Women Safety Audit, and the Environment and Social Assessment plan. A presentation was delivered to provide an update on the current state of the Core Home Support and Home Improvement Subsidy, as well as plans for infrastructure development for the EBD region. Additionally, the presentation covered the implementation of Environmental Social Safeguard Management plans.

Subsequently, participants were engaged in facilitated discussions pertaining to their inquiries, concerns, and suggestions. In order to facilitate audibility for all participants, cordless microphones were supplied to assure the clarity of their remarks.

## **5.0 Key Findings**

Across all the 6 sites, residents indicated key issues that needed to be addressed.

- *Physical and Social Infrastructure Upgrade and Maintenance*
  - *Roads*

Inadequate and restricted access and the need for road upgrades and maintenance to remedy this were identified by the majority of residents across all sites as a critical need. This was especially ‘loud’ in the case of Covent Garden. Residents indicated that many roads were in deplorable condition rendering many of them virtually, impassable. This, according to residents, compromised their safety, restricted access, and increased vehicle maintenance costs. References were made to vehicles very frequently being struck in large and deep potholes, rendering residents unable to attend work, etc. due to the extremely poor condition of the roads, particularly the main access road. Peter’s Hall residents, on the other hand, lamented over the deterioration of the main road in their area as this was being used as a main access to facilitate the infrastructure works on the four-lane highway, and were eager to understand what plans are in place to maintain the road while works are ongoing and restore the road to a good and functional state. Many residents reported fractures in the residential structures as a result of the vibrations from heavy-duty vehicles constantly traversing the roads in their community. At Providence Phase 2 South, residents reported that they feared the destruction of the newly constructed road just south of the playfield in this area (by GWI well). Residents reported, similar to Peter’s Hall, that since this road has

become the main thoroughfare, large trucks are constantly using it to gain access to the Well for water to facilitate the construction of the 4-lane highway. Residents at this site also sought clarification concerning maintenance plans for this road and what systems are in place to rectify any damages caused by the constant use to facilitate access to the well for road works.

- *Drainage*

Flooding was indicated as a major challenge across all sites. As a result, drainage construction and maintenance were touted as key needs to address flooding issues. Peter's Hall residents advocated strongly for the desilting and maintenance of the canal to the southern boundary of the settlement.

- *Sidewalks*

The construction of sidewalks was also raised as a key safety measure, especially by women across all sites. None of the sites had sidewalks at the time of the consultations. Mothers feared having their children use the roadways, as many felt the carriageways were too narrow and the absence of sidewalks further exacerbated the safety risks since pedestrians (including young children) are forced to compete with vehicular traffic. Further, since in some instances, community-based roads have now become main thoroughfares for vehicular access to the city and other areas, speeding on these internal residential roads has now become a major challenge. While the project addressed sidewalks around some identified playgrounds within the project area, residents, generally, felt that this, while welcome, was inadequate.

- *Social Facilities*

Additionally, all areas identified that the development of social facilities, including health centers, police outposts, schools, and the upgrade of the community facilities (playgrounds) were important for the development of the respective project sites. The community facilities were seen as key to bringing communities together to facilitate the rounded development of children and youth, and to support the promotion of healthy lifestyles. Farm Phases 1 and 2 and Herstelling Plot C residents were particularly strong on the need for functioning community facilities and social services

- *Crime and Security Issues*

Crime and security issues were raised across all the sites. However, residents at Perseverance and Providence Phase 2 North and South, were the 'loudest' on this issue. Frequent robberies and burglaries were reported in the project area. Residents, especially women, felt extremely at risk of being victims of robberies, burglaries, and other crimes. The presence of unoccupied and unkempt house lots and reserve sites, coupled with the absence of street lights further exacerbated the issue according to the residents. As such, it is recommended that engagements be held with the Ministry of Home Affairs to organize police patrols in the project area. Additionally, the owners

of the unoccupied lots are to be contacted to maintain their lots and occupy same. Further, the installation of streetlights was also suggested by residents, who believe will help to reduce the communities' vulnerability to crime and security issues.

#### *Community Engagement Issues*

Residents also indicated that the absence of street names and signs and functioning community groups as issues that needed to be addressed as well. Regarding the street signs residents expressed interest in being part of street naming exercises and enquired about the processes for realizing this. In the case of Providence Phase 2, where some streets had signs, many residents indicated that they were not aware of who named the streets and what process was used to accomplish this.

### **6.0 Feedback**

Across all sites, residents reported that they welcomed being consulted as part of the project development and implementation process, and greatly valued the opportunity to voice their various concerns and give recommendations. For some of these areas, this activity marked the first community-wide engagement held by CH&PA.

- *Physical and Social Infrastructure Upgrade and Maintenance*
  - *Roads*

CH&PA has since provided some temporary upgrade works to the road to bring relief to residents.

- *Social Facilities*

Under Component 1.2 of the AHUAP, due to budget constraints, only four community facilities will be developed or upgraded. These will be done in Section C Turkeyen Sophia (*this facility is completed*), Section B Pattensen Turkeyen Sophia, Farm and Herstelling Plot C on the EBD. The other community facilities will be developed or updated where necessary outside of this project and will be communicated to the residents for their participation in the planning and design phase.

- *Crime and Security Issues*

Hon. Susan Rodrigues; Minister within the Ministry of Housing and Water made a commitment to have the Crime chief look into these issues.

- *Community Engagement Issues*

Across all sites residents reported that they welcomed being consulted as part of the project development and implementation process, and greatly valued the opportunity to voice their various concerns and give recommendations. For some of these areas, this activity marked the first community wide engagement held by CH&PA.

As a requirement of the programme, a community-based project monitoring committee will be established. This committee will include at least two (2) members from Faith-based Organizations, Local Democratic Organ, Community Groups, and Community-based Organizations, etc. which will represent the six pre-selected housing areas. Throughout, the project cycles the members will be engaged through meetings on a monthly basis with the project team for updates on the progress of the project. The committee will represent the interest of a particular group that can support softer development initiatives. The committee can also be used as a medium to assist in the dissemination of information.

Additionally, coming out of these engagements, WhatsApp groups were created for all six project sites.



## **7.0 Conclusion**

The Community wide consultations held in the third project site for the AHUAP spanning 6 communities along the East Bank of Demerara was compliant with the AHUAP's SEP.

The consultations provided a platform for the Executing Agency to provide information residents about the project and received feedback from the populace.

The residents will continue to be engaged throughout the life cycle, at different levels of this project on various programme requirements. The following events will be upcoming:

- The public disclosure of the ESA
- Notification of works Letters (house-to-house distribution & placement in WhatsApp Groups)
- Sensitization Sessions with potential Project Affected Persons.



# **PUBLIC NOTICE**

**THE MINISTRY OF HOUSING AND WATER  
CENTRAL HOUSING AND PLANNING AUTHORITY**

Residents of Pre Selected participating Sections  
of the following communities

**PERSEVERANCE, PETER'S HALL,  
PROVIDENCE PHASE 2 (NORTH AND SOUTH),  
HERSTELLING, FARM PHASES 1 & 2  
AND COVENT GARDEN**

are invited to a  
**PUBLIC CONSULTATION**  
at the  
**PETER'S HALL PRIMARY SCHOOL  
(OPPOSITE TO THE GWI OFFICE)**  
on **SATURDAY 19TH NOV 2022**  
to discuss  
**INFRASTRUCTURE WORKS**  
that will be executed under the  
Adequate Housing and Urban Accessibility Programme  
(AHUAP)  
in the communities.

**09:00 hrs - 11:30 hrs**  
**PERSEVERANCE, PETER'S HALL,  
PROVIDENCE PHASE 2 (NORTH AND SOUTH)**

**14:00 - 16:30 hrs**  
**HERSTELLING,  
FARM PHASES 1 AND 2, COVENT GARDEN**

## Appendix B Modified approach cover letter



**CENTRAL HOUSING & PLANNING AUTHORITY**  
41 Brickdam and United Nations Place,  
Stabroek, Georgetown.  
Tel: 225-9155/227-3647 ext 203-294  
Email: [sherwynng@chpa.gov.gy](mailto:sherwynng@chpa.gov.gy)

18<sup>th</sup> January, 2023

Dear Resident,

### **Adequate Housing and Urban Accessibility Program-Community Consultation Activity**

The Adequate Housing and Urban Accessibility Program (AHUAP) is being implemented by the Central Housing and Planning Authority (CH&PA). The aim of the reformulated program (AHUAP) is to improve the quality of life in Urban and peri -urban Georgetown through better access to adequate housing and basic infrastructure for low-income populations, and through improved accessibility and mobility services.

Under the program, a total of six (6) housing schemes namely; Herstelling Plot C, Peter's Hall Phase 1, Providence Phase 2 (North and South), Perseverance, Farm Phases 1 & 2 and Covent Garden along the corridor of the East Bank of Demerara (EBD) were identified as the third project site where infrastructure upgrade interventions will be conducted. Your area has been selected to benefit from infrastructure upgrade works. As per programme requirement a Community Wide Consultation was facilitated on the 19<sup>th</sup> November, 2022 at the Peter's Hall Primary School.

In an effort to ensure that residents from your community are fully informed about the AHUAP's Scope of Works, CH&PA through its Community Development Department (CDD) will be conducting a public sensitization exercise in the areas where works are being executed.

CH&PA is cordially inviting you to participate in this activity by the receiving of the AHUAP information booklet and Community Consultation response sheet, filling out the response sheet and returning same to the CH&PA Officer that will visit you.

The CH&PA team will be in the area next week Saturday 4<sup>th</sup> February, 2023 from 9:00 hrs-17:00 hrs. to receive the community consultation response sheets from your residence. Alternatively, the response sheet, can also be dropped off at the CH&PA-Sub office (Formerly SIMAP Building, next to Saint Margaret's Primary School), 237 Camp Street, Georgetown before the 4<sup>th</sup> February, 2023.

**Please see attached the following documents:**

- Adequate Housing and Urban Accessibility Program, Information Booklet
- Community Consultation response sheet

Should you require any additional information or clarification, please feel free to contact any of the following persons: **Ms. Shennel Moore, Community Development Officer III** or **Ms. Carnesehia Pereira, Community Development Officer II** on Telephone number 223-1027; extension 210 or 202 or 632-0796 or 632-0809. The officers can also be reached via e-mail as follows: [shennelm@chpa.gov.gy](mailto:shennelm@chpa.gov.gy) or [carnesehiap@chpa.gov.gy](mailto:carnesehiap@chpa.gov.gy), respectively.

Looking forward for your participation.

---

**Promoting a functional and aesthetically pleasing environment**

# Appendix C

## 2<sup>nd</sup> Engagement Opportunity Response Sheet for residents



**Ministry of Housing and Water  
Central Housing and Planning Authority  
Adequate Housing Urban Accessibility Programme  
Community Consultation Response Sheet**

### Residents

The Government of Guyana (GoG), through a \$US 28 million loan from the Inter-American Development Bank (IDB), is implementing the Adequate Housing and Urban Accessibility Program (AHUAP) through the Ministry of Housing and Water (MoHW) Central Housing and Planning Authority (CH&PA).

As a part of the Stakeholder Engagement Process, the agency consults with residents and/ or organized groups in the housing areas where the project is being implemented. Your community has been selected to benefit from infrastructure upgrade works under the project. As such, the CH&PA would like to ensure that you are informed about the project and give you the opportunity to share your ideas, concerns and recommendations. An information booklet was prepared with information about the project. This is submitted for your perusal. Further, we have included this community consultation response sheet to obtain your feedback.

The response sheet will be retrieved within one (1) week after the initial distribution of the information booklet.

We would be grateful if, after you have read the information booklet, you would fill out the response sheet. Please feel free to share your concerns, questions, comments and recommendations regarding the project. We require your name and contact information, since the Community Development Department (CDD) may need to consult with you to clarify information or to update you on upcoming activities. However, if you do not wish to state your name, that will be respected. This information you provide will be analysed and communicated to decision makers and can influence the project outcome.

---

#### Section A

1. Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Other Name: \_\_\_\_\_

2. Sex: Male  Female

3. Address: \_\_\_\_\_

4. Contact No. \_\_\_\_\_

5. Email: \_\_\_\_\_

6. Please indicate the best means for the department to communicate with you.

a) Mobile Phone (SMS)  b) Mobile Phone (WhatsApp)  c) Email

d) Other: Please state: \_\_\_\_\_

---



Please indicate if there be any questions or comments concerning the Information Package in Section B below.

**Section B**

1. Did you receive the Adequate Housing Urban Accessibility Programme (AHUAP) Information Package?

- a) Yes                       b) No

2. Do you have questions about any of the Components?

- a) Yes                       b) No

2.1 If yes, please record your questions below.

**a) Component 1.1: Affordable and Sustainable Housing**

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---

**b) Component 1.2: Consolidation of existing housing schemes**

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**c) Component 1.3: Implementation support and institutional strengthening**

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3. Do you have any comments or concerns about any of the Components?

- a) Yes                       b) No

3.1 If yes, please record your comments or concerns below.

**a) Component 1.1**

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## Appendix D 2nd Engagement Opportunity Response Sheet for organized group



### Ministry of Housing and Water Central Housing and Planning Authority Adequate Housing Urban Accessibility Programme Community Consultation Response Sheet

#### Organized Groups

The Government of Guyana (GoG), through a \$US 28 million loan from the Inter-American Development Bank (IDB), is implementing the Adequate Housing and Urban Accessibility Program (AHUAP) through the Ministry of Housing and Water (MoHW) Central Housing and Planning Authority (CH&PA).

As a part of the Stakeholder Engagement Process, the agency consults with residents and/or organized groups in the housing areas where the project is being implemented. Your community has been selected to benefit from infrastructure upgrade works under the project. As such, the CH&PA would like to ensure that you are informed about the project and give you the opportunity to share your ideas, concerns and recommendations. An information booklet was prepared with information about the project. This is submitted for your perusal. Further, we have included this community consultation response sheet to obtain your feedback.

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We would be grateful if, after you have read the information booklet, you would fill out the response sheet. Please feel free to share your concerns, questions, comments and recommendations regarding the project. We require your name and contact information, since the Community Development Department (CDD) may need to consult with you to clarify information or to update you on upcoming activities. However, if you do not wish to state your name, that will be respected. This information you provide will be analyzed and communicated to decision makers and can influence the project outcome.

---

#### Section A

1. Name of Organization: \_\_\_\_\_

2. Type of Organization: Faith Based Organization  Non-Governmental Organization

Sports Organization  Community Groups

Others (Please State): \_\_\_\_\_

3. Address: \_\_\_\_\_

4. Contact No. \_\_\_\_\_

5. Email: \_\_\_\_\_

6. Please indicate the best means for the department to communicate with you.

a) Mobile Phone (SMS)  b) Mobile Phone (WhatsApp)  c) Email

d) Other: Please state: \_\_\_\_\_

---

---

Please indicate if there be any questions or comments concerning the Information Package in Section B below.

**Section B**

1. Did you receive the Adequate Housing Urban Accessibility Programme (AHUAP) Information

Package?

- a) Yes       b) No

2. Do you have questions about any of the Components?

- a) Yes       b) No

2.1 If yes, please record your questions below.

**a) Component 1.1: Affordable and Sustainable Housing**

---

---

**b) Component 1.2: Consolidation of existing housing schemes**

---

---

**c) Component 1.3: Implementation support and institutional strengthening**

---

---

3. Do you have any comments or concerns about any of the Components?

- a) Yes       b) No

3.1 If yes, please record your comments or concerns below.

**a) Component 1.1**

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**b) Component 1.2**

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---

**c) Component 1.3**

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**4. Do you have any Recommendations?**

Yes       b) No

4.1 If yes, please record your recommendations below.

**a) Component 1.1**

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---

**b) Component 1.2**

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**c) Component 1.3**

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**5. Are there any other matters that you would like to bring to the attention of Central Housing and Planning Authority (CHPA) for your community?**

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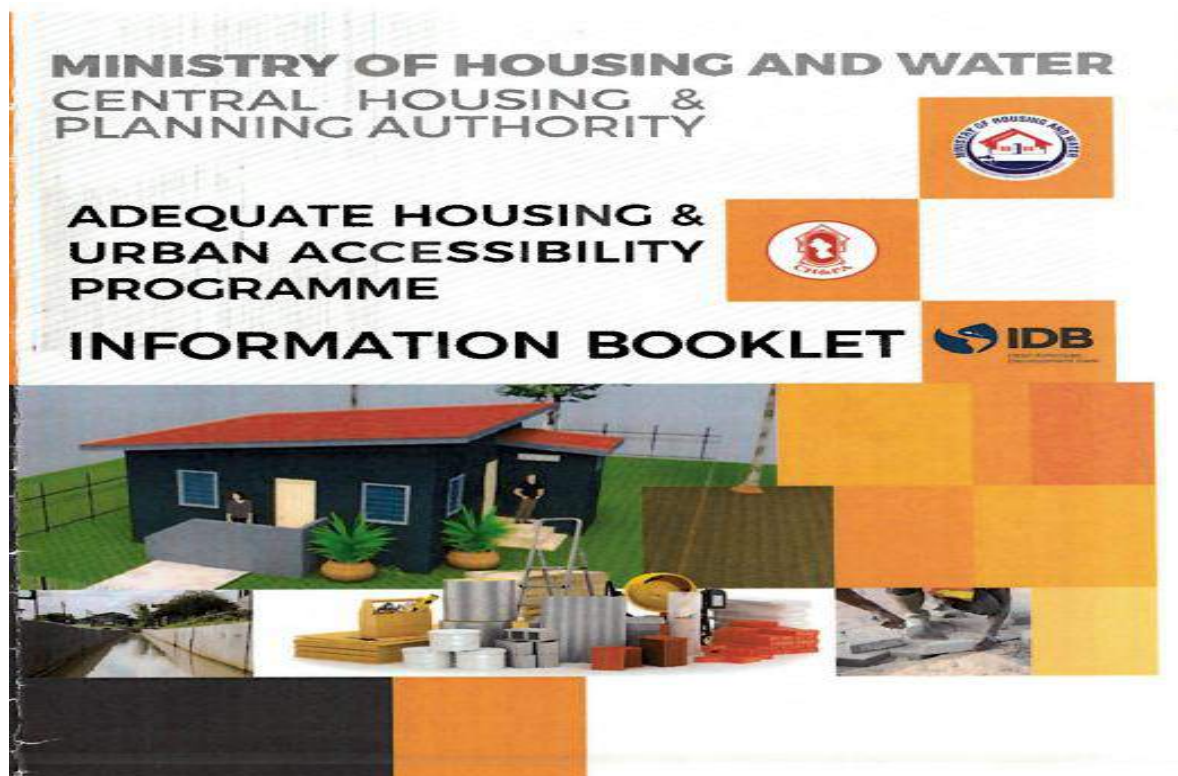
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Appendix E

Booklet distributed at 2nd Engagement Opportunity



Lot 237 Camp Street,  
South Cummingsburg  
Georgetown



Call: +592 223 1027  
+592 223 1028  
ext: 210, 211



Email: [cddannex@chpa.gov.gy](mailto:cddannex@chpa.gov.gy)

# BACKGROUND

The Ministry of Housing and Water (MOHW) Central Housing and Planning Authority (CH&PA), is implementing the Adequate Housing and Urban Accessibility Program (AHUAP) with financing through a loan from the Inter-American Development Bank (IDB). The duration of the project spans December, 2017 to June, 2024. The programme encompasses three components:

**Sub-component 1.1:** Affordable and sustainable housing. (\$US 10 million). This includes a Home Improvement Subsidy and Core Home Support Programme, which targets low-income households including single parent households and involves the construction of 250 core homes and the disbursement of 2000 home improvement subsidies.



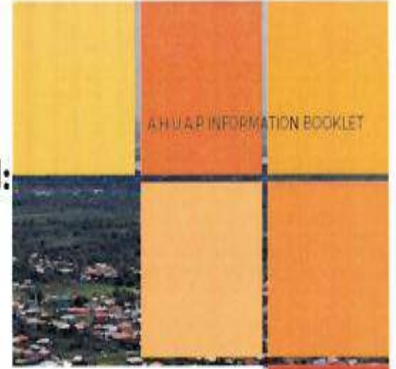
**Sub-component 1.2:** Consolidation of existing housing schemes. (\$US 16 million). This includes the rehabilitation of infrastructure such as climate ready drainage, street lighting, community facilities roads(upgrades), sidewalks etc.



**Sub-component 1.3:** Implementation of institutional strengthening. (\$US 1 million). This component provides training and capacity building for CH&PA and Local Democratic Organs etc.

In recognition of the above, six (6) Housing Schemes namely: Herstelling Plot C, Peter's Hall Phase 1, Providence Phase 2 (North & South), Perseverance, Farm Phases 1 & 2 and Covent Garden along the corridor of the East Bank Demerara were identified as the third project site where infrastructure upgrade interventions will be conducted under the AHUAP.

## SUB-COMPONENT 1.1: AFFORDABLE AND SUSTAINABLE HOUSING



### Status of Affordable and Sustainable Housing (ASH) component for East Bank Demerara (EBD):

Application period for this sub-component spanned November 1st, 2018 to February 1st, 2019 and November 5th 2021 to Feb 25th 2022. A total of 509 applications were received from the East Bank Demerara (EBD) for Home Improvement Subsidy. To date 105 beneficiaries have been approved for Home Improvement subsidies on the EBD.

For Core Home Support a total of 347 applications were received from the EBD. To date 11 beneficiaries have been approved for Core Home Support on the EBD.

### Sub-component: 1.1.1 Home Improvement Subsidy

Under this sub-component a government grant will be given to beneficiaries only once. The grant will be in the form of building materials. The subsidy shall be determined by the necessity of every applicant and shall not exceed the value of GY\$500,000 and beneficiaries are required to provide all labour.

#### - Applicant must satisfy the following basic criteria:

- The applicant must be a citizen of Guyana residing within the project boundary.
- The applicant must be an adult.
- The applicant must be the owner of the property (agreement of sale, transport or certificate of title).
- The applicant must complete payment for the cost of the house lot.
- The applicant must be living in the house for which her or she is requesting the subsidy.
- Households that benefited from one Home Improvement Subsidy under previous IDB-financed operations (LISP), may be eligible to participate in this programme. However, households that may have benefited from two or more subsidies previously or under the Core Home polt are NOT eligible to participate in this Home Improvement programme.



# SUB-COMPONENT: 1.1.2 CORE HOME SUPPORT

The Core Home is a concrete building measuring no less than 400 sq. Ft. with zinc roof and concrete floor, 2 bedrooms, a toilet and bath, septic tank, electrical wiring and plumbing. These homes will be built on the applicant's urbanized, lot allocated by CH&PA, and is designed to meet basic standards under which a household can immediately move in, and affordably expand over time. The cost of the home is **US\$20,000** each, excluding lot cost. **However, selected beneficiaries are only required to pay GY\$100,000.**

### - Plot of Land

- Selected plots must be free from any legal encumbrances or ownership limitations, except in the case of legally established family-owned property.

### - Types of Eligible Improvements

- Repairs to roofs, walls, floors (including completion of wet areas), etc.
- Improvement of earthen or wooden floors
- Replacement of walls with more durable materials such as bricks or higher quality wooden materials.
- Home extension to address over-crowding.
- Electrical works, plumbing and sanitation improvements (e.g., replacement of a pit latrine with an indoor water closet or a septic tank).



### Eligibility Criteria for Home Improvement Subsidy

- 01 The income of the applicant shall not exceed G\$75,000
- 02 The cost of the house lot shall not exceed G\$300,000
- 03 The improvement requested must be eligible based on the list of approved improvement mentioned above.
- 04 The applicant must provide all labour required to complete the improvement



Figure 1: Photo of building before Home Improvement Subsidy



Figure 2: Photo of building after Home Improvement Subsidy

### Eligibility Criteria for Core Home Support

- Applicant**
  - The applicant must be a citizen of Guyana and resides within the project boundary.
  - The applicant must be an adult.
  - The applicant must be the owner of the property allocated by CH&PA, holding either an Agreement of Sale, Transport or a Certificate of Title to Land.
  - Must demonstrate that he/she is living in a building whose structural deficit requires replacement or is overcrowded.
  - Applicant must have completed full payment for the cost the house lot.
  - The cost of the lot shall not exceed **GY\$300,000**



Figure 3: Exterior Photo of Core Home Support



Figure 4: Interior Photo of Core Home Support



Figure 5: Exterior Photo of Core Home Support

**N.B: Households that benefited from two or more subsidies or from the Core House Pilot under previous IDB-financed operations, are NOT eligible to participate in this programme.**



## SUB-COMPONENT 1.2: CONSOLIDATION OF EXISTING HOUSING SCHEMES

Consolidation of existing housing schemes includes the rehabilitation of infrastructure such as climate ready drainage, street lighting, community facilities roads (upgrades), sidewalks etc.

Table 1 and Figures 2 to 7 shows the works that are intended to be done for listed areas

Lots	Locations	Upgrading of Roads	Construction of RC Drain and Sidewalk	Construction of 6mm Sidewalk
1	Peters Hall	0.8 km	162m	-
2	Providence Phase 2 North	1.3km	532m	1 No.
3	Providence Phase 2 South	0.3km	214m	1 No.
4	Perseverance	0.08km	76m	-
5	Herstelling	0.89km	230m	-
6	Farm Phase 1 and 2	2.6km	538m	3 No.
7	Covent Garden	2.46km	291m	1 No.
	<b>Total</b>	<b>8.43km</b>	<b>2043 (2km)</b>	<b>6 No.</b>

Table 1: Overall, Scope of Work for East Bank Demerara communities under Adequate Housing & Urban Accessibility Programme

### Lot 2 – Providence Phase 2 North



**Scope of Works:**

1. Upgrading of 1.3 km of Asphalt roads
2. Construction of 532m of RC Drains and Sidewalk
3. Construction of 1 No. 600mm Single barrel culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 2: Figure 3: Lot 2 - Scope of work for Providence Phase 2 North

### Lot 1 – Peters Hall



**Scope of Works:**

1. Upgrading of 0.8 km of Asphalt roads
2. Construction of 162m of RC Drains and Sidewalk

— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 1: Lot 1 - Scope of work for Peters Hall

### Lot 3 – Providence Phase 2 South



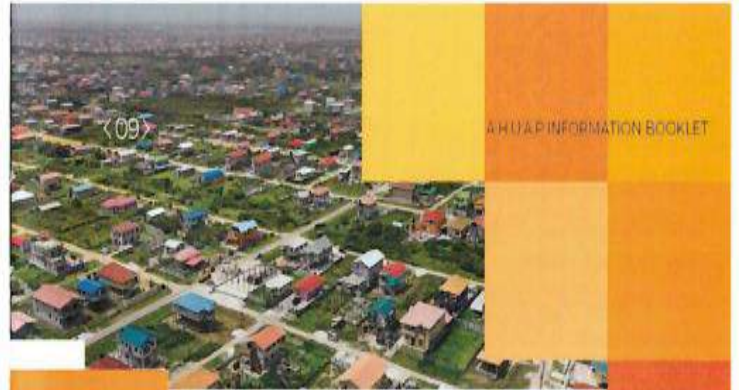
**Scope of Works:**

1. Upgrading of 0.3 km of Asphalt roads
2. Construction of 214m of RC Drains and Sidewalk
3. Construction of 1 No. 600mm Single barrel culvert

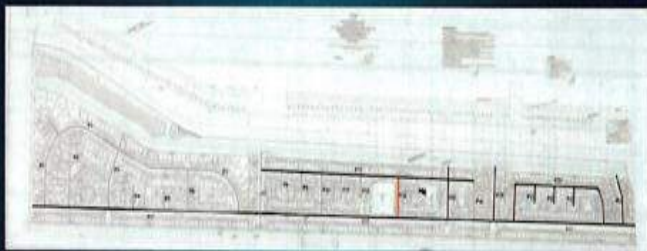
— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 3: Figure 3: Lot 2 - Scope of work for Providence Phase 2 North





## Lot 4 – Perseverance



### Scope of Works:

1. Upgrading of 88 m of Asphalt roads
2. Construction of 76m of RC Drains and Sidewalk

— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 4: Lot 4- Scope of work for Perseverance

## Lot 6 – Farm Phase 1&2



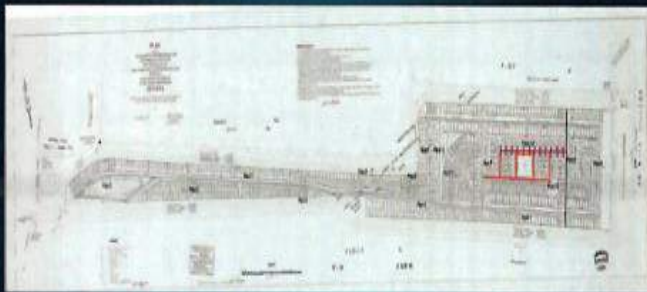
### Scope of Works:

1. Upgrading of 2.6 km of Asphalt roads
2. Construction of 538 m of RC Drains and Sidewalk
3. Road Maintenance of 1.2 km
4. Construction of 3No. 600mm HDPE Culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 6: Lot 6- Scope of work for Fram Phase 1 & 2

## Lot 5 – Herstelling



### Scope of Works:

1. Upgrading of 0.89 km of Asphalt roads
2. Construction of 230m of RC Drains and Sidewalk

— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 5: Lot 5- Scope of work for Herstelling

## Lot 7 – Covent Garden



### Scope of Works:

1. Upgrading of 2.46 km of Asphalt roads
2. Construction of 291 m of RC Drains and Sidewalk
3. Construction of 1 No. 600mm HDPE Culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

Figure 7: Lot 7 - Scope of work for Covent Garden

## ENVIRONMENT SOCIAL SAFEGUARD MANAGEMENT

### Project Execution Phase:

• Active Health, Safety and Environmental (HSE) Monitoring and Evaluation of performance will be undertaken by CH&PA for each contractor per project. Contractor's HSE Compliance (performance) will be measured against nine (9) Environmental Social Management Plans (ESMPs), which comprise the project's approved ESMP within each Contract:

- Traffic Management Plan
- Access Management Plan
- Waste Management Plan
- Hazardous Materials Mgmt. Plan
- Soil and Drainage Mgmt. Guidelines (only applicable to Building Projects)
- Emergency Preparedness and Response Plan
- Spill Prevention, Control and Counter-measures Plan
- HSE Monitoring Plan
- Building Constructure HSE Management Plan

Compliance with the above plans will be measured on a tri-weekly basis using a pre-determined HSE inspection checklist comprising 46 HSE-related compliance indicators under the following thematic areas: General Management & Security, First-Aid & Emergency Preparedness, PPEs, Fire Fighting & Spill Response Equipment, Waste Management, Hazardous Material Storage & Use, Traffic & Access, Erosion Prevention (including Water Quality), Noise Control, Air Quality & Working from Heights.



### LIVELIHOOD RESTORATION PLAN (LRP):

The LRP addresses all the displacement related impacts associated with project works within the communities 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.

### GRIEVANCE REDRESS MECHANISM:

Under the (AHUAP)-Livelihood Restoration Plan (LRvP), the Grievance Redress Mechanism (GRM) seeks to receive, compile, register and, impartially, resolve complaints to address grievances, complaints, concerns or questions raised by stakeholders.



### WHAT IS A GRIEVANCE?

A grievance is a complaint that someone has about the activities of the program that might stem from:

- A specific incident - Such as a road accident, property damage or night time noise
- The behaviour of workers - such as workers disrespectful or discriminatory actions
- An environmental impact - such as soil contamination, damage to agriculture
- A social impact - such as loss of recreational areas
- Other types of impacts - such as traffic, health, and cultural heritage impacts, to name a few

## HOW TO MAKE A COMPLAINT

Complaints can be made via the following mediums;

- Filling out and submitting a complaint form. The grievance/complaint forms will be made available at all of the site offices where rehabilitative works will be conducted within your area. These forms can be submitted to the Clerk of Works who will be present at the various site offices.

- Verbal complaint or Inquiry can be made to the Environmental and Social Safeguard Technical Officer or to the onsite Supervisory team in your area.

- The Project Affected Person (PAP) can also visit the CH&PA, Community Development Department, sub office located at Lot 237 Camp Street to lodge a verbal or written complaint. A grievance/complaint suggestion box and the availability of complaint forms will be accessible to the public. The grievance/ complaints will be monitored on a daily basis.

- Inquiry can also be made with the Community Development Officers, at the CH&PA Sub-office.

- Grievances can also be communicated via telephone or email as follows:

### Telephone, E-Mail and Social Media platform options for recording grievances.

#### Project Hotline

- The hotline will be answered (by the Community Engagement Unit) during regular business hours (8:00am to 4:30pm Monday-Thursday and 8:00am to 3:30pm on Fridays) **223-1027-28**

- Email address ([cddannex@chpa.gov.gy](mailto:cddannex@chpa.gov.gy))

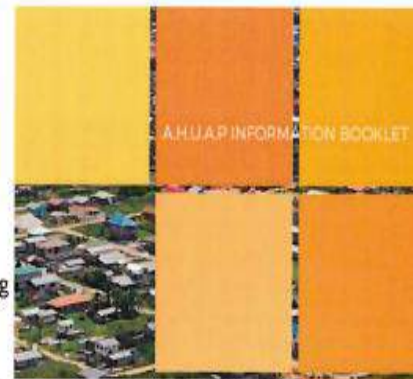
- Facebook page **Central Housing and Planning Authority**

Should you require any additional information or clarification, please feel free to contact the following persons from the Community Development Department: **Ms. Carnesehia Pereira, Community Development Officer II** or **Ms. Shennel Moore, Community Development Officer III** on telephone number **223-1027 Extension 210 or 211** respectively.

### Upcoming Project activities for the East Bank Demerara communities under Adequate Housing Urban Accessibility Programme Component 1.2

- Women Safety Audit (WSA)
- Environmental and Social Assessment (ESA) public disclosure meetings
- Roll-out of upgrade works
- Continuous Stakeholder Engagement Exercises throughout the duration of the Project lifecycle.

**N.B: The dates for the activities, once finalized, will be communicated subsequently.**




# THANK YOU

## CONTACT US

 Lot 237 Camp Street  
South Cummingsburg  
Georgetown

 Call: +592 223 1027  
+592 223 1028  
ext: 210, 211

 Email: [cddannex@chpa.gov.gy](mailto:cddannex@chpa.gov.gy)



DESIGNED BY SYDRELL THOMAS CHOW AND DEFF

## Appendix E

### Summary of Residents' Participation in Public Consultations

Table 1: Distribution of Attendance at Public Consultation Held on 19 November 2022 at Peter's Hall Primary School - 1st Engagement Opportunity

<i>Distribution of Persons Attending Consultation by Area/ Organization</i>		<i>Number of Males</i>	<i>Number of Female</i>
<i>Area</i>	<i>No. of Persons in Attendance</i>		
<b>Covent Garden</b>	2	0	2
<b>Farm Phases 1 &amp;2</b>	2	2	0
<b>Peter's Hall Phase.1</b>	5	0	5
<b>Providence Phase 2 (North and South).</b>	2	1	1
<b>Perseverance</b>	5	0	5
<b>Eccles/Ramsburg NDC</b>	1	1	0
<b>Little Diamond/Herstelling NDC</b>	0	0	0
<b>Total</b>	<b>17</b>	<b>4</b>	<b>13</b>

Table 2: Distribution of Participation in House-to-House Sensitization - 2nd Engagement Opportunity

Area	No. of Sensitization Packages Distributed	No. of Response Sheets Retrieved		
		No. of Males	No. of Females	Total
Covent Garden	39	12	11	23
Farm Phases 1 & 2	37	9	11	20
Herstelling	40	16	24	40
Peter's Hall Phase.1	30	6	10	16
Providence Phase 2 (North and South).	110	16	26	42
<b>Total</b>	<b>256</b>			<b>141</b>

*NB. Information booklets were not distributed to residents within Pln. Perseverance, since the number of persons engaged at the 1<sup>st</sup> consultation and the Women Safety Audit was sufficient.*

*Table 3: Distribution of Persons attending Women's Safety Audit (WSA)*

Area	No. of Male	No. of Female	Total attendees at WSA	Venues of WSA
<b>Covent Garden</b>	15	25	40	Road Reserve at Covent Garden
<b>Perseverance</b>	5	23	28	Perseverance Community Playground
<b>Farm Phases 1 &amp;2</b>	5	16	21	Lots 1783-1785 of a cul-de-sac Farm Phase 1
<b>Herstelling Plot C</b>	16	24	40	Parcel 2219 Herstelling Plot C Community Playground
<b>Peter's Hall Phase.1</b>	14	14	28	Peters Hall Primary School
<b>Providence Phase 2 (North and South).</b>	11	27	38	Providence Water Pump Station Facility
<b>Sub-Total</b>	<b>66</b>	<b>129</b>	<b>195</b>	

## Appendix F

### Presentation Core Home Support and Home Improvement Subsidy



*ADEQUATE HOUSING & URBAN ACCESSIBILITY PROGRAMME*  
*COMPONENT 1.1 AFFORDABLE & SUSTAINABLE HOUSING*  
*COMMUNITY DEVELOPMENT DEPARTMENT*  
*SPECIAL PROJECTS UNIT*

*Presenter: Mr. Marlon Laing*  
*Project Support Facilitator*  
*November 19<sup>TH</sup>, 2022*

#### COMPONENT 1: AFFORDABLE AND SUSTAINABLE HOUSING

Under this component of the project ,vulnerable households , including those led by single parents, persons of low affordability and those living in structures considered not to be habitable were targeted.

*Project areas consist of selected low income communities on the:*

West Bank Demerara (La Parfait Housing Development), East Bank Demerara (up to Grove), East Coast Demerara and Georgetown.

## ELIGIBLE COMMUNITIES WITHIN EAST BANK DEMERARA (REGION # 4)

Areas			
Herstelling	Ramsburg	Covent Garden	Great Diamond
Bagostown	Mocha	Prospect	Eccles
Peter's Hall	Farm		
Providence	Golden Grove	Little Diamond	

## PROJECT TARGET

- To construct two hundred and fifty (250) Core Homes
- This will improve access to adequate housing for households of low affordability;
  
- To distribute two thousand (2000) Homes Improvement Subsidies
- This will also improve the quality of the housing stock in Guyana



## Home Improvement Subsidy: An Introduction

- Under this component a government grant will be given to beneficiaries only once
- The grant will be in the form of materials
- The subsidy shall be determined by the necessity of every applicant and shall not exceed GYD \$500,000
- *N.B:*
- Beneficiaries are required to provide all labour

## ELIGIBLE IMPROVEMENTS

- Repairs to roofs, walls, floors (including completion of wet areas), etc.
- Improvement of earthen or wooden floors
- Replacement of walls with more durable materials such as bricks or higher quality wooden materials.
- Home extension to address over-crowding
- Electrical works, plumbing and sanitation improvements (e.g. replacement of a pit latrine with an indoor water closet or a septic tank).
- Rain water harvesting
- Any necessary modification for people with disabilities
- Other non-cosmetic housing improvement that are consistent with the programme's objectives may be deemed eligible by CHPA.

## CORE HOME

### DESCRIPTION:

- A concrete building measuring no less than 400 sq. Ft. 2ith zinc roof and concrete floor, 2 bedrooms, a toilet and bath, septic tank, electrical wiring and plumbing.
- These homes will be built on the applicant's urbanized lot allocated by CH&PA and is designed to meet basic standards under which a household can immediately move into, and affordably expand over time.
- The cost of the home is US \$20,000 each, excluding lot cost. However , selected beneficiaries are only required to pay GYS100,000.

## CORE HOME SUPPORT

EXTERNAL VIEW OF CORE HOME



INTERNAL VIEW OF CORE HOME



## Eligibility Criteria

The applicant must be:

- A citizen of Guyana
- At least 21 years old and above.
- Must be the owner of the lot for which the core home is to be constructed (agreement of sale, transport or certificate of title).
- Must demonstrate that he/she is living in a building whose structural deficit requires replacement or is overcrowded.

***N.B:***

***Households that benefited from two or more subsidies or from the Core House Pilot under previous IDB-financed operations, are NOT eligible to participate in this programme.***

## PROJECT CYCLE

- CHPA opened the application process for three months across 2 cycles (Nov. 1 2018 – Feb. 1 2019 and Nov 5th, 2021 – February 25<sup>th</sup>, 2022) to allow households to participate.
- CHPA promoted the project within the respective eligible project areas.
- Interested applicants applied for the subsidy of their choice.
- CHPA selects the beneficiaries by following four stages: dissemination, eligibility, prioritization, technical assessment.
- CHPA provides a written notice to the applicant of the outcome of their application process.
- Successful applicants will be engaged throughout the process

## SENSITIZATION ACTIVITIES FOR THE EAST BANK DEMERARA (2018, 2019 & 2022)



Types of Organizations Engaged	Out Reach Activities
All Local Authorities (NDCs) within the Project Boundary	Stabroek Market Square
Known Community Groups	Eccles Junction (Georgie's)
Faith Based Organizations	Bagostown
Other Community Based Groups	Mocha (Big Tree)
	Grove/Diamond Market Tarmac
	Somatta Point (Grove)

## TOTAL APPLICATIONS RECEIVED TO DATE

- CHPA has, to date, collected and processed over 3,185 and 2,333 applications for Home Improvement Subsidies and Core Home Support, respectively, during the 2 application periods between November 1<sup>st</sup>, 2018 – February 2022.

However, for the purpose of this presentation our focus will be on the East Bank of Demerara.

## PERFORMANCE OF BENEFICIARY SELECTION PROCESS FOR EAST BANK DEMERARA

Status	Home Improvement Subsidy	Core Home Support	Total
No of Applications Received	509	347	856
No. of Applications Approved to Date	38 of 440	11 of 135 (construction in progress)	49 of 575

The agency continues to process applications for the 2 sub components. Beneficiary selection activities are still in process. All applicants who have not yet received a correspondence on the outcome of their applications will receive a written correspondence before the end of the quarter 1, 2023

## Appendix G

### Presentation Infrastructure upgrade and ESS Management Plans






PARTNERSHIP BETWEEN THE GOVERNMENT OF GUYANA (GOG) & THE INTER-AMERICAN DEVELOPMENT BANK (IDB)

# Adequate Housing & Urban Accessibility Program – GY/L1031

**Upgrading of Roads, Drains and Structures in Housing Schemes along the East Bank Demerara, Region No.4**

Prepared & Presented by Projects Department, CH&PA

## Overall Scope of Works

Lots	Location	Upgrading of Roads	Construction of RC Drain and Sidewalk	Construction of 600mm Culverts
1	Peters Hall	0.8 km	162 m	-
2	Providence Phase 2 North	1.3 km	532 m	1 No.
3	Providence Phase 2 South	0.3 km	214 m	1No.
4	Perseverance	0.08 km	76 m	-
5	Herstelling	0.89 km	230 m	-
6	Farm Phase 1 & 2	2.6 km	538 m	3 No.
7	Covent Garden	2.46 km	291 m	1 No.
<b>TOTAL</b>		<b>8.43 km</b>	<b>2043 m ( 2 km)</b>	<b>6 No.</b>

# Overall Site Plan

Target Areas	
1	Peters Hall
2	Providence Phase 2 North
3	Providence Phase 2 South
4	Perseverance
5	Herstelling
6	Farm Phase 1 & 2
7	Covent Garden



## Lot 1 – Peters Hall



### Scope of Works:

1. Upgrading of **0.8 km** of Asphalt roads
2. Construction of **162m** of RC Drains and Sidewalk

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 2 – Providence Phase 2 North



### Scope of Works:

1. Upgrading of **1.3 km** of Asphalt roads
2. Construction of **532m** of RC Drains and Sidewalk
3. Construction of **1 No.** 600mm Single barrel culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 3 – Providence Phase 2 South



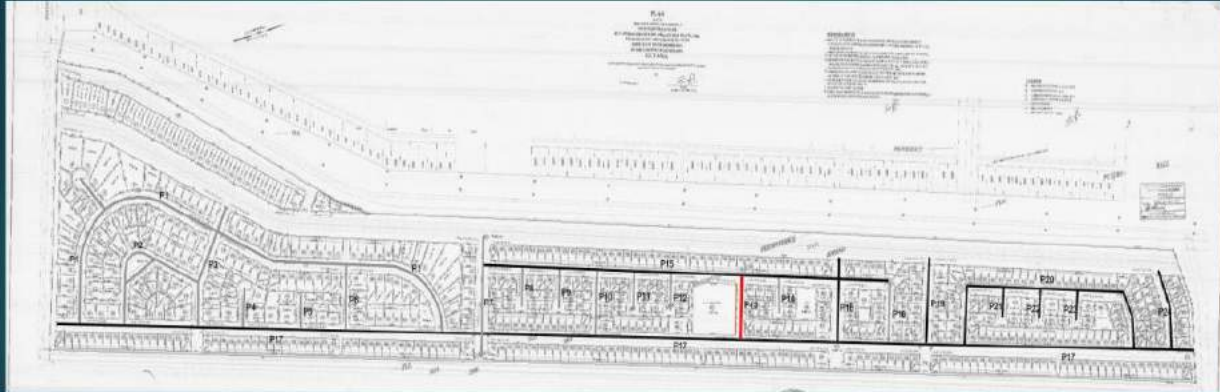
### Scope of Works:

1. Upgrading of **0.3 km** of Asphalt roads
2. Construction of **214m** of RC Drains and Sidewalk
3. Construction of **1 No.** 600mm Single barrel culvert

— Roads to be Upgraded  
— Existing Asphalt Roads



# Lot 4 – Perseverance

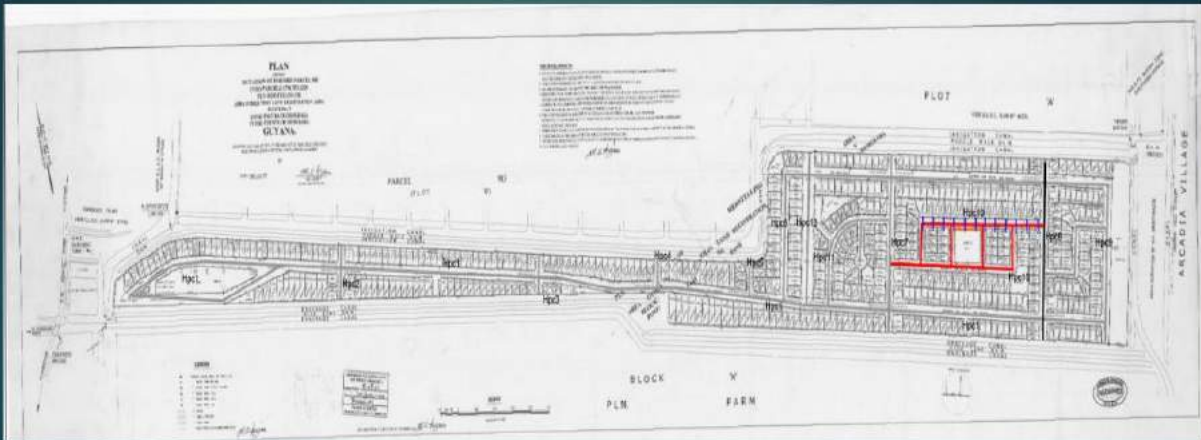


## Scope of Works:

1. Upgrading of **88 m** of Asphalt roads
2. Construction of **76m** of RC Drains and Sidewalk

— Roads to be Upgraded  
— Existing Asphalt Roads

# Lot 5 – Herstelling



## Scope of Works:

1. Upgrading of **0.89 km** of Asphalt roads
2. Construction of **230m** of RC Drains and Sidewalk

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 6 – Farm Phase 1&2



### Scope of Works:

1. Upgrading of **2.6 km** of Asphalt roads
2. Construction of **538 m** of RC Drains and Sidewalk
3. Road Maintenance of **1.2 km**
4. Construction of **3No.** 600mm HDPE Culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## Lot 7 – Covent Garden



### Scope of Works:

1. Upgrading of **2.46 km** of Asphalt roads
2. Construction of **291 m** of RC Drains and Sidewalk
3. Construction of **1 No.** 600mm HDPE Culvert

— Roads to be Upgraded  
— Existing Asphalt Roads

## NEXT STEPS

- ▶ Completion of the Environmental and Social Assessment (ESA):- From Nov 14<sup>th</sup> to Feb 3<sup>rd</sup> 2022
- ▶ Completion of Livelihood Restoration Plan (LRP)
- ▶ Completion of Bidding Process for Upgrading Works:
  - 1) Close Invitation of Tender on December 15<sup>th</sup> 2022
  - 2) Open and Evaluate Tenders
  - 3) Award of Contracts
- ▶ Roll-Out Upgrade Works in 1<sup>st</sup> Quarter of 2023
- ▶ Continuous Stakeholder Engagement Exercises through the duration of the Project

### Extracts of Completed Works in Target Site No. 1 - Sophia



## Extracts of Works in Target Site No. 2 – La Parfaite Harmonie



## ESS Management

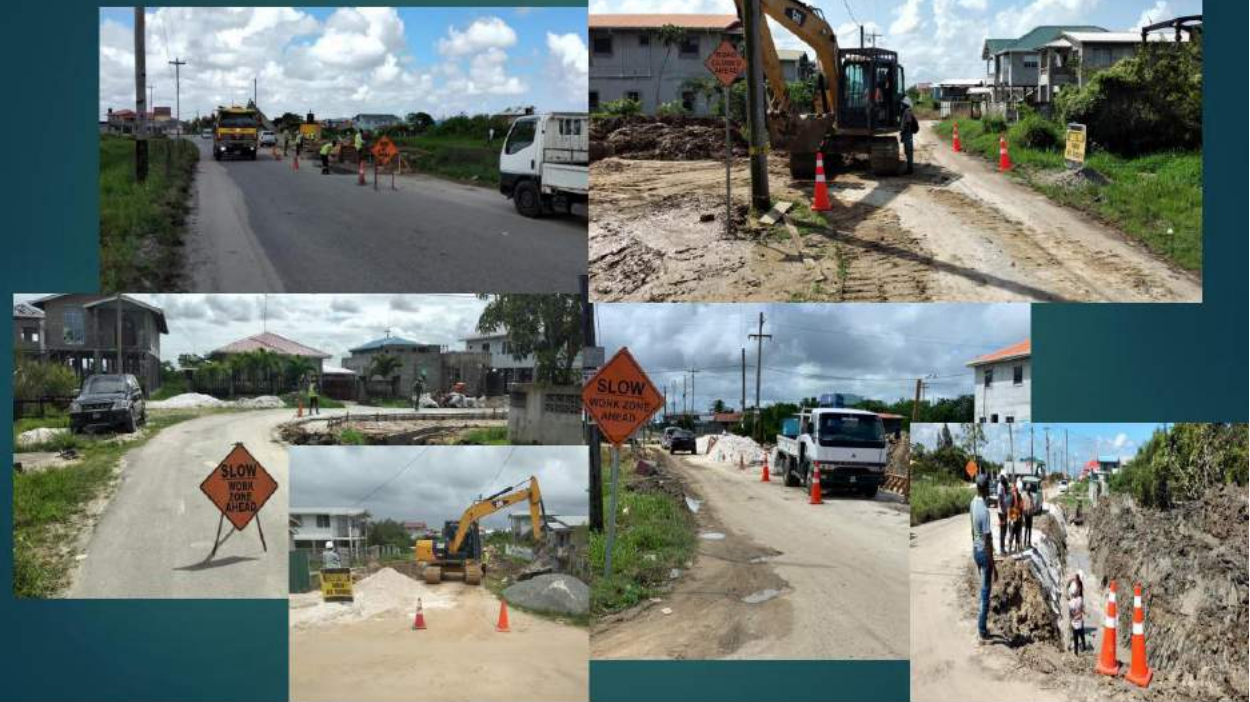
### Project Execution Phase:

- Active HSE Monitoring and Evaluation of Performance will be undertaken by the CHPA for each Contractor per project per Lot. Contractor's HSE Compliance (performance) will be measured against nine (9) Environmental Social Management Plans (ESMPs), which comprise the Project's approved ESMR within each Contract:
  1. Traffic Management Plan
  2. Access Management
  3. Waste Management Plan
  4. Hazardous Materials Management Plan
  5. Soil and Drainage Management Guidelines
  6. Emergency Preparedness and Response Plan
  7. Spill Prevention, Control and Countermeasures Plan
  8. HSE Monitoring Plan
  7. Building Construction HSE Management Plan (only applicable to Building Projects)
- Compliance with the above plans will be measured on a tri-weekly basis using a pre-determined HSE Inspection Checklist comprising 46 No. HSE related compliance indicators under the following thematic areas: **General Management & Security, First-Aid & Emergency Preparedness, PPEs, Fire Fighting & Spill Response Equipment, Waste Management, Hazardous Material Storage & Use, Traffic & Access, Erosion Prevention (including Water Quality), Noise Control, Air Quality & Working from Heights.**

# HSE Highlights



# HSE Highlights



# HSE Highlights

