



**COMMUNICATION AND WORKS
DEPARTMENT KHYBER PAKHTUNKHWA**

**KHYBER PAKHTUNKHWA INTEGRATED TOURISM
DEVELOPMENT (KITE) PROJECT**



**RESETTLEMENT ACTION PLAN
BASED ON DETAILED DESIGN**

**REHABILITATION AND UPGRADATION OF THANDIANI
ROAD (24.4 KM)**

JANUARY, 2020



NATIONAL ENGINEERING SERVICES PAKISTAN (PVT.) LIMITED
Geotechnical & Geoenvironmental Engineering Division
NESPAC House, 1-C, Block N, Model Town Extension, Lahore
Tel: +92-42-99231917, 99090310 Fax: +92-42-99231950
Email: geotech@nespak.com.pk Web site: www.nespak.com.pk



Khyber Pakhtunkhwa Integrated Tourism Development (KITE) Project

RESETTLEMENT ACTION PLAN (RAP)

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LIST OF ABBREVIATIONS

PAPs	Project Affected Persons
AH	Affected Household
DD	Deputy Director
DPs	Displaced Persons
EMA	External Monitoring Agency
ESIA	Environmental and Social Impact Assessment
FHH	Female Headed Household
GRM	Grievance Redress Mechanism
GRC	Grievance Redress Committee
IP	Indigenous People
IR	Involuntary Resettlement
Km	Kilometers
KP	Khyber Pakhtunkhwa
LA	Land Acquisition
LAA	Land Acquisition Act, 1894
LAC	Land Acquisition Collector
RAP	Resettlement Action Plan
M&E	Monitoring and Evaluation
OP	Operational Policy
PKRs	Pakistan Rupees
PD	Project Director
PIU	Project Implementation Unit
PMU	Project Management Unit
R&R	Resettlement and Rehabilitation
ROW	Right of Way
RU	Resettlement Unit
SIA	Social Impact Assessment
Sft	Square Feet
TOR	Terms of Reference



VHs	Vulnerable Households
WB	World Bank
BP	Bank Procedure



GLOSSARY

Compensation	Payment in cash or in kind of the replacement cost of the acquired assets.
Cut-off-date	The date after which people will not be considered eligible for compensation i.e. they are not included in the list of PAPs as defined by the census. The cut-off date is the start of census for all land and non-land related entitlements, the date for announcement of Section 4 notification under the LA Act of 1894 under which any person entering the project area after the cut-off date is not eligible to receive the agreed upon entitlements. The Bank accepts the date of the baseline survey as the cutoff date for eligibility.
Detailed measurement survey	Detailed inventory of losses that is completed after detailed design and marking of project boundaries on the ground.
Economic Displacement	A loss of productive assets or usage rights or livelihood capacities caused by the project.
Eligibility	The criteria for qualification to receive benefits under a resettlement program.
Encroachers/Squatters	People who do not have legal title, and have trespassed onto private/community land to which they are not authorized. If such people arrived before the entitlements cut-off date, they are eligible for compensation for any structures, crops or land improvements that they will lose.
Entitlement	Range of measures comprising compensation, income restoration, transfer assistance, income substitution, and relocation, which are due to displaced persons, depending on the nature of their losses, to restore their economic and social base.
Involuntary Resettlement	Land and/or asset loss which results in a reduction of livelihood level. These losses have to be compensated so that no person is worse off than he/she was before the loss of land and/or assets.
Jirga	Jirga refers to a traditional assembly of local elders, usually men, nominated to resolve community concerns/disputes.
Kharif	Summer cropping season of the year
Land Acquisition	The process whereby a person is compelled by a government agency to alienate all or part of the land a person owns or possesses to the ownership and possession of the government agency for public purpose in return for compensation.
Livelihood Restoration	Specific activities intended at supporting displaced peoples' efforts to restore their livelihoods to pre-project levels. Livelihood restoration is distinguished from compensation. Livelihood restoration measures typically include a combination of cash or other allowances and support activities such as training, agricultural assistance or business enhancement. Livelihood restoration is often referred to as economic rehabilitation.
Market Value	It is broadly defined as the price which a willing vendor would reasonably expect to obtain from a willing purchaser. It is the



	<p>value to the seller of the property in its actual condition at the time of expropriation with all its existing advantages and with all its possibilities excluding any advantage due to the carrying out of a scheme for which the property is compulsorily acquired.</p>
Patwari	<p>An official of the District Administration from District Revenue Office deputed at village level that is responsible for all land and revenue related matters.</p>
Project	<p>Khyber Pakhtunkhwa Integrated Tourism Development Project</p>
Project	<p>Affected Person (PAP) Any person adversely affected by any project related change or changes in use of land, water or other natural resources, or the person/s who loses his/her/their asset or property movable or fixed, in full or in part including land, with or without displacement, after the commencement and during execution of a project</p>
Rabi	<p>Winter cropping season of the year</p>
Rehabilitation	<p>Compensatory measures provided under the WB Policy Framework on Involuntary Resettlement other than payment of the replacement cost of acquired assets aimed at re-establishing incomes, livelihoods, and social systems.</p>
Relocation	<p>The physical resettlement of PAPs from his/ her pre-project place of residence.</p>
Replacement value/ Replacement cost	<p>1 “Replacement cost” is the method of valuation of assets that helps determine the amount sufficient to replace lost assets and cover transaction costs. In applying this method of valuation, depreciation of structures and assets should not be taken into account. The current 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). This compensation should be made in goods or resources that are of equivalent or greater value and that are culturally appropriate. i) Agricultural land: the market value of land of equal productive use or potential located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, and transaction costs such as registration and transfer taxes. ii) Residential land: the market value of land of equivalent area and use, with similar or improved infrastructure and services preferably located in the vicinity of the affected land, plus transaction costs such as registration and transfer taxes. iii) Houses and other structures: the cost of purchasing or building a new structure, with an area and quality similar to or better than those of the affected structure, or of repairing a partially affected structure, including labor and contractors’ fees and transaction costs such as registration and transfer taxes.</p>
Resettlement Action Plan	<p>A resettlement action plan is a planning document that describes what will be done to address the direct social and economic impacts associated with involuntary resettlement.</p>
Resettlement Allowance	<p>Cash paid to cover resettlement related expenses other than losses of immovable assets. An allowance is distinguished from compensation, which reimburses the loss of an immovable asset.</p>
Resettlement Compensation	<p>Payment in cash or in kind for an asset or resource acquired or affected by the project</p>



Resettlement Entitlements	Resettlement entitlements with respect to a particular eligibility category are the sum total of compensation and other forms of assistance provided to displaced persons in the respective eligibility category.
Substantial/Significant	Two hundred or more people physically displaced or losing more than
Resettlement Impacts	10 percent of their productive assets (income generating).
Severe Impact	If the impact land loss is severe, i.e. land loss is more than 10% of the land holding.
Vulnerable Household	Households that might suffer disproportionately or face the risk of being marginalized from the effects of resettlement and include: (i) female headed households; (ii) disabled- headed households; (iii) child-headed households; iv) households falling under the generally accepted indicator for poverty; (v) elderly-headed households with no means of support and landlessness; (vi) households without security of tenure; and (vii) ethnic minorities and indigenous people. Other groups may also qualify as “vulnerable” in the light of disadvantaged circumstances.



EXECUTIVE SUMMARY

ES-1: PROJECT DESCRIPTION

Tourism is an important contributor to Khyber Pakhtunkhwa's economy and job creation, and the number of domestic tourists traveling to Khyber Pakhtunkhwa keeps growing rapidly. Khyber Pakhtunkhwa's rising value in the tourism sector is also evident from the fact that its expenditure in tourism sector rose from Rs. 86.23 million in the financial year 2012-13 to Rs. 791 million in financial year 2018-19. The increased tourism promotion has led to an unprecedented rise in tourist traffic in the province, resulting in growth in economic activity in the province and the creation of new employment opportunities for the local population. The Government of Khyber Pakhtunkhwa has received loan from International Development Association (administered by the World Bank) towards the Khyber Pakhtunkhwa Integrated Tourism Project (KITE) and intends to explore sites which have access from main road and can be termed as Integrated Tourism Zone (ITZs). In this connection, Thandiani top is selected as Integrated Tourism Zone (ITZs). Road to Thandiani top off shoots from Thandiani Chowk on Abbottabad ~ Murree road and terminates at Thandiani Top near PTV station. Objective of the project is to enhance the mobility from Thandiani Chowk on Abbottabad ~ Murree road to Thandiani Top. Project road is aimed to promote the tourism in the area as Thandiani is characterized by excellent weather and lush greenery in the summer months, and snow-covered vistas and hills in the winter. Length of project road is 24.4 Km. Presently existing ROW of the road is 5m ~ 7m wide bituminous road, which is not in good condition. After construction of the project, ROW will be 20 meters. Construction period for the project is 24 months. Project is proposed to be implemented from July 2021 to June 2023.

ES- 2: IDENTIFICATION OF IMPACTS

A detailed impact identification and assessment of affected infrastructure was carried out during the month of December 2020. Project affected persons (PAPs) census based on a detailed design was completed on December 24, 2020, which will be considered as Cut-off Date for compensation purpose. The project implementation will impact 83 AFs and 524 family members. People who move into the project area after the cut-off dates are not eligible for compensation or other rehabilitation measures provided by the project. The project will impact total 611.26 kanals (76.40 acres) land (391.8 kanals private & 219.46 kanals government land) including the impact on 368.09 m² residential land (land under the household structures), 110.48 m² commercial structures/shops (land under the shops) and 04.24 m² community structures (corner of mosque) such as in this proposed project widening one mosque is also affected. Out of total 611.26 kanals land to be acquired, the project has impact on 24.11 kanals of agriculture area (Table ES-1).



Table ES-1: Summary of Affected Land and Project Affected Persons

Sr. No.	Land Category	Affected Land (Kanal)	No. of PAPs*
1	Agriculture	24.11	10
2	Plain Barren /Hilly Land	366.82	58
3	Forest Land	219.46	00
4	Residential Land	0.65	08
5	Commercial Land	0.22	07
Total		611.26	83

Wheat and Maize are the major crops of District Abbottabad and the average yield of wheat and maize is 1.4 and 02 maund per kanal respectively. The total crop loss has been estimated as 38.62 maunds including both the wheat and maize crops. Total number of trees to be cut will be approximately 1600.

According to the field inventory survey of the project affected assets, the project will impact 16 structures including 08 houses, 07 shops and 01 mosque. Out of the 08 houses, 02 houses are affected more than 50% and need to relocate while other houses are affected partially (less than 10% of their total area). As per census of the affected landowners (68 Nos), none of the affectees is identified as severely affected as the land being affected is hilly barren and the PAPs have no livelihood dependency on the affected land as their productive income source. They have developed other sources of income for earning their livelihoods.

Table ES-2: Summary of Affected Structures and Area

Sr. No.	Description	Nos.	Total Affected Area (m ²)
01	Residential Structure	08	368.09
02	Shops/ Commercial Structure	07	110.48
Community Structure			
04	Mosques	01	04.24
	Total	16	482.81

One community structure i.e. mosque is also affected and its affected area is 04.24m². Only corner of the mosque is affected and the remaining structure will remain functionally viable. The project will impact 07 business/commercial structures owners. Out of the 07 shops owners, only 01 is losing more than 10% of their built-up areas of their shops and are considered as severely affected. As per census data, the source of livelihood of these



owners will be affected due to demolition of shops. In addition, shops owners will lose their self-employment on temporary basis.

Total 06 vulnerable PAPs have been identified as their monthly income is below the minimum wage rate fixed by the Government of Pakistan in the budget for the Financial Year 2020-21. Out of 06 vulnerable, 03 are the household affectees, 01 is the religious minority and 02 are the shop owners as their monthly income is below the minimum wage rate.

The subproject screening has confirmed that no IP groups were found in the sub-project area; therefore, the World Bank's Indigenous Peoples Policy OP 4.10 is not triggered. No archaeological and historical site was found within the ROW or in the vicinity of proposed sub-project corridor.

ES-3: SOCIO-ECONOMIC ASSESSMENT

Four types of surveys were carried out at site for impacts identification; assess the socio-economic conditions of the affected population and gender analysis of the population settled along the road. Census and Socioeconomic survey was carried out 100% of the affected HHs affected due to the widening of road from Abbottabad to Thandiani. During the socio-economic surveys, people were also informed about the project objective, its location and basic design features etc. Administratively, the project area falls in Tehsil Abbottabad of District Abbottabad. There are various settlements along the road from Abbottabad to Thandiani top and the main settlements include Kund, Ochar, Ghumawan, Kalay Pani, Crali, Rawalkot, Khatwal, Chatree, Bandi Mansoor, Thandiani and Daharan. According to the census survey, there are total 83 HHs consisting of 524 persons, which are being affected. The census and socio-economic survey results reveal that majority (41%) of the HHs/respondents were aged above 50 years, 34.9% were aged between 41 – 50 years, 13.3% were aged between 31 – 40 years and 8.4 were aged between 21-30 years of age. Out of the total 51.8% of the respondents/HHs Heads were matric, 8.4% were educated upto primary level, and only 6% were illiterate.

Based on the field survey, major occupations in the villages along the road are doing jobs in private sector and business (small shop keeper, hotels and restaurants) Labour (Unskilled workers). As per socio-economic survey, it was noticed that private service and business is the main source of income for the locals. The dominant source of income in the whole study area is labour/farmer which is 41%. Out of total (83) respondents/HHs Heads, 98% were married and only 02% were unmarried. 96.4% of the respondents were living in joint family system, whereas 3.6% were living in the nuclear family system. Out of the 83 respondents, only 01 respondent is non-Muslim. The main caste along the road is Pathan i.e. 42.2% followed by Awan (36.1%) and 08 % are Sardar. As per social survey, sex ratio based on the household was 106 males per 100 females. Main language spoken in the study area was Hindko and Pashto. However, Urdu was also understood and was spoken by the male members of the families.

06% of the respondents fall in the very low income group below Rupees 17,500. Majority of the respondents (43.4%) fall in the range of Rupees 17,500 to 30,000. About 6%



respondents reported their monthly expenditure below 17,500 and 49.4% respondents found within the range of 17,500– 30,000 per month. All the respondents/PAPs were owners of the houses. Health facilities are generally inadequate in the villages along the road route. During the field visit, it was observed that most of the villages have drainage facilities. However, during rains, due to hilly terrain water flows with the natural slope pattern of the project area. Electricity is available in all the villages. Drinking water is available through pipeline in all the PAPs households. Due to hilly terrain spring water is being used for drinking purpose and as per locals water quality is very good. Mosque and graveyard is available in every village along the road.

To assess the socio-economic situation of women and their role in different decision-making activities at the household level, socio-economic survey of the women was carried out along the road. For this purpose, structured interviews were conducted randomly with 30 women. 55% of the women surveyed were illiterate, while 30% were primary school (grade 5) pass . On the other hand, 10% & 5% were middle (6th-8th grade) and matric (10th grade) pass respectively. All the women surveyed were married; the average age at the time of marriage was 20 years. All the women surveyed were housewives, 47% of women are desirous to learn new skills to meet their household needs, majority wanted to learn embroidery & stitching etc. Apart from their role in deciding household chores, women were not identified playing a significant role in decision-making.

ES- 4: PUBLIC CONSULTATION AND INFORMATION DISCLOSURE

In order to meet the criteria of meaningful consultation process, consultations were held with PAPs from early stages of the project. At the start of the project, during the preparation of environmental and social screening reports during the month of August 2020 and later on for during the month of December 2020 for the preparation of draft RAP, a series of consultation sessions were held with the PAPs and institutional stakeholders. These consultation meetings proved very useful for information sharing and consensus building. Concerns raised during the meetings were incorporated in the RAP. The consultation process will continue throughout project preparation and implementation so as to share the latest development interventions in the project and solicit responses from the PAPs. Consultation sessions were held in different settlements along the project route. Project stakeholders were engaged in the review and discussions on various project aspects of social and resettlement issues at the early stage. There are two categories of stakeholders in project, primary and secondary stakeholders. During the meetings, PAPs were asked to discuss the social, resettlement and project related issues. The meetings were held in an open encouraging atmosphere where PAPs expressed their concerns and views freely.

For meetings with the institutional stakeholders, they were contacted thorough cell phone calls to confirm their availability and meetings were held in their offices at the given times. Despite the impacts, the affected communities have a friendly attitude towards the project although there was some opposition, particularly arising due to lack of information regarding compensation assistance and resettlement, at the beginning of the social assessment. The interest of the PAPs of the Project was in evidence during the consultation meetings held in August and December 2020 at different locations. The meetings were attended by a large



number of residents and shopkeepers of the bazars. The consultant team encouraged the participants to express themselves and engaged in detailed discussion on project impacts, community consultation, compensation, awareness about the project, resettlement policies and mode of community support for the project.

After approval by the C&W department and clearance by the World Bank, and in addition to online availability, executive summary of RAP in Urdu and English will be placed at the Project Implement Unit as well as different locations in the project area (such as schools, mosques, local government offices, any women friendly locations, etc.) so as to make it easily accessible to all the PAPs and other stakeholders.

ES- 5: GRIEVANCE REDRESS MECHANISM

GRM will be set up with a three-tiered structure; a Grievance Redress Cell (GR-Cell) will be set up at the sub-project/field level (Tier 1) enabling immediate local responses to grievances, and a Grievance Redress Committee (GRC) will be set up at PMU (C&W) head office level (Tier 2) to providedecisions for more difficult cases not resolved at the field level. A Tier 3 and final appellate level oversight and decision-making will be provided by the Project Steering Committee (PSC).

The GRCs will continue to function for the benefit of the PAPs, till complete implementation of RAP. PAPs can submit a formal complaint to the GR-Cell set up for the sub-project at the field level. Members of the GRC will include Supervisory Engineer PMU C&W (Chairman), Representative of District Administration (Member), Affected Person/s (Member), Environmental Engineer of Supervision Consultant (EE-SC) (Member/ Secretary), Environmental Engineer of Construction Contractor (Member) and Co-opted Members (of Relevant Government Departments (e.g. KDA, GDA, Revenue, Archaeology, etc.)(as required).Once the complaint is submitted, it shall be recorded in the complaints register and uploaded to a computer excel sheet without delay and an acknowledgement sent to the complainant within three (3) business days. Project technical staff will be assigned to investigate the complaint by visiting the site location to meet complainants and all related stakeholders, and submit a fact-finding report and recommendations to the GRC within seven (07) business days of receipt of complaint.

The GRC will have weekly meetings and will take decisions on all complaints and their fact-finding reports in accordance with the agreed entitlements and provisions in the RAP/ entitlement matrix or ESMP. A decision will be communicated to the complainant within fifteen (15) business days and recorded in the complaint register and excel sheet. If the complainant is not satisfied with the decision received, he/she can elevate the complaint to the 2nd tier grievance redress committee located at the PMU C&W headed by the Project Director. The PMU-GRC will receive secretarial support from the Social Safeguards Specialist and will meet fortnightly. The 2nd Tier GRC will acknowledge the complaint within three (03) business days, scrutinize the record of the 1st Tier GRC, meet with the complainant/s and relevant departments, and investigate the remedies available. After thorough review and scrutiny of the available record and conducting a visit of site to collect additional information if required, the 2nd Tier GRC will inform the complainant of the GRC's decision within thirty (30) business days of receipt of the complaint. If complainants are not satisfied, they can approach the PSC as the final tier in the GRM.



ES- 6: LEGAL AND POLICY FRAMEWORK

The Land Acquisition Act 1894 (LAA 1894) with its successive amendments is the main law regulating land acquisition for public purpose at federal and provincial levels through the exercise of eminent domain. The LAA has been variously interpreted by provincial governments, and some provinces have augmented the LAA by issuing provincial legislations. In Khyber Pakhtunkhwa, however, the land guidelines provide for land acquisition through private negotiation between acquiring agency through the land acquisition collector and the affected landowners. The entire process from start of negotiations to compensation disbursement has to be completed within six months. The involuntary resettlement covers physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions of access to legally designated parks and protected areas resulting in adverse impacts on the livelihood of the displaced persons.

OP 4.12 establishes requirements of the World Bank for managing involuntary resettlement. This Policy deals with the issues and concerns relating to involuntary resettlement due to the development projects and provides principles and guidelines to mitigate the adverse impacts on the local community, particularly their relocation/ displacement. The Bank's experience indicates that involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risks: production systems are dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills may be less applicable and the competition for resources greater; community institutions and social networks are weakened; kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost. Project specific issues have been assessed in relation to non-titled persons (squatters/encroachers) to bridge the gap between existing practice and guidelines of the World Bank Involuntary Resettlement Policy, so as to reconcile the inconsistencies between the LAA (1894) and World Bank OP 4.12.

ES-7: ENTITLEMENT MATRIX

An Entitlement Matrix (EM) proposed is given below in Table Table-1.

Table-1: Entitlement Matrix

Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
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¹ Compensation for all assets will be to the owner of the asset.



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
Temporary impacts on agriculture (arable) land		Titleholders	<ul style="list-style-type: none">- No compensation for land acquisition provided that the land is rehabilitated/restored to its former quality following completion of works;- Compensation, in cash, for income loss if any for the duration of the temporary impacts;- Compensation, in cash, for all damaged crops and trees.
			<ul style="list-style-type: none">- No compensation for land provided that the land is rehabilitated/restored to its former quality following completion of works; Land rental will be provided in accordance with market value.- Compensation, in cash, for all damaged crops and trees.- Compensation, in cash, for income loss if any for the duration of the temporary impacts



Asset	Specification	Project Affected Persons	Compensation Entitlements¹
			-
			<ul style="list-style-type: none">- Compensation, in cash, for all damaged crops and trees.- Compensation, in cash, for income loss if any for the duration of the temporary impacts



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
			<ul style="list-style-type: none">- Cash indemnity corresponding to their salary (including portion in kind) from the period of temporary disturbance due to project activities.
			<ul style="list-style-type: none">- Compensation, in cash, for all damaged crops and trees, where these are owned by the squatters.Compensation, in cash, for income loss if any for the duration of the temporary impacts
Permanent impacts on Arable land		of severity of impact	<ul style="list-style-type: none">- Land for land compensation with plots of equal value and productivity to the plots lost, ensuring economic viability of the new land and also ensuring that the PAPs livelihood is not negatively affected; or- Cash compensation plus 15% CAS for affected land at replacement cost based on market value free of taxes, registration, and transfer costs.



Asset	Specification	Project Affected Persons	Compensation Entitlements¹
			<ul style="list-style-type: none">- Renewal of lease contract in other plots of equal value/productivity of plots lost- Cash equivalent to market value of gross yield of affected land for the remaining lease years (up to a maximum of 3 years).
			<ul style="list-style-type: none">- Cash equivalent to market value of the lost harvest share once (temporary impact) or twice (permanent impact).- Provision of livelihood restoration support (I.e inclusion in the livelihood restoration plan).



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
			<p>- Cash indemnity corresponding to their salary (including portions in kind) for the remaining part of the agricultural year. Provision of livelihood restoration support (I.e inclusion in the livelihood restoration plan).</p>



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
			- 1 rehabilitation allowance equal to market value of 1 gross harvest (in addition to crop compensation) for land use loss.
		Titleholders Leaseholders	- One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crops and additional to standard crop compensation)
			- One severe impact allowance equal to market value of share of harvest lost additional to standard crop compensation.



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
			<p>-One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crops and additional to standard crop compensation)</p> <p>.</p>



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
Residential/ Commercial Land			<ul style="list-style-type: none">- Land for land compensation through provision of plot comparable in value/location of plot to lost;- Cash compensation plus 15% CAS for affected land at full replacement cost free of taxes, registration, and transfer costs.
		Leaseholders	<ul style="list-style-type: none">- 3 months' rent or a value proportionate to the duration of the remaining lease, including any deposits they may lose.
			<ul style="list-style-type: none">- Accommodation in available alternate land/ or a self-relocation allowance (Rs. 17,500) equal to 06 months of income (official minimum wage).
Crops			<p>Crop compensation in cash at full market rate for one harvest (either winter or summer) in case of temporary impacts and cash at full market rate for harvest twice (whole year, Rabi & Kharif) by default for impacts caused by the project activities.</p> <ul style="list-style-type: none">• All other crop losses will be compensated at market rates based on actual losses.



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
Trees	Trees affected	PAPs owning trees (including squatters)	<ul style="list-style-type: none">- For timber/ wood trees, the compensation will be at market value of tree's wood content.- Fruit trees: Cash compensation based on lost production for the entire period needed to reestablish a tree of equal productivity.



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
Houses/ Structures		PAPs (including squatters)	<ul style="list-style-type: none">- Cash compensation at replacement rates for affected structure and other fixed assets free of salvageable materials, depreciation and transaction costs.- In case of partial permanent impacts full cash assistance to restore remaining structure, in addition to compensation at replacement cost for the affected part of the structure.
Rental Assistance			<ul style="list-style-type: none">- Cash compensation @Rs.8000/HHs and @Rs.5000/shop for all the PAPs as rental assistance during the interruption period maximum upto 03 months period.
Business/ Shop owners	Temporary or permanent loss of business or employment	Shop owners and employees	<ul style="list-style-type: none">- Business owner: i) Cash compensation equal to one-year income, if loss is permanent; ii) in case of temporary loss, cash compensation equal to the period of the interruption of business up to a maximum of six months or covering the period of income loss based on construction activity.- Workers/ employees: Indemnity for lost wages for the period of business interruption up to a maximum of three months (to be calculated on the basis of Cost of Basic Needs (CBN), which is



Asset	Specification	Project Affected Persons	Compensation Entitlements ¹
			currently PKR 3,030 per person per month). -
Relocation/Transportation	Transport allowance	PAPs affected by relocation	Provision of sufficient allowance to cover transport expenses and livelihood expenses for one month (to be calculated on the basis of CBN per person). -
Community assets	Mosques etc	Affected community	- Rehabilitation/ substitution of affected structures/ utilities (i.e. mosques, footbridges, roads, schools, health centers).
Vulnerable PAPs	Households' below poverty line and female headed households, disabled person HH, ethnic/religious minority headed HH..	vulnerable PAPs	- Lump sum one time vulnerability allowance for 3 months (<i>at minimum wage rate Rs. 17,500/ month</i>) - Temporary or permanent employment during construction or operation, where ever feasible
Allowances for Relocation and Rehabilitation			
Transitional/ Livelihood Allowance	Households	Households Affectees	Cash compensation during the interruption period, as per income of the Households/PAPs, supported by tax payments records or in the absence of such documents, equal to 06 months of minimum wage rate (17500 X 6= Rs.105,000/=) as transitional period allowance.
Employment	Employees	PAPs so impacted	Workers/ employees: Indemnity for lost wages for the period of business interruption up to a maximum of 3 months (<i>at minimum wage rate Rs. 17,500/ month</i>) with preferential treatment in project related work opportunities.
Unidentified Losses	Anticipated Impacts	PAPs	Dealt with as appropriate during sub-project implementation according to the updated RAP and Bank Policy.



ES-8: RELOCATION, REHABILITATION AND INCOME RESTORATION

As a result of Rehabilitation and Upgradation of Thandiani Road Project, 68 land owners, 08 owners of affected houses, 07 commercial shops and 01 community mosque of PAPs have to relocate their residences/businesses to another location in the same vicinity. The relocation strategy was discussed in detail with the owners of land, affected houses and other structures during consultation process. There is no state land available of equal economic importance/ value along the project corridor to accommodate the owners of the affected structures. The owners of the houses showed their willingness to relocate on their own. Similarly, the owners of the shops preferred cash compensation for the losses of their business premises (land) and structures. They will rebuild their structure on their own as per their convenience on their adjoining land in the same vicinity to re-establish their business. In view of this limitation, the following relocation strategy has been adopted. Affected land owners will be compensated at replacement cost based on fair market value, in cash at current market rates as approved by BOR plus a 15% compulsory land acquisition surcharge and free of taxes, registration, and transfer costs and resettlement assistance provided over and above BOR approved land compensation in awards by the Land Acquisition Collector. For affected houses, full compensation for the total covered area of the structure at replacement cost basis is provided by the C&W Department. The partially affected structures are fully compensated. Further, rental assistance for 03 months will be provided to facilitate them for hiring the residences during construction period of their houses. The owners will be given one-month advance notice for vacation of affected structure at the time of payment of compensation amount. The owners of the commercial structures shall be compensated for the total structure loss at current market prices. In addition, they will be paid business allowance supported by tax payments records or in the absence of such documents, equal to 03 months of minimum wage rate. The owners are given 01-month advance notice for vacation of affected structure at the time of payment of compensation amount. Resettlement shall be compensated on full replacement cost basis. Cash compensation shall be paid for



land and structures prior to initiation of civil work. In addition all the PAPs will be compensated with additional allowances as transition, relocation assistance, business loss, vulnerability allowance etc.

ES-9: RESETTLEMENT BUDGET

The overall budget for the resettlement component is estimated to Pak **Rs. 155,869,778** to be incurred based on the scope of resettlement as shown in **Table-2**.

Table 2: Summary of Resettlement Budget

Sr. No.	Description	Quantity	Unit	Compensation Cost (Rs.)	Compensation Cost in Millions (Rs.)
Affected Assets (A)					
1	Land	391.8	kanal	96,195,102.48	96.195
2	Crops	24.11	Kanal	58,490.00	0.058
3	Trees	1600	Nos	36,675,350	36.67
4	Structures	16	Nos	6,781,281	6.78
Total (A)				139,710,223	139.71
Summary of Allowances (B)					
5	Household Affectees	8	Nos	383000	0.38
6	Commercial shop/business affectees	7	Nos	330000	0.33
Total (B)				713000	0.71
Total (A+B)				140,423,223	140.58
7	Monitoring and Evaluation Cost@5%			7,021,161.17	7.02
8	Administration Cost @1%			1,404,232.23	1.40
9	Contingencies	Cost	@ 5%	7,021,161.17	7.02
Grand Total				155,869,778	155.86

ES-10: INSTITUTIONAL ARRANGEMENTS

The institutional arrangements for implementation of RAP for project are in conformity with the RPF of the project. To ensure smooth functioning, it is imperative that the staff is well organized and the roles, functions, responsibilities and procedures are clearly defined. The institutional requirements for the planning, implementation and supervision of the



compensation, resettlement and rehabilitation functions of various institutions involved are: Project Steering Committee (PSC), Project Management Unit (PMU) C&W, Resettlement Unit (RU), Project Supervision and Management Consultants (PSMC), PAPs Committee (if one is formed by the PAPs), and Monitoring and Evaluation Consultants.

ES-11: IMPLEMENTATION SCHEDULE

RAP Implementation Schedule

A composite implementation schedule for RAP activities in the subproject including various sub tasks and timeline matching with civil work schedule is prepared and presented in the form of Table-3. However, the sequence may change or delays may occur due to circumstances beyond the control of the Project and accordingly the time can be adjusted for the implementation of the plan



Table-3: Implementation Schedule of RAP

Activities	Responsibilities	2021								2022												
		Q-1	Q-2	Q-3	Q-4	Q-1	Q-2	Q-3														
		Phase-1: RAP Preparation, Updating, Implementation and Redress of Grievances																				
Preparation and submission of Draft RAP	PMU-C&W, RAP Consultant	■																				
Review and Approval of Draft RAP	WB		■																			
Disclosure of Draft RAP	PMU-C&W			■																		
Updating of Draft RAP	RU-PMU				■																	
Review and Approval of Final RAP by World Bank	WB					■																
Phase-2: Implementation and Monitoring of Updated RAP																						
Disclosure of Final RAP	RU-PMU					■																
Redress of Grievances	GRCs					■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Consultation and Information Dissemination	PMU/RU/GRC	■				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Transfer of Amount to Project Office for Compensation	PMU					■																
Issuance of Notices to PAPs for Submission of Claims	RU/PMU					■	■															
Full Compensation Payment as per RAP	PMU					■	■	■														
Award of Civil Works Contract	PMU					■																
Confirmation of Full Delivery of Compensation	M&EC							■	■	■												
Internal Monitoring of all the Activities	PMU-RU					■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
External Monitoring of all the Implementation Activities	M&EC					■			■			■			■			■			■	
Handing Over Possession of Land to the Contractors	PMU					■	■	■														
Internal Monitoring/Quarterly Progress Reports to World Bank	RU/PMU					■		■			■			■			■			■		
External Monitoring and Submission of Biannual Reports to World bank	M&EC						■				■									■		



ES-12: MONITORING AND REPORTING

Need for Monitoring and Reporting

Monitoring is a periodic assessment of planned activities. Keeping in view the significance of resettlement impacts, the monitoring mechanism for this project will have both internal monitoring (IM) and external monitoring (EM). Internally, the RAP implementation for the project will be closely monitored by the C&W through the PMU and the Internal Monitoring Consultants, while for external monitoring the services of an independent external monitoring agency will be hired. Monitoring will be a regular activity to ensure timely implementation of RAP activities. PMU Social Specialist will collect information from the project site about implementation status of key activities, process and integrate the data in the form of monthly report to assess the progress and results of RAP implementation. And in case of delays or any implementation problem, adjust its work program accordingly. This monitoring and reporting will be a regular activity which is extremely important in order to undertake mid-way corrective steps. Internal Monitoring (IM) indicators will relate to process outputs and results. The IM reports will be shared with World Bank on Quarterly basis and shall be consolidated in the quarterly supervision consultants' progress reports for Bank. The external/independent monitoring is to be carried out by the M&E Consultants to be hired by the PMU-C&W for the project. PMU-C&W will prepare the terms of reference for the M&E before RAP implementation begins, which will be cleared by the Bank..



1 PROJECT DESCRIPTION

1.1 PROJECT BACKGROUND

Tourism is an important contributor to Khyber Pakhtunkhwa's economy and job creation, and the number of domestic tourists traveling to Khyber Pakhtunkhwa keeps growing rapidly. Khyber Pakhtunkhwa is blessed with diverse tourism attractions, catering to all interest types. The province has beautiful scenic beauty including mountains, valleys, forests and rivers. The province has rich history and is home to ancient civilizations. The province also has rich culture and traditions which attract hundreds of tourists every year for festivals and events. For adventure seekers, the province offers ample opportunities for mountaineering, trekking, skiing, hunting, sport angling etc.

Khyber Pakhtunkhwa's rising value in the tourism sector is also evident from the fact that its expenditure in tourism sector rose from Rs. 86.23 million in the financial year 2012-13 to Rs. 791 million in financial year 2018-19. The increased tourism promotion has led to an unprecedented rise in tourist traffic in the province, resulting in growth in economic activity in the province and the creation of new employment opportunities for the local population.

The Government of Khyber Pakhtunkhwa has received loan from International Development Association (administered by the World Bank) towards the Khyber Pakhtunkhwa Integrated Tourism Project (KITE) and intends to explore sites which have access from main road and can be termed as Integrated Tourism Zone (ITZs).

In this connection, Thandiani top is selected as Integrated Tourism Zone (ITZs). Road to Thandiani top off shoots from Thandiani Chowk on Abbottabad ~ Murree road and terminates at Thandiani Top near PTV station. Existing road has limited road cross-section as per C & W Department Standards, which needs rehabilitation and upgradation.

1.2 OBJECTIVES OF THE PROJECT

Objective of the project is to enhance the mobility from Thandiani Chowk on Abbottabad ~ Murree road to Thandiani Top. Project road is aimed to promote the tourism in the area as Thandiani is characterized by excellent weather and lush greenery in the summer months, and snow-covered vistas and hills in the winter. Many tourists from Khyber Pakhtunkhwa and all over Pakistan visit Thandiani top especially in the summer season. Being at a high altitude, with attractive scenery and several hiking trails into the forests and other nearby locations, it is a very attractive prospect.

To promote the tourism, rehabilitation & upgradation of project road is utmost need as existing road has limited road cross-section, which needs upgradation for smooth traffic operations. Project road will ultimately increase the business / employment opportunities for the locals leading to a decrease in Poverty. The project aims to enhance under-utilized potential of KP's tourism sector for generating income and revenues, by providing an enhanced tourism experience to domestic and international tourists, while focusing on



preservation of environment, wildlife, culture and heritage. The project provides major tangible and intangible benefits which include:

- i. Vehicle Operating Cost will be at its minimum;
- ii. It will provide an efficient and time saving route; and
- iii. Impact of the project on land use will surely help in the progress of area and local people, as employment and business will be generated in vicinity by the implementation of the project. **Construction of project will lead to increase land values, and facilities like rest areas/tuck shops will be developed, which will cause involvement of local; people in construction opportunities and chances of commercial activities will increase.**

1.3 OBJECTIVES OF RAP

The overall objective of the RAP is to provide necessary details for compensation, resettlement and rehabilitation by identifying:

- i) The extent of losses;
- ii) The policy framework for compensation payments, income restoration, relocation and rehabilitation;
- iii) Mechanisms for timely disclosure of information to the PAPs and other stakeholders;
- iv) Institutional arrangement for RAP preparation, implementation and monitoring;
- v) Grievance redress mechanism; and
- vi) Itemized resettlement budget and staggered implementation schedule to ensure timely implementation of RAP provisions in compliance with World Bank's safeguard requirements and before commencement of civil works.

1.4 PROJECT LOCATION

The project is located in District Abbottabad in Khyber Pakhtunkhwa Province. The project is basically the Upgradation and Rehabilitation of existing Abbottabad ~ Thandiani Road. The project length is 24.4 Km. The scope of project is construction of two-lane road from Thandiani Chowk on Abbottabad ~ Murree road to Thandiani Top near PTV station as per C & W Department Standards. **The width of the road will be 7.30 meters.** The location map of the project area is shown in Figure 1.1.

1.5 PROJECT DESCRIPTION

Project road starts from Thandiani Chowk on Abbottabad ~ Murree road and terminates at Thandiani Top near PTV station. Length of project road is 24.4 Km. Presently existing road is 5m ~ 7m wide bituminous road, which is not in good condition.

The project is basically the construction of two lane standard road as per C & W Department Standards from Thandiani Chowk on Abbottabad ~ Murree road to Thandiani Top. Project road passes through various population centers i.e. Nawansehr, Ghumanwan, Rawalkot, Kalapani and Thandiani. The whole project alignment passes through hilly / mountainous terrain. The scope of project is to construct two lane standard road as per C & W Department Standards **(As per C&W standards, 2 lane carriageway width under adoption**



is 7.30 meters, 6.1 meters and 5.1 meters, so proposed X-section is as per C&W Standards). Project also involves replacement of existing slab / pipe culverts with new culverts. Details of the project are given below:

A. Alignment:

The project alignment starts from Thandiani Chowk on Abbottabad ~ Murree Road and terminates at Thandiani Top. The whole travelled way is asphalt bound (Flexible Pavement) with provision of PCC shoulders on hill side. The retaining structures along with PCC parapets have been provided on valley side. Further there is kept provision of rigid pavement instead of flexible pavement in built-up portions. Typical Cross Section of the road is shown in **Figure 1.2**.

B. Technical Parameters:

Details of the technical inputs/parameters, scope and specifications of the project are given below:

Standards/ Specifications:		
Geometrics		
Total Length		24.4 Km
Design Speed		25 ~ 40 Kph
Road Width		7.3 m
	Hill Side Shoulder	1 m (PCC)
Crown Slope	Pavement	2.0%
	Shoulder	4.0%
Embankment	Side Slope	2H :1V (Common) in Fill
	Cut Slope	1H : 1V in Common Cut
		1H : 2V in Soft Rock Cut
		1H : 3V in Medium Rock Cut
		1H : 4V in Hard Rock Cut
Right of Way (ROW)	Existing	6 m
	Additional	14 m
	Total proposed ROW	20 m
Maximum Super Elevation		6%
Gradient:	Maximum (Existing)	20%
	Maximum (Provided)	Followed Existing
Design Life of Structure	Design Return Period	25 Years
Pavement lane Markings	Yellow Line	Edge of Pavement
	White Line	Centre Line



	Studs	As Required
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1.6 PROJECT ADMINISTRATIVE JURISDICTION

The proposed project falls under the jurisdiction of Abbottabad District.

1.7 PROJECT IMPLEMENTATION SCHEDULE

Construction period for the project is 24 months. Project is proposed to be implemented from July 2021 to June 2023.

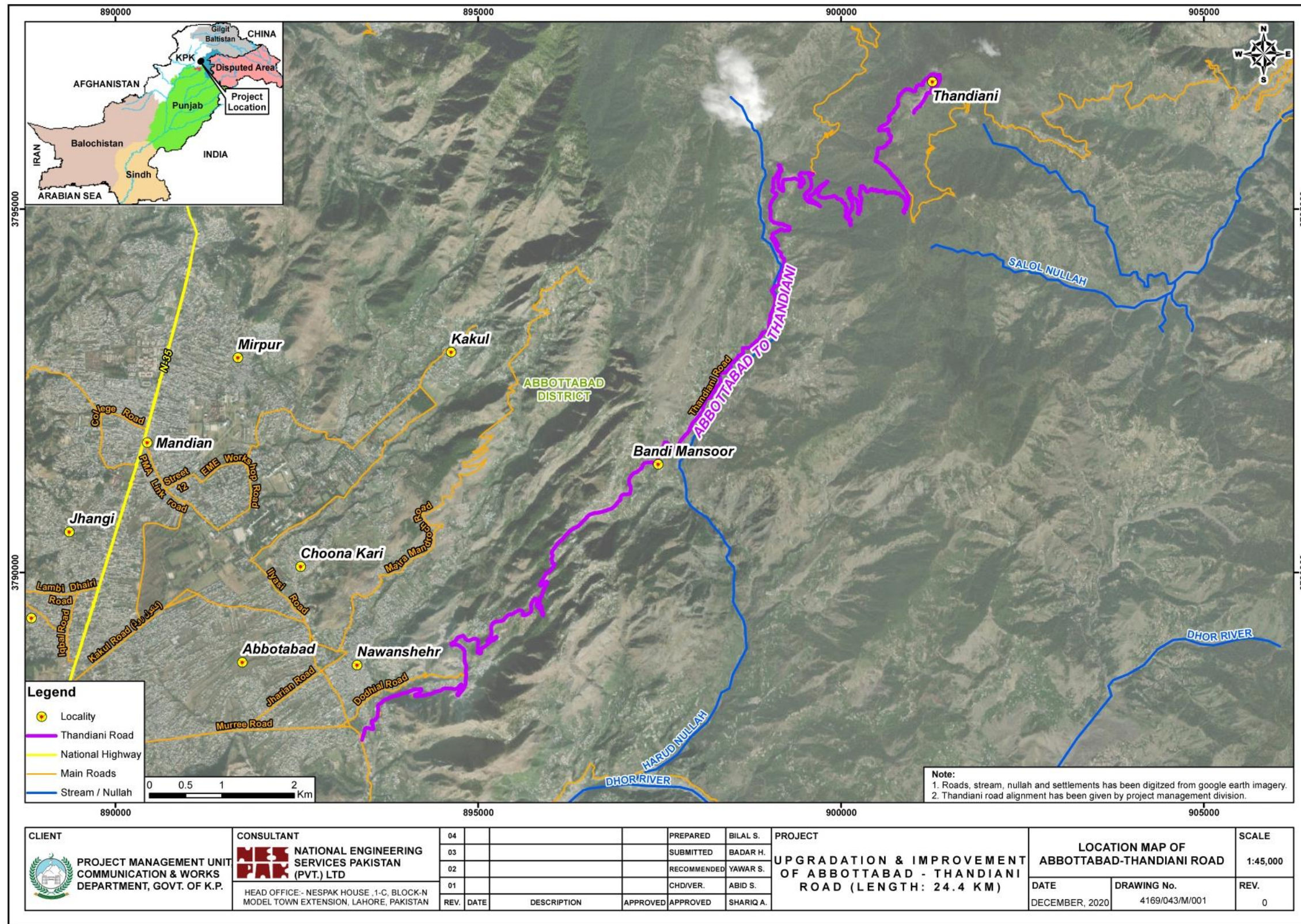
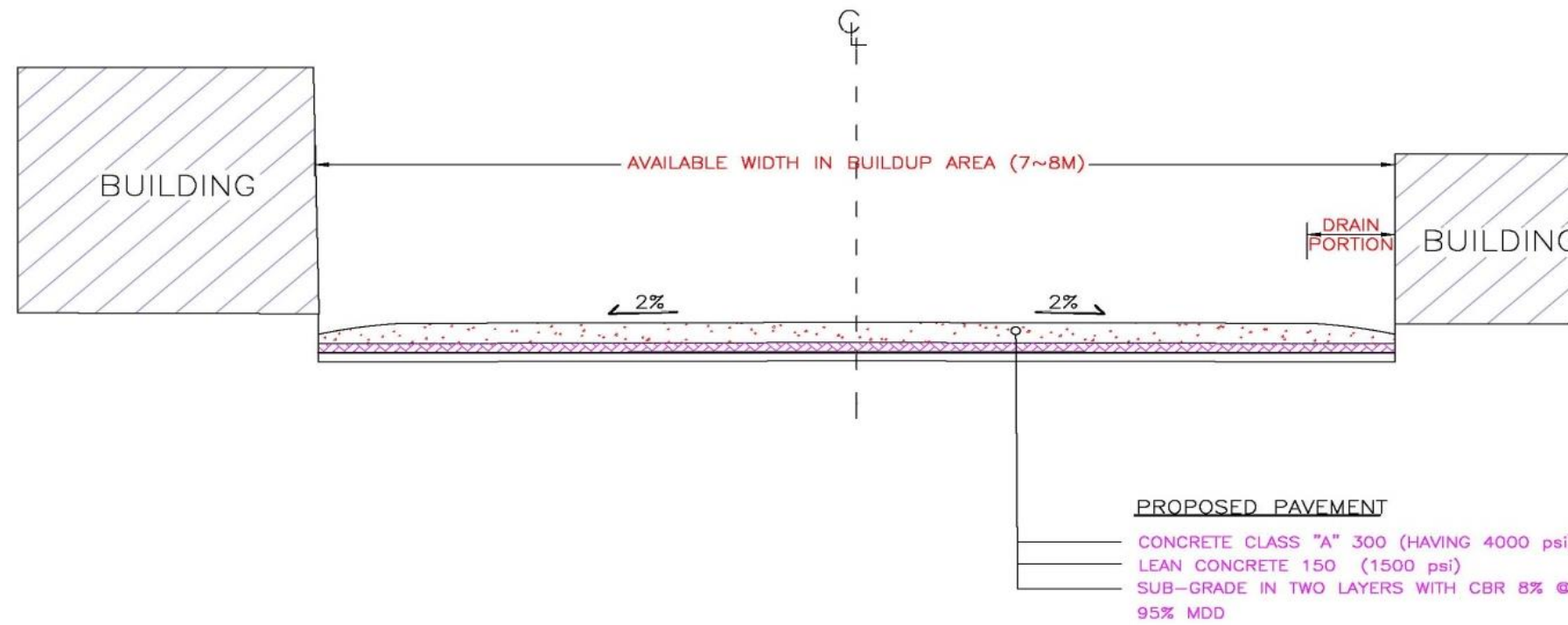


Figure 1.1: Location Map of the Project Area

ABBOTABAD ~ THANDIANI ROAD PROPOSED TYPICAL ROAD CROSS SECTION (BUILT UP AREA)

ANNEX-III



KHYBER PAKHTUNKHWA
INTEGRATED TOURISM
AND ENTERPRISE
DEVELOPMENT PROJECT
C&W DEPARTMENT, KP



NATIONAL ENGINEERING SERVICES
PAKISTAN (PVT.) LTD.

REV.	DATE	DESCRIPTION	APPROVED	APPROVED

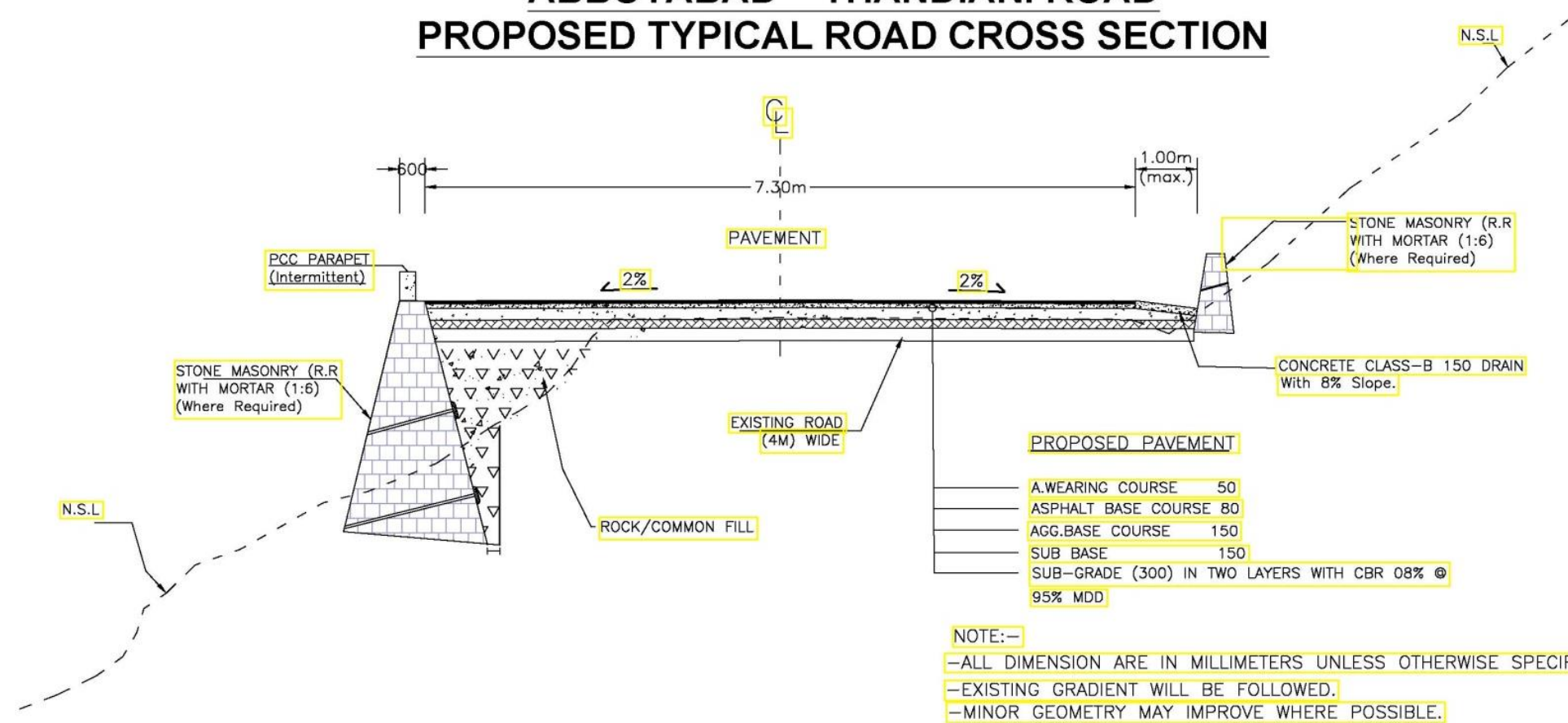
DRAWN	
SUBMITTED	
RECOMMENDED	
CHD./VER.	
APPROVED	

PROJECT:
**REHABILITATION AND UPGRADING
OF THANDIANI ROAD IN DISTRICT
ABBOTTABAD - 24.00KM**

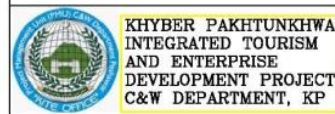
TITLE	TYPICAL ROAD CROSS SECTION	
DATE	AUGUST, 2020	DWG NO. 38164/102/TD/ TS002

Figure 1.2: Typical Cross Section

ABBOTABAD ~ THANDIANI ROAD PROPOSED TYPICAL ROAD CROSS SECTION



CONSTRUCTION METHODOLOGY:
 1- ACHIEVE WIDENING AS PER TYPICAL CROSS SECTION.
 2- REMOVE THE BITUMINOUS LAYER OF EXISTING ROAD IN FULL WIDTH AND COMPACT UNDERLYING PAVEMENT LAYER AS PER AASHTO 95% MDD.
 3- PREPARE HILL SIDE UPTO SUBGRADE AS PER COMPACTION AASHTO 95% MDD.
 4- PREPARE VALLEY SIDE UPTO SUBGRADE SUBJECT TO SUITABILITY OF EXISTING SHOULDER MATERIAL.
 5- LAY SUBBASE, AGGREGATE BASE IN HALF WIDTH DULY COMPACTED AS PER SPECIFICATIONS (TRAFFIC MAY PLY IN OTHER HALF PORTION).
 6- RAISE THE EXISTING RETAINING WALLS ON VALLEY SIDE UPTO FINISHED ROAD LEVEL SIMULTANEOUSLY TO STEP -5 AND CONSTRUCT PCC PARAPET.
 7- LAY ASPHALTIC BASE COURSE AND ASPHALT WEARING COURSE IN HALF WIDTH ALONG WITH CONSTRUCTION OF PCC SHOULDERS.



NEP
NATIONAL ENGINEERING SERVICES
 PAKISTAN (PVT.) LTD.

REV.	DATE	DESCRIPTION	APPROVED	APPROVED
01	22-9-20			

PROJECT: REHABILITATION AND UPGRADING OF THANDIANI ROAD IN DISTRICT ABBOTABAD - 24.00KM

TITLE: TYPICAL ROAD CROSS SECTION
 DATE: AUGUST, 2020
 DWG NO.: 38164/102/TD/TS001



2 IDENTIFICATION OF SOCIAL IMPACTS

2.1 GENERAL

The rehabilitation and upgradation of Thandiani Road Project will involve land acquisition through 24.4 km length of alignment to widening the existing road from 6-meters ROW up to 20 meters as per detail design of the project. It will impact total 611.26 kanals (76.40 acres) land (391.8 kanals private & 219.46 kanals government land). Including the impact on 368.09 m² residential land (land under the household structures), 110.48 m² commercial structures/shops (land under the shops) and 04.24 m² community structures (corner of mosque) such as in this proposed project widening one mosque is also affected. Objective of this chapter is to identify and quantify all the impacts due to construction of the project.

2.2 PROJECT IMPACTS

A detailed impact identification and assessment of affected infrastructure was carried out during the month of December 2020. The present impacts assessment survey is based on the detailed design of the Thandiani Road Upgradation. The assessment process includes identification and measurement of acquired land with land type, use and ownership status, affected structures, crops, trees and other assets including water resource infrastructure. This assessment is based on thorough consultation with project affected communities and other stakeholders including local land revenue authorities and government departments like Buildings Department, Agriculture, Horticulture and Forest Departments of District Abbottabad.

2.3 CUT-OFF DATE

Project affected persons (PAPs) census based on a detailed design was completed on December 24, 2020, which will be considered as Cut-off Date for compensation purpose. People who move into the project area after the cut-off dates are not eligible for compensation or other rehabilitation measures provided by the project. It is clarified that any person who settles or occupies the ROW after the cut-off date will not be considered eligible for compensation. Nevertheless, such person (if any) is found present during the RAP implementation, he/she will be given at least one-month advance notice to vacate the encroached/occupied area by removing affected assets prior to project implementation. The social survey tools including census and socioeconomic survey proforma is attached as **Annexure I**.

2.4 IMPACT ON LAND

The project will impact total 611.26 kanals (76.40 acres) land for upgradation of Thandiani Road. In the project ROW, it was observed that there were various categories of land falling within the ROW, such as hilly, plain & cultivated, residential and commercial land. In price evaluation of the land to be acquired, it was noted that in the project area, it is not common practice to sell or purchase land. For assessment of rate of land, latest DC rates from



Revenue Department were obtained. For compensation of land, 15% compulsory acquisition surcharge as per LAA-1894 in addition to the standard land compensation will be paid to the PAPs. The details of the PAPs will be updated after receiving the land ownership record from the Revenue Department with the advancement in the land acquisition process as per LAA-1894. The summary of total acquired land and affected person is given in **Table 2.1 & 2.2 below**. The detailed list of affected land, crops and trees owners is attached as **Annex-II**.

Table 2.1: Summary of Affected Land

Land Acquired (Kanals)				Total land to be Acquired
Agricultural Land	Plain Barren /Hilly Land	Residential Land	Commercial Land	
24.11	366.82	0.65	0.22	611.26

Table 2.2 : Summary of Affected Land and Project Affected Persons

Sr. No.	Land Category	Affected Land (Kanal)	No. of PAPs*
1	Agriculture	24.11	10
2	Plain Barren /Hilly Land	366.82	58
	Forest Land	219.46	00
3	Residential Land	0.65	08
4	Commercial Land	0.22	07
	Total	611.26	83

** Numbers of Project affected persons are based on the focus census of the PAPs and shall be updated after receiving land ownership record from the Revenue Department as the land acquisition process proceeds.*

2.5 LOSS OF CROP

The project includes the rehabilitation and upgradation of the existing Thandiani Road and the land along the road is mostly hilly and uncultivable barren; hence minimal crop losses have been identified. Out of total 611.26 kanals land to be acquired, the project has impact on 24.11 kanals of cropped area. Wheat and Maize are the major crops of District Abbottabad and the average yield of wheat and maize is 1.4 and 02 maund per kanal respectively. The total crop loss has been estimated as 38.62 maunds including both the wheat and maize crops. Summary of affected cropped area is given in **Table 2.3**.



Table 2.3: Summary of Affected Crop Area

Sr.No	Type of Crop	Affected Cropped Area (Kanal)	Affected Crops in Maund (40kg)
1	Wheat	16	22.4
2	Maize	08.11	16.22
Total		24.11	38.62

2.6 LOSS OF TREES

The project has impact on different type of trees which will ultimately be removed for the upgradation of the Thandiani Road Project. Total number of trees to be cut will be approximately 1600. The summary of affected trees is given in **Table 2.4** below.

Table 2.4: Summary of Affected Trees

Sr. No.	Name of Tree	Total Affected Trees
A-Private Land		
1	Chir	820
2	Broad Leaves (Poplar, Amla, Fig)	101
Total-A		921
B-Government Land		
1	Kail	299
2	Deodar	220
3	Fir & Spruce	130
4	Broad Leaves(Poplar, Amla, Fig)	30
Total-B		679
Total (A+B)		1600

2.7 LOSS OF RESIDENTIAL AND COMMERCIAL STRUCTURES

According to the field inventory survey of the project affected assets, the project will impact 16 structures including 08 houses, 07 shops and 01 mosque. Out of the 08 houses, 02 houses are affected more than 50% and need to relocate while other houses are affected partially (less than 10% of their total area). Out of the two severely impacted houses, one house is vacant while in 2nd family is living. **These affected households will be paid compensation for the loss of their structures fully in addition to the relocation assistance (transportation and livelihood allowances).**



Partially affected households can continue living in their houses during and after construction of the road. Similarly, from the affected shop owners, only 01 shop owner is losing more than 10% of its shop area and the remaining shop owners are losing less than 10% of the covered areas of their shops and do not need relocation.

The evaluation for loss of houses and structures were based on precise measurement and record of type, quality of materials and are calculated based on full replacement cost. The value of structure was assessed in consultation with PAPs as well as keeping in view the type of structure (using three categories), actual material used (stone, concrete, bricks masonry and mud etc.) year of construction, physical judgment etc. It was observed that the cost of development and construction was high mainly due to lack of availability of local material, human resources and machinery. Similarly, limited resources coupled with increased procurement rates have further affected the development and cost of construction in the project area. These factors were considered during the valuation of the affected structures in terms of replacement costs. The summary of affected structure and affected area is given in **Table 2.5** below. The detailed list of affected structures is attached as **Annex-III**.

Table 2.5: Summary of Affected Structures and Area

Sr. No.	Description	Nos.	Total Affected Area (m ²)
01	Residential Structure	08	368.09
02	Shops/ Commercial Structure	07	110.48
Community Structure			
04	Mosques	01	04.24
	Total	16	482.81

2.8 COMMUNITY STRUCTURES

Due to widening of the road, one community structure i.e mosque is also affected and its affected area is 04.24m². Only corner of the mosque is affected and the remaining structure will remain functionally viable. In case of the price valuation of the community structures, same assessment methodology is used as discuss under structures.

2.9 IMPACT ON INCOME / LIVELIHOOD

The project will impact 07 business/commercial structures owners. **As per census data, the source of livelihood of these owners will be affected temporarily due to partial demolition of shops and shop owners will lose their self-employment on temporary basis.** These shops will be affected partially on temporary basis and these PAPS have been provided with livelihood allowance and additional compensation in case of being vulnerable if they are earning below the minimum wage/OPL.



2.10 INDIGENOUS PEOPLE

The term “Indigenous Peoples” according to the WB OP 4.10 refers to a distinct, vulnerable, social and cultural group possessing the following characteristics in varying degrees:

- a) Self-identification as members of a distinct indigenous cultural group and recognition of this identity by others;
- b) Collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories;
- c) Customary cultural, economic, social, or political institutions that are separate from those of the dominant society and culture; and
- d) Indigenous language, often different from the official language of the country or region.

In Pakistan, only the Kalash people are classified as Indigenous People. The subproject screening has confirmed that no IP groups were found in the sub-project area, therefore, the World Bank’s Indigenous Peoples Policy OP 4.10 is not triggered.

2.11 ARCHEOLOGICAL, HISTORICAL AND RELIGIOUS SITES

No archaeological and historical site was found within the ROW or in the vicinity of proposed sub-project corridor.

2.12 IMPACT ON SEVERELY AFFECTED

PAPs losing significant part (more than 10%) of their productive assets are termed as severely affected. Out of the 07 shops owners, only 01 is losing more than 10% of their built-up areas of their shops and is considered as severely affected. As per census of the affected land owners (68 Nos), none of the affectees is identified as severely affected as the land being affected is hilly barren and the PAPs have no livelihood dependency on the affected land as their productive income source. They have developed other sources of income for earning their livelihoods. The severely affected PAPs will be provided severity allowance in order to develop other sources of income to maintain their daily household requirements.

2.13 IMPACT ON VULNERABLE HOUSEHOLDS

Displaced elderly, disabled, female headed households and families living below the poverty line are recognized as vulnerable. Total 06 vulnerable PAPs have been identified as their monthly income below the minimum wage rate fixed by the Government of Pakistan in the budget for the Financial Year 2020-21. Out of 06 vulnerable, 03 are the household affectees, 01 is the religious minority and 02 are the shop owners as their monthly income is below the minimum wage rate. **Table 2.6** shows the summary of the vulnerable PAPs. The list of vulnerable PAPs is attached As **Annex-IV**.

Moreover, vulnerable PAPs will be provided a one-time Vulnerability Allowance equivalent to three months government announced minimum wage rate, i.e. Rs. 17500 per month and will



be given preference in suitable project related employment. This will be reflected in the civil works contracts as well as the agreements between the project executing agency and the World Bank.

Table 2.6: Summary of Vulnerable PAPs

Sr. No.	Category of Vulnerable PAPs	No.
1	Household Affectees	03
2	Shop owners	02
3	Religious Minority	01
Total		06



3 SOCIO-ECONOMIC ASSESSMENT

3.1 SOCIO-ECONOMIC ENVIRONMENT

This Section provides a socioeconomic assessment pertaining to the demographic and socio-economic conditions of the PAPs and local community settled along the road from Abbottabad to Thandiani Top. To assess the socioeconomic conditions of the PAPs, a social survey was carried out with the following objectives:

- Observe and document the existing socio-economic conditions of the PAPs;
- Gain information about the demographic characteristics of the PAPS;
- Identify the economic resource dependency of the PAPs;
- Explore the situation of civic amenities, possession of household items, drinking water conditions, education and health facilities etc.
- Get feedback from the community about existing and potential social issues; and
- Evaluate the possibilities of addressing their concern through relevant authorities.

3.2 METHODOLOGY ADOPTED FOR DATA COLLECTION

Four types of surveys were carried out at site for impacts identification; assess the socio-economic conditions of the affected population and gender situation analysis of the population settled along the road;

- Census survey of the Households (HHs); and
- Socioeconomic survey.
- Structures and shop keepers assessment survey
- Gender Survey

Census and Socioeconomic survey was carried out covering 100% of the HHs affected due to the widening of road from Abbottabad to Thandiani, in which physical survey of each affected HHs was carried out. There are 83 households being affected due to widening of the road and socioeconomic survey of these PAPs was carried out. During the socio-economic surveys, people were also informed about the project objective, its location and basic design features etc.

3.3 ADMINISTRATIVE JURISDICTION OF THE PROJECT AREA

Administratively the project area falls in Tehsil Abbottabad of District Abbottabad. There are various settlements along the road from Abbottabad to Thandiani top and the main settlements include Kund, Ochar, Ghumawan, Kalay Pani, Crali, Rawalkot, Khatwal, Chatree, Bandi Mansoor, Thandiani and Daharan.



3.4 FINDINGS OF THE CENSUS AND SOCIO-ECONOMIC SURVEY

Estimated Affected Households and Population (HHS)

A census and socio-economic survey of the affected HHs (PAPs) along the road was carried out in December 2020. According to the census survey, there are total 83 HHs consisting of 524 persons, which are being affected due to rehabilitation and upgradation of the Thandiani Road. **Table 3.1** below shows the detailed population of the PAPs.

Table 3.1: Estimated Affected Population

No. of HHs	Total Population	Male	Female	Avg. HHs Size
83	524	270	254	6.3

Out of total population affected (524), 270 are males and 254 are females and average HHs size is 6.3. The male population is higher as compared to female population.

Gender Distribution of the Respondents

From the total 83 respondents, all the respondents are male. Due to local cultural constraints female are not allowed to give any information to the male persons. Therefore, gender survey for this study was conducted through female enumerator and Responses of female respondents are analysed and discussed separately under subheading 3.9 of this section.

Demographic Characteristics of the Population

The census and socio-economic survey results reveal that majority (41%) of the HHs/respondents were aged above 50 years, 34.9% were aged between 41 – 50 years, 13.3% were aged between 31 – 40 years and 8.4 were aged between 21-30 years of age. Out of the total 51.8% of the respondents/HHs Heads were matric, 8.4% were educated upto primary level, and only 6% were illiterate.

Based on the field survey, major occupations in the villages along the road are doing jobs in private sector and business (small shop keeper, hotels and restaurants), wagemour (Unskilled workers), agriculture and livestock rearing (sale and purchase of livestock and dairy products). As per socio-economic survey, it was noticed that private service and business is the main source of income for the locals. As per survey results, majority part of the road passes through rural areas and majority of people are involved in private service.

The dominant source of income in the whole study area is wage labour/farmer which is 41%, who were doing wage labour jobs either in the form of mechanic, painter, welder, masonry worker, etc. The second major source of income identified in the study area was business i.e. 33.7% of the total. Only few people were found who work in other occupations. However, majority of the respondents are small landholder, therefore they are forced to adopt other source of income such as labour, livestock, small level general stores etc. Details occupational distribution of the respondents is given in below **Table 3.2**.

**Table 3.2: Demographic Characteristics of the Population**

Demographic Characteristics		Total Respondents	
		Count	%
Age Composition			
All Respondents/HHs Heads		83	100
1	Upto 20 years (respondents)	02	2.4
2	21 – 30 years	07	8.4
3	31 – 40 years	11	13.3
4	41 – 50 years	29	34.9
5	Above 50 years	34	41.0
Education			
All Respondents/HHs Heads		83	100
1	Illiterate	05	6.0
2	Upto Primary	07	8.4
3	Primary to Middle	10	12.0
4	Matric	43	51.8
5	Intermediate	04	4.8
6	Graduation and Above	14	16.9
Occupation			
All Respondents/HHs Heads		83	100
1	Business	28	33.7
2	Labour/Farmer	34	41.0
3	Private Job	04	4.8
4	Govt. Job	13	15.7
5	Retired	04	4.8

Marital Status and Family System

Out of total (83) respondents/HHs Heads, 98% were married and only 02% were unmarried. 96.4% of the respondents were living in joint family system, whereas 3.6% were living in the Nuclear family system as reflected in **Table 3.3** given below.

Table 3.3: Marital Status and Family System

Description		Total Respondents	
		Count	%
All Respondents/HHs Heads		83	100
Marital Status	Married	81	98
	Un-married	02	02
All Respondents/HHs Heads		83	100
Family System	Joint	80	96.4
	Nuclear	03	03.6



Religion and Caste System

Out of the 83 respondents, only 01 respondent is non-Muslim. The main caste along the road is Pathan i.e. 42.2% followed by Awan (36.1%) and 08 % are Sardar. Remaining details are given in **Table 3.4**.

Table 3.4: Religion and Caste System

Description		Total respondents	
		Count	%
All Respondents/HHs Heads		83	100%
Religion	Muslim	82	99
	Christian	01	01
All Respondents/HHs Heads		83	
Caste	Pathan	35	42.2
	Abbasi	03	3.6
	Gujjar	03	3.6
	Qazi	02	2.4
	Awan	30	36.1
	Sardar	07	8.4
	Syed	01	1.2
	Tanoli	02	2.4

Sex Ratio

The sex ratio is an important demographic indicator, which is defined as the “number of males per hundred females”. As per social survey, sex ratio based on the household was 106 males per 100 females. The sex ratio depends on the factors such as the sex ratio at birth, differential mortality rates between the sexes at different ages, and losses and gains through migration.

Languages Spoken

As per socio-economic survey main language spoken in the study area was Hindko and Pashto. However, Urdu was also understood and was spoken by the male members of the families.

3.5 SOCIO- ECONOMIC CHARACTERISTICS

Monthly Income of the Respondents

From the **Table 3.5**, it is clear that 06% of the respondents fall in the very low income group below Rupees 17,500, majority of the respondents (43.4%) fall in the range of Rupees 17,500 to 30,000, 26.5% between 30,001 –50,000 and 19.3% of the respondents were



earning their monthly income between the ranges of 50,001-75,000 rupees per month and only 4.8% were earning more than 75,000 per month.

Table 3.5: Average Monthly Income of the Respondents

Sr. No.	Average Monthly Income	Number of Respondent	Percentage
1	Below 17,500	05	6.0
2	17,500– 30,000	36	43.4
3	30,001 –50,000	22	26.5
4	50,001-75,000	16	19.3
5	Above 75,000	04	4.8
Total		83	100

Expenditure of the Respondents

Household expenditure depends on the earning, about 6% respondents reported their monthly expenditure below 17,500 and 49.4% respondents found within the range of 17,500– 30,000 per month. While, 24.1% fall between the expenditure range of 30,001 – 50,000 and 18.1% recorded their monthly expenditures between the range of 50,001-75,000 per month. A very few number of respondents, only 2.4%, have expenses more than 75,000 per month, refer **Table 3.6**.

Table 3.6: Range of Monthly Expenditures of the Respondents

Sr. No.	Average Monthly Expenditures	Number of Respondent	Percentage
1	Below 17,500	05	6.0
2	17,500– 30,000	41	49.4
3	30,001 –50,000	20	24.1
4	50,001-75,000	15	18.1
5	Above 75,000	02	02.4
Total		83	100

Ownership Status of the Houses

Sampled respondents were asked about the ownership status of the houses. All the respondents/PAPs were owners of the houses.

Housing Construction Pattern

Results show that along the road study area villages, 100% PAPs living in Pacca³ houses.

³ Pacca structures are: RCC roof, stone walls with cement mortar, cement plastering & flooring
Semi-Pacca structures are: RCC roof, stone walls with cement mortar, without plastering & cement flooring and
Kacha structures are: CIG Sheet roofing, stone & wood walls with cement mortar, without plastering & cement flooring



Mode of Transport

The people normally use their own motorcycles and private vehicles. While remaining respondents use public transport. **Table 3.7** describes mode of transport being used by the respondents during social impact assessment survey. About 30.1% of respondents were using their own personal transport (motor cycles & car) and 44.6% reported public transport like Suzuki Bolan, rickshaw and Suzuki pickups. While, 25.3% respondents were enjoying both mode of transport including public & private for traveling purpose.

Table 3.7: Mode of Transport

Mode of Transport	Number of Respondents	Percentage
Personal	25	30.1
Public	37	44.6
Public & Private (both)	21	25.3
Total	83	100.0

Health Facilities

Health facilities are generally inadequate in the villages along the road route. However, in Abbottabad City, which is 09 Kms from by car from Thandiani Chowk (start of project on Murree Road) and 33 Kms from Thandiani Top (end of project), there are many health institutions exist such as;

- i. Ayub Teaching Hospital. Main Mansehra Road, Mandian, Abbottabad;
- ii. Home Visits Hospital, Abbottabad;
- iii. Shafiq Medical Centre;
- iv. Allied Specialist Clinics;
- v. Chinar Hospital & Dialysis Center; and
- vi. LIMS Clinic of Physiotherapy & Rehabilitation.

In case of any emergency locals have to move Abbottabad for better health facility. As per household survey, although health facilities exist in few villages along the ROW, but they are not in good condition. In some villages, dispensaries/Basic Health Units (BHUs) are working up to some extent. Along the road villages, private clinics exist which are run by dispensers with limited services.

3.6 CIVIC AMENITIES

Basic Amenities in the Project Area

During the field visit, it was observed that most of the villages have drainage facilities. However, during rains, due to hilly terrain water flows with the natural slope pattern of the project area. Electricity is available in all the villages while gas is available only at Thandiani Chock and Ghumawan villages. Small level commercial/grocery shops are available in the community along the road, which are being used by the residents for their daily needs.



The result of the survey revealed that 100% of the households had electricity facility, **being available from the national grid** water supply was available for all the sampled households while the health care facilities in shape of hospital/dispensaries were available to residents at limited level.

Source of Drinking Water in the Project Area

Drinking water, also known as potable water or improved drinking water which is safe enough for drinking and food preparation. Access to safe drinking water supply is not only a basic need and a precondition for healthy life but is also a basic human right. The quality of water is directly linked to the quality of health. Drinking water is available through pipeline in all the PAPs households. Due to hilly terrain spring water is being used for drinking purpose and as per locals water quality is very good.

Religious, Historical, Archaeological and Recreational Sites

Religious sites include mosques, shrines and graveyards are socially sensitive areas to deal with. Mosque and graveyard are present in every village along the road.

a) Mosques

Jamia Mosque Umer Farooq is located in the Ghumawan Village where men of the community offer their prayers. This mosque is partially affected due to the widening of the existing road. The mosque is also being utilized for the religious and community activities. In the same building a Madrassa with the same name has been established to provide the religious education to children of the local communities. Jamia Masjid and Madrassa in Kala Pani area is also located along the road but this will not be affected due to the widening of the road. But during construction these mosques will face noise and dust issues which require special mitigation measures.

b) Graveyard

People are very sensitive about the graveyard because they are emotionally attached to the religious sites. In the project area, graveyards are located along the road but none of them is affected due to widening of the road. There is no adverse impact on the graveyard due to construction activities of the project and the local communities have shown no concern.

3.7 MECHANISM OF CONFLICT RESOLUTION

During the field survey, discussions were held with the local communities about the disputes prevailing in the communities along the road. Small level/petty disputes were reported. It was observed that most of activities are carried out under the instruction of the head of a caste. The decisions about conflicts, right to vote, marriage settlement and other matters are usually resolved by the heads of the castes. Most of the conflicts in the project area are



insignificant, i.e. quarrels among youngsters which are mutually resolved within the caste at local level.

3.8 PRESENCE OF NGOS/ CBOS

No Non-Governmental Organization (NGO) or Community Based Organization (CBO) is identified working in the villages along the road.

3.9 WOMEN'S STATUS

To assess the socio-economic situation of women and their role in different decision-making activities at the household level, socio-economic survey of the women was carried out along the road. For this purpose, structured interviews were conducted randomly with 30 women. A brief socio-economic profile of the women interviewed is presented in following:

- 55% of the women surveyed were illiterate, while 30% were primary pass. On the other hand, 10% & 5% were middle and matric pass respectively;
- All the women surveyed were married; the average age at the time of marriage was only 20 years;
- The mean size of children in the family was 03;
- All the women surveyed were housewives;
- 47% of women are desirous to learn new skills to meet their household needs; majority wanted to learn embroidery & stitching etc.; and
- Apart from their role in deciding household chores, women were not identified playing a significant role in decision-making.

Role of Women in Decision Making at the Household Level

Table 3.8 depicts that women are playing significant role in carrying out daily household chores. 100% respondents were found involved in the household chores. Detailed involvement of women at the household level in different activities is given below.

Table 3.8: Role of Women in Decision Making at the Household Level

Household Chores	Role	Total	
All Respondents		30	100%
Daily Household Chores	Yes	30	100%
	No	00	0%
Upbringing, Education and Marriage of Children	Yes	30	100%
	No	00	0%
Expenditures of Household Items	Yes	17	56.7
	No	13	43.3
Contribution to Household Income	Yes	00	0%
	No	30	100%
Full Power to spend money the way you like	Yes	05	16.7
	No	25	83.3
Purchase and Disposal of Household Property	Yes	00	0%
	No	30	100%
Dispute Resolution regarding their family matters	Yes	00	0%
	No	30	100%
Discussion on household problems with neighbours/local community	Yes	00	0%
	No	30	100%



Household Chores	Role	Total	
Matters related to outdoor activities of male family members	Yes	00	0%
	No	30	100%

Major Issues Faced by Women

Information which is collected through primary and secondary sources along group discussion with locals shows that major problems faced by women in the area are lack of primary health care, the lack of education opportunities and the lack of access to clean water. Spring water is supplied to HHs through water supply lines. In some cases, the water becomes contaminated due to poorly managed supply lines and females have showed concerns on it.



4 PUBLIC CONSULTATION AND INFORMATION DISCLOSURE

4.1 GENERAL

The consultation and information disclosure to the Project Affected Persons (PAPs) and other stakeholders during project planning, designing and implementation stages is a key to sustainable development. Likewise, participation of stakeholders at all stages of project preparation is essential to meet the objectives of meaningful consultation under resettlement policy. During preparation of the RAP, project affected persons and other stakeholders from different fields of life were consulted to learn their concerns and adopt appropriate measure in project design, resettlement planning and implementation and disseminate requisite information about project impacts, bank policy guidelines and land acquisition parameters.

4.2 OBJECTIVES AND PRINCIPLES OF CONSULTATION

Consultations are key processes through which stakeholders influence project decision making and outcomes. It is the starting point for all resettlement activities. Experiences have shown that many resettlement-related problems are avoidable provided consultation activities are undertaken ahead to engage the community in local decision making. In many ways, stakeholders' consultations are "problem-solving" opportunities and help find meaningful options to various problems. It is always a two-way process where the executing agency, policy makers, beneficiaries and affected persons discuss and share their concerns in a project process.

The stakeholder's communication policy is based on the principles of transparency, timeliness, participation, meaningful engagement, and inclusiveness. Means of communication and consultation are to promote participation of those who may otherwise tend to be marginalized such as women, elderly, disabled and the poor. Stakeholder's communication will encompass institutional stakeholders, communities within the project area, and persons directly affected by the project.

In order to meet the criteria of meaningful consultation process, consultations were held with PAPs from early stages of the project. At the start of the project, during the preparation of environmental and social screening reports during the month of August 2020 and later on for during the month of December 2020 for the preparation of draft RAP, a series of consultation sessions were held with the PAPs and institutional stakeholders. These consultation meetings proved very useful for information sharing and consensus building. Concerns raised during the meetings were incorporated in the RAP.

The consultation process will be continued to share the latest development interventions in the project and solicit responses from the PAPs. Consultation sessions were held in different settlements along the project route.



At this stage, specific objectives of the public consultation were as follows:

- To share fully the information with the affected people about Rehabilitation and Upgradation of Thandiani Road Project, its components and activities, latest interventions in the project development;
- To share the views of local people and PAPs about the land acquisition and compensation process;
- To disseminate the impacts of the project in terms of land acquisition, relocation of infrastructure, displacement and measures proposed to minimize the resettlement related impacts;
- To identify possible social impacts during the construction and operational phase of the project;
- To obtain the co-operation and participation of the PAPs in the resettlement planning and implementation process;
- To ensure transparency in all the project activities through sharing the information;
- Increase public confidence about the proponent, reviewers and decision makers; and
- The guiding principle underlying consultations is that social safeguard planning and implementation must follow a consultative and participatory process to ensure success of the project. This was further reinforced by the requirements of the World Bank OP 4.12.

The policies which give high priority to public consultation and participation during designing and implementation process are provided in **Table 4.1**.

Table 4.1: Frameworks for Consultation

Legal/ Policy Source	Regulations/Safeguard Policy Requirements
Government of Pakistan	<ul style="list-style-type: none">• Land Acquisition Act (LAA) 1894 requires disclosures i.e. Under/4publication of preliminary notification; under Section/5A public purpose and hearing of objections• Environmental Protection Agency (EPA) 1997 Guidelines for Public Consultation requires public consultation and involvement in project planning and implementation. The policy and procedures require proponents to consult with affected community and relevant NGO during preparation reports. The guidelines contain a number of references to the need for Public Involvement.



Legal/ Policy Source	Regulations/Safeguard Policy Requirements
World Bank	<ul style="list-style-type: none"> • OP.4.01, Clause 14 described that for all Categories A and B projects proposed for IBRD or IDA financing, during the EA process, the borrower consults project-affected groups and local non-governmental organizations (NGOs) about the project’s Environmental aspects and takes their views into account. The borrower initiates such consultations as early as possible. For Category A projects, the borrower consults these groups at least twice: (a) shortly after environmental screening and before the terms of reference for the EA are finalized; and (b) once a draft EA report is prepared. In addition, the borrower consults with such groups throughout project implementation as necessary to address EA-related issues that affect them. • OP 4.12/Involuntary Resettlement: (i) Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement plans; (ii) Affected persons should be informed about their options and rights pertaining to resettlement; (iii) APs may be involved in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance; (iv) Establish appropriate and accessible grievance mechanisms; and (v) Particular attention be paid to the needs of vulnerable groups among those displaced, especially those below poverty line, the landless, the elderly, women and children or other displaced persons who may not be protected through national land compensation legislation.

4.3 PROJECT STAKEHOLDERS

Project stakeholders were engaged in the review and discussions on various project aspects of social and resettlement issues at the early stage. There are two categories of stakeholders in project.

Table 4.2: Categories of Project Stakeholders

Primary stakeholders	All project affected persons, households, communities, Project beneficiaries - for instance, residents of the project area, including the resettled community’s users of the road vulnerable and gender.
Secondary Stakeholders	C&W and other related government departments/agencies, responsible for the design, management and implementation of the project, the financing institutions like the World Bank, mass media/civil society members, consultants and project advisors.

4.4 FORUMS CONSULTED

The following forums were used to carry out the public consultation process.

- Consultative meetings held with the local residents, shop keepers and Project Affected Persons (PAPs) along the road
- Scoping sessions held with the representatives of local communities



- Focus group discussions held with main road users such as drivers, daily travelers, etc.

The concerns raised by the stakeholders were considered in developing the entitlement matrix and resettlement plan, in order to enhance project acceptability among the general public on social considerations.

Table 4.3 provides a summary of the public consultations

Table 4.3: Summary of Consultation Meetings with the Primary and Secondary Stakeholders (Male and Females)

Sr.No.	Village /Mouza	Venue	Date	No. of Participations
01	Murree Road	Bazar Murree Road-Start Point of Project	09-08-2020	08
02	Kund	Kund Bazar	10-08-2020	10
03	Kalay Pani	Kalay Pani Bazar	10-08-2020	12
04	Gali Bania	Gali Bania Bazar	10-08-2020	10
05	Thandiani Bazar	Hotel in the Thandiani Bazar	21-12-2020	10
06	Kalay Pani	Kalay Pani Bazar	22-12-2020	25
07	Kund	Hotel in the Kund Bazar	22-12-2020	20
08	Ochar	Bazar	22-12-2020	05
09	Crali	Main Road	23-12-2020	07
10	Ghumawan	Bazar	23-12-2020	10
11	Khatwal	Thandiani Road	23-12-2020	08
12	Chatree	Thandiani Road	24-12-2020	05
13	Thandiani Top	Lake View Hotel	24-12-2020	04
Consultations with Females				
14	Kalay Pani	Local HH	22-12-2020	10



Sr.No.	Village /Mouza	Venue	Date	No. of Participations
15	Kund	Local HH	23-12-2020	08

Table 4.4: Summary of Consultation Meeting with the Institutional Stakeholders

Sr.No.	District/City	Department/Venue	Name/Designation	Date
01	Abbottabad	EPA	EPA (Mr. Muhammad Ali, Director-EPA, DD-EPA and AD-EPA, +923219009857	09-08-2020
02		Office of the Divisional Forest Officer (DFO) Wildlife Division	Mr. Salah-ud-Din Ayubi Divisional Forest Officer (DFO) Wildlife, Abbottabad +92301880228	09-08-2020
03		Office of the Gallies Forest Division	Mr. Taimor, Divisional Forest Officer Gallies and Mr. Sardar Riaasat, SDFO. +923145003030	09-08-2020
04		Office of SDO-Irrigation Subdivision Abbottabad	Eng. Gul Shahzad SDO, Subdivision Abbottabad +923459552018	23-12-2020
05		Galliat Development Authority	Mr. Syed Asad Shah, Assistant Director-Technical +923005624672	23-12-2020
06		Office of the SWO-Building Division C&WD-Abbottabad	Mr. Eng Zahid Amin SDO +923465004100 Mr. Tariq Surveyor	24-12-2020
07		Gallies Forest Division Abbottabad	Mr. Taimur Ilyas, DFO Gallies, +923318002000	24-12-2020



Sr.No.	District/City	Department/Venue	Name/Designation	Date
08	Peshawar	Environmental Protection Agency, Peshawar-Khyber Pakhtunkhwa	Mr. Waheed Khan, Deputy Director +923115420615	11-08-2020

4.5 APPROACH ADOPTED FOR THE CONSULTATION

To hold the meetings, PAPs were gathered at one place before the meeting in each bazar area and the villages. During the meetings, PAPs were asked to discuss the social, resettlement and project related issues. The meetings were held in an open encouraging atmosphere where PAPs expressed their concerns and views freely. For meetings with the institutional stakeholders, they were contacted thorough cell phone calls to confirm their availability and meetings were held in their offices at the given times.

4.6 INFORMATION DISSEMINATED

Following issues were discussed and disclosed to the stakeholders during the consultation meetings:

- Introduction of the project;
- Description of various project components, its activities and impacts;
- Description of land acquisition process;
- Description of criteria of evaluation of buildings and other infrastructure;
- Description of criteria of evaluation of land and trees;
- Description of criteria of evaluation of business losses;
- Basis for determining the rates of land, trees and other infrastructure;
- Discuss social and environmental impacts;
- Discuss overall land acquisition and resettlement related impacts of the project; and
- Needs, priorities and reactions of the affected people regarding the proposed Project.

4.7 STAKEHOLDERS CONCERNS TOWARDS THE PROJECT

As per stakeholders, the Rehabilitation and Upgradation of Thandiani Road Project will have several impacts of varying significance. Despite the impacts, the affected communities have a friendly attitude towards the project although there was some opposition, particularly arising due to lack of information regarding compensation assistance and resettlement, at the beginning of the social assessment.

The interest of the PAPs of the Project was in evidence during the consultation meetings held in August and December 2020 at different locations. The meetings were attended by a large number of residents and shopkeepers of the bazars. The consultant team encouraged the



participants to express themselves and engaged in detailed discussion on project impacts, community consultation, compensation, awareness about the project, resettlement policies and mode of community support for the project. Some concerns were raised by the participants, particularly with regard to replacement costs for land acquired by the project. There was active participation at the meetings and participants expressed their willingness to support the Project. **Table 4.5** shows concerns from the consultation meetings with the affected households and communities along with responses.



Table 4.5: Concerns raised During the Consultation Meetings and their Responses

Sr. No.	Key Topic	Concerns Raised	Responses
		During the consultation process, NESPAK team briefed the proposed KITE Project and Thandiani Road Rehabilitation and Up-gradation as being part of KITE in Abbottabad District. Local residents and the shopkeepers considered the project very positive for the facilitation of tourists flow upto Thandiani Top and emphasized that the up-gradation work of the road should be completed as early as possible. The improvement works in the road condition project will provide additional employment opportunities for the locals. The participants of the meetings raised concern that the land acquisition and demolition of shops in the bazar areas should be avoided for the up-gradation/rehabilitation of the road, however, If it is necessary, then compensation should be paid to the affected land and shop owners. The affectees losing their businesses should be paid compensation for the loss of their incomes and locals should be given priority for the hiring of local labour during the construction of road. Disturbance to the graveyards and mosques in different communities along the road should be avoided. The various concerns raised related to compensation and procedures for rate assessment and income restoration with their responses during the consultation sessions are given below;	
01	Compensation for Lost Assets	Participants emphasized that all the affected assets such as houses, shops and trees should be fairly compensated before the start of the construction.	All the affected assets will be compensated on the market rates as per law and payment will be made before the start of construction.
02	Principles and Procedures of Rate Assessment	The affected community expressed their desire to adopt the market rates for compensation purpose and disclose the same to them. Rates will be shared and disclosed with local peoples and finalized with the consideration of affected people according to the market rate.	The compensation rates will be based on negotiations with the local communities to reflect the replacement value of the assets acquired as per local law and World Bank Policy. It will be in coordination of C&W and Revenue Department.
03	Inconvenience to Local people	<p>During the construction phase of the project, this will result in causing inconvenience to the nearby residents and affecting their daily life activities. They feared that their lives and routine will be highly disturbed as a result of resettlement and dislocation.</p> <p>The road construction should avoid the schools, settlements as well as sensitive location (i.e. shrine, mosques, graveyard etc.).</p>	<p>The contractor will ensure that construction work does not hinder local people's access to the local route and their ability to cross it safely.</p> <p>The graves will not be affected. Dismantling of mosques will be avoided to the extent possible. If</p>



Sr. No.	Key Topic	Concerns Raised	Responses
			avoidance is not possible, cash compensation will be provided for restoring affected cultural/community structures (i.e. mosques, shrine, roads, schools, graves etc.), to the recognized patron/custodian.
04	Control over dust and noise	Minimize the effects of noise, dust, vibration, traffic and lightening associated with construction activities on the communities living along the project route that can cause disturbances and stress.	Sprinkling of water will be ensured to avoid dust problem and contractor will be bound for sprinkling of water. Noise barriers shall be provided in sensitive area in form of boundary wall.
05	Lack of trust in local government	Some PAPs indicated that they could not rely on the local government for proper compensation of land acquisition and resettlement.	Local people will be included in various project committees to increase their confidence in the process. Monitoring will be carried during implementation.
06	New civic Amenities	The participants demanded for the improved educational and health facilities in the areas along the road.	It was indicated that the construction of this road would increase and improve their accessibility to high schools, health outlets, banks, and fuel stations and enhance business and employment opportunities in the area.
07	Income/ Employment	Local people raised concerns related to income restoration/ rehabilitation such as employment opportunities. Poor people should be given special attention for employment during construction stage and establish vocational training centre for local people.	The contractor will provide jobs to the locals on priority basis. Effort will be made to engage poor & vulnerable during the construction stage of the project.
08	Monitoring and Implementation of	World Bank should ensure strict monitoring during	Internal and external monitoring



Sr. No.	Key Topic	Concerns Raised	Responses
	project	compensation payment to the PAPs. Implementation of the project should be intime without any delays.	of the project implementation provisions are part of the RAP.
	Fears and Concerns of Women	The presence of outside labor may restrict the movement of local women. Elderly women with less exposure and the illiterate shared that they have no idea about the procedures regarding compensation. They feared that even if they are affected and compensated they will not be able to properly utilize the money. They shared that there is no platform or forum at the village level through which women can voice their problems. The female participants also expressed that civil work activities of the project will create dust and noise pollution during construction due to movement of heavy machinery. On the other hand, they were satisfied that construction activities will also boost commercial activities in the project area.	Labour movement will be restricted to construction camps to avoid any inconvenience to local population and to ensure women's privacy and houses. The representation of women is ensured at different levels of GRM by inducting female members in the GRCs. The PMU will have a social specialist with gender expertise who will ensure women's issues are handled sensitively and expediently.



4.8 CONSULTATION WITH INSTITUTIONAL STAKEHOLDERS

Table 4.6 shows the concerns of institutional stakeholders.

Table 4.6: Concerns of Relevant Departments/Institutional Stakeholders

Sr. No.	Department	Name, Designation & Contact No.	Stakeholder Views/Concerns	Response on Concerns
<p>During the meetings with institutional stakeholders, NESPAK team briefed the proposed KITE Project and Thandiani Road rehabilitation and upgradation as being part of KITE in Abbottabad District. The institutional stakeholders appreciated the project and considered it of vital importance for the facilitation of tourists upto Thandiani Top and ensured their full cooperation for the execution of the project. The detailed concerns raised by different government departments and their responses are given below;</p>				
01	Environmental Protection Agency (EPA), Abbottabad	Mr. Muhammad Ali, Director-EPA, DD-EPA and AD-EPA, Abbottabad +923219009857	<p>Tree cutting should be avoided at the maximum, however where unavoidable, C&WD needs prior permission (NOC) from Forest Department to cut the trees;</p> <p>Detail of reserve forests along the Thandiani Road can be obtained from the Forest Department (DFO) Abbottabad;</p> <p>Thandiani Road is passing through ecologically sensitive sites; tree cutting from the ecologically designated reserve sites should be avoided;</p> <p>Relocation of commercial shops in the bazar areas such as Kund, Kalay Pani, Gali Banya etc along the Thandiani Road should be avoided;</p> <p>Disturbance to the graveyards in various settlements along the road should be avoided;</p> <p>Upon inquiry from EPA-Abbottabad regarding requirement of environmental study for the rehabilitation and up-gradation of the road project, it was advised by the EPA that C&WD should write a letter to Director-EPA Abbottabad about the decision on environmental study (whether EIA/IEE) for the proposed Rehabilitation and Upgradation of the Thandiani Road Project.</p>	<p>Entire concerns of the officials were recorded and it was briefed that all concerns will be addressed during the design, construction and operation stage of the proposed project. The concerns related to land acquisition and resettlement are being addressed in the RAP of the Project.</p>
02	Office of the Divisional	Mr. Salah-ud-Din Ayubi	The forest along the Thandiani Road is a habitat of precious	Efforts have been made to avoid the tree



	Forest Officer (DFO) Wildlife Division, Abbottabad	Divisional Forest Officer (DFO) Wildlife, Abbottabad +92301880228	wildlife, therefore it should be preserved; Wildlife habitat is disturbed with the cutting of trees and development of permanent structures along the road, therefore, both should be avoided; It was appreciated that consultation meetings with stakeholders may be very much fruitful to preserve the ecological sensitive areas at initial planning phase of the project.	cutting at maximum and for every tree cut, 10 new trees will be planted, for which a tree plantation plan is proposed suggesting indigenous species for re-plantation. Mitigation measures have been proposed in the environmental study for minimizing impacts on wildlife.
03	Office of the Gallies Forest Division Abbottabad	Mr. Taimor, Divisional Forest Officer Galies and Mr. Sardar Riaasat, SDFO. +923145003030	NESPAK team briefed the proposed KITE Project and Thandiani Road rehabilitation and up-gradation in Abbottabad District, to DFO via telephone due to his non-availability; Due to non-availability of DFO, meeting was carried out with SDFO in his office at Abbottabad and cooperation from the Forest Department was ensured for any information and guidance regarding the proposed Project; The officer concerned made discourse on importance of the Biodiversity of areas falling along the road; Reserve Forests are playing important role in stability of the watershed areas and catchments of the region; and Protection of the forest is the responsibility of the Forest Department, it is suggested that the proposed road must avoid the Reserve Forest areas.	The cooperation of the Govt. officials was appreciated and it was made sure that their concerns regarding reserve forest will be shared with the stakeholders to minimize the impacts of the proposed project.
04	Environmental Protection Agency, Peshawar-Khyber Pakhtunkhwa	Mr. Waheed Khan, Deputy Director +923115420615	NESPAK team briefed the proposed KITE Project and its sub-projects in various districts such as Abbottabad, Mansehra, Swat and Chitral of KP Province; EPA-Peshawar emphasized that ecologically sensitive sites should be avoided as far as possible and ensures the minimum tree cutting along the proposed roads.	It was briefed that entire project related requirements and documentation will be completed according to SOPs of the study.



05	Office of SDO-Irrigation Subdivision Abbottabad	Eng. Gul Shahzad SDO, Subdivision Abbottabad +923459552018	Culvert should be designed according to discharge flow of nullahs/small tributaries; Drain should be provided along the road; and Haro and Daur are the main rivers in District Abbottabad.	It was responses that all concerns are being addressed in the design of the road up-gradation project.
06	Galliat Development Authority	Mr. Syed Asad Shah, Assistant Director-Technical +923005624672	Rest areas should be provided along the road; and Sitting areas after every 5-10 kilometers for travellers should be provided.	It was responses that all concerns are being addressed in the design of the road up-gradation project.
07	Office of the SWO-Building Division C&WD-Abbottabad	Mr. Eng Zahid Amin SDO +923465004100	Provided rates of buildings for cost estimation of structures through his quantity surveyor	Provided rates will be adopted for estimation of cost of affected structures.
08	Gallies Forest Division Abbottabad	Mr. Taimur Ilyas, DFO Gallies, +923318002000	There are two reserve forests along the Thandiani road namely; i) Chatri Reserve Forest, ii) Location Forest Thandiani; More than 6inch dia trees are useful; Plantations should be carried out to control of erosions Plantation should be done with the consultation of forest department; Debris/ construction waste should not be disposed in the forest areas; and Proper vegetation should be done along the road.	All the trees to be cut will compensated on the market rates; Tree plantation plan is being proposed in the environmental studies of the project; Debris/construction waste will be disposed at the approved sites by local municipal administration; and Vegetation is proposed along the to control soil erosion in the ESMP of the project.

4.9 DISCLOSURE OF RAP

Public disclosure enables affected groups and interested parties to understand likely implications of the project and to provide input into project design. It promotes dialogue among stakeholders i.e. may include other private entities, government, community, NGOs and implementing agencies. As per World Bank OP 4.01 and OP 4.12, for all Category A and B projects the environmental and social aspects must be discussed with the stakeholders.

The objectives of public disclosure are to aid meaningful public consultation and to ensure transparency of World Bank operations to its stakeholders and constituents.



During the disclosure process, meetings/sessions containing project information and relevant aspects of public interest will be delivered to the public, including project brochures, executive summaries of RAP in Urdu and English languages.

After approval by the C&W Department and clearance by the World Bank, executive summary of RAP in Urdu and English will be made available online on C&W and World Bank websites, placed at the C&W Office in Abbottabad, at C&W Project Implement Unit in Peshawar, as well as at different locations in the project area (such as schools, mosques, local government offices, any women friendly locations, etc.) so as to make it easily accessible to all the PAPs and other stakeholders. Photolog of public consultation meetings is attached as **Annexure-V**.



5 GRIEVANCE REDRESS MECHANISM

5.1 INTRODUCTION AND BACKGROUND

Under section 8.6 of the KITE ESMF, and as required under OP 4.12 Involuntary Resettlement, a Project ***Grievance Redress Mechanism (GRM)*** for KITE. The GRM should be operationalized as soon as possible, and be in place well before project activities, and especially construction activities, begin.

The Grievance Redress Mechanism is an institutional arrangement to provide an avenue to stakeholders to address grievances related to the Project through a timely, transparent, and predictable process. A grievance is defined as: *any formal communication that expresses dissatisfaction about an action or lack of action, about the standard of service, works or policy, deficiency of service, works or policy of the project management and its implementation mechanism.* The KITE GRM will be gender responsive, culturally appropriate, and readily accessible to the stakeholders at no cost and without retribution. It will enable Project Affected Persons (PAPs), local communities, employees, and other affected stakeholders to raise grievances and provide suggestions vis a vis the sub-projects, with the project proponents and contractors, and seek redress when they perceive a negative impact arising from the activities. This mechanism serves as a platform to promptly resolve and address community concerns, reduce risks, and assist in strengthening systems and processes thereby contributing to positive service delivery.

5.2 RATIONALE OF GRM

Tourism development is at the centerpiece of economic revitalization and job creation as articulated in the Khyber Pakhtunkhwa Sustainable Development Strategy (2019) and Khyber Pakhtunkhwa Tourism Policy (2015). World Bank (WB) and GoKP are collaborating to support the tourism sector under the Khyber Pakhtunkhwa Integrated Tourism Development (KITE) Project using International Development Association (IDA) resources. The project development objective is to improve tourism-enabling infrastructure, enhance tourism assets, and strengthen destination management for sustainable tourism development in Khyber Pakhtunkhwa.

The KITE project consists of four components which are as follows:

- I. Sector Enablement and Tourism Entrepreneurship;
- II. Infrastructure Planning and Development;



III. Project Management and Capacity Building; and

IV. Contingent Emergency Response Component

This project is executed through two Project Management Units (PMUs) based in DoT and C&W respectively. Both the PMUs are coordinating with each other for projects activities.

During project execution different issues and constraints may arise. In this situation, if stakeholders have inadequate means to voice and resolve grievances, they may turn to other venues which may be cumbersome and lengthy, leading to delays for the project. Alternatively, if their grievances remain unresolved or ignored over time, it may lead to inflexibility and stalemate and again, delays for the Project and inability for the Project to meet its sustainable development goals. Therefore, the complaints/grievances should be addressed through a well-organized **Grievance Redress Mechanism (GRM)** covering all activities under the Project.

5.3 OBJECTIVE AND COMPOSITION OF GRM

The major objective of GRM is to implement and maintain a procedure for handling environmental and social concerns of the project stakeholders. This procedure will include a redressal mechanism scaled to the project's identified risks and adverse impacts, focusing on stakeholders.

Specific Objectives

- (i) To systematically deal with complaints received from the Project Affected Persons (PAPs) and other stakeholders and provide a prompt, transparent and fair response & resolution without reprisals;
- (ii) To provide project staff with practical suggestions/feedback that allow them to be more effective, accountable, transparent, and responsive to beneficiaries;
- (iii) Increasing stakeholder involvement in the project.
- (iv) The GRM is expected to address 4 categories of complaints: Compensation; Environmental issues (e.g. noise, pollution, solid waste management, flora/fauna, etc.); Social issues (Exclusion. Inclusion); Gender Based Violence (GBV); and Other.

5.4 GRIEVANCE REDRESS MECHANISM

The Project GRM will comprise the (a) Project Steering Committee (PSC, as the highest project level appellate body), (b) Grievance Redress Committees established at the PMU DoT and C&W respectively, and (c) sub-project level Grievance Redressal Cells. The PSC will be



headed by the ACS P&DD, the GRCs will be headed by the respective Project Directors of the two PMUs, and the sub-project level GR Cells will be chaired by the Supervisory Engineer of the civil works contractor/s. The Project Environment and Social Specialist (E&S Specialist) will be the Secretary to the C&W GRC, whereas the Liaison/Coordination Officer will be Secretary to the DoT GRC. With support from the PDs, the GRC Secretaries will develop an effective grievance handling system and will maintain all records of formal meetings and proceedings. All cases shall be presented to the concerned forum, i.e. the PMU-level GRCs or the sub-project level and site-based GR Cells. The Committee will review and resolve any complaints. Any unresolved complaints can be appealed to the Project Steering Committee. The flow chart of the proposed Redressal Mechanism is shown below in **Figure – 1**.

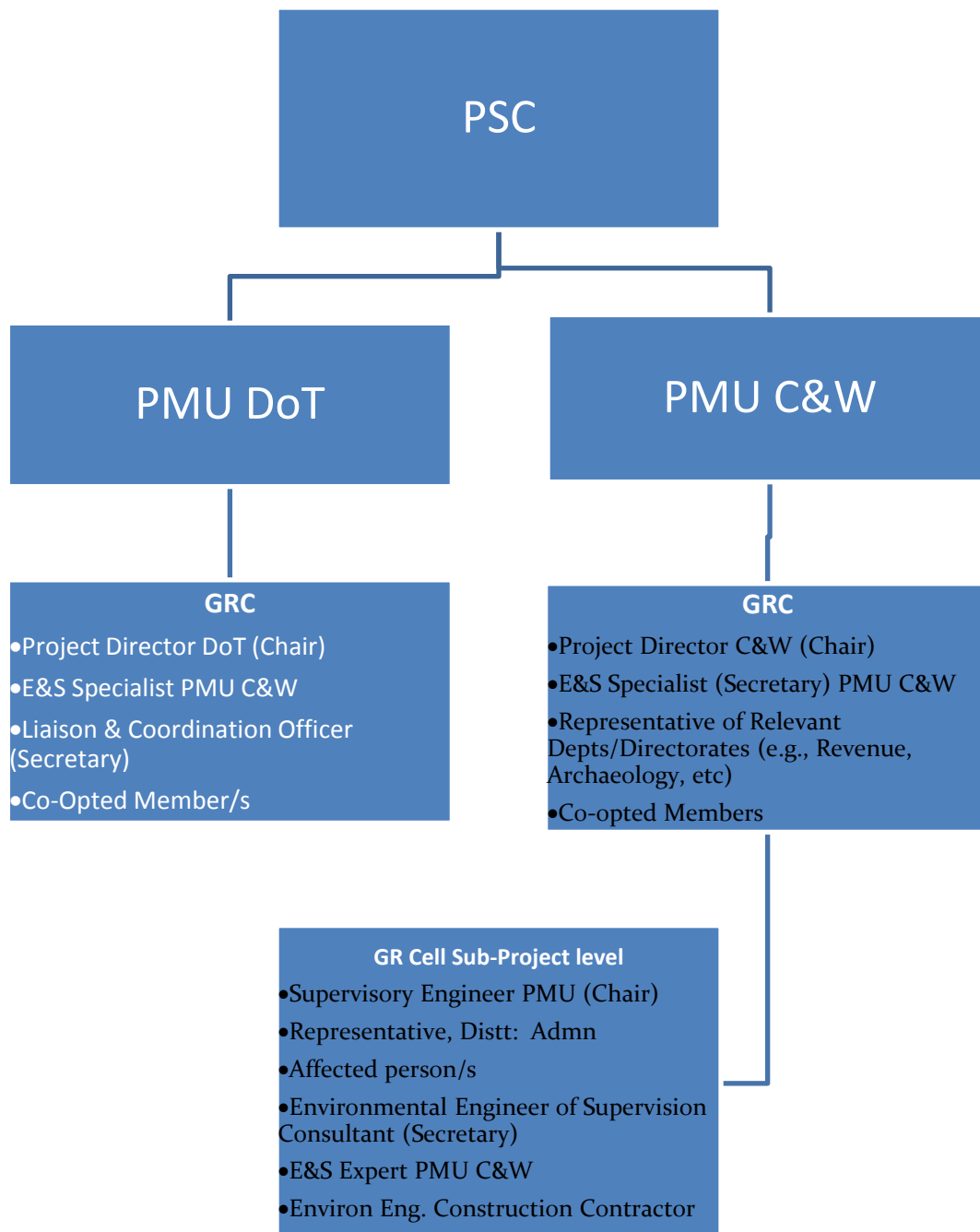


Fig.1 Flow Chart of the Proposed Grievance Redress Mechanism



5.5 COMPOSITION OF DOT GRC

The PMU DoT will develop a Grievance Redress Mechanism (GRM) at its PMU level. This GRC will be accessible to project affected persons and tourists. PMU DoT will notify the following Grievance Redress Committee (GRC) as per following:

- Project Director PMU DoT Chairman
- E&S Specialist PMU C&W Member
- Liaison & Coordination Officer PMU DoT Member/ Secretary
- Co-Opted Member/s of Relevant Government Departments (e.g., KDA, GDA, Revenue, Archaeology, etc.) (as required) needed to resolve Complaint
- Invited Members (e.g., Complainant, concerned local citizen, etc) needed to resolve Complaint.

5.6 COMPOSITION OF C&W GRC

The GRC at PMU C&W will be composed at following two (02) levels and will work directly under the supervision of Project Director PMU C&W.

- i. GRC at PMU C&W
- ii. GR Cell at sub-project level on-site

5.6.1 Composition of GRC at PMU C&W

PMU C&W Grievance Redressal Committee (GRC) shall include following members:

- Project Director PMU C&W Chairman
- E&S Specialist PMU C&W Member/ Secretary
- Liaison Personnel appointed by PD PMU C&W Member
- Co-opted Member/s of Relevant Government Departments (e.g., KDA, GDA, Revenue, Archaeology, etc.) (if required)
- Invited Members (e.g., Complainant, concerned local citizen, etc) needed to resolve Complaint

5.6.2 Composition of GR Cell at Sub-Project Level/Local Level

The following *Grievance Redressal Cell (GRC)* will be formed under the PMU C&W at Sub-project level:

- Supervisory Engineer PMU C&W Chairman
- Representative of District Administration Member



- Affected Person/s Member
- Environmental Engineer of Supervision Consultant (EE-SC) Member/ Secretary
- Environmental Engineer of Construction Contractor Member
- Co-opted Members (of Relevant Government Departments (e.g. KDA, GDA, Revenue, Archaeology, etc.) (as required)

If no solution can be found at GR Cell level, the PAPs may enter concern/ grievance to the GRC at PMU C&W. For each complaint, the GRC will investigate and prepare Fact-Finding Report and assess its eligibility and identify an appropriate solution. Accordingly, the concerns will be redressed/ appropriately and responded within 15 days. Thus, the GRC will, as appropriate, instruct the responsible entity to take corrective actions. The GRC will review the responsible entity's response and undertake additional monitoring as needed.

5.7 RESPONSIBILITIES/TERMS OF REFERENCE

5.7.1 Responsibilities/ TORs of PMU GRC

The responsibilities of GRC shall include the following:

1. The GRC shall review, consider and resolve grievances related to environmental and social issues during implementation received at PMU level;
2. Conduct fact-finding pertaining to grievances;
3. Resolve grievances presented to the GRC within a period of one week;
4. Undertake analysis of data on grievances and use this to make informed decisions;
5. Constitute special committees, if required, for redressal of a grievance of exigent nature and/or for resolutions of complaints requiring additional procedures;
6. GRC decisions, if not acceptable to the Complainant (s), can be appealed to the PSC;
7. Maintain an updated on-line GRM database/Complaints Log.

5.7.2 Responsibilities/ TORs of GR Cell

The responsibilities of GR Cell shall include the following:

1. Review, consider and resolve grievances site level;
2. Conduct fact-finding pertaining to grievances;
3. Resolve grievances presented within a period of one week;
4. Undertake analysis of data on grievances and use this to make informed decisions;

Maintain an updated on-line GRM database/Complaints Log.

5.8 WORKING AGREEMENTS

GRC meeting will be held in the PMU or any other location agreed by the Committee. If needed GRC members may undertake field visits to verify and review the issues of dispute.



If the affected person is not satisfied with the decision of GRC at PMU DoT or PMU–C&W, then it can be referred to the Project Steering Committee for resolution. If the complainant does not accept these options or if he/she does but an agreement is not reached, the same will be stated in writing, and the case will be closed. The complainant may also seek redress through courts or other mechanisms available.

The PSC will be the highest forum within the project for redressing the grievances received from the beneficiaries, stakeholders and other concerned. Liaison & Coordination Officer PMU DoT and E&S Specialist PMU C&W will be designated as Secretaries to the GRC at their respective PMUs and will act as Focal Person/Complaint Handling Officers for GRC. The GRC, while handling a complaint may requisition any staff for assistance and/or may constitute a special committee if required. The GRC may also invite other relevant Government Departments or individuals as Co-opted Members or Special Invitees to assist in grievance resolution.

The Project Director, with prior approval of the World Bank, may replace a single member and/or the entire GRC.

5.9 PROCEDURES FOR FILING THE COMPLAINTS

There will be a 5-step process to resolve grievances, as follows:

Stage 1-Intake: When a grievance arises, the complainant (affected person/s or stakeholders) may directly contact the Project Management Unit (PMU) through either registering a complaint/s via Complaint Register Book at the PMU offices, Tourist Facilitation Hub, respective sub-project site offices, or through filling the online grievance form available at website i.e. www.kptourism.com, or by calling the Tourism Helpline **1422**.

Stage 2- Acknowledgement (05 Days): The Secretary GRC at the Site level or in the PMU will send acknowledgement of receipt of Complaint within 05 business days to the Complainant and all concerned. Complaints submitted to KITE via the Tourism Helpline 1422 will be resolved by KITE with monthly reporting submitted to the PMU.

Stage 3-Rapid Review (07 Days): The GRCs will conduct a rapid review of the complaint and contact relevant stakeholders to facilitate its resolution. If the issue is successfully resolved to the satisfaction of the complainant, it will be noted as “Complaint Resolved”, details of resolution will be recorded in the Complaint Register Book and Online Database/Complaints Log, and no further follow-up will be required and the complaint will be disposed-off as Complaint resolved. If the complainant is not satisfied with the proposed resolution, or if the complaint is complex and requires involvement of other stakeholders, it will be elevated to the next stage. The Rapid Review will take 07 business days (One Week).



Stage 4-GRC (14 Days): The Secretary, GRC will convene a Grievance Redress Committee (GRC) meeting comprising relevant stakeholders within the PMU. The GRC will discuss the Complaint in detail, determine action items and next steps, assign responsibilities, and set a timeline for resolution. Minutes of the GRC decision will be shared with the Complainant and relevant stakeholders. The GRC will convene again at the end of the 14-day period to assess progress on its decision. If the Complaint is resolved to the satisfaction of the Complainant and is stated by him/her as such in writing, no further action will be required except to record a summary of the satisfactory resolution in the Grievance Register and Online Grievance Log, and inform all relevant stakeholders. All efforts should be made to resolve complaints at the GRC level. However, if the Complaint is not resolved to the satisfaction of the Complainant, s/he can request that it either continue to be handled by the GRC, or that it be elevated for hearing by the Project Steering Committee.

Stage 5- Project Steering Committee (21 Days): The Project Director will convene a meeting of the Project Steering Committee in an effort to resolve the Complaint. The Project Steering Committee, chaired by ACS P&DD, will provide high-level oversight and guidance to the PMU on implementation issues. The PSC will invite relevant stakeholders to its meeting and issue directives for the timely and final resolution of the Complaint. The PSC will monitor the implementation of its directives via the PMU, keep the Complainant informed, and take stock of the Complaint in subsequent PSC meeting/s. If the Complaint remains unresolved after 03 PSC meetings, the process will be documented in the Complaints Register and online Case Database/Log, and the Complainant will be informed of the same.

Legal Remedy: The Complainant can approach courts and discontinue efforts for resolution via the GRM at any stage in this process.

Creating Awareness About GRM: All information about grievance procedures, grievance forms, and responses will be available through brochures/leaflets and online in languages readily understandable by the local population. If there are several languages, then information will be available in all of them and also conveyed orally and pictorially. Awareness raising would be conducted in Pushto and Urdu, and in Kalasha language when activities are undertaken in Kalasha Valleys. Pictorial printed material will be used to communicate as many communities will have low literacy levels.

Transparency & Record-keeping: The PMU will maintain record of all complaints received from complaint registers/logbooks/website/Helpline. The details of the complaints will be uploaded quarterly on the C&W and DoT websites i.e., www.kptourism.com and



www.cwd.gkp.pk respectively, and the Complainant will be kept informed of all steps and decisions.

Exclusions: The following types of complaints shall not be taken up for consideration as grievances:

- i. Anonymous complaints;
- ii. Frivolous cases for which inadequate supporting details are provided;
- iii. Issues not related to the KITE project;
- iv. Cases involving decisions/policy matters in which the complainant has not been affected directly/indirectly;
- v. Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are sub-judice;
- vi. A grievance which has already been disposed of by the GRM unless new evidence is submitted; and
- vii. Complaints about corruption which should be lodged and forwarded to the relevant authorities.

There are several ways one can report a grievance:

- Contact the concerned Secretary of GRC over the phone at phone number to be provided.
- Send Grievance Redressal Form attached as **Annex-1** via email or online.
- Report a grievance at Tourist Facilitation Hub (TFH) Helpline 1422.
- Report grievance at site-level to Site Incharge at Site/Contractor Office by dropping it in Complaint Box, or registering it with the Focal Person.

All grievances will be assigned a Grievance Number, through which they will be tracked in the KITE GRM system. An acknowledgement of the same will be provided to each Complainant so that s/he can track their complaints. The grievance will be reviewed and will be decided by the GRC Committee. In case the grievance is not connected to the project related activity the grievance will not be further processed. In these cases, this will be explained in writing to the complainant. Complainant can appeal the decision to the PSC.

In all the other cases the GRC Committee will investigate the grievance and identify measures to remedy the situation, and also propose actions which might be taken to protect against the incident occurring again.

The grievance mechanism will be made public through the public consultations and information leaflets during implementation.

5.10 TYPE OF GRIEVANCE



The following are some of the social and environmental issues which could be subject for grievance from the affected people, concerned public and NGOs.

- Resettlement and Rehabilitation issues (compensation, allowances, etc)
- Dust, noise and air pollution from construction activities
- Nuisance
- Inappropriate timing of construction vehicle flow
- Unsafe Traffic Movement
- Water Pollution
- Improper Waste disposal
- Disturbances to flora and fauna
- Health and safety issues
- Privacy concerns
- Labor camp issues
- Criminal activities and
- Failure to comply with standards or legal obligations

5.11 RECEIPT AND REGISTRATION OF GRIEVANCES

The receipt of complaints is key and hence a simple and understandable procedure is adopted for receiving grievances, suggestions and comments relating to the project as explained in Para 7 above.

The Project will ensure that any person either in his personal capacity or representing a group of complainants and/or entity that files a grievance will be made aware of the grievance mechanism. To facilitate tracking, evaluation and response to grievances, a standardized form will be used **(Annexure-2)**. Complainants are encouraged to use this form that will be available on C&W and DoT websites, and at every office/outlet mentioned above. A *Project GRM Awareness Campaign* will be launched in print and electronic media. This will include distribution of brochures (in local languages), signboards in the vicinities where project interventions will be executed and in print media. The contents of these hoardings may include but not limited to the following:

- Summary of the GRM procedure and how it can be used
- Details of the process, such as who is responsible for receiving and responding the grievances etc.
- Timeline for receiving responses and results
- Safeguards in place to ensure confidentiality



All grievances, suggestions/comments etc. will be recorded in a Grievance Register by the Grievance Redressal Officer, having columns shown in **Table-1** within two (2) working days of the receiving of the grievances. A unique number will be assigned to each grievance, suggestions and comment and will be lodged in the Grievance Register.

Table-1 Specimen Grievance Register

S. No	Date Received	Sub-project/District	Mode of Submission	Type of Complaint	Proposed actions

5.12 ACKNOWLEDGING GRIEVANCE:

The Secretary of GRC will formally acknowledge the receipt of grievance within five working days of the submission of grievance and will inform the complainant that the Project will respond within 20 working days. It will be ensured that all such acknowledgements, verbal or written are recorded in an appropriate manner to ensure record of correspondence. Acknowledgments should include a summary of the grievance and an estimated time for response/resolution.

5.13 VERIFICATION OF COMPLAINT/INVESTIGATION/REDRESS:

Once a complaint and/or suggestion/ comment has been forwarded to the GRC or Sub-Committees, the Chairperson of the Committee will nominate a committee member to verify the issue and/or analyze the suggestion/ comment prior to thorough investigation, and to prepare a working paper for consideration of the Committee/ Sub-Committee in its meeting. The investigations will include collecting and review of relevant documents, making site visits, consulting appropriate internal staff, contacting external stakeholders, interviewing the complainant as appropriate.

The Committee and Sub-Committee will meet as often as required to handle complaints and suggestions. The GRC and its Sub-Committee will ensure attendance of complainants at meetings as member/ observers to ensure transparency.

5.14 DISSEMINATION:

Once the redressal process is completed and the GRC and/or GR Sub-Committee has reached a conclusion, the result will be communicated to the complainant and concerned stakeholders. The results of the redressal process will be uploaded to the both C&W and DoT website. Besides communicating the results to the Complainant, the Focal Person(s)/ Complaint Handling Officer will also record the information pertaining to the decisions of the Committee(s) in the grievance register and corresponding grievance database. The actions



suggested by the GRC or Sub-Committee will be communicated to the concerned person(s) and will be recorded in a register.

5.15 RIGHT OF APPEAL

If a complainant is dissatisfied with and/or unwilling to accept the resolution of the GRC or its Sub- Committees, he/she may approach the PSC as the appellate forum for review. The *Appellate Forum* will review the case and determine if further action is possible. Once all options for corrective actions have been explored and no further action is deemed appropriate, a written notice will be sent to the complainant advising that his/her grievance case is closed.

5.16 GRM MONITORING AND EVALUATION:

To ensure evaluation and improvement of the GRM, the Project will monitor implementation using the monitoring matrix in **Table 2**.

Period	Objectives	Indicators
Quarterly Review of Quantitative Indicators	<ul style="list-style-type: none">• To assess if grievances are correctly screened and classified.• To assess if suggestions / comments are properly identified and classified Identify trends in grievances.• To ensure grievances are being addressed	<ul style="list-style-type: none">• Number of grievances received by level and type• Number of grievances redressed by level and type• Repeat of grievances from same stakeholder• Repeat of grievances from several stakeholders• Timeframe for closure of grievances; by level and type• Number of comments accepted and corresponding actions taken• Number of suggestions received and accepted

Table 2: Monitoring Indicators



6 LEGAL AND POLICY FRAMEWORK

6.1 GENERAL

This section describes national and local laws and regulations that apply to the project and identifies gaps between local laws and World Bank policy requirements. It discusses how gaps will be addressed, describes methodology for determining valuations and compensation rates at replacement cost for assets, incomes, and livelihoods, and describes the land acquisition process and prepare a schedule for meeting key procedural requirements.

Land acquisition and compensation will be carried in a participatory manner so that PAPs' concerns are taken into account at all stages of the project, especially, during the planning and implementation stages.

6.2 LAND ACQUISITION ACT (LAA), 1894

The Land Acquisition Act 1894 (LAA 1894) with its successive amendments is the main law regulating land acquisition for public purpose at federal and provincial levels through the right of exercise of eminent domain. The LAA has been variously interpreted by provincial governments, and some provinces have augmented the LAA by issuing provincial legislations. In Punjab, for example, valuation is done through District Price Assessment Committees (DPAC) and approval of price rests with Punjab Board of Revenue. In Khyber Pakhtunkhwa, however, the land guidelines provide for land acquisition through private negotiation between acquiring agency through the land acquisition collector and the affected landowners. The entire process from start of negotiations to compensation disbursement has to be completed within six months. The LAA, nevertheless, requires that following an impacts assessment/valuation effort, land and crops are compensated in cash at market rate to titled landowners and registered land tenants/users, respectively. The LAA mandates that land valuation is to be based on the latest three (3) years average registered land sale rates, though, in several recent cases the median rate over the past 1 year, or even the current rates, have been applied.

Based on the LAA, only legal owners and tenants registered with the Land Revenue Department or with formal lease agreements are eligible for compensation/livelihood support. For those without title rights, there are no laws in Pakistan either at federal level or in the province of KP.

It is also noted that the LAA does not openly mandate for specific rehabilitation/ assistance provisions benefiting the poor, vulnerable groups, or severely affected PAPs, nor does it overtly provide for rehabilitation of income/livelihood losses or resettlement costs. However, this is often done in many projects through adhoc arrangements negotiated between a specific EA and the PAPs.



The law deals with matters related to the acquisition of private land and other immovable assets that may exist on it when the land is acquired for public purpose. The right to acquire land for public purposes is established when Section 4 of the LAA is triggered. The LAA specifies a systematic approach for acquisition and compensation of land and other properties for development projects. It stipulates various sections pertaining to notifications, surveys, acquisition, compensation and apportionment awards along with dispute resolution, penalties and exemptions. Surveys for land acquisition are to be disclosed to the displaced persons. **Table 6.1** below provides salient features of major sections of the act:

Table 6.1: Salient Features of Pakistan’s LAA 1894

Key Sections of LAA	Salient Features of the LAA 1894
Section 4	Publication of preliminary notification and power for conducting survey.
Section 5	Formal notification of land needed for a public purpose. Section 5a covering the need for enquiry of the concerns or grievances of the affected people related to land prices.
Section 6	The Government makes a more formal declaration of intent to acquire land.
Section 7	The Land Commissioner shall direct the Land Acquisition Collector (LAC) to take order the acquisition of the land.
Section 8	The LAC has then to direct that the land acquired to be physically marked out, measured and planned.
Section 9	The LAC gives notice to all PAPs that the Government intends to take possession of the land and if they have any claims for compensation then these claims are to be made to him at an appointed time.
Section 10	Delegates power to the LAC to record statements of the PAPs in the area of land to be acquired or any part thereof as coproprietor, sub-proprietor, mortgage, and tenant or otherwise.
Section 11	Enables the Collector to make enquiries into the measurements, value and claim and then to issue the final “award”. The award includes the land’s marked area and the valuation of compensation.
Section 16	When the LAC has made an award under Section 11, he will then take possession and the land shall thereupon vest absolutely in the Government, free from all encumbrances.
Section 18	In case of dissatisfaction with the award, PAPs may request the LAC to refer the case onward to the court for a decision. This does not affect the Government taking possession of land.
Section 23	The award of compensation to the title holders for acquired land is determined at i) its market value of land, ii) loss of standing crops, trees and structures, iii) any damage sustained at the time of possession, iv) injurious affect to other property (moveable or immovable) or his earnings, v) expanses incidental to compelled relocation of the residence or business and vi diminution of the profits between the time of publication of Section 6 and the time of taking possession plus 15% premium in view of the compulsory nature of the acquisition for public purposes.
Section 28	Relates to the determination of compensation values and interest premium for land acquisition.
Section 31	Section 31 provides that the LAC can, instead of awarding cash compensation in respect of any land, make any arrangement with a person having an interest in such land, including the grant of other lands in exchange.



Key Sections of LAA	Salient Features of the LAA 1894
Section 48A (LAA-1986)	If within a period of one year from the date of publication of declaration under section 6 in respect of any land, the Collector has not made an award under section 11 in respect to such land, the owner of the land shall, unless he has been to a material extent responsible for the delay, be entitled to receive compensation for the damage suffered by him in consequence of the delay.

6.3 WORLD BANK OP 4.12 ON INVOLUNTARY RESETTLEMENT

The World Bank policy on involuntary resettlement (OP 4.10) covers physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions of access to legally designated parks and protected areas resulting in adverse impacts on the livelihood of the displaced persons.

OP 4.12 establishes requirements of the World Bank for managing involuntary resettlement. This Policy deals with the issues and concerns relating to involuntary resettlement due to the development projects and provides principles and guidelines to mitigate the adverse impacts on the local community, particularly their relocation/ displacement. The Bank's experience indicates that involuntary resettlement under development projects, if unmitigated, often gives rise to severe economic, social, and environmental risks: production systems are dismantled; people face impoverishment when their productive assets or income sources are lost; people are relocated to environments where their productive skills may be less applicable and the competition for resources greater; community institutions and social networks are weakened; kin groups are dispersed; and cultural identity, traditional authority, and the potential for mutual help are diminished or lost. This policy includes safeguards to address and mitigate these impoverishment risks. The policy provides basis for the development/ preparation of Resettlement Policy Framework and Resettlement Plan, in order to address the involuntary resettlement. The main objectives of Bank's safeguard policies are to:

- Involuntary resettlement should be avoided where feasible, or
- Minimized, exploring all viable alternative project designs.
- Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits.
- Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- Displaced persons should be assisted in their efforts to improve their livelihoods and standard so living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

The World Bank Operational Policy (OP 4.12) on Involuntary Resettlement will be applicable to the Project. The main features of the policy are based on the following principles:



- the need to screen the project early on in the planning stage,
- carry out meaningful consultation,
- at the minimum restore livelihood levels to what they were before the project,
- improve the livelihoods of affected vulnerable groups (iv) prompt compensation at full replacement cost and provide displaced people with adequate assistance, ensure that displaced people who have no statutory rights to the land that they are occupying are eligible for resettlement assistance and compensation for the loss of non-land assets and
- disclose of all reports.

Project affected persons will be;

- Compensated at full replacement cost prior to the actual relocation
- Assisted with relocation;
- Assisted and supported during the transition period;
- Particular attention will be given to vulnerable groups;
- Communities in different level will be given opportunities to participate in planning, implementing and monitoring their resettlement;
- Resettlement will be linked to the main project implementation schedule, so that Project Affected People should be resettled and or compensated before construction or sector activities;
- There will be adequate measures of monitoring and evaluation; and
- The methodology to be used in valuing losses to determine their replacement cost; and a description of the proposed types and levels of compensation under local law and such supplementary measures as are necessary to achieve replacement cost for lost assets.

6.4 GAP ANALYSIS OF LAND ACQUISITION ACT AND WORLD BANK POLICIES, COMPARISON OF LAA AND WORLD BANK OPERATIONAL POLICIES

LAA of 1894 is the national legislation applicable for land expropriation in KP province, whereas OP 4.12 provides the WB's policy principles and requirements relating to involuntary resettlement. A comparison of land acquisition under LAA 1894 and the World Bank OP 4.12 on Involuntary Resettlement shows that major differences exist between the two instruments.

In **Table 6.2**, an attempt has been made to compare the LAA 1894 and OP 4.12 and the objective being to identify if and where the two sets of procedures are in conformity with each other and more importantly how to address the differences and gaps.

Table 6.2: Comparison between WB OP 4.12 Involuntary Resettlement & Pakistan Land Acquisition Act 1894

S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
1	Pr	N	R



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
			Framework is prepared which includes all the requirements of World Bank Policy.



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	Income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget, and time-bound implementation Schedule.		
2	Scope equivalent	requirements (though the Pakistan Environmental Protection Act (PEPA) 1997 does require screening of social impacts that also include resettlement impacts)	Screening initiated as part of the present RPF; to be continued during the ARAP/RAP preparation for subprojects.



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
3	C	N	onsultations initiated during the preparation of present RPF; additional consultations will be carried out during the preparation and implementation of subproject-specific ARAPs/ RAPs. Grievance Redress Mechanism (GRM) included in the present RPF to resolve complaints and grievances informally; will be further elaborated in ARAPs/ RAPs. Vulnerable groups identified and supported as relevant.



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	<p>Vulnerable groups, especially those below the poverty line, the landless, the elderly, women and children, and Indigenous peoples, and those without legal title to land, and ensure their participation in</p>		



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	<p>consultations. Establish a grievance redress mechanism to receive and facilitate resolution of the affected persons' concerns. Support the social and cultural institutions of displaced persons and their host population. Where involuntary resettlement impacts and risks are highly complex and sensitive, compensation and resettlement decisions should be preceded by a social preparation phase.</p>		
4	Im	N	Li



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	<p>i. land-based resettlement strategies when affected livelihoods are land based where possible or cash compensation at replacement value for land when the loss of land does not undermine livelihoods;</p> <p>ii. prompt replacement of assets with access to assets of</p>		



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	equal or higher value: iii. prompt compensation at full replacement cost for assets that cannot be restored; and iv. additional revenues and services through benefit sharing schemes where possible.		
5	Pr	N	T



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
			subproject-specific ARAPs/ RAPs will address these requirements.



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	<p>i. if there is relocation, secured tenure to relocation land, better housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities, and extension of project benefits to host communities;</p>		



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	ii. transitional support and development assistance, such as land development, credit facilities, training, or employment opportunities; and iii. civic infrastructure and community services, as required.		
6	R	T	R



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
7	Di Disclose a resettlement plan and its updates to affected persons and other stakeholders, including documentation of the consultation process in a timely manner, before Project appraisal, in an accessible place and a form and	P The decisions regarding land acquisition and compensations to be paid are published in the official Gazett and notified in convenient places so that the people affected are aware.	In quantification and costing of land, structures and other assets, entitlements, and amounts of compensation and financial assistance are to be disclosed to the affected persons prior to taking possession of their assets. The present RPF and subsequent ARAPs/ RAPs will be disclosed locally



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	language(s) understandable to affected persons and other stakeholders.		as well as internationally.
8	D	E responds to displaced persons requested price but no clear procedure.	Pr



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
9	C	N	A



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
1 0	Im	Monitoring reports not required	I



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project



S r. N o	WB Policy Requirements	LAA 1894	Approaches to Address the Gaps for Proposed Project
	Disclose monitoring reports.		

6.5 REMEDIAL MEASURES TO RECONCILE GAPS BETWEEN THE LAA AND WB POLICY

Project specific issues have been assessed in relation to non-titled persons (squatters/encroachers) to bridge the gap between existing practice and guidelines of the World Bank Involuntary Resettlement Policy, so as to reconcile the inconsistencies between the LAA (1894) and World Bank OP 4.12. This RAP has been prepared for the proposed project to ensure that compensation is provided at replacement cost for all direct and indirect losses, so that no one is worse-off as a result of the project implementation. Provision of subsidies or allowances/ assistance, Resettlement & Rehabilitation (R&R) will need to be given for affected households that may be relocated, suffer business losses, or may be vulnerable.



7 ENTITLEMENT MATRIX

7.1 PROJECT RESETTLEMENT PRINCIPLES

The involuntary resettlement requirements apply to full or partial, permanent or temporary physical displacement (relocation, loss of residential land, or loss of shelter) and economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) resulting from involuntary acquisition of land. Resettlement is considered involuntary when displaced individuals or communities do not have the right to refuse land acquisition that result in displacement. The RAP is based on the following principles:

- Adverse impacts on PAPs would be avoided or minimized to the extent possible.
- Where the adverse impacts are unavoidable, the PAPs will be compensated.
- Informed about their options and rights pertaining to resettlement.
- Consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives.
- Vulnerable groups will be identified and assisted to improve their standard of living.
- PAPs are eligible for compensation and livelihood/ income restoration irrespective of possession of land title. A title would however be required for payment of compensation for land.
- Provided assistance (such as moving allowances) during relocation; all affected persons will receive transitional and other support to re-establish their livelihoods.
- Provided speedy and effective compensation at full replacement cost for losses of assets attributable directly to the subproject activities.
- The owners of affected structures, in addition to cash compensation for the structure on replacement cost will be allowed to salvage their building material. This applies to the owners including absentee owners of all categories of immovable structures.
- Before taking possession of the acquired land and properties, compensation/ assistance will be made in accordance with the Bank Policy.
- All compensation shall be paid at replacement value for assets without deducting depreciation and salvage value.

7.2 COMPENSATION ELIGIBILITY

PAPs are identified as persons whose land, structures/assets and livelihood are directly affected by the project due to construction of this road project. The compensation eligibility is limited with cut-off date announced for the project. The eligible PAPs for compensation or at least rehabilitation provisions under the Project would be those who occupied project ROW before cut-off date and are physically or economically displaced due to permanent or temporary loss of land, structures and/or livelihood, whether full or partial, as a consequence of land acquisition. Such eligible PAPs include following:

- All land owner PAPs losing land or non-land assets i.e. crops and trees whether covered by legal title or traditional land rights.
- Non-titled occupants of land, such as squatters or encroachers.



- PAPs losing the use of structures and utilities, including titled and non-titled owners, registered, unregistered, tenants and leaseholders plus encroachers and squatters. Business owners PAPs, whether registered under national law or informal.
- Employees of private businesses or enterprises, whether registered under national law or informal.
- Cultivators of crops or trees, irrespective of legal status of property relation to land.
- Loss of communal property, lands and public infrastructure.
- Vulnerable displaced persons including households headed by women, elderly and/or disabled persons and the households with minimum wage rate or below the official poverty line identified through the impact assessment.
- In the event of relocation, all PAPs will receive transitional support to re-establish shelter and livelihoods.

Before clearing of the RoW, payment of compensation for other losses such as the structures (houses, shops, etc.), assistance for restoration of houses, shops, income loss, etc., will be paid directly to the PAPs. This compensation will be paid at least one month prior to demolition of the structures falling within the RoW of the road alignment. This time will allow PAPs to dismantle and remove all salvageable material for rebuilding of houses and re-establishment of businesses. However, C&W reserves the right of demolishing unauthorized structures without paying any compensation by serving a two-week advance notice of eviction, provided it is established that those structures were constructed on the active RoW after the “cutoff” date.

7.3 COMPENSATION ENTITLEMENTS AND VALUATION METHODOLOGY

Entitlement provisions for PAPs losing land, structures, assets, income and entitled for rehabilitation subsidies will include land losses, residential and commercial structures losses, crops and trees losses, a relocation subsidy and a business losses allowance based on tax declarations and / or lump sums in case of non-availability of such documentation, in accordance with the minimum wage rate/official poverty line (OPL). The land and land-based assets including structures and trees will be compensated at full replacement costs while the compensation for the standing crops (perennial and seasonal) will be provided on average net income /unit cropped area.

Since the project includes the upgradation and rehabilitation of the existing Thandiani Road, therefore, the impacts identified during impact assessment survey, include loss of privately-owned land and government owned forest land and residential, commercial structures established in the land acquired for ROW. Acquisition of privately-owned agricultural land also resulted in loss of crops and trees, while due to loss of commercial structures loss of business is also identified and government owned land is forest land.

Individual and household compensation will be made in kind and/or in cash (refer to Table 7.1). Although the type of compensation may be an individual’s choice, compensation in kind will be preferred, if available, when the loss amounts to more than 20 percent of the total loss of assets. Compensation for land and other assets (buildings and structures) is determined as follows:



Table 7.1: Forms of Compensation

Compensation	Notes
Cash Payment	Compensation will be calculated and paid in the national currency. Rates will be based on the market value of land and/or assets when known, or estimated when not known, plus compensation for the value of standing crops.
In-Kind	Compensation may include items such as land, houses, and other buildings, building materials, seedlings, agricultural inputs and financial credits for equipment.
Assistance	Assistance may include moving allowance, transportation and labour.

To compensate all identified losses, the entitlement provisions are proposed below:

Agricultural land

Agricultural land impacts of titleholders will be compensated at replacement cost based on fair market value, in cash at current market rates as approved by BOR plus a 15% compulsory land acquisition surcharge (CAS) and free of taxes, registration, and transfer costs and resettlement assistance provided over and above BOR approved land compensation in awards by the Land Acquisition Collector.

Non-titled users of agricultural land without traditional rights/squatters losing informal use of agricultural land will be provided with an income rehabilitation allowance in cash equal to the net market value of yearly harvest income based on relevant cropping pattern and cultivation record (additional to standard crop compensation), and compensation for any irrigation infrastructure and other improvements made to the land (but not for the land) at full replacement cost and other appropriate rehabilitation to be defined in the RAP based on project situation and PAPs consultation.

Leaseholders or tenants on government land will be entitled to either renewal of the lease in other plots or cash compensation equivalent to the market value of net yield of the affected land for the remaining lease years (additional to standard crop compensation), up to a maximum of three (03) years.

Sharecroppers will be provided compensation in cash equivalent to the market value of the gross yield of lost harvest according to crop compensation (if impact is temporary) plus one (01) additional crop compensation (if the land is lost permanently).

Agricultural laborers, with contracts to be interrupted will be provided with compensation equal to their salary/daily wage or minimum wage/official poverty line (OPL) whichever higher up to a maximum of 3 months.

During impact assessment and census of PAPs, no PAPs were identified as non-titled user of agricultural land, leaseholder or tenant on government land, sharecropper and agricultural laborer. However, the entitlements in the RAP are proposed to mitigate un-anticipated



impacts and compensate if any of the PAPs falling in said categories is identified during implementation of RAP.

Crops

Cultivators of affected crops (title holder or non-titled) will be paid cash compensation for the loss of a crop at the current market rate proportionate to the size of the lost cropped area, based on the crop type and average yield. The parties to a share cropping arrangement (if any) will distribute this compensation between the landowner and the tenant according to the legally stipulated or the traditionally or informally agreed share.

Trees

Cultivators of affected fruit trees will receive cash compensation for perennial tree production at the current market rate and average yield (i) multiplied, for immature non-fruit bearing trees, by the years required to grow such a tree back to productivity or (ii) multiplied, for mature crop bearing trees, by the average years of crops forgone. For timber trees cash compensation will be paid at the current market rate of the timber value of the species at current volume, in addition to the cost of purchase of seedlings and required inputs to replace the trees. The rates and valuation methods will be determined using the accepted methodology in use at the Departments of Horticulture and Forestry or updated compensation rates for the year of award will be received from said departments.

Structures

For the full loss of a residential, commercial and community structure, the owners including non-titled land users, will be provided cash compensation at replacement cost for structure, including all transaction costs, such as applicable fees and taxes, without deduction of depreciation for age, for self-relocation. For the partial loss structure (considering of functional/economic viability of remaining or un-affected part of the structure), the owners, including non-titled land users, will receive cash compensation for the lost parts of a structure at replacement cost without deduction of depreciation for the age of the structure and for the repair of the remaining structure compensation at the market rate for materials, labor, and transportation cost etc. All PAPs facing structure loss (full or partial) will have the right to salvage materials of the lost structures.

Community Structure and Public Utilities

Community structures and public utilities, including mosques and other religious sites, graveyards, schools, health centers, hospitals, roads, water supply and sewerage lines, will be fully replaced or rehabilitated to ensure their level of provision is, at a minimum, to the pre-project situation.

7.4 RESETTLEMENT AND RELOCATION ASSISTANCES



All the PAPs/ physically/economically displaced persons shall be provided with the resettlement and relocation assistances as follows;

Transport Allowance

All PAPs to be relocated due to loss of structures including residences, business premises are entitled to receive a cash allowance to cover the cost of transport of people and their movable property (furniture, household items, personal effects, machinery, tools etc.) and of setting up at the new premises at the current market rate for labor, vehicle hire, fuel and incidental costs.

Transitional Allowance and Business Allowance

To facilitate moving and settling process, a transition allowance consisting of livelihood and business allowance for affected HHs and shops each for six (06) months and three (03) months respectively equal to the official minimum wage per month per each household will be paid. If relocation site with completed housing and full facilities are not available in time, the PAPs will be provided with transition arrangements, in the form of a rental allowance permitting the rental of housing at such a standard and covering the entire transition period.

Severity Allowance

If the impact is severe on lost land/ asset, i.e. if the loss is more than 10% of the productive asset then severe impact allowance to the affected persons (both title holders or non-title holders) will be provided equal to the official minimum wage for three months.

Employment

Workers and employees will be compensated with cash for lost wages during the period of business interruption, up to a maximum of three (03) months (based on tax record) or, in its absence, equal to three (03) months the official minimum wage per month.

Vulnerable Households

All vulnerable PAPs are entitled to livelihood restoration/improvement support in the form of cash and/or training, job-placement or re-employment related equipment and buildings, as well as organizational and logistical support to establish the PAP in an alternative income generation activity.

All vulnerable households will be entitled to one vulnerable impact allowance equal to the minimum wages for the period of three (03) months. Other options can be considered, including non-cash based livelihood support and employment, both temporary and permanent. Additional income restoration measures can be considered during implementation by PMU..



7.5 ENTITLEMENT MATRIX

Based on the above discussed eligibility criteria and compensation entitlements and keeping in view the nature of losses and implementation issues of the proposed project, an Entitlement Matrix (EM) has been prepared as provided in **Table 7.2**.



Table 7.2: Entitlement Matrix

Asset	Specification	Project Affected Persons	Compensation Entitlements⁴
Temporary impacts on agriculture (arable) land			<ul style="list-style-type: none">- No compensation for land acquisition provided that the land is rehabilitated/restored to its former quality following completion of works;- Compensation, in cash, for income loss if any for the duration of the temporary impacts;- Compensation, in cash, for all damaged crops and trees.
		Titleholders	<ul style="list-style-type: none">- No compensation for land provided that the land is rehabilitated/restored to its former quality following completion of works; Land rental will be provided in accordance with market value.- Compensation, in cash, for all damaged crops and trees.- Compensation, in cash, for income loss if any for the duration of the temporary impacts
			<ul style="list-style-type: none">- Compensation, in cash, for all damaged crops and trees.- Compensation, in cash, for income loss if any for the duration of the temporary

⁴ Compensation for all assets will be to the owner of the asset.



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			impacts
			- Cash indemnity corresponding to their salary (including portion in kind) from the period of temporary disturbance due to project activities.



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			<ul style="list-style-type: none">- Compensation, in cash, for all damaged crops and trees, where these are owned by the squatters.Compensation, in cash, for income loss if any for the duration of the temporary impacts
Permanent impacts on Arable land		of severity of impact	<ul style="list-style-type: none">- Land for land compensation with plots of equal value and productivity to the plots lost, ensuring economic viability of the new land and also ensuring that the PAPs livelihood is not negatively affected; or- Cash compensation plus 15% CAS for affected land at replacement cost based on market value free of taxes, registration, and transfer costs.
			<ul style="list-style-type: none">- Renewal of lease contract in other plots of equal value/productivity of plots lost- Cash equivalent to market value of gross yield of affected land for the remaining lease years (up to a maximum of 3 years).



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			<ul style="list-style-type: none">- Cash equivalent to market value of the lost harvest share once (temporary impact) or twice (permanent impact).- Provision of livelihood restoration support (I.e inclusion in the livelihood restoration plan).



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			<p>- Cash indemnity corresponding to their salary (including portions in kind) for the remaining part of the agricultural year. Provision of livelihood restoration support (I.e inclusion in the livelihood restoration plan).</p>



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			- 1 rehabilitation allowance equal to market value of 1 gross harvest (in addition to crop compensation) for land use loss.
		Titleholders Leaseholders	- One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crops and additional to standard crop compensation)
			- One severe impact allowance equal to market value of share of harvest lost additional to standard crop compensation.



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			-One severe impact allowance equal to market value of gross harvest of the affected land for one year (inclusive of winter and summer crops and additional to standard crop compensation)
Residential/ Commercial Land			- Land for land compensation through provision of plot comparable in value/location of plot to lost; - Cash compensation plus 15% CAS for affected land at full replacement cost free of taxes, registration, and transfer costs.



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
		Leaseholders	- 3 months' rent or a value proportionate to the duration of the remaining lease, including any deposits they may lose.
			- Accommodation in available alternate land/ or a self-relocation allowance (Rs. 17,500) equal to 06 months of income (official minimum wage).
Crops			<p>Crop compensation in cash at full market rate for one harvest (either winter or summer) in case of temporary impacts and cash at full market rate for harvest twice (whole year, Rabi & Kharif) by default for impacts caused by the project activities.</p> <ul style="list-style-type: none">• All other crop losses will be compensated at market rates based on actual losses.



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
Trees	Trees affected	PAPs owning trees (including squatters)	<ul style="list-style-type: none">- For timber/wood trees, the compensation will be at market value of tree's wood content.- Fruit trees: Cash compensation based on lost production for the entire period needed to reestablish a tree of equal productivity.
Houses/ Structures		PAPs (including squatters)	<ul style="list-style-type: none">- Cash compensation at replacement rates for affected structure and other fixed assets free of salvageable materials, depreciation and transaction costs.- In case of partial permanent impacts full cash assistance to restore remaining structure, in addition to compensation at replacement cost for the affected part of the structure.



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
Rental Assistance			- Cash compensation @Rs.8000/HHs and @Rs.5000/shop for all the PAPs as rental assistance during the interruption period maximum upto 03 months period.
Business/ Shop owners	Temporary or permanent loss of business or employment	Shop owners and employees	- Business owner: i) Cash compensation equal to one-year income, if loss is permanent; ii) in case of temporary loss, cash compensation equal to the period of the interruption of business up to a maximum of six months or covering the period of income loss based on construction activity. • Workers/ employees: Indemnity for lost wages for the period of business interruption up to a maximum of three months (to be calculated on the basis of Cost of Basic Needs (CBN), which is currently PKR 3,030 per person per month). -
Relocation/Transportation	Transport allowance	PAPs affected by relocation	Provision of sufficient allowance to cover transport expenses and livelihood expenses for one month (to be calculated



Asset	Specification	Project Affected Persons	Compensation Entitlements ⁴
			on the basis of CBN per person). -
Community assets	mosques etc	affected community	- Rehabilitation/ substitution of affected structures/ utilities (i.e. mosques, footbridges, roads, schools, health centers).
Vulnerable PAPs	households' below poverty line and female headed households, disabled person HH, ethnic/religious minority headed HH..	vulnerable PAPs	- Lump sum one time vulnerability allowance for 3 months (<i>at minimum wage rate Rs. 17,500/ month</i>) - Temporary or permanent employment during construction or operation, where ever feasible.
Allowances for Relocation and Rehabilitation			
Transitional/ Livelihood Allowance	Households	Households Affectees	Cash compensation during the interruption period, as per income of the Households/PAPs, supported by tax payments records or in the absence of such documents, equal to 06 months of minimum wage rate (17500 X 6= Rs.105,000/=) as transitional period allowance.
Employment	Employees	PAPs so impacted	Workers/ employees: Indemnity for lost wages for the period of business interruption up to a maximum of 3 months (<i>at minimum wage rate Rs. 17,500/ month</i>) with preferential treatment in project related work opportunities.
Unidentified Losses	Anticipated Impacts	PAPs	Dealt with as appropriate during sub-project implementation according to the updated RAP and Bank Policy.



8 RELOCATION, REHABILITATION AND INCOME RESTORATION

8.1 GENERAL

This section describes options for relocating housing and other structures, including replacement cash compensation, and/or self-relocation; outlines measures to assist displaced persons for establishing at new sites; describes income restoration programs, including multiple options for restoring all types of livelihoods and describes special measures to support vulnerable groups and women.

8.2 RELOCATION STRATEGY OF PROJECT AFFECTED PERSONS

As a result of Rehabilitation and Upgradation of Thandiani Road Project, 68 landowners, 08 owners of affected houses, 07 commercial shops and 01 community mosque of PAPs have to relocate their residences/businesses to another location in the same vicinity. The relocation strategy was discussed in detail with the owners of land, affected houses and other structures during consultation process. There is no state land available of equal economic importance/ value along the project corridor to accommodate the owners of the affected structures. The owners of the houses showed their willingness to relocate on their own against the cash compensation option. Similarly, the owners of the shops preferred cash compensation for the losses of their business premises (land) and structures. They will rebuild their structure on their own as per their convenience on their adjoining land in the same vicinity to re-establish their business. In view of this limitation, the following relocation strategy has been adopted.

- Affected land owners will be compensated at replacement cost based on fair market value, in cash at current market rates as approved by BOR plus a 15% compulsory land acquisition surcharge and free of taxes, registration, and transfer costs and resettlement assistance provided over and above BOR approved land compensation in awards by the Land Acquisition Collector.
- For affected houses, full compensation for the total covered area of the structure at replacement cost basis is provided by the C&W Department. The partially affected structures are fully compensated. Further, rental assistance for 03 months will be provided to facilitate them for hiring the residences during construction period of their houses. The owners will be given one-month advance notice for vacation of affected structure at the time of payment of compensation amount.
- The owners of the commercial structures shall be compensated for the total structure loss at current market prices. In addition, they will be paid business allowance supported by tax payments records or in the absence of such documents, equal to 03 months of minimum wage rate. The owners are given 01-month advance notice for vacation of affected structure at the time of payment of compensation amount.
- Resettlement shall be compensated on full replacement cost basis.
- Cash compensation shall be paid for land and structures prior to initiation of civil work.



8.3 COMPENSATION AND REHABILITATION OF PAPS

Entitlement provisions for the PAPs losing land, houses and income losses and rehabilitation subsidies include provisions for land losses, house and buildings losses, trees losses, a relocation subsidy, and a business losses allowance based on their average income as per census survey and / or lump sums. Each category of affectees is described in more detail as follows:

Owners of Private Land

There are 68 landowners losing 391.80 kanals land due to Rehabilitation and Upgradation of Thandiani Road Project. They are entitled to cash compensation for the loss of their land, acquired by the C&W Department. The land will be acquired under the provisions of LAA, 1894. C&W is responsible for disbursing all compensation payments, before the land is taken into custody. The owners are further entitled for a 15% premium for compulsory land acquisition and a resettlement assistance allowance for restoration of land / livelihood as provided in awards by LAC to ensure compensation is on replacement cost bases.

Owners of Trees

A total number of about 921 trees of different types owned by private land owners and 679 owned by Forest Department will be compensated. The unit value for compensation of trees has been determined by taking into consideration the type, age and size of the trees. The same would need to be updated by the Forest Department as the land acquisition proceeds for the Thandiani Road.

Owners of Crops

According to the findings, 24.11 kanal of cropped area will be affected. The owners of the affected agriculture land will be compensated by taking into consideration the major cropping pattern and their average yields in the project area. The owner of affected agriculture land shall be updated by C&W before implementation of RAP with the advancement in the land acquisition process and the damages caused to standing crops as a result of land acquisition will be assessed by the LAC and C&W land staff and included in the land awards for payment to the cultivator of the affected land. The unit value of such compensation will be assessed by the Agriculture Department, taking into consideration the type of crops grown on the affected land during the last two seasons, their production and value at current prices. As discussed with the affected land owners and other concerned officials, the PAPs will be allowed to harvest his/her standing crop in addition to crop assistance based on the annual income from the major crops of the area.

Owners of Privately Owned Built-Up Property

As revealed by the survey, 08 household structures and 07 commercial structures of different types owned by 15 owners will be impacted by the project. The owners are entitled



to cash compensation for the loss of their built-up property / structures, on a replacement-cost basis plus the cost of shifting. The C&W is responsible for disbursing all compensation payments and the contractor will not be allowed to demolish the structure until the compensation amount has been paid to the PAPs.

Assistance for Vulnerable

The income analysis of PAPs has revealed that the number of vulnerable households comes to 06. Their incomes are below the minimum wage rate/ OPL. These include 03 household affectees and 02 shop owners. These people may face disruption in their daily livelihood earnings due to project works. Such people are considered as vulnerable due to their socio-economic status. For such households, in addition to the livelihood/business allowance, an additional one-time assistance of Rs. 52,500/- (equal to 03-month amount of minimum wage rate) will be provided.

Vulnerable PAPs will be given priority for project related employment opportunities as per ability as drivers, clearing and digging work and if possible, as clerks or basic administration support staff with contractor. To this end, the C&W will include clause in the contracts of the civil works contractors that they will give preference to vulnerable and other project PAPs in recruiting personnel, skilled and unskilled labor for project related works. The compliance to this effect will be presented regularly in the internal monitoring reports.

As a long-term strategy, skill development opportunities will be worked out for working age members of vulnerable households. In this instance, a close liaison will be maintained with vulnerable households to discuss their needs and priorities throughout project implementation period. Referral assistance to job placement of skilled displaced households shall be undertaken by PMU in coordination with district government or an NGO who are doing social development program in the area.

Livelihood Allowance

All PAPs whose households will be affected will be supported for their income losses @ Rs.17500/- per month for 06 months in case of households, 08 household owners are entitled for livelihood allowance.

Business Allowance

The owner's business operators losing the business on permanent basis till re-establishment of their businesses and the land owners requiring relocation of their business will be paid cash compensation (business allowance) for 3 months based on the minimum wage rate @ 17,500/= per month, in addition to the compensation for the affected structure as per provisions of Entitlement Matrix. This will provide them sufficient time for business adjustment. As per impact inventory, 07 affected PAPs facing loss of business structures are entitled for business allowance.



Employment Loss

The loss of employment due to construction activities among all laid-off employees of affected businesses will be compensated through cash compensation equal to the lost wages during the period of employment interruption but maximum up to three (03) months @ 17500/- per month. However, during the census, no PAPs were identified facing the employment loss.

Community Structures/ Public Services and Facilities

Public services and facilities interrupted and/or displaced due to project activities will be fully restored and re-established at their original location or a comparable relocation site. All compensation, relocation and rehabilitation provisions of this RAP are applicable to public services and facilities. These include mosques, graveyards, schools, health centers and water supply lines etc. **Due to widening of the Thandiani Road, one community structure i.e mosque is affected and its affected area is 04.24m². Only corner of the mosque is affected and the remaining structure will remain functionally viable. The affected structure will be restored from the project cost with the consultation of the local community.**



9 RESETTLEMENT BUDGET

9.1 INTRODUCTION

The RAP has included a detailed budget for the payment of compensation and implementation of the various resettlement aspects for the project, including land acquisition, loss of business, loss of property and infrastructure, loss of trees and crops and costs of relocation. The resettlement budget and financing will also cover funds for training and for external monitoring.

The estimated land acquisition and resettlement cost was assessed based on the design and reflected in the itemized RAP budget including compensation costs for acquired land and other assets, applicable relocation, resettlement and income restoration costs as well as administrative costs including costs for RAP implementation institutional arrangement, monitoring & evaluation and contingencies. The RAP costs are based on identified impact based on detailed design and will be updated based on final design and finalized land acquisition process.

9.2 DETERMINING BASIS FOR VALUATION AND RESETTLEMENT COSTS

As per OP 4.12, the compensation calculated by considering:

- (i) Fair market value of land/asset;
- (ii) Transaction costs;
- (iii) Interest accrued;
- (iv) Transitional and restoration costs; and
- (v) Other applicable payments, (if any) constitute full replacement cost. The unit rates applied in the determining the resettlement costs are elaborated as follows.

The unit rates used for valuation of land were obtained from Revenue Department-Abbottabad and are attached as **Annex-VI**). In addition, a valuation survey in the project area was undertaken for estimating the unit rates for compensation of different types of losses, such as residential, commercial and agriculture/ hilly/barren land and structures, trees etc. The rates obtained from Revenue Department were also shared with the PAPs, C&W Department and local community during consultation. Using the acquired data, the unit rates used for valuation of land (obtained from Revenue Department-Abbottabad), affected structures (from C&WD-Abbottabad) and other assets were determined. These rates are based on the prevailing market rates.

The following procedures/methods were used for the assessment of unit compensation values of different items/ assets located within the impact corridor as standard for valuation of assets.



- Current market price for affected land was collected from Revenue Department Abbottabad and finalized through consultations with PAPs, C&W Department to arrive at unit rate for budget estimation against land losses on replacement cost basis. Land was categorized as residential, commercial, barren/hilly/agriculture land based on the type of utilization.
- Residential and Commercial structures were valued at replacement value/ cost (rates obtained from the C&WD-Abbottabad attached as Annex-VII) based on cost of materials, type of construction, labor, transport and other construction costs. Based on the type of construction, three categories were developed and sq. feet rates were estimated. Structure rates were also collected from the C&W department and maximum rates per unit of each category was estimated.
- The unit rates for crops were assessed based on yearly average production value multiplied by the prevailing market rates of the sown conventional crops in the project corridor. For crops the rates will be revalidated through the concerned Agricultural Department at the time of updating of the RAP based on the final detailed design to ensure the final RAP should include updated compensation rates.
- The unit rates for different type of trees were assessed by considering the average timber volume of the affected tree. Based on the physical observations in the field, average diameters of the trees to be cut were assessed and CFT volume was calculated. Based on the CFT volume, cost of single tree is calculated. By adopting the prevailing local market CFT Rates, cost estimation of the affected trees is carried out. However, this is tentative estimation and need to be authenticated/ updated by the Forest Department with the advancement in the land acquisition process before implementation of this RAP.

Rates adopted for cost estimation of affected land and landbased assets is given below;

Table 9.1: provides unit rates of each lost assets in details.

Table 9.1(a): Unit Rates of Land*

Sr. No.	Mauza	Name of Place	Rate Per Marla (Rs.)		
			Commercial Land	Residential Land	Agriculture Land
01	Nawan Shehar Janobi –I	Murree Road	1,200,000	200,000	-
02	-----do-----	Link Road etc	700,000	150,000	-
03	Nawan Shehar Janobi –II	Nawan Shehar Janobi –II	900,000	150,000	10,000
04	Chahtri	Chahtri	-	67,568	-
Average Rate/Marla			933,333	104,250	10,000
Average Rate/Kanal			18,666,660	2,085,000	200,000

* As per local Revenue Department Abbottabad, Notification No. DK/134 Dated 27/05/2019 (**attached as Annex-VI**), rates for valuation of land (important definitions), land falling within 200 feet on either side of the link road is considered as commercial land. However, in case of Thandiani Road, it is not clear at this time that how much of its road portion is considered as link road. Therefore, for the valuation of land, average rates of all the land types have been calculated for the respective mouzas and the same are adopted for cost estimation of various categories of land. Since the land boundary along the road (ROW demarcation) to be falling in different mouzas is not available this time and will be calculated after the demarcation of land acquisition areas on ground by the local Revenue Department, therefore the



average rate is adopted. The cost estimation done on this basis will need to be updated with the advancement in the land acquisition process before implementation of RAP.

Table 9.1(b): Unit Rates of Structures, Crops and Trees

Sr. No.	Description	Unit	Average Unit Rate (Pak. Rs)
1	Main Structure		
1.1	Category-A**	Sq.ft	1450
1.2	Category-B	Sq.ft	1300
1.3	Category-C	Sq.ft	868
2	Crops		
2.1	Wheat	Maund	1525*
2.2	Maize	Maund	1500*
3	Trees***		
3.1	Chir	Per Tree	13,200
3.2	Broad Leaves	Per Tree	3,850
3.3	Kail	Per Tree	33,000
3.4	Deodar	Per Tree	55,000
3.5	Fir and Spruce	Per Tree	26,000

*Rates obtained from Food Dept. KP 2019-20 attached as **Annex-VII.**

** Category-A: RCC roof, stone walls with cement mortar, cement plastering & flooring

Category-B: RCC roof, stone walls with cement mortar, without plastering & cement flooring

Category-C: CIG Sheet roofing, stone & wood walls with cement mortar, without plastering & cement flooring

*** The unit rates for different type of trees were assessed by considering the average timber volume of the affected tree. Based on the physical observations in the field, average diameters of the trees to be cut were assessed and CFT volume was calculated. Based on the CFT volume, cost of single tree is calculated. By adopting the prevailing local market CFT Rates, cost estimation of the affected trees is carried out. However, this is tentative estimation and need to be authenticated/updated by the Forest Department with the advancement in the land acquisition process before implementation of this RAP.

9.3 ENTITLEMENTS AND SUPPORT COSTS

The resettlement cost estimate for this project includes eligible compensation, resettlement assistance and support cost for RAP monitoring. The support cost, which includes monitoring and reporting and other administrative expenses are part of the overall project cost. Contingency provisions have also been made to consider variations from this estimate.

Compensation

The eligible allowances for this Resettlement and Rehabilitation cost estimate are outlined below.



- Compensation of agriculture, barren land at their replacement cost;
- Compensation for residential and commercial land;
- Compensation for structures (residential/ commercial) at their replacement cost;
- Compensation for crops and trees;
- Compensation for community structures (partially affected mosque);
- Relocation/ transportation Assistance;
- Assistance for shifting of the structures;
- Impact Severity Allowance for PAPs facing more than 10% of their productive assets;
- Transitional assistance in lieu of the loss of wage income, employment and livelihood; and
- Special assistance to vulnerable groups for their livelihood restoration.

Cost for RAP Monitoring and Administration

- Costs for the RAP Monitoring and reporting;
- Administration Cost; and
- Provision for Contingent costs.

Table 9.2: provide relocation and rehabilitation assistance.

Table 9.2: Units Rate for Relocation and Rehabilitation Assistance

Sr. No.		Unit Rate	Assistance Period	Total Lump sum Assistance (A)
1	Household Affectees			
1.1	Transitional/ Livelihood Allowance	@17,500/HH	06 months	105,000
1.2	Relocation/Transportation	@Rs.20,000/HH	01 Time	20,000
1.3	Rental Assistance	@Rs.8,000/HH	01 Time	8,000
1.4	Electrification Allowance	@Rs.20,000	01 Time	20,000
1.5	Vulnerability Allowance	@Rs.17,500/HH	03 months	52,500
2	Commercial shops owners/Affectees			
2.1	Business Allowance (permanent)	@Rs.17,500/Shop	03 months	52,500
2.2	Business Allowance (temporary)	@Rs.17,500/Shop	01 month	17,500
2.3	Relocation/Transportation	@Rs.10,000	01 Time	10,000
2.4	Vulnerability Allowance	@Rs.17,500/Shop	03 months	52,500
2.5	Severance Allowance	@Rs.17,500/Shop	03 months	52,500
2.6	Rental assistance	@Rs.5,000/ Shop	01 Time	5,000
3	Employment Loss	@Rs.17,500/PAP	03 months	52,500



3.1	Vulnerability Allowance	@Rs.17,500/PAP	03 months	52,500
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9.4 COST ESTIMATION FOR COMPENSATION OF LAND

The project will impact total 611.26 kanals (76.40 acres) land (391.8 kanals private & 219.46 kanals government land). Cost estimation is carried out for the private land to be acquired. The compensation cost related to this impact is **Rs.96,195,102.48**. Detailed calculations are summarized in **Table 9.3**.

Table 9.3: Summary of Cost for Compensation of Land

Type of Land	Affected Land (Kanal)	Unit Rate (Rs.)	Total Compensation Cost (Rs)
Agricultural Land	24.11	200,000	4,822,000
Plain/ barren/ hilly Land	366.82	200,000	73,364,000
Residential Land	0.65	2,085,000	1,355,250
Commercial Land	0.22	18,666,660	4,106,665.2
Total Cost	391.8		83,647,915.2
LAS @ 15%			12,547,187.28
Total Cost			96,195,102.48 In Millions Rs.96.195

9.5 COMPENSATION COST FOR CROPS

The affected land owners/cultivators will be provided crop compensation for affected land on the basis of gross income from crops based on one year's harvest (summer and winter crops). For cost purposes, wheat and maize are considered as base crops and the rates based on the average yields of these base crops are adopted. The affected agriculture land is 24.11 kanal and average affected yield of wheat and maize is 22.4 maund and 16.22 maund of both the crops. The total compensation for crops has been calculated **Rs. 58,490**. Detail of crop compensation is given below in **Table 9.4**.

Table 9.4: Summary of Cost for Compensation Crops

Sr. No.	Crop Type	Affected Cropped (Kanal)	Maund	Unit Rate (Rs)	Compensation (Rs)
1	Wheat	16	22.4	1525	34,160
2	Maize	08.11	16.22	1500	24,330
	Total	24.11	38.62		58,490

9.6 COMPENSATION COST FOR TREES



The survey has revealed that total 1600 trees will have to be removed. All the affected trees are mostly at the mature stage. The total cost estimation of the affected trees comes to be **Rs. 36,675,350**. Summary of cost is provided in **Table 9.5**.

Table 9.5: Summary of Cost for Compensation of Trees

Sr. No.	Name of Tree	Total Affected Trees	Unit Rate (Rs.)	Total Compensation Cost (Rs.)
A-Private Land				
1	Chir	820	13200	10,824,000
2	Broad Leaves (Poplar, Amla, Fig)	101	3850	388,850
Total-A		921		11,212,850
B-Government Land				
1	Kail	299	33000	9,867,000
2	Deodar	220	55000	12,100,000
3	Fir & Spruce	130	26000	3,380,000
4	Broad Leaves(Poplar, Amla, Fig)	30	3850	115,500
Total-B		679		25,462,500
Total (A+B)		1600		36,675,350

9.7 LOSS OF STRUCTURES

The loss of structures includes residential, commercial and community structures. Structures are valued at replacement value/ cost based on cost of materials, type of construction, labor, transport and other construction costs, if structure becomes functionally unviable, cash compensation will be computed for the entire structure. The total cost for structures has been calculated in the tune of **Rs. 6,781,281**. The details of the affected structures are summarized in **Table 9.6**. The detailed cost estimation of the affected structures is attached as **Annex-III**.

Table 9.6: Summary of Cost for Affected Structures

Sr. No.	Description	Nos.	Total Affected Area (m ²)	Total Affected Area (Sq.ft)	Unit Rate /Sq.ft (Rs.)	Total Cost (Rs.)
01	Residential Structure (Category-A)	07	249.09	2677.69	1450	3,882,650.50
02	Residential Structure (Category-C)	01	119	1279.25	868	1,110,389
03	Shops/Commercial Structure (Category-A)	07	110.48	1187.70	1450	1,722,165
Community Structure						
04	Mosques	01	04.24	45.57	1450	66,076.5



	Total	16	482.81	5190.20		6,781,281 In Millions Rs.6.781
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9.8 TEMPORARY LOSSES

Although temporary occupation of land could not be envisaged at preliminary design and feasibility level of project design, however, it is likely that execution of some of the project works may require temporary occupation of land with variable timeframe. Such temporary occupation could be for diversions, campsites or storage places for equipment and borrow areas etc. The construction contractor will be responsible for making arrangement for hiring of the land for temporary use and / or payment of the compensation of this land or land-based infrastructure as applicable under intimation and approval of the C&W Department. The contractor will restore the land to its original condition before handing over to the owner.

9.9 RESETTLEMENT AND REHABILITATION ASSISTANCE

The PAPs will be entitled for the allowance. The total resettlement and rehabilitation assistance for all affected assets has been computed **Rs. 840,000**. The details are provided in the **Table 9.7**.

Table 9.7: Summary of Cost for Relocation and Rehabilitation Assistance

Sr. No.	Allowances	Unit Rate	Assistance Period	Total Lump sum Assistance (A)	No of PAPs	Total Compensation (Rs.)
1	A-Household Affectees					
1.1	Transitional/ Livelihood Allowance	@17,500/HH	06 months	105,000	1	105,000
1.2	Relocation/Transportation	@Rs.20,000/HH	01 Time	20,000	2	40000
1.3	Rental Assistance	@Rs.8,000/HH	01 Time	8,000	1	8000
1.4	Electrification Allowance	@Rs.20,000	01 Time	20,000	1	20000
1.5	Vulnerability Allowance	@Rs.17,500/HH	03 months	52,500	4	210000
Total (A)						383000
2	B-Commercial shops owners/Affectees					
2.1	Business Allowance (permanent)	@Rs.17,500/Shop	03 months	52,500	1	52500
2.2	Business Allowance (temporary)	@Rs.17,500/Shop	01 month	17,500	6	105000
2.3	Relocation/Transportation	@Rs.10,000	01 Time	10,000	1	10000



Sr. No.	Allowances	Unit Rate	Assistance Period	Total Lump sum Assistance (A)	No of PAPs	Total Compensation (Rs.)
2.4	Vulnerability Allowance	@Rs.17,500/Shop	03 months	52,500	2	105000
2.5	Severance Allowance	@Rs.17,500/Shop	03 months	52,500	1	52500
2.6	Rental assistance	@Rs.5,000/ Shop	01 Time	5,000	1	5000
3	Employment Loss	@Rs.17,500/PAP	03 months	52,500	0	0
Total (B)						330000
Total (A+B)						713000

9.10 COST FOR RAP MONITORING AND ADMINISTRATION

RAP Monitoring & Evaluation Cost

Monitoring and evaluation of RAP implementation process will be required through organizing internal and external monitoring arrangements. For this purpose, **Rs. 7,021,161.17** (@ of 5% of the total compensation cost) is provided in the budget estimate.

RAP Administration and Support Cost

The other cost of RAP implementation and administrative activities will be a part of existing departmental expenditure. For hiring of an external monitoring agency/expert and provisions for administrative cost for RAP implementation have been made in the budget @ 1% of total compensation cost **Rs. 1,404,232.23**.

Contingencies

A contingency has been added to adjust any cost escalation during project implementation. Contingencies cost amounting to **Rs7,021,161.17 @ 5%** of the total cost has been added in the budget to cover unforeseen items which may be required during implementation of RAP.

9.11 SUMMARY OF BUDGET ESTIMATES

The overall budget for the resettlement component is estimated to Pak **Rs. 155,869,778** to be incurred based on on the scope of resettlement as shown in **Table 9.8**.

Table 9.8: Summary of Resettlement Budget

Sr. No.	Description	Quantity	Unit	Compensation Cost (Rs.)	Compensation Cost in Millions (Rs.)
Affected Assets (A)					



Sr. No.	Description	Quantity	Unit	Compensation Cost (Rs.)	Compensation Cost in Millions (Rs.)
1	Land	391.8	kanal	96,195,102.48	96.195
2	Crops	24.11	Kanal	58,490.00	0.058
3	Trees	1600	Nos	36,675,350	36.67
4	Structures	16	Nos	6,781,281	6.78
Total (A)				139,710,223	139.71
Summary of Allowances (B)					
5	Household Affectees	8	Nos	383000	0.38
6	Commercial shop/business affectees	7	Nos	330000	0.33
Total (B)				713000	0.71
Total (A+B)				140,423,223	140.58
7	Monitoring and Evaluation Cost@5%			7,021,161.17	7.02
8	Administration Cost @1%			1,404,232.23	1.40
9	Contingencies Cost @ 5%			7,021,161.17	7.02
Grand Total				155,869,778	155.86

*These are tentative costs and will be updated after the ownership record provided by the C&W.

9.12 RESETTLEMENT FUNDING/FINANCING PLAN

The Project Director (PD) of the EA will be responsible for ensuring the prompt provision and efficient flow of the budgeted funds for resettlement to the project. The PD will ensure that land acquisition and compensation are adequately funded and carried out in accordance with applicable rules and the present framework agreed by the affected family. The PD will requisition the PAPs to land acquisition and make compensation payments to PAPs in the project area.

The budget for resettlement will be updated following the demarcation of the actual alignment based on the final design as well as prevailing asset values to ensure that adequate funds for resettlement are allocated during project implementation.



10 INSTITUTIONAL ARRANGEMENTS

10.1 INSTITUTIONAL REQUIREMENT

The institutional arrangements for implementation of RAP for project have been agreed with the RPF of the project. To ensure smooth functioning, it is imperative that the staff is well organized and the roles, functions, responsibilities and procedures are clearly defined. The institutional requirements for the planning, implementation and supervision of the compensation, resettlement and rehabilitation functions of various institutions involved are described in this RAP are as under:

- Project Steering Committee (PSC)
- Project Management Unit (PMU), C&W
- Resettlement Unit (RU)
- Project Supervision and Management Consultants (PSMC)
- PAPs Committee
- Monitoring and Evaluation Consultants

10.2 PROJECT STEERING COMMITTEE (PSC)

Project Steering Committee (PSC) will be constituted for project oversight and strategic guidance. The PSC shall be led by the Additional Chief Secretary (ACS) of KP with representation from P&D Department, Finance Department, Revenue Department, Department of Tourism, Local Government and Rural Development Department, Secretary Communication and Works (C&W) Department, Kaghan Development Authority (KDA), Galiyat Development Authority (GDA) and private stakeholders including representation from the Travel and Tourism Industry, Hazara University, Women Chambers of Commerce, Agha Khan Cultural Services, Bank of Khyber and Small and Medium. Development Authority (SMEDA), KP.

10.3 PROJECT MANAGEMENT UNIT (PMU), C&W

PMU (C&W) will be responsible for construction, engineering and civil works for the project "Rehabilitation and Upgradation of Thandiani Road Project". PMU (C&W) shall include the following members;

1. Project Director
2. Senior Infrastructure Engineer
3. Road Engineer
4. Senior Environmental Expert
5. Senior Social Safeguard Expert
6. Divisional Accounts Officer (Additional Charge)
7. Procurement Expert
8. Project Accounts Officer
9. Support Staff (Drivers, etc.)
10. Additional Staff as and when desired



For the preparation and implementation of RAP, PMU (C&W) will have the following specific functions:

1. Overall Coordination with PSC for funding and other related matters/ issues;
2. Maintaining liaison with regulatory agencies/ authorities and WB, as needed;
3. Internal/external processing of all approvals including PC-I;
4. Procurement of Project Supervision & Management Consultants and Monitoring and Evaluation Consultants;
5. Procurement of Contractors for Civil Works/ Execution;
6. Implementation of social and environmental safeguards, internal monitoring and evaluation (M&E);
7. Disclose the contents of the RAP to all concerned.
8. Establishing the Resettlement Unit (RU) for implementation of RAP at field level
9. Establishing the grievance redress mechanism (GRM) to address and resolve resettlement-related complaints particularly from the PAPs.
10. Resolve the grievance at 1st Tier GRC;
11. PMU (C&W) will hold monthly meetings with the Consultants to review the progress, to identify related gaps and issues, and to determine corrective actions needed; and
12. Preparation of end-of-the-project report on resettlement aspects.

10.4 RESETTLEMENT UNIT (RU)

RU will be established by PMU (C&W) at field level for the implementation of the RAP. The RU will consist of the following members:

- Resettlement Expert (Representative of PMU-C&W)
- Representatives of Contractor
- Representative of PSMC
- Naib Tehsil Dar/ Patwari
- Supporting Staff (as required)

With respect to RAP implementation, the major responsibilities of RU will include:

- Supervise and monitor consultant's work engaged for preparation and updating of RAP.
- Liaison and coordination with Revenue Department and other government agencies.
- Publish the intent for land acquisition under section 4.
- Arrange, participate and document the stakeholders/ community consultations ensuring that the required information is disseminated to all the stakeholders.
- Obtain land record along with cadastral maps from the Revenue Department.
- Attend the meetings of the district price assessment committee, ensuring that the proposed rates are in accordance with the market prices.
- Distribute the notices to the entitled PAPs regarding payment of compensation;
- Facilitate the PAPs for completing the necessary documentation to receive their entitled payments;
- Maintain liaison and interaction with the PAPs and local communities to address their concerns;



- Provide proper guidance to PAPs for the submission of their requests for compensation as per eligibility and entitlement;
- Resolve the grievance at 1st Tier GRC;
- Help the PAPs to forward their complaints, if not resolved, to the GRC (PMU (C&W)); and
- Maintain close liaison with PMU (C&W), contractor and relevant government departments for RAP implementation.
- Any other tasks related to land acquisition and resettlement.

10.5 PAPS COMMITTEE

The project affected person committee (PAPC) will be formed at the field level with participation from each village. In some instances, as per local custom, a Jirga may play the role of a PAPC provided women's voice and participation is ensured in the decisions of the Jirga. The PAPC will have a chairperson, a secretary and members. If needed/ appropriate, separate female PAPCs will also be established to ensure greater participation of the female PAPs. The PAPC will be responsible for the following activities:

- Interaction within the community particularly PAPs (male and female)
- Interaction between a) the community particularly PAPs; and b) PMU (C&W) and RAP Consultants.
- Participate in the survey of the affected communities and PAPs
- Participate in the consultations to be varied out by PMU (C&W), RAP Consultants and Monitoring and Evaluation Consultants discussed later in the Chapter.
- Disclosure of project and RAP information among the communities particularly the PAPs.
- Help and facilitate the PAPs in completing the requisite documents for compensation payments
- Ensuring payment of compensation in accordance with the entitlement matrix given in the approved RAP.
- Facilitate early resolution of grievances and complaints raised by the communities particularly PAPs.

10.6 PROJECT SUPERVISION AND MANAGEMENT CONSULTANTS (PSMC)

PMU (C&W) will hire Project Supervision and Management Consultants (PSMC). They will report to PMU (C&W) and prepare the implementation program, quality of works, delivery of works, and certify the quantities of work carried out and the payments. They will also help the PMU (C&W) in project planning and management, procurement planning, contract management, financial management and overall project management. They will also be tasked to implement the RAP. Their scope of work relevant to implementation of RAP will include but not be limited to the following:

- Implementation of the approved RAP in accordance with the procedure given in RPF and through the assistance of Resettlement Unit (RU) which will be established for the implementation of RAP;
- Maintain close liaison and coordination with PMU (C&W), PAPs Committee/s, and concerned Departments/Agencies to ensure smooth implementation of RAP;



- Updating the census of PAPs linked with project impacts by type, category and severance and prepare the compensation packages on individual basis;
- Distribute the notices to the entitled PAPs regarding their payment of compensation
- Provide proper guidance to PAPs for the submission of their requests for compensation as per eligibility and entitlement
- Facilitate the PAPs in compensation payment through the completion of necessary documentation to receive their entitled payments like payment vouchers, opening of bank account and formation of CNIC, etc.;
- Facilitate the PAPs in term of resolving the legal and administrative impediments for the compensation payment;
- Help the PAPs to put their complaints (if any) in front of GRCs;
- Conduct the community consultation and disclosure process throughout the project cycle;
- Preparation of progress reports for the project.

10.7 MONITORING AND EVALUATION CONSULTANTS (M&EC)

The regular monitoring of project will be key to successful execution of the project. PMU (C&W) will engage a firm for the external monitoring and evaluation of the project. The firm apart will have the environment, social, resettlement and gender experts as well. The M&E consultants (Third Party Valuation Consultants) will be responsible for;

- (a) Monitoring of the physical progress;
- (b) Monitoring and evaluation of the project impact;
- (c) Review and supervision of the environmental and social aspects of the project; and
- (d) Provision of guidance to the management in early identification and resolution of the project.

10.8 CAPACITY BUILDING AND TRAININGS

Capacity building will be needed to ensure that the RAP objectives, procedures and roles and responsibilities of various entities are well understood across the board. The trainings will cover various aspects of RAP preparation and implementation including national regulatory requirements, WB resettlement policies and requirements, steps involved in RAP preparation, roles and responsibilities of various entities involved in RAP implementation, updating inventory of losses, entitlement matrix, valuation of compensation, public consultation, verifications required to process compensation payments, payment procedures, documentation and GRM.

The trainings will be provided to all staff of the relevant entities including PMU (C&W) and PAPs. Trainings will be an on-going activity and will be carried out regularly preferably at the PMU (C&W) office and in the project area for the PAPs. Most of the trainings will be conducted by the staff of the Consultants however some of the trainings can also be outsourced.



Table 10.1: Capacity Building and Training of PAPs, PMUs and Contractor

Contents	Provided By	Trainees	Duration
Trainings for Institutional Capacity Building			
Training/s on Implementation of RAP	Training Consultant	PMU Staff, Supporting staff under RU	3 days
Trainings on Financial Management	Training Consultant	PMU Staff	3 days
Training for PAPs (especially vulnerable and women)			
Entrepreneurship training for adults	Training Consultant	Project Area	1 week
Vocational skills training for youth to provide inclusive jobs and income generating opportunities including homestays	Training Consultant	Project Area	3 days
Training for Contractor/ Labour			
Training on Gender	Training Consultant	Project Area	02 days
Training on OHS and Covid SOPs	Training Consultant	Project Area	02 days

10.9 ORGANIZATIONAL SETUP

The organizational setup for implementation of resettlement plan is presented in **Figure 10.1** below;

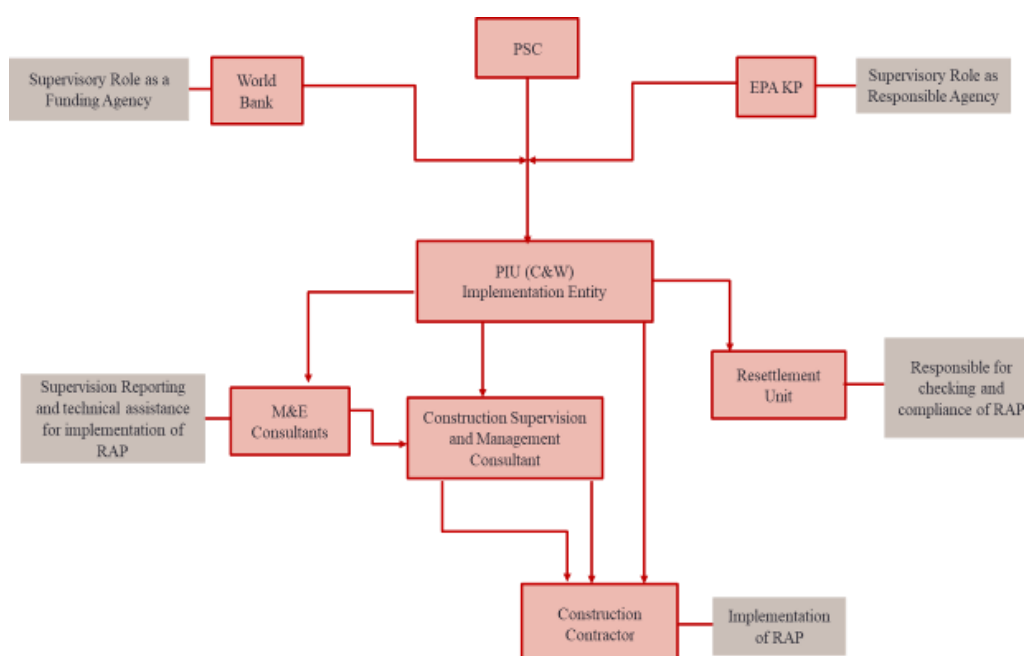




Figure 10.1: Organization Chart of RAP Implementation



11 IMPLEMENTATION SCHEDULE

11.1 GENERAL

Implementation of RAP consists of compensation to be paid to the PAPs for affected land, structures and rehabilitation and resettlement activities. The time for implementation of RAP will be scheduled as per the overall project implementation. All activities related to the land acquisition and resettlement are planned to ensure that **compensation is paid prior to displacement and commencement of civil works**. Public consultation, internal monitoring and grievance redress will be undertaken intermittently throughout the project duration. However, the schedule is subject to modification depending on the progress of the project activities. **The civil works contract for the subproject will only be awarded/land handed over for construction work, after all compensation and relocation has been completed for project and rehabilitation measures are in place.**

11.2 PHASES OF RESETTLEMENT PLAN

The proposed project's resettlement activities are divided into two broad categories based on the stages of work and process of implementation. The two phases involved in implementation of RAP are as follows:

- i) RAP Updating Phase.
- ii) RAP Implementation phase.

RAP Updating Phase

The Draft RAP is prepared on the basis of detail design. However, it will be updated and finalized as the land acquisition process advances as per LAA-1894. Besides, for RAP implementation the procurement of requisite institutional arrangement including social safeguard specialist and a team of social mobilizers and an M&EC will also be initiated to augment safeguards management capacity at PMU level; the project based GRC and field level GRC will be notified and made operational to facilitate the project affected persons to raise their concerns and resolution of their grievances if any.

Nonetheless, the information campaign & community consultation process about affected assets, compensation delivery and grievance redress will be initiated from this stage and shall continue till the completion of RAP implementation.

RAP Implementation Phase

After the RAP updating phase, the next stage is its implementation, which includes issues like disclosure of approved RAP, compensation of award; payment of all eligible assistance; relocation of PAPs; initiation of economic rehabilitation measures; redress of grievances and complaints if any; removal of structures/assets and taking over possession of acquired land;



site preparation for delivering the site to contractors for construction and finally starting civil work. RAP implementation involves internal and external monitoring of the activities.

The internal monitoring will be carried out by PMU specialists. The external monitoring of the RAP implementation will be the responsibility of independent monitoring and evaluation consultant procured as such for the project. The external monitoring and reporting requirement start immediately with RAP implementation process and continues till end of the RAP implementation. So, in this phase the monitoring consultant will monitor the implementation progress on daily basis and compile and share quarterly and biannually monitoring reports with PMU and World Bank.

11.3 RAP IMPLEMENTATION SCHEDULE

A composite implementation schedule for RAP activities in the subproject including various sub tasks and time line matching with civil work schedule is prepared and presented in the form of Table: 11.1. However, the sequence may change or delays may occur due to circumstances beyond the control of the Project and accordingly the time can be adjusted for the implementation of the plan



Table-11.1: Implementation Schedule of RAP

Activities	Responsibilities	2021								2022											
		Q-1	Q-2	Q-3	Q-4	Q-1	Q-2	Q-3													
		Phase-1: RAP Preparation, Updating, Implementation and Redress of Grievances																			
Preparation and submission of Draft RAP	PMU-C&W, RAP Consultant	■																			
Review and Approval of Draft RAP	WB		■																		
Disclosure of Draft RAP	PMU-C&W			■																	
Updating of Draft RAP	RU-PMU				■																
Review and Approval of Final RAP by World Bank	WB					■															
Phase-2: Implementation and Monitoring of Updated RAP																					
Disclosure of Final RAP	RU-PMU					■															
Redress of Grievances	GRCs					■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Consultation and Information Dissemination	PMU/RU/GRC	■				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Transfer of Amount to Project Office for Compensation	PMU						■														
Issuance of Notices to PAPs for Submission of Claims	RU/PMU						■	■													
Full Compensation Payment as per RAP	PMU							■	■												
Award of Civil Works Contract	PMU							■													
Confirmation of Full Delivery of Compensation	M&EC								■	■											
Internal Monitoring of all the Activities	PMU-RU							■	■	■	■	■	■	■	■	■	■	■	■	■	■
External Monitoring of all the Implementation Activities	M&EC								■			■			■			■			■
Handing Over Possession of Land to the Contractors	PMU								■	■											
Internal Monitoring/Quarterly Progress Reports to World Bank	RU/PMU							■			■				■					■	
External Monitoring and Submission of Biannual Reports to World bank	M&EC																				■



12 MONITORING AND REPORTING

12.1 NEED FOR MONITORING AND REPORTING

Monitoring is a periodic assessment of planned activities providing midway inputs. Monitoring and reporting are critical activities in involuntary resettlement, which helps in assessment of implementation progress, rescheduling key actions to meet the objective timelines, early identification of issues, resolve problems faced by the PAPs and develop solutions immediately to meet resettlement objectives. In other words, monitoring apparatus is crucial mechanism for measuring project performance and fulfillment of the project objectives. Keeping in view the significance of resettlement impacts, the monitoring mechanism for this project will have both internal monitoring (IM) and external monitoring (EM). Internally, the RAP implementation for the project will be closely monitored by the C&W through the PMU and the Internal Monitoring Consultants, while for external monitoring the services of an independent external monitoring agency will be hired. The IM and EM are required to.

- Establish and maintain procedures to monitor the progress of the implementation of safeguard plans.
- Verify their compliance with safeguard measures and their progress toward intended outcomes.
- Document monitoring results; identify necessary corrective and preventive actions in the periodic monitoring reports.
- Follow-up on these actions to ensure progress toward the desired outcomes.
- Retain qualified and experienced external experts to verify monitoring information for projects with significant impacts and risks.
- Submit periodic monitoring reports (quarterly and bi-annually) on safeguard measures as agreed with the World Bank.

12.2 INTERNAL MONITORING

One of the main roles of PMU will be to see proper and timely implementation of all activities in RAP. Monitoring will be a regular activity to ensure timely implementation of RAP activities. PMU Social Specialist will collect information from the project site about implementation status of key activities, process and integrate the data in the form of monthly report to assess the progress and results of RAP implementation. And in case of delays or any implementation problem, adjust its work program accordingly. This monitoring and reporting will be a regular activity which is extremely important in order to undertake mid-way corrective steps.

Internal Monitoring (IM) indicators will relate to process outputs and results. The IM reports will be shared with World Bank on Quarterly basis and shall be consolidated in the quarterly supervision consultants' progress reports for Bank. Specific IM benchmarks will be based on the approved RAP and cover the following:

- a. Information campaign and consultation with PAPs;



- b. Status of land acquisition and payments on land compensation;
- c. Compensation for affected structures and other assets;
- d. Relocation of PAPs;
- e. Payments for loss of income and income restoration activities implementation; and
- f. Ensure the gender mitigation measures are adhered to during the internal monitoring and reporting process.
- g. Status of GRM and Complaint resolution details.

The above gender disaggregated information will be collected by the internal Monitoring Consultant at PMU, which will monitor the day-to-day resettlement activities of the project through the following instruments:

- a. Review of census information for all PAPs;
- b. Consultation and informal interviews with PAPs;
- c. Key informant interviews; and
- d. Community public meetings.

12.3 MONITORING BY EXTERNAL EXPERT

The C&W will engage qualified and experienced External Monitoring Agency to verify the EA's monitoring information. EMA will be mobilized on intermittent bases when project implementation is commenced after Bank clearance of RAP to monitor RAP implementation and provide bi-annual monitoring reports. The main objective of this monitoring is to monitor RAP implementation, identify issues and recommend corrective measures. The external monitor will review the IM reports, collect information from the field and determine whether resettlement objectives and goals have been achieved, more importantly whether livelihoods and living standards of PAPs have been restored/ enhanced and suggest suitable recommendations for improvement. The external monitor will identify the gaps in RAP implementation and advise the EA on safeguard compliance issues. The key tasks during external monitoring will include:

- a. Review and verify internal monitoring reports prepared by PMU;
- b. Review of the socio-economic baseline, census and inventory of losses of pre-displaced persons;
- c. Impact assessment through formal and informal surveys with the affected persons;
- d. Consultations with PAPs, officials, community leaders for preparing review report;
- e. Assessment of resettlement implementation progress, efficiency, effectiveness and sustainability;
- f. Verification of compliance of RAP implementation; and
- g. Review of adherence to the gender mitigation measures during monitoring period.

The following will be considered as the basis for indicators in external monitoring and evaluation of the project:



- a. Socio-economic conditions of the PAPs in the post-resettlement period;
- b. Communications and reactions from PAPs on entitlements, compensation, options, alternative developments and relocation timetables etc.;
- c. Quality and frequency of consultation and disclosure;
- d. Changes in housing and income levels;
- e. Rehabilitation of severely affected people, and different vulnerable groups;
- f. Valuation of property and ability to replace lost assets;
- g. Disbursement of compensation and other entitlements;
- h. Level of satisfaction of PAPs in the post resettlement period; and
- i. Grievance procedures, including recording, reporting, processing and redress of grievances.

Based on the external monitor's report, if significant issues are identified, a corrective action plan (CAP) to take corrective action will be prepared, reviewed and approved by Bank and disclosed to affected persons. However, Internal and external monitoring and reporting will continue until all RAP activities have been completed.

12.4 REPORTING REQUIREMENTS

The PMU will forward to World Bank a consolidated quarterly RAP monitoring report. This will also determine whether resettlement goals have been achieved, more importantly whether livelihoods and living standards have been restored/enhanced and suggest suitable recommendations for improvement. Additionally, World Bank will monitor project on an ongoing basis until a project completion report is issued and all RAP actions have been implemented. All the resettlement monitoring reports will be disclosed to PAPs as per procedure followed for disclosure of resettlement plans by the EA and will available at C&W website on a detailed sub-project page.

ANNEXES

Annex-I

SOCIAL SURVEY TOOLS INCLUDING CENSUS AND SOCIOECONOMIC SURVEY PROFORMA

**GOVERNMENT OF THE KHYBER PAKHTUNKHAW
COMMUNICATION AND WORKS DEPARTMENT (C&WD)**

**NATIONAL ENGINEERING SERVICES PAKISTAN (Pvt.) LIMITED
KHYBER PAKHTUNKHWA INTEGRATED TOURISM
DEVELOPMENT PROJECT**

**Rehabilitation and Upgradation of Thandiani Road (24.4 Km)
Resettlement Action Plan (RAP)**

CENSUS AND SOCIO-ECONOMIC SURVEY OF THE HOUSEHOLD

A. IDENTIFICATION

Sr. No. _____ **Date:** _____
Interviewer: _____ **Name of Respondent /PAP:** _____
S/o: _____ **Location:** _____
Town/Mohallah: _____
Union Council: _____ **Tehsil/District:** _____
Age: _____ years **Marital Status:** _____
Religion: _____ **Education:** _____
Profession: _____ **Caste:** _____
PAP-ID: _____ **Category of PAP:** _____

Contact Details (Cell No.):

B. Household / Family Profile

Sr. No.	Name	Relationship with H.H (Code-A)	Age	Marital Status (Code-B)	Education	Reason for low Education (Code-C)	Occupation (Code-D) /Income Status (Code-E)				Total Monthly Income (Rs.)
							Primary Source		Any Other		
							Occupation	Income Monthly (Rs)	Occupation	Income Monthly (Rs)	
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											

Code A: 1. Self 2. Wife 3. Son 4. Daughter 5. Father 6. Mother 7. Grandson 8. Grandmother 9. Sister in law
10. Nephew 11. Niece 12. Daughter in law 13. Mother in law 14. Father in law 15. Brother in law 16. Brother
17. Sister 18. Aunt 19. Any Other

Code B: 1. Single 2. Married 3. Divorced 4. Widow / Widower

Code C: 1. Low income 2. More distance of educational institution 3. Lack of better Transport facilities 4. Negative attitude towards formal education
5. Lack of interest 6. If any other (please specify) ____

Code D: 1. Farming 2. Business (Type _____) 3. Livestock Rearing 4. Service (If Government Type ___)
 5. Service Private (Type _____) 6. Milk Selling 7. Retired Govt. Employee 8. Agri. Labour
 9. Employed Overseas 10. Employment at port 11. Fishing Labor at port 12. Mason 13. If any other (please specify _____)

Code E: 1. Below 5000 2. 5000-9000 3. 9001-15,000 4. 15001-20000 5. 20001-25000 6. Above 25000

Q.1. How much is your average H.H. monthly expenditure?

1. Below 5000 2. 5000-9000 3. 9001-15,000
 4. 15,001-20,000 5. 20,001-25,000 6. Above 25,000

Q.2. What is type of your family system?

1. Joint 2. Nuclear 3. Extended

C. HABITATION

Q.3. What is type of your household structure?

1. Pucca 2. Semi Pucca 3. Kacha 4. Hut

Q.4. What is the type of ownership of your house structure?

1. Owned 2. Government 3. Rented 4. Free on Landlord property
 5. Relative House 6. Any other

Q.5. Since how long are you living here? _____ Years

Q.6. Which of the following facilities are available in your house?

1. Electricity 2. Water Supply 3. Gas 4. Telephone
 5. Sewerage 6. Solid Waste Management

Q.6A. Possession of Household Items?

Sr. No.	Household Item	Yes/No	Sr. No.	Household Item	Yes/No
	Television			Truck	
	Refrigerator			Motorcycle	
	Computer			Rickshaw	
	Smart phone				
	DVD player				
	Electric cooker				
	Washing machine				
	Electric fan				
	Iron				
	Misc. items				
	Car/jeep				

D. Landholding

Q.7. Do you have any landholding?

1. Yes _____ (Kanals)

2. No _____

Q.8. What is use of that landholding: _____

E. LIVESTOCK

Q.9. Do you have any Livestock? 1. Yes 2.No

Q.10. If Yes, then Details and its use: _____

F. DRINKING WATER

Q.11. What is the source of drinking water?

1. Municipal Tap Water 2. Hand Pump 3. Self-Bore
4. Water carrier/Tanker 5. Any Other

Q.12. Are you satisfied with quantity and quality of drinking water?

1. Satisfied 2. Not Satisfied

Q.13. What is the reason of dissatisfaction?

1. Dirty Water 2. Low Pressure 3. Bad Taste 4. Bad Smell in Water

Q.14. Are you willing to pay for improved water supply? 1. Yes 2. No

G. WASTE WATER

Q.15. How wastewater is disposed of ?

1. Street Drain 2. Municipal Sewer 3. Septic Tank
4. Open Field/Pond 5. Any Other 6. No Facility

Q.16. Are you willing to pay for improved waste water disposal ?

1. Yes 2. No

H. TRANSPORTATION

Q.17. What is the principal mode of transport?

1. Public 2. Private 3. Both

Q.18. Are you connected with the Road network for travelling purpose

1. Yes 2. No

If yes, at how much distance and what is name of that road: Distance: _____ Name: _____

I. FUEL SOURCES FOR COOKING

Q.19. What are the sources of fuel for cooking purpose?

1. Sui gas 2. Gas cylinder 3. Coal/ wood

J. COMMUNICATION SYSTEM

Q.20. What do you use as source of communication system?

1. Mobile Phone 2. Both Mobile Phone & Landline 3. No Phone
4. Internet

K. SOLID WASTE

Q.21. Is there any collection system of solid waste in your community?

1. Collected by the government 2. No collection service 3. Settlement/Society own collection system

L. EDUCATIONAL FACILITIES

Q.22. Which of the following Educational Facility is available in or nearby your residential area ?

1. Primary 2. Middle 3. Matric 4. Above

Q.23. Are you satisfied with existing educational facility in your area?

1. Yes 2. No

M. MEDICAL FACILITIES

Q.24. Which of the following Health Facility is present in or nearby your residential area ?

1. BHU 2. RHC 3. THQ 4. Any Other

Q.25. Are you satisfied with existing Health facility ? 1. Yes 2. No

Q.26. In case of No, what are the reasons of dissatisfaction and major disease in this area ?

N. RELIGIOUS FACILITIES

Q.27. Which of the following religious property is present in or nearby your residential area?

Sr. No.	Religious Facilities	Yes	No	Name	Distance from your Residence
1	Mosque				
2	Madrassa				
3	Shrine				
4	Graveyard				
5	Any Other				

O. RECREATIONAL FACILITIES

Q.28. Which of the following Recreational facility is present in or nearby your residential area?

1. Parks 2. Play Grounds 3. Gardens 4. Zoo 5. Any other

P. SOCIAL COHESION/ CONFLICTS

Q.29. Does your family have any dispute with others ?

1. Yes 2. No

Q.30. If yes, Nature of dispute _____

Q.31. Which type of conflict resolution mechanism mostly adopted in this area?

1. Formal (Judiciary/Courts) 2. Informal (Jirga)

Q. CREDIT

Q.32. Did you borrow money during the last one year?

1. Yes 2. No

Q.33. If yes, for what purpose

1. For Business 2. For other family needs

How much amount did you borrow: _____

Q.34. What was the source of loan?

1. Bank 2. Relatives 3. Friends

R. COMMUNITY PARTICIPATION

Q.35. Is there any social organization in this area?

1. Yes 2. No

Q.36. If yes, then Name of the Organization: _____

2. Type of activities? _____

Q.37. Are you member of any social organization? 1. Yes 2. No

Q.38. If yes, Name of Social Organization _____

S. SOCIO ECONOMIC IMPACTS

Q.39. Do you feel that economic opportunities/ activities will increase due to this road upgradation?

1. Yes 2. No.

Sr. No.	If yes, then reasons	If no, then reasons
1		
2		
3		
4		

T. FEEDBACK, CONCERNS AND SUGGESTIONS

Q.40. What do you think about the impact of the Rehabilitation and Upgradation of the Thandiani Road Project?

- (1) _____
- (2) _____
- (3) _____

Q.41. What do you think about the positive and negative impacts of the Rehabilitation and Upgradation of the Thandiani Road Project?

- (4) _____
- (5) _____
- (6) _____

Q.42. What would you suggest to minimize or mitigate for the likely Negative Impacts of the Construction of the Thandiani Road Project?

Suggestions:

- (1) _____
- (2) _____
- (3) _____

Q.43. What else can you suggest regarding design and implementation of the Construction of the Thandiani Road Project ?

- (1) _____
- (2) _____
- (3) _____

Q. 44. Any other suggestion

45. General Observations of Interviewers

(1) _____

(2) _____

(4) _____

Any other Remarks: _____

Signature of the interviewer: _____

**GOVERNMENT OF THE KHYBER PAKHTUNKHAW
COMMUNICATION AND WORKS DEPARTMENT (C&WD)**

**NATIONAL ENGINEERING SERVICES PAKISTAN (Pvt.) LIMITED
KHYBER PAKHTUNKHWA INTEGRATED TOURISM
DEVELOPMENT PROJECT**

Rehabilitation and Upgradation of Thandiani Road (24.4 Km)

Resettlement Action Plan (RAP)

STRUCTURES/ SHOPS/ LAND ASSESSMENT SURVEY

T. IDENTIFICATION

Sr. No. _____ **Date:** _____
Interviewer: _____ Name of Respondent/PAP _____
S/o: _____ Location: _____
Residential Address: _____ Cell No: _____
Age: _____ years Marital Status: _____
Education: _____ Profession: _____
Category of DP: _____ PAP-ID: _____
Name of Owner: _____ PAP-ID: _____
Name of Occupant: _____ PAP-ID: _____
Status of Occupant: _____
CNIC of Occupant: _____

B. DETAILS OF AFFECTED STRUCTURE

Q.1. What is ownership status of the affected structure/business/shop/house?

1. Private Owner 2. Renter 3. Any Other

Q.2. When was the structure built and who built it?

Year of construction: _____

Who built it: _____

Q.3. Relationship between the structure owner and the party who paid for construction

Relationship: _____

Q.4. What is the approximate construction cost of structure?

Cost Rs.: _____

Q.5. What is their assessment about the value of the structure?

Assessment Value Rs.: _____

Q.6. Do you want to take the salvage material of the structure?

1. Yes 2. No

Q.7. Details about the affected structure:

Type of Structure	No. of Storey	No. of Rooms	Size (ft)				Total covered area	No. of Bath Rooms	Type of Construction Material Used	Condition of the structure
			Basement L*W*H		Ground Floor (W*L*H)					

*Please attach photographs of the internal and external conditions of the structure

Q.8. What is the value of items in case of commercial shop?

Merchandize items Value Rs. _____

Fittings and fixtures value Rs. _____

Q.9. Details of merchandize items in the shop:

Items	Quantity	Approx. value Rs.

Q.10. Details of fittings and fixtures in the shop:

Items	Quantity	Condition	Approx Value Rs.	Moveable/ Immovable

Q.11. How many employees in the business/shop?

Name of Employee	Age	Relation with shopkeeper	Nature of employment	Monthly Salary (Rs.)	Other family members income of the employee	Stay at site	
						Alone	With family

Q.12. Number of female employees in the business/shop?

No. of female employees: _____

Q.13. Since how long you are running business/shop over here?

Period: _____ years

Q.14. Do you have some relocation option due to widening of Road?

1. Yes 2. No

Q.15. If yes, then relocation is temporary or permanent?

1. Temporary 2. Permanent

Q.15A. What are those relocation options?

C. DETAILS of AFFECTED LAND

Type of Land/ Landuse	Affected Land (Acres)	Total Land (Acres)	Status of Occupant	% Share in case of Tenant	Tenancy Documents Available (Yes/ No)	Standing Crop on Land	Estimated Annual Production (Maund/Acre)	Rate /Maund (Rs.)	Net Annual Income (Rs.)	No. of Employees

D. DETAILS OF AFFECTED OTHER ASSETS

Type of Asset	No	Approx. Value (Rs.)
Tubewell		
Tubewell Bore Hole/Pump House		
Handpump		

D. DETAILS OF AFFECTED TREES

Name of Tree	Total Nos	Mature	Sapling	Ownership Status (Private/Government)
Non-Fruit Trees				
Fruit Trees				

Signature of the Interviewer: _____

**GOVERNMENT OF THE KHYBER PAKHTUNKHAW
COMMUNICATION AND WORKS DEPARTMENT (C&WD)**

**NATIONAL ENGINEERING SERVICES PAKISTAN (Pvt.) LIMITED
KHYBER PAKHTUNKHWA INTEGRATED TOURISM
DEVELOPMENT PROJECT**

**Rehabilitation and Upgradation of Thandiani Road (24.4 Km)
Resettlement Action Plan (RAP)
GENDER SURVEY**

U. IDENTIFICATION

Sr. No. _____ **Date:** _____
Interviewer: _____ Name of Respondent: _____
W/O,D/O: _____ Location: _____
Residential Address: _____ Cell No: _____
Age: _____ years Marital Status: _____
Education: _____ Profession: _____

Q.1 How many children do you have?

I. Male _____ II. Female _____ III. Total _____

Q.2 Do you participate in Upbringing, Education and Marriage of children?

I. Yes _____ II. No _____

Q.3 What is your occupation?

I. House Wife _____ II. Working Woman _____

Q.4 If case of working women what is your nature of work?

I. Office _____ II. Field _____ III. Both _____

Q.5 How much salary do you receive per month? Rs. _____

Q.6 Do you contribute in household income?

I. Yes _____ II. No _____

Q.7 Do you perform daily household chores?

I. Yes _____ II. No _____

Q.8 What are your expenditures on household items? _____

Q.9 Do you have full power to spend your money the way you like?

I. Yes _____ II. No _____

Q.10 Do you save some money from your household income every month?

I. Yes _____ II. No _____

Q.11 In addition to household, do you do any other work for earning some money?

I. Yes _____ II. No _____

If yes, what type of work is this? _____

Q.12 Where do you work?

I. In your house _____ II. Out of your house _____

Q.13 How many hours per day do you work? _____ Hours

Q.14 What is your earning per month from this work? Rs. _____

Q.15 Do you want to learn some skills for earning your livelihoods?

I. Yes _____ II. No _____

If yes, what type of skills? _____

Q.16 Should women get education?

I. Yes _____ II. No _____

Q.17 Do you take part in purchase and disposal of household property?

I. Yes _____ II. No _____

Q.18 Do you play a significant role in decision-making of family matters?

I. Yes _____ II. No _____

Q.19 Is there any dispute resolution regarding the family matters?

I. Yes _____ II. No _____

Q.20 Do you discuss on household problems with neighbors/local community?

I. Yes _____ II. No _____

Q.21 Are there some matters related to outdoor activities of male family members?

I. Yes _____ II. No _____

Q.22 Is there any association/organization of females in this area?

I. Yes _____ II. No _____

If yes then what is its name and area of work. _____

Q.23 Do you know about the proposed Project?

I. Yes _____ II. No _____

Q.24 In your opinion, should this Project be implemented here?

I. Yes _____ II. No _____

If yes, then reasons

If no, then reasons

Q.25 What are the pressing needs of the women of this area?

Q.26 What protective measures do you suggest to safeguard your interests?

Signature of the Interviewer:

4. List of Participants:

Sr. No.	Name	Cell No.	Signatures
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

Sr. No.	Name	Cell No.	Signatures
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			

Annex-II

THE DETAILED LIST OF AFFECTED LAND, CROPS AND TREES OWNERS

Sr. No	Respondent Name	Father Name	Village	District	Type of Impact With Cost					
					House	Area (Marla)	Cost	Shops	Area (Marla)	Cost
1	Samiullah	Haji Riaz	Rawalkot	Abbottabad						
2	Seraz	M.Iqbal	Tandiani Chock	Abbottabad						
3	Dr. Habib	Ghulam Nabi Khan	Tandiani Chock	Abbottabad						
4	Noor Saeed		Tandiani Chock	Abbottabad						
5	M.Liaqat	M.Maskeen	Ouchar	Abbottabad	Yes	0.43	170,079			
6	Khalid Mehmood	Jalal Khan	Ouchar	Abbottabad						
7	Dr. Mushtaq		Ouchar	Abbottabad						
8	Hamayun Khan	Aslam Khan	Bumlial	Abbottabad	Yes	0.53	208,560			
9	Iqbal Khan	Ahmed Ali	Bumlial	Abbottabad						
10	Sadaqat Khan	Khan Afsar Khan	Bumlial	Abbottabad						
11	Mushtaq	Mangi Khan	Rawalkot	Abbottabad						

12	Imran Khan	Nisar Khan	Rawalkot	Abbottabad						
13	Sardar Khan	Yaqoob Khan	Rawalkot	Abbottabad						
14	Aslam Awan	Abdul Raheem Awan	Rawalkot	Abbottabad						
15	Tariq Khan	Muhammad Khan	Tandiani Road	Abbottabad						
16	Mohabat Khan	Mian Dad Khan	Ouchar	Abbottabad	Yes	0.12	45,840			
17	Mobeen Khan	Safdar Khan	Ouchar	Abbottabad				02 shops	0.64	253,603
18	Asim Khan	Lal Khan	Ouchar	Abbottabad						
19	Qazi Vikyo Rehman	M.Nawaz Khan	Ouchar	Abbottabad						
20	Qazi Tariq Khan	Qazi Fareed Khan	Ouchar	Abbottabad						
21	Anwar Khan	Yousaf Khan	Ouchar	Abbottabad						
22	Nazim Ali Khan	Haq Nawaz	Gohmawa	Abbottabad						
23	Akhtar Nawaz	Peer Khan	Gohmawa	Abbottabad						
24	Orangzaib	Rasool Khan	Gohmawa	Abbottabad	Yes	6.28	2,477,602			
25	Safdar Khan	Rasool Khan	Gohmawa	Abbottabad	Yes	1.38	543,453			
26	Gulzaib Khan	Kareem Khan	Gohmawa	Abbottabad						

27	Nisar Khan	M.Ayub Khan	Gohmawa	Abbottabad	Yes	0.32	125,804			
28	Numan Khan	Masood Anwar	Rawalkot	Abbottabad				Shop	0.53	223705
29	Pervaiz	Kanizaman	Dahra	Abbottabad						
30	M. Waheed	M. Maskeen	Dahra	Abbottabad						
31	M.Miyandad	M. Hussain	Dahra	Abbottabad						
32	M. Haroon	Ali Akbar Khan	Kherre	Abbottabad						
33	Taj Muhammad khan	Kjahangeer Khan	Kherre	Abbottabad						
34	M. Jhamshaid	Khan Bahadar	Kherre	Abbottabad						
35	M. Javed	Mir Afzal	Kherre	Abbottabad						
36	M. Akhtar	Mir Afzal	Khari	Abbottabad						
37	M Shabeer	Ali Akbar Khan	Kherre	Abbottabad						
38	M Fareed	Ali Akbar	Kherre	Abbottabad						
39	M Waheed	Gul Hassan	Galio Banya	Abbottabad						
40	Aziz Rehman	ur Ali Bahadar	Gali Bazar	Abbottabad						
41	M Ayaz	Zardad	Gali Banya	Abbottabad						

42	Maqsood ur Rehman	Abdul Rehman	Gali	Abbottabad						
43	Abdul Kareem	Abdul Hussain	Gali	Abbottabad						
44	M Shamraiz	Ali Muhammad	Gali	Abbottabad						
45	Naheen Gull	Nazam ud Din	Gali	Abbottabad						
46	M Toqeer Khan	Faqeera Khan	Ratapar	Abbottabad						
47	Muhammad Munir	Haji M. Zaman	Badna	Abbottabad						
48	Muhammad Azam	Haji M. Zaman	Badna	Abbottabad						
49	Maqbol Shah	Imam Ali Shah	Kalapani	Abbottabad						
50	Sabir	Ghulam Qadir	Kalapani	Abbottabad						
51	Munsif	Ali Akbar	Kalapani	Abbottabad						
52	Zain Muhammad	Kala Khan	Kalapani	Abbottabad						
53	Malik Yaqoob	M.Afsar Awan	Katwal	Abbottabad						
54	Malik Qalandar	M.MEER Zaman	Klatwal	Abbottabad						
55	Aziz ur Rehman	M.Zaman Khan	Klatwal	Abbottabad						
56	Malik Farooq Sb	Malik Gohar Rehman	Klatwal	Abbottabad						

57	Malik Nawaz	Malik Orangzaib	Kala Pani	Abbottabad						
58	Aurangzaib	M.Zaman Khan	Kund	Abbottabad						
59	M. Jahanzaib	M Janmdad	Kund	Abbottabad						
60	M.Basheer	M.Maskeen	Kund	Abbottabad						
61	Nabeel Zeb	Aurangzaib Khan	Kund	Abbottabad						
62	Abdul Rasheed		Kund	Abbottabad						
63	M. Sidique	Shahzman	Kund	Abbottabad						
64	M.Kamran	M.Sadique	Kund	Abbottabad				Shop	0.28	109536
65	Mussa Khan	Ayub	Kund	Abbottabad						
66	Wajid Khan	Mir Hussain	Thandiani Chowk	Abbottabad						
67	Amir Khan	Jhanzaib Khan	Thandiani Chowk	Abbottabad						
68	M.Asif Khan	Malik Aurangzaib Khan	Tandiani	Abbottabad				Shop	0.32	128520
69	Mustaq	Khani Zaman	Kal;apani	Abbottabad						
70	Malik Maroof	M. Hassan	Thandiani Chowk	Abbottabad						
71	Malik Nadeem	M.Younas	Thandiani Chowk	Abbottabad						

72	Malik Mustaq	M. Sadiq Khan	Thandiani Chowk	Abbottabad				Shop	0.6	239778
73	M.Arif Khan	Dost Muhammad Khan	Gahmawa	Abbottabad	Yes	0.79	311,309			
74	M.Khurshed Khan	Peer Khan	Narry Gahmawa	Abbottabad						
75	Asif Khan	Gul hasan Khan	Rawat kot	Abbottabad						
76	Majid Khan	Sadiq Khan	Rawal Kot	Abbottabad						
77	Ahmad Khan Ali	Ghulam Khan	Rawal Kot	Abbottabad						
78	Sajid Khan	Hussain Khan	Rawal Kot	Abbottabad						
79	Mazhar Khan	Mosa Khan	Rawal Kot	Abbottabad						
80	Amjad Khan	Jehnzab Khan	Rawal Kot	Abbottabad				Shop	1.94	767018
81	Gulzar Khan	Ayub Khan	Gauman Narry	Abbottabad						
82	Azam Zaman	Sahah Zaman	Khare	Abbottabad						
83	Col.Jozaf		Tandiani	Abbottabad	Yes	4.7	1,110,389			

Annex-III

THE DETAILED LIST OF AFFECTED STRUCTURES

Sr. No	Respondent Name	Father Name	Location	Type of Impact With Cost					
				House	Area (Marla)	Cost	Shops	Area (Marla)	Cost
1	M.Liaqat	M.Maskeen	Tandiani Road	Yes	0.43	170,079			
2	Hamayun Khan	Aslam Khan	Tandiani Road	Yes	0.53	208,560			
3	Mohabat Khan	Mian Dad Khan	Tandiani Road	Yes	0.12	45,840			
4	Mobeen Khan	Safdar Khan	Tandiani Road				02 shops	0.64	253,603
5	Orangzaib	Rasool Khan	Tandiani Road	Yes	6.28	2,477,602			
6	Safdar Khan	Rasool Khan	Tandiani Road	Yes	1.38	543,453			
7	Nisar Khan	M.Ayub Khan	Tandiani Road	Yes	0.32	125,804			
8	Numan Khan	Masood Anwar	Tandiani Road				Shop	0.53	223705
9	M.Kamran	M.Sadique	Kund Kalapani				Shop	0.28	109536
10	M.Asif Khan	Malik Aurangzai b Khan	Tandiani Road				Shop	0.32	128520
11	Malik Mustaq	M. Sadiq Khan	Thandiani Road				Shop	0.6	239778
12	M.Arif Khan	Dost Muhammad Khan	Tandiani	Yes	0.79	311,309			
13	Amjad Khan	Jehnzab Khan	Nawa sheher				Shop	1.94	767018
14	Col.Jozaf		Tandiani	Yes	4.7	1,110,389			

Annex-IV

THE LIST OF VULNERABLE PAPS

Sr. No	Respondent Name	Father Name	Location	Village	Age	Profession	Caste	CNIC/ Cell No.	Income	
1	Mohabat Khan	Mian Dad Khan	Tandiani Road	Ouchar	65	Business	Pathan	0335-8069195	15000	Yes
2	Orangzaib	Rasool Khan	Tandiani Road	Gohmawa	76	Labour	Pathan	0331-5294074	15000	Yes
3	Safdar Khan	Rasool Khan	Tandiani Road	Gohmawa	78	Labour	Pathan	0320-9508487	13000	Yes
4	M.Kamran	M.Sadique	Kund Kalapaniu	Kund	26	Shop Owner	Awan		15000	Yes
5	M.Asif Khan	Malik Aurangzaib Khan	Tandiani Road	Tandiani	42	Business	Awan		10000	Yes

Annex-V

PHOTOLOG OF PUBLIC CONSULTATION MEETINGS AND SOCIOECONOMIC SURVEYS

Annex-V: Photographic View of Consultation Meetings with Stakeholders



Meeting with EPA-Abbottabad



Meeting with DFO-Wildlife Division, Abbottabad



Meeting with SDFO, Abbottabad



Meeting with DD-EPA, Peshawar



Consultation Session with Locals / Affectees



Consultation Session with Locals/Affectees

Photographic View of Consultation Meetings with Stakeholders



Consultation Meeting at Kalay Pani Bazar



Consultation Meeting with PAPs at Kund Bazar



Consultation Meeting with PAPs at Kund Bazar



Meeting with Revenue Staff (Patwaries) at Abbottabad



Meeting with SDO-Irrigation, Subdivision Abbottabad



Meeting with SDO-Building Division, C&WD, Subdivision Abbottabad

Annex-VI

**THE UNIT RATES USED FOR VALUATION OF LAND
OBTAINED FROM REVENUE DEPARTMENT-ABBOTTABAD**

Orash III					
1	Nawan Shehr Janobi I	Muree Road	1200000/-	200000/-	
	---do---	Link Road etc	700000/-	150000/-	
2	Nawan Shehr Janobi II	Nawan Shehr Janobi II	9,00,000/-	1,50,000/-	10,000
3	Nawan Shehr Shomali I	Jinnah Abad	20,00,000/- 22,77,000/-	12,00,000/-	
	---do---	Habibullah Colony	-	11,00,000/-	
	---do---	Aspadar Phul Dehri	-	300,000/-	80,000/-
	---do---	Lower Jinnah Abad & Lamba Toba	-	600,000/-	80,000/-
	---do---	Bilal Town	-	500,000/-	80,000/-
4	Nawan Shehr Shomali II	Road Side Thanda Chowa to Nawan Shehr Link Road	-	400,000/-	73,500/-
	---do---	Nilor, Narrian, Chona Kari, Kholay etc	-	250,000/-	73,500/-
5	Mirpur I	Mirpur I	2700000/-	600600/-	73,500/-
	---do---	Javed Shaheed Road Link Road under 200 feet road side	1000000/-	375375/-	73,500/-
6	Kakul	ASPADAR	450,000/-	250,000/-	52,500/-
7	Chahtri	Chahtri	-	67568/-	
Orash IV					
1	Baldheri	Baldheri	943800/-	70000/-	
	---do---	Jalalpura	943800/-	70000/-	
	---do---	Mor Kalan	-	70000/-	
2	Bandi	Bandi Dhondan	950000/-	70000/-	

Annex-VII
RATES OBTAINED FROM THE C&WD-ABBOTTABAD FOR
VALUATION OF STRUCTURES

GENERAL
ABSTRACT
OF COST

(Class -B++ Catgy:) (Simple RCC Roof)

1-	Civil Work (Floor)	(G	Rs,	918377
2-	Int: Electrification		Rs,	68576
3-	Int: Water Supply		Rs,	92414
4-	SUI GAS (Lumsum)		Rs,	<u>50000</u>
		TOTAL	Rs,	1129367

1-	Ground floor covered area			687
	Cost of G-Floor Per Sft cost			1129367
		<u>1129367</u>		1644
		687		
	D/d (10% Income tax & Over heads)	1644 -	164	1480
	Net covered cost per Sft		1450	

**Sub Divisional
Officer
Building Sub
Division I
Abbottabad**

GENERAL
ABSTRACT OF
COST

(Class -C Catgy:)(CGI Roof)

1-	Civil Work (Floor)	(G	Rs,	451528
2-	Int: Electrification		Rs,	68576
3-	Int: Water Supply		Rs,	92414
4-	SUI GAS (Lumsum)		Rs,	<u>50000</u>
		TOTAL	Rs,	662518

1-	Ground floor covered area			687
	Cost of G-Floor Per Sft cost			662518
		<u>662518</u>		964
		687		
	D/d 10% income tax & over head	964 -	96	868
	Net covered cost per Sft		868	

**Sub Divisional
Officer
Building Sub
Division I
Abbottabad**

GENERAL
ABSTRACT
OF COST

(Class -B Catgy:) (Simple RCC Roof)

1-	Civil Work (Floor)	(G	Rs, 784836
2-	Int: Electrification		Rs, 68576
3-	Int: Water Supply		Rs, 92414
4-	SUI GAS (Lumsum)		Rs, 50000
		TOTAL	Rs, 995826

1-	Ground floor covered area		687
	Cost of G-Floor Per Sft cost	995826	1450
		687	
	D/d (10% Income tax & Over heads)	1450 -	145 1305
	Net covered cost per Sft		1300

**Sub Divisional
Officer
Building Sub
Division I
Abbottabad**