Social Monitoring Report

Project Number: 40641
April 2016

PRC: Hebei Small Cities and Towns Development Demonstration Sector Project
– Zhaoxian Solid Waste Disposal Subproject

Prepared by: NAREE Consulting Limited
For Hebei Project Management Office

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<th>Abbreviation</th>
<th>Full Form</th>
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<tr>
<td>ADB</td>
<td>Asian Development Bank</td>
</tr>
<tr>
<td>FSR</td>
<td>Feasibility study report</td>
</tr>
<tr>
<td>RP</td>
<td>Resettlement Plan</td>
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<tr>
<td>DDR</td>
<td>Due Diligence Report</td>
</tr>
<tr>
<td>AP</td>
<td>Affected People</td>
</tr>
<tr>
<td>M&amp;E</td>
<td>Monitoring and Evaluation</td>
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<tr>
<td>MEA</td>
<td>Monitoring and Evaluation Agency</td>
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<tr>
<td>IA</td>
<td>Implementing Agency</td>
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<td>EA</td>
<td>Executing Agency</td>
</tr>
<tr>
<td>PRC</td>
<td>People’s Republic of China</td>
</tr>
<tr>
<td>PMO</td>
<td>Project Management Office</td>
</tr>
<tr>
<td>ZXCPMO</td>
<td>Zhaoxian County Project Management Office</td>
</tr>
<tr>
<td>OLC</td>
<td>Office of Letters and Calls</td>
</tr>
<tr>
<td>LRB</td>
<td>Land &amp; Resource Bureau</td>
</tr>
<tr>
<td>WTS</td>
<td>Waste Transfer Station</td>
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1 PROJECT OVERVIEW

1.1 Main Contents of Project Construction

The Zhaoxian Solid Waste Disposal Project is one of the sub-projects of the Asian Development Bank (ADB) loaned Hebei Small Cities and Towns Development Demonstration Sector Project. The project including: (1) the construction of a solid waste collection and transportation system with capacity of 315 t/d contains that 6 waste transfer stations (WTSs) shall be built in the county; hanging dustbins shall be equipped in collection sites in major units and sizable residential areas of the county; waste bins shall be set up in the main streets of the city; 4 WTSs shall be built for the 4 developed towns around the county; environmental sanitary vehicles shall be procured. (2) The construction of a 200 t/d sanitary landfills plant.

1.2 Basis of External Resettlement Monitoring

According to the requirement of ADB safeguard policy, the Project Management Office (PMO) will employ qualified, independent institution with rich experiences as the independent MEA.

The main policy basis of the resettlement monitoring is the laws and regulations of the People’s Republic of China (PRC), particularly those provisions related to land compensation policy, compensation rates, related public hearing system and information disclosure; and the ADB Involuntary Resettlement Policy (1995) and Safeguard Policy Statement (2009). The basis of resettlement monitoring activities is the RP authorized by project IA in June 2013.

The external monitoring agency will conduct follow-up M&E of resettlement activities periodically, monitor resettlement progress, quality and funding, and give advice. It shall also conduct follow-up monitoring of the AP’s production level and standard of living, and submit M&E reports to PMO and ADB.

The PMO has appointed NAREE Consulting Limited as the external MEA of this sub-project.

1.3 Procedures

♦ Prepare the work outline for resettlement M&E
♦ Field investigate and interview
♦ Evaluate the progress of land acquisition and demolition
♦ Monitoring the physical and variable quantity, compensation rates and the earmark progress of the compensation funds
♦ Collecting and organizing data
♦ Analyze and evaluation
♦ Compile M&E report
1.4 The Contents of Monitoring and Evaluation

The independent external M&E agency will monitor the land acquisition and demolition activities and conduct periodic follow-up resettlement monitoring of production level and standard of living of APs according to the specific implementing schedule.

According to RP in 2013, the main impact of the project is permanent land acquisition. Therefore, this monitoring is under the following aspect:

- The impacts of the project and construction progress
- The payment and amount of land compensation
- The use of land compensation fees of village collective and how did the affected persons benefit from that
- Methods and effects for public participation
- Grievances and appeals

1.5 Tasks and schedule

The main tasks and time schedule is in Table 1.

<table>
<thead>
<tr>
<th>Time</th>
<th>Task</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 18th 2015</td>
<td>Connection with the director of ZXCPMO.</td>
<td>Understanding general situation of project construction contents and actual implementation progress through field study and focus group discussion, collecting primary design report and feasibility study report, DDR of resettlement; Understanding the establishment and division of organization, project overview, progress and impacts, coordination with concrete implementation and distribution of personnel.</td>
</tr>
<tr>
<td>February 29th 2016</td>
<td>Investigation and interview with APs, sorting and collating the information from related material</td>
<td>Learning how much did the APs know about this project and the compensation payout status through field survey; Evaluating the satisfaction of APs about their compensation and resettlement, as well as the change of their living conditions.</td>
</tr>
</tbody>
</table>

2 PROJECT IMPACTS AND IMPLEMENTATION PROGRESS

2.1 Implementation Progress

The original proposal is to construct a new solid waste treatment plant with capacity of 100 t/d using solid waste composting technology and compound fertilizer technology. However, due to planning adjustments and urban development, the original proposal could not be able to meet the current demand; and there are few successful cases of solid waste composting in China which means the technical feasibility is not fully guaranteed; the rural solid waste is not included in the collection scope of the original proposal. After further analysis and demonstration, the original proposal was replaced
by the sanitary landfills. The new proposal is to construct a sanitary landfills plant with capacity of 200 t/d, expand the collection scope and increase the facilities of solid waste collection and transportation. After adjustment, the name of the subproject changed to Zhaoxian Solid Waste Disposal Project. Due to increased processing capability, the site of subproject was changed. In June 2013, The RP was updated by Zhaoxian PMO and submitted to ADB. The civil work has been completed 45% and relevant facilities have been completed 10%.

According to the field investigation and relevant documents, ZXCPMO has already completed FSR reviewing by LRB, project approval by Development and Reform Commission, environment assessment and construction land use planning permission before the construction work started.

2.2 Project Impacts and Implementation Progress of Land Acquisition

The RP of Zhaoxian Solid Waste Disposal Project was updated in June 2013 according to the ADB Involuntary Resettlement Policy (1995) and Safeguard Policy Statement (2009) by ZXCPMO and was approved by ADB after the adjustment. According the updated RP, there wasn’t house demolition in this project, only permanent land occupation and the total area was 256.62 mu including 249.12 mu of collective land acquisition caused by the sanitary landfills plant and 7.5 mu of state-owned land occupation caused by the construction of 10 WTSs.

This project involves the permanent land acquisition of 249.12 mu collective construction land of two villages, of which 80.97 mu belongs to the Nanxiejiatuan Village in Zhaozhou Town, and 168.15 mu belongs to the Hexizhai Village in Nanbaishie Town. The plot is located to the east of Nanxiejiatuan Village, to the south of Qingdao-Yinchuan Expressway, and to the east of Guowang Line. Currently it is an abandoned kiln pit reserved for collective land use for construction purpose now without directly APs. The project involves no demolition of residential houses since there is no residential point within the directly affected area and buffer zone of environmental impacts.

The ZXCPMO has negotiated with representatives of the two village committees and villagers on land acquisition affairs and land compensation rate. In December 2012, the ZXCPMO hold a land acquisition consultation with representatives from affected village and townships in the meeting room of Housing and Urban Rural Construction Bureau of Zhaoxian County. At January 2013 they signed the compensation agreement with committees of two affected villages in Zhaoxian County and the PMO paid CNY 9.9648 million for compensation before September 2013.

In addition, the project also involves the construction of 10 WTSs among which 6 located in the downtown of the county and 4 located in the 4 developed towns around the county with total area of 5000 m² (7.5 mu), 500 m² each one. All of the WTSs are reserved state-owned land (SL) and provided to the project for free with no APs. By
the end of this monitoring, the site selection of 6 WTSs located in the downtown of the county has been determined and the other 4 WTSs hasn’t been determined yet. The governments of the 4 towns are responsible for the site selection of the WTSs according to the demand of the project on the reserved state-owned land (SL) in their township currently. The land will be provided to the project for free after the determination of the sites. The details of the WTSs are showed in table 2.

Table 2 Land Occupation of WTSs

<table>
<thead>
<tr>
<th>No</th>
<th>Location</th>
<th>Land area (m²)</th>
<th>Land property</th>
<th>Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Plan</td>
<td>Actual</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>The north of West Linjiao Road</td>
<td>500</td>
<td>500</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>2</td>
<td>The south of east Shita Road</td>
<td>500</td>
<td>500</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>3</td>
<td>The north of east Ziqiang Road</td>
<td>500</td>
<td>500</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>4</td>
<td>The north of west Yongtong Road</td>
<td>500</td>
<td>500</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>5</td>
<td>The north of middle Lichun Road</td>
<td>500</td>
<td>500</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>6</td>
<td>The east of north Gongye No.1 street</td>
<td>500</td>
<td>500</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>7</td>
<td>Xinzhaidian Town</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Hancun Town</td>
<td>500</td>
<td>Haven't been determined.</td>
<td>Reserved SL</td>
</tr>
<tr>
<td>9</td>
<td>Nanbaishhe Town</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Wangxizhang Town</td>
<td>500</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

By the end of this monitoring, the detailed situation of permanent land occupation comparison between RP and actual is showed in table 3.

Table 3 The Implementation Progress of Land Occupation

<table>
<thead>
<tr>
<th>Type</th>
<th>RP</th>
<th>Actual</th>
<th>Proportion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collective land (mu)</td>
<td>249.12</td>
<td>249.12</td>
<td>100%</td>
</tr>
<tr>
<td>State-owned land (mu)</td>
<td>7.5</td>
<td>4.5</td>
<td>60%</td>
</tr>
<tr>
<td>Total</td>
<td>256.62</td>
<td>253.62</td>
<td>99%</td>
</tr>
</tbody>
</table>
3 COMPENSATION RATES AND FUND PAYMENT

3.1 Compensation Rates

According to <Land Administration Law of the PRC>, <Guidelines on Improving Compensation and Resettlement Systems for Land Acquisition> and Hebei Provincial Government has also issued relevant documents with <Land Administration Law of the PRC> which implemented in Hebei province and <Opinions of People’s Government of Zhaoxian County on Regulating Land Acquisition within the Urban Planning Area>, in line with the actual situation of the project and upon consultation with the construction unit of the project, the Bureau of Land and Resources of Zhaoxian County, and the villagers of affected villages, the land compensation and resettlement subsidies for the collective construction land which is abandoned kiln pit now is CNY40,000 per mu which is the same as in the RP.

The reserved state-owned land (SL) which occupied by the construction of WTSs were provide to the project for free with no APs.

3.2 Compensation fund payment

The ZXCPMO has signed compensation agreements with the affected village committees on January 6th, 2013 (see Annex 3 and Annex 4) on the basis of fully consultation with villager committees of Nanxiejiatuan Village in Zhaozhou Town, and Hexizhai Village in Nanbaihe Town and representatives of villagers, and paid the full amount of CNY 9.9648 million compensation fee to the affected villages including CNY 6.726 million compensation fee to Nanxiejiatuan Village in May 2013, CNY 3.2388 million compensation fee in September 2013. Because the pits which acquired by this project are massive and deep, nearly 500 cubic meters of earthwork is required to have them backfilled, which cannot be done without large quantities of earth and huge inputs of capital, vehicles and manpower. For decades, they have not been used for any purpose and remained abandoned to this day without any economic benefits. They have come to the conclusion through villagers' representative meeting that the compensation fee of village committee should be used for the public facility construction such as road, sewerage and lighting, etc.

4 LIVELIHOOD RESTORATION AND RESETTLEMENT FOR THE APS

4.1 Social-economic Situation of Affected Villages

This project involves the permanent land acquisition of 249.12 mu collective construction land of two villages, of which 80.97 mu belongs to the Nanxiejiatuan Village in Zhaozhou Town, and 168.15 mu belongs to the Hexizhai Village in Nanbaihe Town.
4.1.1 Social-economic situation of Nanxiejiatuan Village

Nanxiejiatuan Village is close to the County by being only 2km from the downtown. It is adjacent to Baishang Village in the south and Qingdao-Yinchuan Highway in the west. It enjoys convenient transportation with Provincial Highway L32 running across it. The population of the Village is 3900 with 900 households including 2300 labors among which 1200 are males. The area of cultivated land is 6300 mu. At present, the planting industry of the Village mainly covers planting bases of wheat, corn, cross-season vegetables, greenhouse vegetables and flowers & seedlings. While the livestock breeding industry covers breeding areas respectively for chicken, pig and cattle. The dominant industry is centering on starch, building materials, flour, casting, spinning, etc. Starch production, intensive processing and textile industry have become characteristic industries in the economic development of the entire County.

The income of villages mainly come from the followings: 1. the wages earned from the factories nearby such as starch factory and textile factory, etc. 2. the wages earned from temporary jobs in the county, and 3. the incomes from agriculture planting. The annual net income per capita was CNY 8,800, among which the income of non-agriculture accounted for 67%. 48.92% of the village labor force worked in the county, among them female labors accounted for 50.94%, slightly higher than males, mainly because the textile industry needed more female labors.

4.1.2 Social-economic situation of Hexizhai Village

Hexizhai Village is 5km from Zhaoxian County. It is adjacent to Qingdao-Yinchuan Highway in the west, Beibaishe Village in the south and Bajjiaying Village in the east. The population of the Village is 2100 with 400 households including 1100 labors among which 600 are males. The area of cultivated land is 3500 mu. The main crops are wheat and corn. There are two major industries in the Village, one is food processing, the other is cotton processing. Food processing is to produce starch, liquid sugar and granulated sugar etc. with the ingredient of corn. Cotton processing industry came into being after the opening-up of cotton market and concentrates around Hexizhai Village.

The annual net income per capita was CNY 8,400, among which the income of non-agriculture accounted for 65%. 51% of the village labor force worked in the county, among them female labors accounted for 48.23%.

4.2 Income Restoration and Resettlement

The site of sanitary landfills plant is an abandoned kiln pit reserved for collective land use for construction purpose. For decades, they have not been used for any purpose
and become a place where villagers get earth and dump garbage that pollutes the surrounding environment and air. Therefore, there weren't villagers affected by this project directly, vast majority of villagers were in support for the project as they understand that the pits abandoned for decades are to be expropriated in exchange of millions of land compensation.

4.2.1 Income restoration

This project involved the expropriation of rural collective construction land and all of the land compensation fees were used for village collective public welfare undertakings in which one part of the funds was used for annual fixed investment on the infrastructure construction of the village collective, the other part was used for the renovation of the street, building new roads and schools. The village committee had to apply for the use of the funds to the town government where the special accounts was set up for the villages in order to supervise and monitoring the use of funds. The specific process of the use of funds is as follows:

Step 1: In accordance with the “one project, one discussion” system, the village committee should propose public welfare project plan and post it to the public. After solicited the views of the villagers, the plan should be submitted to the villagers' group meeting or villagers' representatives' conference for discussion and made decision of by voting, then the project was established.

Sept 2: If the village committee needs to use land compensation funds, they have to apply the detailed fund use plan of the project which agreed by the villagers' representatives' conference to the town. After the approval of the town government about the plan, the village committee could start bidding process.

Sept 3: The villagers are on behalf of the supervision of the construction progress and quality, etc. during the implementation of the project.

Sept 4: The village committee organizes acceptance testing after the completion of the construction.

From receiving the project land acquisition compensation fee until now, Nanxiejiatuan village has carried out several village collective public welfare projects such as environmental improvement and infrastructure construction, etc. by using the compensation fees in order to improve villagers’ quality of life and livelihood level. The details are showed in table 4.
Table 4 The Expenditure Details of Nanxiejiatuan Village

<table>
<thead>
<tr>
<th>No</th>
<th>Implementation Year</th>
<th>Content</th>
<th>Expenditure (CNY 10,000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2014</td>
<td>The renovation of the main road in the village named North and South Road including 1000 m long street pavement hardening, laying sewers along this road and so on. The villagers representatives participated in quality supervision during the construction.</td>
<td>150</td>
</tr>
<tr>
<td>2</td>
<td>2014 and 2015</td>
<td>The village committee hired some people engaged in cleaning work to deal with the garbage removal treatment unified in the at a frequency of three days.</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>2015</td>
<td>Paid the electricity fees for the water supply of villagers and lightings in the village.</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>163</strong></td>
</tr>
</tbody>
</table>

From receiving the project land acquisition compensation fee until now, Hexizhai village has carried out the several village collective public welfare projects such as agriculture income improvement, environmental improvement and infrastructure construction, etc. by using the compensation fees in order to improve villagers’ quality of life and livelihood level.

In March 2013, the village committee spent almost CNY 450,000 to renovate the main road in the village including 1000 m long street pavement hardening and laying pavement of 3200 m².

In December 2013, they spent CNY 700,000 for the construction of road around of the village and laying of sewers.

There is a grain planting professional cooperative in Hexizhai village which have 120 members up to now. This organization not only increases the income of the members but also provides favorable conditions for agricultural production and operation scale.

In addition, Nanbaishe town government actively guide and help farmers to transfer of employment nearby and start a business by themselves according to its local advantages in order to increase the farmers’ income. The town is known as “township of fried cruller” and the fried cruller industry has promoted the income of farmers to increase CNY 50,000 per year per household. Hebei XingBai Pharmaceutical Group is a big enterprise located in the town with great demand of corn as its material, relying on the enterprise, the town established a corn transportation professional association in order to drive the farmers to engage in the transport of corn and has promoted the income of farmers to increase CNY 30,000 per year per household.
4.2.2 Labor force to be used in the project

According the RP, the construction of the project will create a certain amount of temporary and semi-fixed job opportunities, including material transport and earthwork. Specific to women's wishes, during the implementation of the project, ensure that 30% of women can get non-technical job opportunities and give priority to women labor force when it comes to technical training. Through the field survey of this monitoring period we found that about 281 temporary and semi-fixed job opportunities were provided by the construction unit including field line marking, site clearing, material transportation and earthwork with the wages from CNY 110 to CNY 130 per day, among which 143 job opportunities accounted for 50.89% were provided to the local villagers including 8 females. The relative fixed position such as cook, guards, security staff and night watchman were provided to the local villagers of the affected village only with the wage of CNY 1800 to CNY 3000 per month. The number of female workers didn't reach the index in the RP due to the type of the job opportunities were not suitable for women and few women volunteered to apply for the job.

Compared with RP, the income of villagers in Nanxiejiatuan village and Hexizhai village were not affected by the project and the net annual income per capita of the villagers increased by 15.3% and 13.68% respectively.

4.3 Interview

During this monitoring investigation, the interviews on villager working in the implementation site was made in order to know their production and living status, their recognition and attitude for construction. The detail of interview is showed below.

<table>
<thead>
<tr>
<th>Interview Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time: morning of 29th February, 2016; Address: the site of sanitary landfills plant</td>
</tr>
<tr>
<td>Participants: Cheng Cunliang from ZXCPMO MEA</td>
</tr>
<tr>
<td>Interviewee: Li Xiansheng (villager of Nanxiejiatuan village, Zhaozhou county)</td>
</tr>
</tbody>
</table>

1. **Please introduce about your family.**

Answer. I come from Nanxiejiatuan village, 59 years old and Han people. There are 6 persons in my family including my wife, son, daughter-in-law, grandson and granddaughter. I am the cook in the construction site, my wife planting at home, my son engages in transportation and my daughter-in-law is managing her own business in the downtown of the county accompanied with her children who is studying in the county.

2. **Please introduce the contract land situation of your family. Is the land acquisition having any impact on your family?**

Answer. There are totally 9 mu of contract cultivated land belong to my household, among which 7 mu are rent out and the left 2 mu are planting by my wife. Our contract land wasn't
affected by the project land acquisition because the site is an abandoned kiln pit rather than our contract land.

3. **Could you please introduce the main income resource of your family?**
Answer. I was a cook before came here and my salary was CNY 1,500 then. When the construction unit managed to recruit people working in the site in the village in September 2015, I was recommended to work here and in charge of preparing the breakfast, lunch and dinner for a dozen people in the project construction unit who lived in the site. They paid me CNY 1,800 per month as salary and there would be subside for overtime working. My son bought a truck with tonnage of four in 2011 and the cost has been recovered. Besides he could get the annual income of CNY 170,000 to 190,000 from transportation. My daughter-in-law managed her own beauty salon in the county and the annual income was about CNY 100,000. We didn’t rely on the agriculture planting income that 2 mu of contract cultivated land was food self-sufficiency for the family, the left 7 mu contract land was rent out and the price was CNY 2,500 which calculate in accordance with the purchase price of 1000 kg of wheat and 1000 kg of corn.

4. **When the land acquisition happened? Is there a meeting when expropriated?**
Answer. Probably seems to be in the end of 2012, I was on the other site as cook at that time and heard about the land acquisition consultation meetings from my family and can’t remember the specific time.

5. **Do you understand the compensation rates and payment?**
Answer. I don’t know because I was working outside of the county at that time.

6. **How do you use the compensation fees? Do you satisfy with the compensation rates?**
Answer. The environment of our village was indeed improved these years through the renovation of the main road and the disposal of garages unified, etc. In my opinion, if the construction unit and the EA could ensure that our cultivated land and environment are not polluted and broken by the sanitary landfills plant I have no objection to the land acquisition of the abandoned kiln pit.
5 PUBLIC PARTICIPATION, GRIEVANCES AND APPEALS

5.1 Public Participation

According to the relevant policy and regulation about land acquisition and resettlement in China, it is necessary to develop the information disclosure and consultation on project preparation and implementation stage which could reduce dissatisfaction and dispute, as well as the safeguard legitimate rights for APs. The ZXCPMO did many works on information disclosure and public consultation for the land acquisition affairs on project preparation and implementation stage. In the six months prior to land requisition and resettlement, the ZXCPMO organized a meeting participated by villager representatives and representatives of the Village Committee, women and disadvantaged groups. At the meeting, ZXCPMO made a presentation, listened to the opinions and suggestions made by the attendees and answered in detail the questions asked by the attendees. Finally, a consensus was reached. In April 2013, three months before the land requisition and resettlement, villagers of both villages were contacted and the relevant policies, regulations and compensation rates were explained. The vast majority of villagers in affected villages were in support for the project.

The ZXCPMO has negotiated with affected villages on land acquisition affairs and land compensation rate. In December 2012, the ZXCPMO held a land acquisition consultation with representatives from affected village and townships in the meeting room of Housing and Urban Rural Construction Bureau of Zhaoxian County. At January 2013 they signed the compensation agreement with committee of two affected villages in Zhaoxian County and the PMO paid CNY 9.9648 million for compensation before September 2013.

5.2 Appeals procedures

The ZXCPMO has set up grievances and appeals ways which included: (i) villager committee and villager group, which is the main way when villagers have opinion and suggestions; (ii) local Bureau of Land and Resources is the second way to go for villagers grievances; (iii) villagers could also go to local OLC and PMO. If there is any dissatisfaction with the project, APs could protect their interests through ways above. Here is the detailed appeals procedure:

Stage 1: If the AP is not satisfied with the implementation of the land acquisition activities, he / she may make a verbal or written complaint or appeal. If a verbal complaint or appeal is made, it shall be dealt with by the Village Committee and recorded in writing. The Villager Committee shall handle the complaints or appeals in no more than two weeks.
Stage 2: If the AP is not satisfied with the decision in Stage 1, he/she can make a verbal or written appeal to the town or township that the village belongs to after receipt of the decision. If a verbal complaint or appeal is made, it shall be dealt with by the town or township and recorded in writing. The town or township shall handle the complaints or appeals in no more than two weeks.

Stage 3: If the AP is still unsatisfied with the decision made by the town or township, he/she may appeal to the county or district LRB or the OLC in the project area. The county or district LRB shall make a decision in no more than two weeks while the local OLC shall make a reply in no more than 1 week or hand over the appeal to the LRB for settlement.

Stage 4: If the AP is still unsatisfied with the decision made by the county or district LRB, he/she may initiate a civil action at the civil court according to the Civil Procedure Law after receipt of the decision made by the Project Land Acquisition Leading Group Office of the county or district LRB.

The AP may initiate an action against any aspect of resettlement, including compensation standard. The aforesaid appeal channels have been made public to the APs through meetings and by other means to enable the APs to be fully aware of their rights of appeal. In addition, the public media shall be used for the purpose of extensive reporting and dissemination and comments and recommendations from all stakeholders on the resettlement activities will be prepared into information lists and provided to the resettlement bodies at all levels for timely study and further action.

5.3 Contact information for grievances and appeals

The ZXCPMO arrange principal responsible person in charge of the collection and reception of the APs grievances and appeals. Table 6 is the name of person who in charge, office address and telephone number.

<table>
<thead>
<tr>
<th>Institute</th>
<th>Director</th>
<th>Tel</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nanxiejiatuan Village</td>
<td>Wang Ruijiang</td>
<td>13832394834</td>
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<tr>
<td>Hexizhai Village</td>
<td>Deng Shunhua</td>
<td>13933133642</td>
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<tr>
<td>Zhaozhou County</td>
<td>Zheng Xianjun</td>
<td>13930491837</td>
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<td>Nanbaishe County</td>
<td>Han Jianli</td>
<td>13832341606</td>
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<tr>
<td>ZXCPMO</td>
<td>Pu Hongbo</td>
<td>13315167530</td>
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<tr>
<td>County LRB</td>
<td>DONG Jun</td>
<td>84941450</td>
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</table>

6 CONCLUSIONS AND SUGGESTIONS

In the actual implementation, the compensation standard adopted in the Project complies with the relevant laws and policies, the compensation fee was paid in full amount according to the standard.
Land acquisition for the sanitary landfills plant was completed and there wasn’t AP, the living and production level of villagers in affected village were not reduced because of the project and no special appeals and complaints were recorded.

There is suggestion for the PMO staff that they should pay close attention to progress of the project, timely communicate with relevant units, collect and update project implementation information, do a good job in the classification and archiving of information, especially public participation record and project progress information.

New WTSs occupied planning reserved state-owned land, and there was no AP. As the site locations of the 4 WTSs in town have not been determined, the progress of the project implementation should be reflected in the progress report.
ANNEX

Annex 1: Project Location Pre-qualification Submission Issued by Rural and Urban Planning Bureau

Annex 2: Construction Land Use Planning Permit
Annex 3: Compensation Agreement of Land Acquisition of Hexizhai Village

Annex 4: Compensation Agreement of Land Acquisition of Nanxiejiatuan Village
Annex 5: Evidences of Land Compensation Fees Payment