

Safeguards Monitoring Report

Quarterly Resettlement Monitoring Report (April – June 2020)

October 2020

VIE: Ha Noi Metro Rail System Project (Line 3: Nhon
– Ha Noi Station Section)

NOTE

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Quarterly Report – Quarter 2/2020

QUARTERLY RESETTLEMENT MONITORING REPORT

Project Number: 40080-013

Loan Number: 2741-VIE

Reporting time: 01

Reporting Period: 01 April 2020 to 30 June 2020

Report Code: PMS2_MRB_QRMR_17.12_Version 01

HANOI METRO RAIL SYSTEM PROJECT

(Line 3: Nhon - Ha Noi Station Section)

Project Management Support (Phase 2)

Hanoi, July 2020

ABBREVIATIONS

ADB	-	Asian Development Bank
AFD	-	Agence Francaise de Development
AH/AP	-	Affected household/affected person
CP	-	Compensation Plan
DMS	-	Detailed Measurement Survey
DOC	-	Department of Construction
DONRE	-	Department of Natural Resource and Environment
DPC	-	District People's Committee
EA	-	Executing Agency
EIB	-	European Investment Bank
EM	-	External Monitoring
GRM	-	Grievance Redress Mechanism
Ha	-	Hectare
HPC	-	Hanoi People's Committee
m	-	meter
MOT	-	Ministry of Transport
MRB	-	Hanoi Metropolitan Railway Management Broad
PMU1	-	Project Management Unit 1
RCS	-	Replacement cost study
ROW	-	Right-of-way
RP	-	Resettlement Plan
SPS	-	Safeguard Policy Statement (2009)
URF	-	Updated Resettlement Framework
URP	-	Updated Resettlement Plan
WPC	-	Ward People's Committee
LAR	-	Land Acquisition and Resettlement

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EXECUTIVE SUMMARY

Scope of Land Acquisition and Resettlement

1. A total of 204,134.52 m² of land will be affected by project, of which 17,612.1 m² belong to WPCs and 186,522.42 m² belong to 534 households and 21 organizations. Of the total 534 affected households, 199 households have to be physically displaced (there are 3 more physically displaced AHs in Q2/2020 due to the additional land acquisition in S9 and S10 – CP03 package) and 86 business households will be affected.

Land acquisition and resettlement progress

2. By the end of Quarter 2/2020, of the total 186,522.42 m² of land of affected households (including 643.02 m² due to the additional land acquisition in S9 and S10 – CP03 package) and organizations, 186,427.70 m² has been acquired (accounting for 99.95 %). The remaining area that has not yet been acquired is 94.72 m². The remaining area is in the stations S9, S10 and S11 of the Package CP03. In Quarter 2/2020, Districts carried out the additional land acquisition for 15 AHs and 6 organizations more that were preciously affected. The land area that has been acquired is 608.20 m² in Q2/2020.

Status of compensation and assistance payment

3. Of the total 534 households and 21 organizations affected by the project, 529 households and 21 organizations received full compensation payment until the end of Quarter 2 of 2020. Five (5) remaining affected households by the project for S9 and S11 of the CP03 package have not been received compensation and assistance. Furthermore, for the additional land acquisition at S9 and S10, out of the 15 AHs and 6 affected organizations, 9/15 AHs and 5/6 organizations have received compensation and assistance. So the remaining AHs and organizations that have not yet received the compensation and assistance are 6/15 AHs and 1/6 organization.

4. By the time of preparation of this monitoring report, the total amount of compensation and support approved for the project was 678,281,285,220 VND, the total amount paid to the households and organizations was 650,577,322,089 VND and the total not-yet paid amount was 27,703,963,131 VND. Only in Quarter 2/2020, Districts have paid 33,263,861,952 VND on compensation, assistance and resettlement for AHs and organizations (including AHs and organizations whose land has acquired additionally).

Status of Relocation of Physically Displaced Households

5. Out of 199 physically displaced HHs, 130 physically displaced HHs who are eligible to land plots in resettlement site/apartments in relocation buildings of which, 21 HHs in Tay Tuu Ward (Bac Tu Liem District) are entitled to land plots in Xuan Phuong Resettlement Site and 109 HHs in Ba Dinh, Dong Da and Hoan Kiêm districts are entitled to apartment in the relocation buildings in Ao Hoang Cau (Dong Da district) and N07 in Cau giay district. To date, all physically displaced HHs (21) HHs in Tay Tuu ward (Bac Tu Liem district) already got the plots allocated in Xuan Phuong RS and 108 relocated HHs of Ba Dinh, Dong and Hoan Kiem districts got apartments allocated. Therefore, up to the end of June 2020, 129/130 AHs got the relocation plots/ apartments while up to the end of March, 123/127 AHs got the relocation plots/ apartments. Only in Quarter 2/2020, a total of six physically displaced households got resettlement apartment allocated. The remaining HHs who are in the process of getting for the apartment allocated is 1 HH due to the additional land acquisition.

Income Restoration Program

6. Project has two types of support: (i) Support for occupation change by 5 times of agricultural land prices based on the unit prices stipulated in Decision No.23/2014/QD-UBND by HPC; (ii) Support for living stabilization equal to VND 2,160,000 per person. In addition, the affected household members who have completed the vocational training with graduated certificate will be support cash assistance which equals VND 7,000,000 per laborer for tuition and VND 4,650,000 per laborer for buying practical toolkits. Out of a total of 534 AHs, 529 AHs received this income restoration program support up to the end of Q2/2020.

Status of Obstruction and grievances

7. At the time of reporting, there are 52 remaining complaints or obstructions from affected households related to issues of compensation, assistances resettlement and impacts due to construction in which 43 grievances at Phase 2- Depot and Access line and 9 grievances or obstructions at CP03 related to claims on project designs and others claimed for related to compensation & resettlement issues. Hanoi People's Committee has instructed the Hanoi Inspectorate, the Department of Architecture, DOC and the District Resettlement Committees to closely coordinate and respond to affected households in accordance with Vietnamese law.

8. In Quarter 2/2020, a total of 608.20 m2 of land (including additional land acquisition at S9 and S10) has been acquired and handed over to the project with cash compensation amount of 33,263,861,952 VND paid for compensation, assistance and resettlement. DOC and the relevant Districts also allocated relocation apartments for 6 affected households. The Table 1 below shows the results of implementation on LAR in Quarter 2/2020.

Table 1: the general results of implementation on LAR in Quarter 2/2020

No	Contents	Total	Results of Implementation			Remaining number
			Up to Q1/2020	In Quarter 2/2020	Up to Q2/2020	
1	Land area acquired handed to the project (m2)	203,491.50	203,431.6	29.60	203,461.20	30.30
	Additional land area acquired handed to the project (m2)	643.02	643.02	578.60	578.60	64.42
	Total land area acquired handed to the project (m2)	204,134.52	203,431.60	608.20	204,039.80	94.72
2	Number of Affected households who received compensation & support (HHs)	534	528	1	529	5
	Number of Affected households who received compensation & support (HHs) due to additional land acquisition	15	15	9	9	6
3	Number of Affected organizations that received compensation & support (AOs)	21	21	0	21	0

No	Contents	Total	Results of Implementation			Remaining number
			Up to Q1/2020	In Quarter 2/2020	Up to Q2/2020	
	Number of Affected organizations that received compensation & support (AOs) due to additional land acquisition	6	6	5	5	1
4	Number of Affected households who received relocation apartments (HHs)	130	123	6	129	1
Of which	Number of Affected households who received relocation apartments (HHs) due to additional land acquisition	2	2	1	1	1
5	Amount of payment paid for AHs and organizations(VND)	678,281,285,220	617,313,460,137	33,263,861,952	650,577,322,089	27,703,963,131
6	Number of grievances (grievances)	125	49	0	49+3	52

Notes: There are 3 grievances or obstructions arisen due to the additional land acquisition in Q2/2020.

I. INTRODUCTION

A. Background

9. Hanoi Metro Rail System Project (Line No.3: Nhon - Hanoi Station Section) is the first pilot project of the Mass Transit Model in the urban area of Hanoi city. The Project Section extends 12.5km long, going from Nhon, along NH-32, into Hanoi station. The elevated part is 8.4km long, including 08 elevated stations. 01 ramp is 500m long. The underground part is 3.6km long, including 04 underground stations. The details are summarized in table 2 below.

Table 2: Names and locations of railway Stations

Sections	Names of Stations	Locations of Stations
Elevated Component	S1	Nhon
	S2	Minh Khai
	S3	Phu Dien
	S4	Cau Dien
	S5	Le Duc Tho
	S6	Vietnam National University, Hanoi
	S7	Chua Ha
	S8	Cau Giay
Underground Component	S9	Kim Ma street
	S10	Cat Linh street
	S11	Cua Nam street
	S12	Tran Hung Dao street

10. The Project is divided into 09 construction packages (from CP-01 to CP-09). The first 05 packages major on the construction of the civil works (from CP-01 to CP-05; CP-01: Elevated tracks; CP-02: Elevated stations; CP-03: Underground tunnels and underground stations; CP-04: Depot infrastructure; and CP-05: Depot architectural works). The others - 04 packages (from CP-06 to CP-09) are engaged in the supply and installation of electricity, rolling stock, equipment, etc. The Project is co-financed by the following loans: 250 million EUR from the French Treasury (DGTresor); 220 million EUR from the Asian Development Bank (ADB); 110 million EUR from the Agency Française De Development (AFD); and 73 million EUR from the European Investment Bank (EIB). The counterpart fund by Hanoi People Committee (HPC) is equivalent to 130 million EUR. The Project's sum of 783 million EUR is the original total investment cost proposed in the feasibility study in 2009 but the sum of the final total investment cost (TIC) is 1,176 million EUR proposed in 2011 and the HPC approved it in June 2013, including 900 million EUR from the Official Development Assistance (ODA) and 276 million EUR from the Vietnamese counterpart fund.

11. Hanoi People's Committee (HPC) is the Executing Agency (EA) and the Metropolitan Railway Management Board (MRB) is the Implementing Agency (IA) of the Project.

12. The Project, once completed, will (i) facilitate public transport connectivity, (ii) greatly enhance access in five districts of Ha Noi city, and (iii) be an important integral part of an improved public transport system, which aims to achieve increased public modal share through low-carbon transport

that reduces greenhouse gas emissions. The line starts at Nhon (intersection of Road 70 and Highway 32) to the centre of Hanoi, goes through Ho Tung Mau street, Xuan Thuy street, Cau Giay street, Kim Ma street, Nui Truc street, Cat Linh street, Van Mieu street and the end point is at Hanoi Railway Station. The depot area which has been constructed in a 15 hectares in Minh Khai and Tay Tuu wards (Bac Tu Liem district), consists of some components such as concentration area of rail vehicle, washing machine, wheel lathes, maintenance factory and warehouse. The below figure shows the Project's alignment.

Figure 1: Layout of the Project



B. Functions of internal resettlement monitoring services

13. TPF Getinsa Euroestudios in Association with HHA & Partner Group Consultant.JSC have been selected to provide the services of the supporting under the MRB focusing on (i) monitoring the status of land acquisition, displacement of affected households and affected organizations; (ii) monitoring and checking on the compensation and assistance to affected households and affected organizations were implemented in line with the provisions of the agreed URP and the URF or not; (iii) certifying whether the affected households understood their rights and entitlements, and if information has been disseminated sufficiently to the affected households, including the Grievance Redress Mechanism; (iv) identifying of outstanding compensation and resettlement issues that require the attention of the agencies involved in the Project; (v) evaluating on changes in livelihoods of the affected households; (vi) evaluating on the implementation of income restoration for displaced persons; (vii) evaluating on effectiveness, impacts and sustainability of resettlement activities and providing necessary recommendations in the resettlement implementation for the Project.

II. RESETTLEMENT COMPONENT

A. Summary of impacts

14. A total of 204,134.52 m² of land will be affected by project (including 643.02m² of additional land acquisition at S9 and S10), of which 17,612.1 m² belong to Ward People's Committees (WPCs) and 186,522.42 m² belong to 534 households and 21 organizations. Of the total 534 affected households, 199 households have to be physically displaced and 86 business households will be affected. Out of 130 households eligible are allocated for resettlement, 21 affected from Phase 2 – Depot and access line were allocated for land plots in Xuan Phuong. 109 affected households from Package CP03 (S9-S12) will be allocated for resettlement apartments in N07 (Dich Vong, Cau Giay District) and CT2 (AO Hoang Cau, Dong Da District).

15. For phase 1 (depot and access line component), a total of 229 households has been affected with an amount of 148,340 m² of annual productive land

16. For the phase 2 (Depot and access line), total of the 156 has been affected with 21,824.6 m² of agricultural land. Out of 90 physically displaced households, 30 are business households and 21 eligible are allocated for resettlement plots in Xuan Phuong RS.

17. For Chem – Ha Dong (110kv High Voltage), there are 4 affected households with 190 m² of agricultural land.

18. For Viaduct & elevated stations (CP01&CP02) there are 2 affected organizations with 325.9 m² of state-owned land.

19. For Package CP03 (Tunnel and underground stations), there are a total of 164 affected households and organizations with 15,841.92 m² (including 643.02m² of additional land acquisition at S9 and S10) of residential land in which 145 affected households and 19 organizations. Out of 145 households, 56 are business households and 109 are eligible to be relocated for resettlement apartments in N07 (Dich Vong, Cau Giay District) and CT2 (Ao Hoang Cau, Dong Da).

Table 3: Summary of Impacts

N o.	Wards/Com munes	Total of AHs and Organization			HHs must to relocate	HHs are eligible for relocating arrangement	Busines s HHs	Total of affected land (m2)		
		Total	No. of AHs	No. of affected organizations				Total	Public land (Sidewalk transportati on land)	Total of affected land belong to HHs and Organizations
A. Phase 1 Depot, access line										
	Tay Tuu and Xuan Phuong	229	229	0	0	0	0	148,340.0	0	148,340.0
	Sub-total A	229	229	0	0	0	0	148,340.0	0.0	148,340.0
B. Phase 2 Depot, access line										
1	Depot	156	156	0	90		30	13,552.6	0	13,552.6
2	Access line			0				8,272.0	0	8,272.0
	Sub-total B	156	156	0	90	21	30	21,824.6	0	21,824.6
C. Chem - Ha Dong 110kv High Voltage										

No.	Wards/Communes	Total of AHs and Organization			HHs must to relocate	HHs are eligible for relocating arrangement	Business HHs	Total of affected land (m2)		
		Total	No. of AHs	No. of affected organizations				Total	Public land (Sidewalk transportation land)	Total of affected land belong to HHs and Organizations
1	Phuc Dien	4	4	0	0	0	0	190.0	0	190.0
Sub-total C		4	4	0	0	0	0	190.0	0	190.0
D. The Viaduct and Elevated Stations										
1	CP01&CP02	2	0	2	0	0	0	325.9	0	325.9
Sub-total D		2	0	2	0	0	0	325.9	0	325.9
E. The Underground Stations										
1	Station No.9	15	13	2	8	8	13	12,911.32	5,321.20	7,590.12
2	Station No.10	30	23	7	20	20	10	7,608.70	4,189.90	3,418.80
3	Station No.11	66	62	4	43	43	18	6,957.00	3,309.20	3,647.80
4	Station No.12	53	47	6	38	38	15	5,977.00	4,791.80	1,185.20
Sub-total E		164	145	19	109	109	56	33,454.02	17,612.10	15,841.92
Total		555	534	21	199	130	86	204,134.52	17,612.10	186,522.42

Source: Internal resettlement monitoring report of DCARB

B. Land acquisition progress, additional land acquisition, encroachment of households at elevated stations (S4, S5 and S7) and compensation payment

1. Land acquisition progress

20. Up to date, land acquisition and resettlement for the project has substantially been completed as mentioned above. Total of affected land by the Project is 204,134.52 m², of which 17,612.1 m² is public land including sidewalk and public transport- the area has not to be compensated. Therefore, a total of area of land has to be acquired and compensated is 186,522.42 m², which belongs to affected households and organizations. Up to the end of Quarter 2/2020, a total of 185,819.50 m² has been acquired (accounting for 99.95 % of land acquisition) and the remaining acquired land area for affected households is 94.72 m². All of this remaining acquired land area belongs to scope of impacts by the Package CP03 (S9-S12). However, due to some outstanding problems that have not been resolved, a new plan of land acquisition progress is adjusted to be partially acquired and handed over land, agreed at the end of June 2020 through a meeting between ADB and MRB. Please see the details in Table 4: Adjusted Plan of Partial Site Handover for the Remaining Areas (*agreed between ADB and MRB*)

Table 4: Adjusted Plan of Partial Site Handover for the Remaining Areas (agreed between ADB and MRB)

No	Items	Locations	Latest dates that land is handed over to the contractor	Latest dates that land is handed over to MRB	Actual status of handover	Pending handover (m2)
1	Station No 9					
1.1	TBM working site	Ba Dinh District	Handed over	December 2016	Done	0.00
1.2	Main box	Ba Dinh District	Q4/2019	Q4/2019	Done	0.00
1.3	Additional land acquisition – Southern Site	Ba Dinh District	Q1/2020	Q1/2020	Almost done	27.32
2	Station No 10					
2.1	Main box	Dong Da District	1/2020	Q4/2019	Done	0.00
2.2	Additional land acquisition – Southern Site	Dong Da District	1/2020	Q1/2019	Almost done	37.10
3	Station No 11					
3.1	Northern Site	Dong Da District	Q4/2019	Q4/2019	Done	0.00
3.2	Southern Site	Dong Da District	Q1/2020	Q1/2020	Almost done	30.3
4	Station No 12					
4.1	Northern Site	Hoan Kiem District	Q3/2019	5/2019	Done	0.00
4.2	Southern Site	Hoan Kiem District	Q1/2020	5/2019	Done	0.00
	Total					94.72

Note: The total of pending land area which has not yet acquired includes the additional land acquisition at S9 and S10.

21. The partial land handover plan is actually slower than the agreed Plan between ADB and MRB in Table 4. However, the problem of handing over the site does not affect the construction progress of civil works of the Contractor, in particular: (i) For S9 and S10 Stations, the Contractor is constructing the Northern strip and there is no specific plan for construction of the southern strip (part of obstructions); (ii) For S11 Station, the Contractor already completed a temporary road in the Southern strip in August 2019. Floating and underground utilities' removal has been completed. As planned, fencing and the land handover at northern strip were implemented to the Contractor in October 2019; and (iii) For S12 Station, the construction barrier was implemented at the end of June 2019. The handover of the site for construction of the northern strip to the Contractor was implemented in July 2019.

22. For Package CP03, out of 15,841.92 m2 of land acquisition from affected households and organizations (including the additional land acquired area), 15,747.20 m2 of land has been acquired (accounting for 99.40 %) and the remaining acquired land area is 94.72 m2. Apart from Package CP03, other components have been acquired for 100%.

23. At the CP03 package, in Quarter 2/2020 alone, 608.20 m2 of land has been acquired (including the additional land acquired area) at stations no 9 and no 10. Please see details in Table 5 Land acquisition progress.

Table 5: Land acquisition progress

No	Wards/Communes	Total of affected land (m2)			Total of acquired land up to Quarter 2/2020	Total of acquired land in Quarter 2/2020	Total of remaining land	% completed acquisition land
		Total	Public land (Sidewalk, transportation land)	Total of affected land belong to HHs and Organizations				
A. Phase 1 Depot, access line								
1	Tay Tuu and Xuan Phuong	148,340.0	0	148,340.0	148,340.0	0	0	100
Sub-total A		148,340.0	0.0	148,340.0	148,340.0	0	0.0	100
B. Phase 2 Depot, access line and Xuan Phuong Resettlement site								
1	Depot	13,552.6	0	13,552.6	13,552.6	0	0	100
2	Access line	8,272.0	0	8,272.0	8,272.0	0	0	100
Sub-total B		21,824.6	0	21,824.6	21,824.6	0	0	100
C. Chem - Ha Dong 110kv High Voltage								
1	Phuc Dien	190.0	0	190.0	190.0	0	0	100
Sub-total C		190.0	0	190.0	190.0	0	0	100
D. The Viaduct and Elevated Stations								
1	CP01&CP02	325.9	0	325.9	325.9	0	0	100
Sub-total D		325.9	0	325.9	325.9	0	0	100
E. The Underground Stations								
1	Station No.9	12,884.00	5,321.20	7,562.80	7,562.80	29.60	0.00	100.00
	Additional L.A at S9	27.32	0	27.32	0	0.00	27.32	0
2	Station No.10	6,993.00	4,189.90	2,803.10	2,803.10	0.00	0.00	100.00
	Additional L.A at S10	615.70	0	615.70	578.60	578.60	37.10	93.97
3	Station No.11	6,957.00	3,309.20	3,647.80	3,617.5	0.00	30.30	99.17
4	Station No.12	5,977.00	4,791.80	1,185.20	1,185.20	0.00	0.00	100.00
Sub-total E		33,454.02	17,612.10	15,841.92	15,747.20	608.20	94.72	99.40
Total		204,134.52	17,612.10	186,522.42	186,427.70	608.20	94.72	99.95

Source: Internal resettlement monitoring report of DCARB.

Additional land acquisition as anticipated for S9 and S10:

Additional number of affected households & organizations in S9 and S10

24. For the reason of serving construction implementation, a master plan was approved on November 27th, 2017 for underground tunnel and stations (CP03).

25. For S9, due to the request of layout extension serving for package CP03, from contractor HGU, the right of way will be extended to at least 2.0 m on Kim Ma and Cat Linh Streets, which will be used as public land after construction, MRB is on progress coordinating with Ba Dinh District and DONRE to submit a plan of land acquisition for Ha Noi Parking Car Company to HPC for approval.

26. For S10, additional land acquisition for underground stations construction have been also implemented with the total of 622.1m² (including public land). Procedures for LAR have publicly been implemented for affected households and organizations in coordination with Dong Da District and DONRE as regulated. For households and organizations in S10, their land will be acquired based on the landmark of Cat Linh extension Street (the master plan for Cat Linh Extension Street had been approved before).

27. Information disclosure, IOL and DMS for additional affected households and organizations whose land will be acquired, has started carrying out from early July 2018 for S9 and S10. Total of

plans for compensation and assistances as anticipated is 21 in which 15 original households and 6 organizations.

28. As planned, in both S9 and S10, additional land will be acquired of 15 households (in which all 15 households were the preciously affected households in the second time land acquisition – they are not new affected households) and 6 organizations (in which all 6 organizations were the preciously affected organization in the 2nd land acquisition).

29. For S9, additional land acquisition will be carried out for 4 affected households. All affected households and organizations are already affected households and organizations in this second time land acquisition. There will not have any newly affected household or organization for additional land acquisition this time. For additional land acquisition serving construction work, MRB has coordinated with Ba Dinh District to publicly send letters of apologies to affected households and organizations, informed the approved master plan, made the landmark and issued notices of land acquisition to affected households.

30. For S10, as planned, additional land acquisition has been implemented for 11 households and 6 organizations in Q2/2020.

31. DoNRE has reported to Hanoi People's Council to update the land use plan for the additional acquisition area of S9 and S10. Also, MRB is working with local authorities to prepare the compensation plans for remaining affected AHs and organizations. Compensation plans of land acquisition were sent to remaining affected households and organizations in Q2/2020. However, due to some problems related to the recommendations of households on resettlement policies, project designs, inheritance procedures, requests to purchase another relocation apartment or evaluation and appraisal need to be carefully considered. Therefore, the plan for the additional land acquisition and resettlement has been postponed and is expected to be completed by Q3/2020 and the plan for handing over the site to the contractor is expected to be done by the end of Q3/2020. Please see Table 6: Additional number of affected households & organizations as anticipated in S9 and S10 due to the additional land acquisition serving for construction implementation.

Table 6: Additional number of affected households & organizations as anticipated in S9 and S10 due to the additional land acquisition serving for construction implementation

Order	Number of affected households due to additional land acquisition (HHs)	In which		No of affected organisations due to additional land acquisition	In which		Total of approved plans of compensation & assistance as anticipated
		No of HHs with the 1 st time of land acquisition	No of HHs with both the first and 2 nd time of land acquisition		No of organisations with the 1 st time of land acquisition	No of organisations with both the first and 2 nd time of land acquisition	
Station 09	4	0	4	0	0	0	4
Station 10	11	0	11	6	0	6	17
Total	15	0	15	6	0	6	21

Total of area of additional land acquisition in S9 and S10:

32. Total of area of additional land acquisition as anticipated in S9 and S10 is 643.02 m² in which 264.62 m² belongs to affected households and 378.40 m² belongs to organizations.

33. For S9; 27.32 m² which belongs to affected households need to be acquired.

34. For S10, out of 615.70 m² of acquired additional land, 237.30 m² belongs to affected households and 378.40 m² belongs to affected organizations. HPC has been directing MRB, DPCs, the inter-authorities to make the plan for the additional land acquisition in S9 and S10. Compensation and assistance for the additionally affected land shall follow the provisions of the approved Resettlement Framework and Resettlement Plan for the underground stations. Also, policy of additional support for affected households with more than a time of land acquisition was considered before approving of detailed compensation plans for the households. Ba Dinh District issued Letter No 2254/UBND-ĐSĐT to propose HPC' approval on additional support for the HHs with second time of land acquisition. The HPC also issued Letter No.8550/VB-GPMB dated October 30, 2018, assigned to the Department of Natural Resources and Environment in coordination with the Department of Finance, the Department of Construction and related agencies to review and guide Ba Dinh and Dong Da Districts for the implementation in complying with the regulations of ensuring the synchronized policy on compensation, assistance and resettlement in the city area. On April 8, 2019, the Department of Natural Resources and Environment issued the document No 2855/STNMT-CCQLĐĐ to report to the HPC on the proposed implementation of multi-site clearance support, rental assistance for business households and support on production and business for households with additional land acquisition. Detailed plans of compensation and assistance for additional land acquisition at S9 and S10 have been disclosed to some AHs since June 2019. Up to quarter 2/2020, Districts have paid compensation & assistance to 9/15 AHs and 5/6 organizations for additional land acquisition. It is planned that in Quarter 3/2020, 6/15 remaining AHs and 1/6 remaining organizations (in S10) will be paid. Please see Table 7: Total of area of additional land acquisition in S9 and S10.

Table 7: Total of area of additional land acquisition in S9 and S10

Order	Total of area of additional land acquisition (m ²)	Total of area of additional land acquisition for households (m ²)	Total of area of additional land acquisition for organizations (m ²)
Station 9	27.32	27.32	0
Station 10	615.70	237.30	378.40
Total	643.02	264.62	378.40

Encroachment of structures of households at elevated stations (S4, S5 and S7).

35. All the encroaching households at S4, S5 and S7 were AHs by the expansion of National Highway 32 (NH32) project which had been completed before. They all were compensated by NH32 Project, however after the completion of the NH32 Project, they illegally reoccupied the public land/sidewalk which is the right of way of Hanoi Metro Line 3 Project. MRB has strictly been coordinating with local authorities (Nam Từ Liêm District, Cau Giay District and wards) and invited all the encroaching households at S4, S5 and S7 were AHs and informed them about their illegal reoccupation on public land. As a result, they are both aware of their illegal acts and voluntarily demolished their assets on public land. The time-bound action plan to ensure that the sites are cleared for the Project is by the end of August 2020.

2. Status of AHs receiving compensation and assistances

36. Up to the end of Quarter 2/2020, there are a total of 558 compensation plans (534 affected households and 21 organizations). Compensation and assistance payment have substantially been completed. Out of a total of 555 affected households and organizations, 529 affected households and 21 organizations have received payment for compensation and assistances 5 remaining households (all belongs to CP03) have not yet received the compensation payment. There are some reasons why the payment are delayed such as procedures for merging land properties of AHs for the remaining land area, inheritance procedures of AHs. Besides, one AH proposed assessing the strength of the house after being partially cut out/ acquired. MRB has hired an independent consultant (Song Da Thang Long inspection joint stock company) to carry out the work. Moreover, an execution order for receiving relocation apartment which takes time should follow some steps: (i) HHs agree with compensation plan; (ii) HHs agree to handover the land and receive the compensation (DCARBs will deduct the amount for buying relocation apartment in the compensation amount); (iii) DPCs submit documentations and transfer relocation payment to DOC; (iv) DOC reviews the documentations and submit to HPC for approval and issue Decision for selling relocation apartments; (v) HHs register permanent residence at the local police to prepare for electricity and water contracts.

37. In quarter 2/2020, there were only one affected AH that received compensation and support. There are still 5 remaining AHs who have not yet received compensation and support. Besides, for the additional land acquisition at S9 and S10, out of 15 AHs and 6 organizations that were previously affected by the project, 9/15 AHs and 5/6 organizations have received compensation & assistance. Please see **Table 8: Progress of payment for households and organizations**.

Table 8: Progress of payment for households and organizations

No	Wards/ Communes	Total of affected households and organizations			Total of received households and organizations in Q2/2020		Total of received households and organizations up to Q2/2020		Total of remaining number		
		Total	Organizations	HHs	Organizations	HHs	Organizations	HHs	Organizations	HHs	Total
A. Phase 1 Depot, access line											
1	Tây Tựu and Xuân phương	229	0	229	0	0	0	229	0	0	0
Sub-total A		229	0	229	0	0	0	229	0	0	0
B. Phase 2 Depot, access line											
1	Depot	156	0	156	0	0	0	156	0	0	0
2	Access Line										
Sub-total B		156	0	156	0	0	0	156	0	0	0
C. Chem - Ha Dong 110kv High Voltage											
1	Phúc Diễn	4	0	4	0	0	0	4	0	0	0
Sub-total C		4	0	4	0	0	0	4	0	0	0
D. The Viaduct and Elevated Stations											
1	CP01&CP02	2	2	0	0	0	2	0	0	0	0
Sub-total D		2	2	0	0	0	2	0	0	0	0
E. The Underground Stations											
1	Station 9	15	2	13	0	1	2	11	0	2	2
	Additional L.A at S9	4	0	4	0	0	0	0	0	4	4

No	Wards/ Communes	Total of affected households and organizations			Total of received households and organizations in Q2/2020		Total of received households and organizations up to Q2/2020		Total of remaining number		
		Total	Organizations	HHs	Organizations	HHs	Organizations	HHs	Organizations	HHs	Total
2	Station 10	30	7	23	0	0	7	23	0	0	0
	Additional L.A at S10	17	6	11	5	9	5	9	1	2	3
3	Station 11	66	4	62	0	0	4	59	0	3	3
4	Station 12	53	6	47	0	0	6	47	0	0	0
Sub-total E		164	19	145	0	1	19	140	0	5	5
Total		555	21	534	0	1	21	529	0	5	5

Notes: The “total of number of AHs and organizations does not include the total number of AHs and organizations for the additional land acquisition (L.A). 3 remaining AHs in S11 have obstructions by themselves despite several efforts of persuasion from MRB and Districts, so the value of compensation & assistance for 3 AHs have been transferred to the Treasure State Bank following the regulations of the Vietnamese Law.

3. Status of approving the compensation plans for AHs of CP03

38. For Package CP03, as mentioned in Table 8 above, 6 households have not received compensation and assistances yet, in which all detailed plans for compensation have been approved for AHs.

39. For Package CP03, up to date, DCARBs have approved 188/188 compensation & assistance plans in which 145/145 for affected households and 19/19 for affected organizations. Therefore, all of affected organizations have been approved for compensation & assistance plans. Please see the detail in **Table 9: Status of approving compensation plans for AHs of CP03.**

Table 9: Status of approving compensation plans for AHs of CP03

Order	Underground tunnel and stations	Number of affected households & organizations			Number of approved plans for compensation			Number of plans have not been approved yet			Notes
		Total	Organizations	Households	Total	For organizations	For Households	Total	Organizations	Households	
1	Station No.9	15	2	13	15	2	13	0	0	0	
	S9 – additional L.A	4	0	4	4	0	4	0	0	0	4 more approved plan of compensation for additional L.A
2	Station No.10	30	7	23	30	7	23	0	0	0	
	S10 – additional L.A	17	6	11	17	6	11	0	0	0	17 more approved plan of compensation for additional L.A

Order	Underground tunnel and stations	Number of affected households & organizations			Number of approved plans for compensation			Number of plans have not been approved yet			Notes
		Total	Organizations	Households	Total	For organizations	For Households	Total	Organizations	Households	
3	Station No.11	66	4	62	69	4	65	0	0	0	Three more approved plan of compensation for a shared alley of HHs
4	Station No.12	53	6	47	53	6	47	0	0	0	
Total		164	19	145	188	25	163	0	0	0	

4. Payment progress for compensation and assistances

40. Up to date, the total of approved cost for compensation and assistance of the project is 678,281,285,220 VND, the total paid compensation & assistance value is 650,577,322,089 VND and the total of remaining compensation & assistance value is 27,703,963,131 VND. In Q2/2020, Districts have approved 40,709,540,019 VND for the additional land acquisition at S9 and S10. Up to the Q1/2020, the approved value for compensation plans is 637,571,745,201 VND against 678,281,285,220 VND up to Q2/2020.

41. Apart from Package CP03, for other packages all affected households and organizations have full payment for compensation & assistance. For Package CP03 only, up to date, the total of approved cost for compensation and assistance of the project is 605,754,310,223 VND, the total paid compensation & assistance value is 578,050,347,092 VND and the total of remaining compensation & assistance value is 27,703,963,131 VND. However, due to many problems arising such as the inheritance procedures, the assessment of the bearing strength of a building before a partial land acquisition for a house to be evaluated, the compensation plan is not completed as planned and will be pushed back by the end of Q3/2020. Now Districts continue to make payment for remaining affected households.

42. In quarter 2/2020 only, Districts have paid a total of more than 33,263,861,952 VND to AHs and resettlement allocations in which 409,967,100 VND paid in station 9; 31,728,290,838 VND paid in station 10; 1,060,464,014 VND paid in S11 and 65,140,000 VND paid at station 12 for compensation, assistance & resettlement of AHs and organizations. Please see the **Table 10: Progress of compensation and assistance**.

Table 10: Progress of compensation and assistance

No	Wards/Communes	Total of Approved compensation value (VND)	Total of paid compensation value (VND) in Quarter 2/2020	Total of paid compensation value (VND) up to Quarter 2/2020	Total of remaining compensation value (VND)
A. Phase 1 Depot, access line					
1	Tay Tuu and Xuan Phuong	42,900,000,000	0	42,900,000,000	0
Sub-total A		42,900,000,000	0	42,900,000,000	0
B. Phase 2 Depot, access line and Xuan Phuong Resettlement site					
1	Depot	28,914,525,857	0	28,914,525,857	0
2	Access line				

No	Wards/Communes	Total of Approved compensation value (VND)	Total of paid compensation value (VND) in Quarter 2/2020	Total of paid compensation value (VND) up to Quarter 2/2020	Total of remaining compensation value (VND)
Sub-total B		28,914,525,857	0	28,914,525,857	0
C. Chem - Ha Dong 110kv High Voltage					
1	Phuc Dien	272,449,140	0	272,449,140	0
Sub-total C		272,449,140	0	272,449,140	0
D. The Viaduct and Elevated Stations					
1	CP01&CP02	440,000,000	0	440,000,000	0
Sub-total D		440,000,000	0	440,000,000	0
E. The Underground Stations					
1	Station No.9	46,099,763,853	409,967,100	33,056,689,129	13,043,074,724
2	Station No.10	139,418,300,260	31,728,290,838	134,582,517,256	4,835,783,004
3	Station No.11	294,802,226,111	1,060,464,014	284,977,120,708	9,825,105,403
4	Station No.12	125,434,019,999	65,140,000	125,434,019,999	0
Sub-total E		605,754,310,223	33,263,861,952	578,050,347,092	27,703,963,131
Total		678,281,285,220	33,263,861,952	650,577,322,089	27,703,963,131

Note: 3 remaining AHs in S11 have obstructions by themselves despite several efforts of persuasion from MRB and Districts, so the value of compensation & assistance for 3 AHs have been transferred to the Treasure State Bank following the regulations of the Vietnamese Law.

C. Status of public facilities

43. Relating to public facilities such as electric poles, electric transmission lines, communication lines, public structures and these public facilities have basically been removed and replaced by new ones. For stations S9 and S10, all floating & underground utility removal and demolition works in the northern strip have been dismantled and handed over. The contractor is carrying out the work in the northern strip at Stations No. 9 and No. 10. For station S11, construction of the temporary road in the southern strip and floating underground utility removal and demolition works were completed in the southern strip in September 2019. For station S12, construction barriers were implemented in the northern strip, floating & underground utility removal was carried out in the northern strip. The construction site in the northern strip was handed over to the contractor in July 2019. Up to now, the public floating & underground utility removal and demolition works does not affect the construction progress of civil works of the Contractor and the progress of the public removal works is quite good.

D. Resettlement Sites Development and Relocation transfer progress

1. Resettlement Sites Development

44. For allocation of resettlement land to households affected by Depot area and access line (Phase 2), the resettlement site was initially allocated to DD1 - Xuan Phuong area (Northern District of Tu Liem). However, site DD1 has not been cleared while the adjacent land area called TT6.1A and TT6.1C has been cleared and the basic infrastructure has fully been completed in construction, water and electricity. Therefore, the People's Committee of Northern District of Tu Liem reported to Hanoi People's Committee to change the resettlement area from DD1 to TT6.1A and TT6.1C and approved by Hanoi People's Committee.

45. Eligible households affected by Package CP03 (Underground and Underground Station - S9, S10, S11 and S12) will be allocated for resettlement apartments in compliance with official Letter of DOC No.2010/SXD-PTN dated 22 March 2016 about location, area of apartments serving for households affected by Hanoi Pilot Metropolitan Railway Project.

46. Through the above Letter, the high-rise buildings with 170 apartments have already arranged enough resettlement for this project includes:

- (i) N07 building with 5.3 ha of Dich Vong ward, Cau Giay district with 51 apartments
- (ii) CT2 building at Hoang Cau street, Dong Da district has 119 apartments

47. Up to now, the construction of buildings has fully been completed and started to be handed to households as approved by Hanoi People's Committee. Details of area and number of apartments are demonstrated in Table 11: Location, area and number of apartments arranged for resettled households.

Table 11: Location, area and number of apartments allocated for resettled households

Name of building	Address	Total number of apartments (pcs)	In which (pcs)	Total area of each apartment (m2)		
N07	Dịch Vọng Ward, Cầu Giấy District	51	25	59.50		
			13	79.45		
			13	59.87		
CT2	Ao Hoàng Cầu, Đống Đa District	60	15	59.46		
			15	59.41		
			15	59.30		
			15	63.61		
			CT2-B	24	8	67.67
					8	52.77
					8	57.99
			CT2-C	35	9	62.09
					13	68.67
					13	70.80
			Total		170	

2. Relocation transfer progress of affected households

48. Up to date, out of 199 physically displaced households (there are 3 more AHs who is eligible to resettlement allocation in Q2/2020) , 130 households are eligible to resettlement allocation (21 in Depot & Access Line and 109 in CP03). Out of 130 households eligible for land plots or resettlement apartment allocations of the whole project, 129 households have received land plots or resettlement apartments, It is planned that 1 remaining household who has not yet been allocated resettlement apartment will received resettlement apartment allocations by Q3/2020 . This affected household belongs to Package CP03.

2.1. Relocation transfer progress of households affected by Depot and Access line

49. Relating to 21 households affected by Phase 2 - Depot and Access Line, Bac Tu Liem District has already allocated all of them for resettlement plots in Xuan Phuong RS. Infrastructure, electric and potable water system in Xuan Phuong RS are adequate, near schools and not far from their acquired land. So their lives are not much affected by the project.

2.2. Relocation transfer progress of households affected by Underground stations – Package CP03.

50. Up to the end of Quarter 2/2020, there are in total 109 households eligible for apartment relocation allocation in CP03.

51. For 109 eligible households for resettlement allocation affected by residential land from Package CP03 (S9, S10, S11 and S12), HPC has issued Document No.9502/UBND-XDGT dated 04/12/2014 and Document No.4920/UBND-XDGT dated 17/7/2015, approving the resettlement fund of Building N07 of 5.3ha in Dich Vong, Cau Giay district and the housing fund of the high-rise building Project for site clearance at Ao Hoang Cau, Dong Da district for relocating households to implement Hanoi Metro Rail System Project (Line 3: Nhon - Hanoi Station Section) in the districts of Ba Dinh, Dong Da, Hoan Kiem. Accordingly, on 22th March 2016, the Department of Construction (DOC) issued the Document No.2010/SXD-PTN, announcing the locations, areas of resettlement apartments for 109 relocated households who are affected by Hanoi Metro Rail System Project (Line 3: Nhon - Hanoi Railway Station Section).

52. The construction of apartments for resettlement (including leasing) was completed and Districts organized relocation apartment lotteries for eligible households, of which 10 resettlement apartments at N07 and 99 at Ao Hoang Cau. DCARBs has coordinated with the Department of Construction to submit to HPC and have the decision to sell the first phase of 10 resettlement apartments at N07 in Decision No. 1466/QĐ-UBND dated 26/3/2018 (adjusted Decision No.1083/QĐ-UBND on 13/02/2017) and 41 Ao Hoang Cau in Decision No.1490/QĐ-UBND dated 28/3/2018.

53. For Package CP03, MRB and the DCARBs have organized for 109 relocated households to visit the resettlement sites several times. Up to now, out of 109 eligible resettled households, 108 have been allocated for resettlement apartments in which 8 households in S9; 19 households in S10; 43 households in S11 and 38 households in S12. One (01) remaining household is waiting for after-received compensation payment from DPC or for decisions to sell resettlement apartments from DOC which have been submitted to HPC for approvals. Also, there are some obstructions (demonstrated in detail in table 17) of land acquisition hand-over, inheritance procedures and recommendations on resettlement policies of AHs which need to be carefully considered and resolved by Districts and DOC.

54. In quarter 2/2020, Districts and DOC have allocated relocation apartments for 6 households. Please see **Table 12: Status of relocation transfer progress.**

Table 12: Status of relocation transfer progress

No	Wards/Communes	No of physically displaced HHs	HHs are eligible for relocating arrangement	HHs received apartment/land plot in RS in Quarter 2/2020	HHs received apartment/land plot in RS up to Quarter 2/2020	HHs have not received apartment/land plot in RS
A. Phase 1 Depot, access line						
	Tay Tuu and Xuan Phuong	0	0	0	0	0
Sub-total A		0	0	0	0	0
B. Phase 2 Depot, access line and Xuan Phuong Resettlement site						
1	Depot	90	21	0	21	0
2	Access line					
Sub-total B		90	21	0	21	0
C. Chem - Ha Dong 110kv High Voltage						
1	Phuc Dien	0	0	0	0	0
Sub-total C		0	0	0	0	0
D. The Viaduct and Elevated Stations						
1	CP01&CP02	0	0	0	0	0
Sub-total D		0	0	0	0	0
E. The Underground Stations						
1	Station No.9	8	8	3	8	0
	Additional L.A-S9	1	1	0	0	1
2	Station No.10	18	18	0	18	0
	Additional L.A-S10	1	1	1	1	0
3	Station No.11	43	43	2	43	0
4	Station No.12	38	38	0	38	0
Sub-total E		109	109	6	108	1
Total		199	130	6	129	1

Notes: In Q2/2020, there are 3 more AHs at CP03 who are eligible to relocation allocation in which 2 AH in S9 and 1 AHs in S10.

III. INCOME RESTORATION PROGRAM (IRP)

1. Income Restoration Program (IRP) for AHs by Depot and Access Line:

55. The support policy for living stabilization and job change is applied in accordance with Decision No.23/2014/QĐ-UBND, which stipulates the contents approved by HPC pursuant to Land Law 2013 and the Government's decrees on compensation, support and resettlement when the State acquires land in the City. According to the specific policy applied for the Compensation Plan of the Depot and access line Component, the Project has two types of support: (i) Support for job transition by 5 times of agricultural land prices based on the unit prices stipulated in Decision No.23/2014/QĐ-UBND by HPC; (ii) Support for living stabilization equal to VND 2,160,000 per person. In addition, the affected household members who have completed the vocational training with graduated certificates

will be supported with cash assistance which equals to VND 7,000,000 per laborer for tuition and VND 4,650,000 per laborer for buying practical toolkits.

56. Bac Tu Liem DPC already implemented measures of IRP based on the resettlement policy framework (RPF) applied for underground tunnel and stations for affected households in Depot and Access Line in 2016. Bac Tu Liem DPC built measures, issued decisions and all paid support for IRP of affected households (100%) in Depot and Access Line. In general, the provided income restoration program for the affected households is compliant with provisions in the agreed resettlement Policy Framework applied for underground tunnel and stations.

57. Income Restoration Program (IRP) for AHs by Depot and Access Line was implemented in 2014 and completed in 2016 in compliance with provisions in the agreed updated resettlement plan (URP) for Depot and Access Line – phase II.

Provision of the below IRP assistance as per URP for depot and access line includes:

a. For assistance to access micro-credit for DPs to re-establish their shops in other suitable sites, or reconstruct houses for rent, Districts broadly informed the assistance to micro-credit for displaced shops through Policy Banks located in each District. To create favorable conditions to AHs, those who are interested in it could go to the Policy Bank to borrow micro-credit with preferential and very low interest rates.

b. For priority in employment in the construction and operation of the Project for selected qualified and interested persons of both genders: Related to this assistance, AHs were informed of available jobs related to the project and advised on how to apply. Furthermore, MRB closely cooperated with the Metro Operation Company and directed the Contractors to provide priority in employment in construction and operation of the project through mass media and notices in each locality to AHs, broadly informed the recruitment and sent them to China for training courses and will work for the Metro Operation Company in the future in operation time of the project.

c. For provision of vocational training at state vocational training programs: Districts broadly informed vocational trainings to both of AHs and all of AHs understand very well the policy of the project. However, up to now, no one register a vocational training as they have their own jobs and are not interested in it.

Also, the additional support policy for the households affected by Depot and Access Line was carried out following Decision No 3855/UBND-ĐT on June 28th, 2016 of Hanoi People's Committee. Please see the result of implementation through the table 13 **Progress of payment to AHs for the support on vulnerability and stabilization of production and business by Depot and Access Line.**

Table 13: Progress of payment to AHs for the support on vulnerability and stabilization of production and business by Depot and Access Line

I/ Supports on vulnerable AHs by Depot and Access Line				
No	Wards (Bac Tu Liem District)	No of vulnerable AHs to be entitled to receive the support on vulnerability	No of vulnerable AHs who received the support on vulnerability	Remaining AHs who have not yet who received the support on vulnerability
1	Minh Khai	3	3	0
2	Tây Tựu	25	25	0
	Total	28	28	0
II/ Supports on stabilization of production and business by Depot and Access Line				
No	Wards (Bac Tu Liem District)	No of AHs to be entitled to receive the support on stabilization of production and business	No of AHs who received the support on stabilization of production and business	Remaining AHs who have not yet who received the support on stabilization of production and business
1	Minh Khai	6	6	0
2	Tây Tựu	23	23	0
	Total	29	29	0

2. Income Restoration Program (IRP) for AHs by Underground Stations (CP03):

58. Income Restoration Program (IRP) for AHs by Underground Stations (CP03) have also been implemented in compliance with provisions in the agreed updated resettlement plan (URP). The support policy for the households affected by the Underground Stations is mentioned in the following table of benefit matrix (Table 14: Income restoration supports to Affected households in CP03).

Table 14: Income restoration supports to affected households

Kinds of support	Provisions in the URP	Results of Implementation (<i>The measures have been provided to the households or not?</i>)	Implementation plan for the measures which have not yet been included in the detailed compensation plans to the households
Support for AHs due to previous land acquisition at the affected area	<p>The households whose only land was previously affected and houses were partly demolished (partly cut out) without relocation, now affected again (partly cut out) but without relocation: Assistance by 1,000,000 VND/m².</p> <p>The households whose land was previously affected (cut out or relocated), now totally affected and have to relocate: Assistance by 80,000,000 VND/land owner.</p>	Yes	
Support for relocating houses and assets	Cash assistance is VND 5,000,000/household if relocating within the city; VND 8,000,000/household if relocating to other provinces/cities	Yes	
Support for livelihood stabilization	<p>Cash assistance is equivalent to 30kg of rice/person/month for all family members</p> <ul style="list-style-type: none"> - For 3 months for the AHs whose houses are partly affected - For 6 months for the AHs whose houses are fully affected 	Yes	
Support on stabilization of production and business	<ul style="list-style-type: none"> - For HHs who are leasing their house out for business: (i) 30% of annual income after tax according to the average income of 03 continuous years if the HHs have registration and pay tax for income from leasing out of the house or business; (ii) VND 2,500,000/household if the HHs have no registration and do not pay tax for the income from leasing - For HHs having business with license affected and having to relocate: (i) Assistance in cash equivalent to 30% annual income after tax according to the average income of 03 continuous years; (ii) Assistance for transportation of goods to the new location; (iii) 	<p>Fifteen per fifty six business households already received the support on stabilization of production and business in CP03.</p> <p>There are still 41 remaining AHs who have not yet received this support</p>	<p>-MRB and DPCs are reviewing and verifying whether AHs are eligible to receive this assistance. Incomes after taxes of the AHs have been calculated by the District Tax Office. Also, HPC requested Hanoi Tax Department to issue a letter of instructions. The Hanoi Tax Department has coordinated with districts tax departments to instruct the document on average income after tax and is implementing the support on stabilization of production and business for households.</p>

Kinds of support	Provisions in the URP	Results of Implementation (<i>The measures have been provided to the households or not?</i>)	Implementation plan for the measures which have not yet been included in the detailed compensation plans to the households
	Assistance for costs of finding the new relocation to re-establish business. - For HHs having business without license affected and having to relocate: VND 2,500,000/household		Currently, MRB has been working closely with Ba Dinh, Dong Da and Hoan Kiem districts to request tax offices of Ba Dinh and Dong Da districts to confirm the average income of businesses households. The plan of income determination and payment support on stabilization of production and business for the remaining households will continue to be implemented in the third quarter of 2020.
	- Assistance for vocational trainings and employment for the affected production, business households who have to relocate: all members of the HHs who are in labor age and unemployed shall be offered a free vocational training course - Cash assistance to find job or to purchase equipment for establishing business: VND 4,650,000/person	Yes	
Support for rental allowance	- For the HHs who have to relocate and are eligible to be compensated on land and house, registered for relocating to resettlement apartments: VND 1,000,000/person. The assistance period is calculated from the time when affected land is handed over to the time of having the notice of receiving the apartment - For the HHs opt to self-relocate: VND 1,000,000/person for 3 months	Yes	
Support for self-relocating	Assistance by cash, calculated by the formula: $T = S_{tdc} \times G \times 0,3$, in which: T: Assistance amount for self- relocation S_{tdc} : Area of apartment as in the individual resettlement plan approved by DPC (m ²) G: Average selling unit rate of the apartment approved by	Yes	

Kinds of support	Provisions in the URP	Results of Implementation (<i>The measures have been provided to the households or not?</i>)	Implementation plan for the measures which have not yet been included in the detailed compensation plans to the households
	Department of Construction in the relocating building of the Project (VND/m ²) According to Decision 47/2016/QD-UBND dated on November 8, 2016 VND 6,800,000/m ²		
Support for the house renters	Cash assistance is VND 500,000/renting contract	Not yet	Districts and Wards took the initiative in coordinating to check and notify the rented households to receive this assistance, but the house renters had returned the rented houses and did not come to receive this assistance.
Bonus for timely handover of land	<ul style="list-style-type: none"> - For HHs whose residential land is totally or partly acquired but their houses are totally demolished (i) VND 30,000,000/household if land is handed over within 01 day from the date of receiving compensation and allowances; (ii) VND 20,000,000/household if land is handed over within 04 days from the date of receiving compensation and allowances; (iii) VND 15,000,000/household if land is handed over within 05 days from the date of receiving compensation and allowances; (iv) VND 10,000,000/household if land is handed over on the required land-handover date. - For HHs whose land is partially acquired: Cash assistance is VND 500,000 – 2,000,000/m² depending on the time of handover - 	Yes	
Assistance for the State owned agencies and organizations who have land acquired	<ul style="list-style-type: none"> - Cash assistance for the actual movement related costs - Assistance for renting of the workplace while waiting for the new relocation arranged by the City. 	Yes	

59. On April 8th, 2015, People's Committee of Hanoi City issued Document No. 2281/UBND-TNMT on supplementary support policies (applied for underground section) - Hanoi City Urban Pilot Railway Project Noi, Nhon - Hanoi Railway Station (Line 3). One of the supports mentioned in this document is to support production and business stabilization for businesses households with and without registration licences or not paying taxes.

60. On October 13th, 2017, the Hanoi Tax Department issued Document No.67423/CT-QLĐ requesting the tax office of Ba Dinh, Dong Da and Hoan Kiem Districts to confirm the average income after-tax of business households.

61. On August 1st, 2018, Hoan Kiem District Tax Office sent Official Letter No.14935/CCT-CN-THĐ to Hoan Kiem District Project Investment Management Board to confirm the average income after-tax of 12 household business.

62. On May 20th, 2019, MRB sent Document No.1032/ĐĐTT-THĐA1 to ask Dong Da District Tax Office to determine the average income after tax for businesses households for constructing S10 underground station under Hanoi Urban Pilot Railway Project. But so far, MRB has not received a response from the District Tax Department of Ba Dinh.

63. Up to date, out of 56 affected business households, in Package CP03, 15 businesses households got the support on stabilization of production and business in which 11 businesses households in S9 and 4 in S12. Forty-one (41) remaining affected households have not received them yet.

64. Currently, MRB has been working closely with Ba Dinh, Dong Da and Hoan Kiem districts to request tax offices of Ba Dinh and Dong Da districts to confirm the average income of businesses households. However, due to a number of obstacles regarding the progress of land acquisition to be prioritized for implementation to meet the project progress, the plan of income determination and payment support on stabilization of production and business for the remaining households will continue to be reimplemented in the third quarter of 2020. MRB will closely coordinate with relevant districts and tax departments to carry out the necessary procedures such as determining lists of business households with or without registrations, preparing appraisal documents, informing to AHs and coordinating for payment. Please see the details in **Table 15: Progress payment of support on stabilization of production and business for affected households in CP03.**

Table 15 Payment progress of support on stabilization of production and business

No	Underground stations	Number of business households	No of business households who received support on stabilization of production & business	No of business households who have not yet received support on stabilization of production & business
1	Station No.9	13	11	2
2	Station No.10	10	0	10
3	Station No.11	18	0	18
4	Station No.12	15	4	11
Total		56	15	41

IV. GRIEVANCES AND REDRESS MECHANISM

A. Grievances

65. Up to date, there are still 52 remaining grievances or obstructions relating in compensation policies, project design, inheritance procedures, policy of relocation and impacts due to construction etc. in which 43 in Depot & Access Line; 9 grievances or obstructions of AHs in Package CP03 (Underground Stations).

66. As mentioned in paragraph 8, in quarter 2/2020, there are still 52 remaining grievances or obstructions of AHs (3 arisen grievances or obstructions in Q2) in which 43 grievances in Depot and Access Line and 9 grievances or obstructions at CP3. Within a week since receiving any grievances, MRB takes a prompt actions to inform and coordinate with relevant authorized agencies to resolve the grievances. In general, the grievances are resolved on average within 1 month and they are typically resolved at District level. However, depending on simple or complicated grievances, close coordination among relevant authorized agencies at both levels (wards, districts, city) under the direction of HPC has been made as soon as possible All grievance resolutions have to comply with the Vietnamese law and Decision no 80/UBND dated on November 2014 of HPC. Please see **Table 16: Grievances or obstructions of affected households.**

Table 16: Grievances or obstructions of affected households

Order	Depot & Access Line and Underground tunnel & stations	Total of remaining complaints of AHs	Main reasons for complaints					
			Complaints about compensation and support	Complaints about DMS	Conflict among AHs about land right use	Complaints about quality of RS	Complaints related to Resettlement	Complaints about construction impacts or design
I	Depot	43	43	0	0	0	0	0
	Sub-total I	43						
II	Underground stations							
1	Station No.9	3	0	0	0	0	0	3
2	Station No.10	2	1	0	0	0	1	0
3	Station No.11	3	2	0	0	0	1	0
4	Station No.12	0	0	0	0	0	0	0
	Sub-total II	8						
	Total (I+II)	51	46	0	0	0	2	3

Note: There were 49 grievances or obstructions of affected households in Quarter 1/2020, while in Q2/2020, there are 52 remaining grievances or obstructions (3 more arisen grievances/ obstructions in Q2/2020) in which 43 at Depot and 9 in CP03 (8 of AHs and one of organization).

1. For households affected by Depot and Access line

On-going grievances by Depot and Access Line

67. For AHs affected by Depot and access line, after Bac Tu Liem District approved the compensation plans, households still disagreed with them and continued to lodge complaints (December 26th, 2014). Bac Tu Liem District People's Committee assigned the District Inspector to consider, verify and issued 56 decisions to verify the contents of the complaints and to inform the screening the complaints.

68. On May 15th, 2015, Bac Tu Liem District already settled 56 complaints

69. However, 35 affected households disagreed with the complaint settlement decision of the District People's Committee and appealed to HPC. HPC's decision to settle complaints complies with the policy of compensation and support of the District People's Committee for households.

70. Disagreeing with the complaint settlement results of Hanoi People's Committee, 42 households continued to lodge complaints to ADB. At some meetings, HPC concluded that all received complaints by ADB would be transferred to the related agencies including Bac Tu Liem District, MRB and Site Clearance Steering Committee for review.

71. In November 2017, ADB hired an independent resettlement monitoring consultant unit to inspect and review complaints from AHs. On that basis, ADB proposed a meeting among Bac Tu Liem District, MRB, independent monitoring experts and AHs to clarify the additional work performed for affected AHs. to their complaints. It is recommended by ADB that a meeting among Bac Tu Liem District, related agencies, MRB and an independent expert from ADB with affected households shall be organized soon to resolve on going grievances for closing in accordance with SPS 2009 – ADB safeguards policy.

72. Based on the recommendation from ADB, MRB already issued Letter No 286/ĐSĐT-DA1 dated on March 6th, 2018 to propose Bac Tu Liem District to hold a meeting but the meeting is still pending.

73. According to Letter 100/TB-VP, HPC has assigned the DoNRE to take the lead with Bac Tu Liem District, MRB and related agencies to inspect and settle existing grievances according to regulations and report results to the HPC and ADB in accordance with regulations and notifications in August 2018.

74. On October 3rd, 2018, after reviewing procedures and documents with Bac Tu Liem District to solving grievances for affected households in Depot and Access Line, DoNRE sent Letter No 8217/STNMT-CCQLĐĐ to HPC and confirmed that related departments, Bac Tu Liem District and related agencies had solved grievances in compliance with Vietnamese regulations and Law.

75. On November 6th, 2018, MRB has sent letter No 1911/ĐSĐT-VP to DoNRE and Bac Tu Liem District to propose to solve the on-going existing grievances following the recommendation of ADB by organizing a meeting as mentioned above.

76. On December 19th, 2018, ADB sent a letter to HPC to recommend that HPC representatives, Bac Tu Liem DPC and the relevant wards' local leaders to hold a meeting with complainants with the attendance of ADB consultants to resolve their grievances, following the grievance redress mechanism in the project's approved resettlement plan. On-going grievances are currently waiting for comments from HPC. MRB is working with Bac Tu Liem DPC to soon organize a meeting of the DPC with the complainants as requested by ADB and HPC.

77. On January 7th, 2019, HPC issued Letter No.181/VP-GPMB to the DONRE to chair and coordinate with Bac Tu Liem District People's Committee, City Inspectorate and related agencies to hold a dialogue meeting with affected households with the participation of the ADB to resolve complaints related to land acquisition and resettlement at Depot and Access Line. In addition, HPC also requested DONRE to instruct the People's Committee of Bac Tu Liem District to consider and resolve grievances according to regulations, synthesize the report and inform the results to ADB within January 2019.

78. On March 12th, 2019, DONRE organized a dialogue meeting among Bac Tu Liem District, City Inspectorate, MRB, PMS2 consultants, related agencies and affected households with the participation of ADB. At the meeting, affected households expected that Bac Tu Liem DPC should review the grievances and documents to (i) redefine the origin of land use, (ii) redefine the time of house construction on land of affected households, (iii) policies in Letter 3855/UBND-ĐT issued on June 28th, 2016 from HPC which should be fully implemented to support affected households, and

(iv) policies should be publicly disseminated to each household and sent to them by official written letters.

79. On March 27th, 2019, the DoNRE sent Document No.2427/STNMT-CCQLĐ, proposing the Hanoi People's Committee to direct the People's Committee of Bac Tu Liem District to organize propaganda, advocacy, dialogue, answer and document provision, evidence relating to the determination of the origin of land use, the construction time of the works on this land. In case of disagreement with the decision of the Bac Tu Liem DPC and the second complaint, the HPC has assigned the City Inspectorate to hold a debate and report to the City to resolve according to the Law on Complaints.

80. After the meeting with the donor, on May 3, 2019, the Hanoi People's Committee issued a notice No. 133/TB-VP to assign to the City Inspectorate to continue resolving in accordance with the law for the AHs who still have grievances of compensation and site clearance plans at Depot area.

81. In May 2019, Hanoi City Inspectorate chaired a meeting with Bac Tu Liem District to assign to Bac Tu Liem District's Department of Natural Resources and the People's Committee of Tay Tuu Ward to review the origin of land use and the time to houses built on land of The AHs with grievances and report to Hanoi City Inspectorate.

82. On June 13th, 2019, ADB forwarded for MRB and HPC grievances of AHs at Depot and Access Line regarding land acquisition and resettlement and request HPC to handle outstanding complaints in compliance with ADB's Safeguards Policy Statement 2009.

83. On July 13th, 2019, MRB sent Letter No 1592/ĐSĐT-VP with attached outstanding complaints of AHs at Depot and Access Line in Tay Tuu – Bac Tu Liem District to Hanoi City Inspectorate to review and handle in compliance with the Vietnamese Law and request the Hanoi City Inspector to provide the information and results in order that MRB could make a report to ADB.

84. On August 6th, 2019, Hanoi City Inspectorate issued Letter No.3667/TTTP-P2 to report to HPC about the result of resolution for complainants and recommendations by Depot and the Access Line related to support for job transition and training based on a review of legal basis, land use origins, and application of the approved policy of compensation, assistance & resettlement.

85. On October 16th, 2019, HPC issued Letter No. 9820/VP-GPMB to assign to Department of Natural Resources and Environment to chair and coordinate with Department of Finance, Hanoi Inspectorate, People's Committee of Bac Tu Liem district and related agencies in order to propose support policies for 135 affected households with agricultural land ratios of more than 30% to be acquired and report the results to the HPC within October 2019.

86. On January 15th, 2020; 36 AHs of Tay Tuu Ward in Depot area sent a letter to ADB in which propose Hanoi Inspectorate to provide the results of grievances resolutions.

87. After receiving the forwarded letter from ADB with attached complaints of 36 AHs on February 20th, 2020, MRB issued letter No 296/ĐSĐT-VP on February 2020 to propose Hanoi Inspectorate and Bac Tu Liem for grievances resolutions results and inform to AHs and MRB on the results to assume that the project is carried out in the right regulations of the Vietnamese law and Donor's requirements.

88. On March 6th, 2020, Hanoi People's Committee (HPC) issued Letter 1950/VB-GPMB regarding the proposal of ADB. In this letter, HPC assigned Hanoi Inspectorate to coordinate with Hanoi Citizenship Reception Board, MRB and related Hanoi People's Districts to study and issue a letter with information provisions to ADB.

89. On April 29th, 2020, MRB consolidated grievances and resolution status for AHs at Depot (included 36 AHs lodged at ADB on February 15th, 2020) and issued letter No 76/BC-ĐSĐT-VP to report to Hanoi Inspectorate for consideration and resolutions

90. On June 1st, 2020, Hanoi Inspectorate issued letter no 2328/TTTP-P6 (with attached letter No 202/BC-UBND of Bac Tu Liem District) to report to HPC on results and status of grievances resolutions of AHs at Depot and Access Line.”

91. For grievances of AHs at Depot and Access Line – Phase 1, Bac Tu Liem District is waiting for the opinions of direction from HPC to approve additional assistance of AHs for the next implementation. With regard to grievances of AHs at Depot and Access Line – Phase 2, The HPC has directed the competent authorities including People's Committee of Bac Tu Liem District, City Inspectorate, Department of Natural Resources and Environment to resolve in accordance with the law.

Grievances of cracks on houses at Tay Tuu Road No 70 – CP01:

92. Between February 27th, 2019 and March 7th, 2019, MRB organized site visits to the construction area of the item: road underneath access bridge to Depot of CP01 and received grievances from people living near the area on the cracks on their houses of Mr Nguyen Dang Chien and Ms Dang Thi Doan Huong who are representatives for households Đinh Van Su, Dinh Van Vien, Pham Thi Duyen, Pham Quang Trung, Ta Xuan Luan, Bui Van Truong, Nguyen Khac Phuong living on road No 70, Tay Tuu, Tay Tuu Ward, Bac Tu Liem District. They requested to solve the cracks on their houses due to the construction impacts.

93. In order to ensure the life of people, quality and progress of the contract package, MRB issued letter No 440/ĐSĐT-DA1 to request Daelim Contractor and Systra Consultant to implement the following tasks: (i) To recheck the construction method and solutions for safety assurance during construction to completely avoid collapse of people’s houses and (ii) To check and evaluate the damages caused by the construction progress (if any) and to compensate the damaged properties as per the Contract regulations and law regulations.

94. Right after receiving MRB’s letter No 440/ĐSĐT-DA1, Daelim Contractor has immediately adjusted the method of compaction to prevent any potential damages to residents’ properties. At the same time, Daelim has been carrying out the crack investigation in residents’ houses at the construction site of Road underneath the Access Bridge to Depot and working closely with the local Authorities (Tay Tuu Ward) on the present issue.

95. On May 10th, 2019, MRB issued letter 945/ĐSĐT-VP-DA1 to propose Bac Tu Liem District and Tay Tuu Ward to redefine the origin of land use and the origin of houses built on land of AHs in order that MRB could use it as a legal basis to reply to AHs and redress the grievances on cracks on their houses following the legal regulations.

96. On June 14th, 2019, Bac Tu Liem District People's Committee sent Official Letter No. 2300/UBND-TNMT, assigning the People's Committee of Tay Tuu Ward to chair and coordinate with MRB, Department of Natural Resources and Environment, Urban Management Division, Construction management Team and Bac Tu Liem district land fund development center to review, verify and clarify the following contents: (i) check and record the current situation on households' land, record quantity and works affected by the construction of the Depot project and make a list of reports to the District People's Committee, (ii) Check documents on the compensation and support regarding the land of the households at the Depot project to report and propose to the District People's Committee to consider and solve the problem of the project during construction of Depot project.

97. Implementing the direction of the People's Committee of Bac Tu Liem District, on June 20th, 2019, the People's Committee of Tay Tuu Ward chaired the meeting with the presence of MRB, Department of Natural Resources and Environment, Urban Management Division and Bac Tu Liem district land fund development center and DaeLim contractor to implement the tasks and plans assigned by Bac Tu Liem district People's Committee.

98. According to the PMS2 environmental specialist's result with the contractor, the contractor is expected to handle and repair cracks for households immediately after the completion of the road construction work. By the end of quarter 1/2020, Bac Tu Liem District, MRB, the contractor has resolved the grievances for AHs due to construction impacts.

2. For households affected by underground tunnel and stations

99. For Package CP03, there are still 9 grievances or obstructions of affected households in which 3 in S9; 2 AHs and 1 organization in S10 and three (3) in S11.

100. For Station No 9, there are still 3 outstanding grievances in total. Eight (08) AHs affected had complaints about the construction of S9's ventilation shaft. The Hanoi Inspectorate has reviewed the grievances and HPC responded to the AHs by written documents based on the conclusion of the Government Hanoi. HPC issued Letter No 100/T-VP to apply force eviction plans in August 2018 for these 8 households who has not executed law regulations. Districts are reviewing for force eviction plans and applying them by Quarter IV/2018. Up to date, most of eight affected households did agree about the design locations for ventilation shafts in which 6/8 households received the compensation. Also, there is a grievance from HH Nguyen Thi Van Anh asking for extra support of house repairs and additional land acquisition of the second time. Ba Dinh District and MRB already submitted letter No 2254/UBND-ĐSĐT dated on October 12th, 2018 to ask for HPC' approval. The HPC also issued Letter No.8550/VB-GPMB dated October 30, 2018, assigned to the Department of Natural Resources and Environment in coordination with the Department of Finance, the Department of Construction and related agencies to check and guide Ba Dinh District to comply with the regulations of ensuring the synchronized policy on compensation, assistance and resettlement in the city area. On April 8th, 2019 DoNRE issued Letter no 2855/ STNMT-CCQLĐĐ reporting to HPC about grievances solving results on extra support of house repairs and additional land acquisition of the second time and guided Ba Dinh District to implement the compensation plans complying with the law.

101. As for S10, in Q2/2020, there are 3 arisen grievances or obstructions in which 2 AHs requests to purchase one more relocation apartments and one organization has not provided the the bank account so that MRB can not transfer the money for its compensation.

102. As for S11 station, there are 3 remaining grievances or obstructions relating to the assessment of sustainability of the house after being partially acquired, procedures of inheritances to buy a relocation apartment and a request to purchase one more a relocation apartment. MRB has closely coordinated with Districts to persuade AHs to receive compensation several times, however, due to some obstructions like inheritance procedures or documents lacks of AHs, so the compensation value for 3 remaining AHs has been transferred to the Treasure State Bank following the right regulations.

103. Hanoi People's Committee has directed the DCARBs of districts and inter-local authorities to carry out land acquisition procedures, approved compensation plans and resettlement plans in accordance with the legal regulations.

104. Hanoi People's Committee has issued Letter No 100/TB-VP and No 181/TB-VB and strictly directed the DCARBs of districts and inter-local authorities to settle grievances and carry out land acquisition procedures, approved compensation plans and resettlement plans in accordance with the legal regulations.

105. MRB has strictly been coordinating with DPCs, the inter-authority and related agencies to receive, screen, monitor and solve grievances for AHs and organizations on time under the direction of HPC. Details of grievances or obstructions are demonstrated in **Table 17: Contents of grievances or obstructions of AHs and organizations in CP03.**

Table 17: Contents of grievances or obstructions of AHs and organizations in CP03

No	Package CP03	Number of grievances or obstructions		Contents of grievances or obstructions
	Underground Stations	Households	Organizations	
1	Station No 9	3	0	<ul style="list-style-type: none"> - 08 AHs did not agree with the position of ventilation shaft, which is supposed to be too close to their houses. Their complaints have been handled by the Hanoi Inspectorate. 6/8 Ahs already agreed with the policy and handed over the land to the project in Q4/2019. There are 2 remaining AHs who have not yet received the compensation for the first time of land acquisition. - For the additional land acquisition: <ul style="list-style-type: none"> + District has been checking documents for inheritance procedures and soon arrange the calendar to pay to HH named Trung. + MRB continues to coordinate with District to persuade 3 remaining AHs for receiving compensation money.
2	Station No 10	2	1	For the additional land acquisition, - 2 AHs have not yet agreed with compensation plans and request to purchase one more relocation apartments. - Pullman Hotel has not provided the bank account to receive the money
3	Station No 11	3	0	Household Kim Anh at 23 Quốc Tử Giám is waiting for assessing the sustainability of her house from an independent consultant after being partially cut out/ acquired. - Household Đỗ Việt Hưng at 43 Quốc Tử Giám handed over the land to the project but he has obstruction of inheritance procedures so he has not received the relocation apartments. - Household Nguyễn Văn Thuận at 27K Quốc Tử Giám, handed over the land to the project but did not agree to receive the money for compensation and assistance as he proposed to be entitled to buy a relocation apartment. According to the regulations, all the compensation value of 3 AHs has been transferred to the Treasure State Bank despite MRB and District' efforts to persuade them to receive money for several times.
4	Station No 12	0	0	
	Total	8	1	9

Notes: In Quarter 1/2020, for CP03, there were in total 6 grievances or obstructions of AHs. While in Quarter 2/2020; there are 3 more grievances or obstructions have been solved due to the additional land acquisition. Therefore, there are in total 9 remaining grievances or obstructions which will have to be solved.

B. Grievance Coordination Mechanism (GCM)

106. Hanoi Railway Management Board has been coordinating with Departments of compensation, assistance and resettlement of districts to develop a grievance coordination mechanism (GCM) including the following: (i) Coordination among related authorities in redressing complaints of organizations and individuals affected by the implementation of the Hanoi Metropolitan Railway Project in Hanoi City (Nhon - Hanoi Railway Station), (ii) the objects of application, (iii) coordination principle, (iv) coordination method. GRC was reviewed by Department of Justice for appropriate legal basis on July 2018. In August 2018, HPC also issued Letter No 6535/ VP-ĐT to ask MRB to coordinate with Ba Dinh, Dong Da, Hoan Kiem, Cau Giay and Bac Tu Liem Districts reviewing and complete the contents of GCM by clarifying procedures, time of solving grievances and clear responsibilities of related agencies.

107. MRB already had a meeting with HPC to explain the content of the grievance redress mechanism in early October 2018. HPC is reviewing and soon approving the grievance coordination mechanism (GCM).

108. MRB issued Decision No.161/QĐ-ĐST-VP dated 16/10/2018 on the establishment of the team to receive, review and handle complaints and proposals related to the Project in order to record, monitor, review and classify complaints as well as to advise on resolution options, provide feedbacks to the complainants, organize meetings and summarize reports to HPC and ADB.

109. After the meeting among HPC with donors' mission on April 24th, 2019, HPC issued a notice No 133/TB-VP to assigned MRB to chair and coordinate with Department of Justice, City Inspectorate, People's Committee of Ba Dinh, Dong Da, Hoan Kiem, Bac Tu Liem and related agencies to complete the contents of draft guideline of GCM related to the Project.

110. Following the direction of HPC, the MRB drafted a guideline of GCM and sent the official letter No. 1136/ ĐSĐT-THDA1 dated May 30th, 2019 to ADB donors and Official Letter No. 1163/ĐSĐT-VP on June 3rd, 2019 to City Citizen Reception Board, HN Inspectorate, and People's Committees of Bắc Từ Liêm, Nam Từ Liêm, Cầu Giay, Ba Đình, Đống Đa and Hoàn Kiếm consulting on the draft guiding of GCM before submitting to HPC for approval.

111. On July 11th, 2019, ADB sent comments on a draft guidelines to agencies implementing grievances to organizations and individuals involved in project implementation. ADB recommends that a timeframe for dealing with each stage of grievance be addressed.

112. MRB has finalized the content and on September 14, 2019, MRB submitted the draft content guiding the grievance coordination mechanism in resolving complaints to the People's Committee of Hanoi for approval.

113. On September 25th, 2019, HPC issued the correspondence No 9003/VP-ĐT which mentioned: the grievances redress of organizations, individuals relating to the implementation of the Hanoi Pilot Light Metro Line Project, section Nhon – Hanoi Railway Station shall be performed in compliance with the law, the regulations of HPC in the Decision of No 80/QĐ-UBND dated November 14th, 2014.

114. On February 20th, 2020, ADB sent a letter to HPC to kindly propose to clarify how HPC will: (a) review and document eligible complaints of projects stakeholders; (b) proactively address grievances; (c) provide complaints with notice of chosen mechanism/ action to address grievances; (d) prepare periodic reports to summarize the number of complaints received and resolved, and final outcomes of grievances and chosen actions and (e) make these reports available to ADB upon request.

115. On March 6th, 2020, Hanoi People's Committee (HPC) issued Letter 1950/VB-GPMB regarding the proposal of ADB. In this letter, HPC assigned Hanoi Inspectorate to coordinate with Hanoi Citizenship Reception Board, MRB and related Hanoi People's Districts to study and issue a letter with information provisions to ADB.

C. Other outstanding issues

116. According to the MOU agreed among ADB and Donors, HPC & MRB of a co-financiers review mission implemented from 18th-29th November, 2019, there are some of other outstanding issues to be committed to carry out in the coming time. Please see details in Table 18: other outstanding issues and Results of implementation on the resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.

Table 18: other outstanding issues and Results of implementation on the resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.

No	Resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.	Agreed timeframe of completion	Results of implementation in Q2/2020	Reasons for delays/ Notes
1	<p>Payment for one affected organization and 6 AHs</p> <p>Payment for 15 AHs and 6 organizations for the additional land acquisition</p>	Q1/2020	<p>1 AH has been paid. There are still 5 remaining AHs who need to be paid.</p> <p>9/15 AHs and 5/6 organizations have been paid. There are still 6/15 remaining AHs and 1/6 remaining organization that need to be paid.</p>	Some obstructions of grievances have not been solved yet
2	<p>Hand over resettled apartments for 4 AHs</p> <p>Hand over resettled apartments for 3 AHs for the additional land acquisition</p>	Q1/2020	<p>4/4 remaining AHs have received resettled apartments.</p> <p>Handed over relocation apartments for 2/3 AHs for the additional land acquisition. There is still 1 remaining AH.</p>	Some obstructions of grievances have not been solved yet
3	Solving 49 grievances or obstructions	Q2/2020	There are 3 more arisen grievances due to the additional land acquisition or obstructions plus 49 remaining grievances or obstructions. So there are still 52 grievances or obstructions.	Some obstructions of grievances have not been solved yet
4	Submission of the policy on compensation, assistance & resettlement for the impacts of the tunnel at CP03 carried out by the sub-contractor LHC	Q1/2020	<p>On September 30th, 2019, HGU submitted the policy on compensation, assistance & resettlement for the impacts of the tunnel at CP03.</p> <p>On October 3rd, 2019, MRB sent letter No 217/DSDT-THDA1 with the attached policy on compensation, assistance & resettlement for the impacts of the tunnel and proposed consultation comments from ADB before October 15th, 2019 in order that MRB consolidate and finalize the policy to submit to HPC for approval.</p>	Obstructions on compensation of land restriction. MRB has to report to HPC to ask for a special policy on compensation and assistance

No	Resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.	Agreed timeframe of completion	Results of implementation in Q2/2020	Reasons for delays/ Notes
			<p>On October 18th, 2019, ADB sent comments on the Policy on compensation, assistance & resettlement for the impacts of the tunnel and request HGU and MRB to finalize it then resubmit to ADB before November 1st, 2019.</p> <p>On October 22th, 2019, MRB issued Document No. 2247/ÐSÐT-THDA1 requesting the HGU contractor to amend and complete the proposed policy of compensation, assistance & resettlement following ADB's comments and request the HGU to resubmit the proposed policy, resettlement plan and documents related to the impact of the tunnels before October 26th, 2019 for MRB to resubmit to ADB and HPC.</p> <p>On November 26th, 2019, MRB has received letter No HGU-IMP-TRE-WAO-JOO-E/V-2A of HGU and the proposed policy on compensation, assistance & resettlement for the tunnels impacts with answers to ADB's comments.</p> <p>On November 28th, 2019, after viewing and finalizing the policy, MRB issued letter No 2523/ ÐSÐT-THDA1 with attached policy and answers to ADB for comments before submitting the proposed policy to the Inter-Local Authority for consultation and to HPC for review and approval.</p> <p>On January 3rd, February 5th and February 7th, 2020, MRB chaired 3 meetings to review the proposed policy on compensation, assistance & resettlement submitted by LHC and HGU.</p> <p>On February 11th, 2020, MRB issued letter no 174/ÐSÐT-THDA1 to request HGU to submit the proposed policy on compensation, assistance & resettlement for the tunnels impacts with the deadline of not later than February 14th, 2020.</p>	

No	Resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.	Agreed timeframe of completion	Results of implementation in Q2/2020	Reasons for delays/ Notes
			<p>On March 31st, 2020, MRB issued letter no 521/ÐSÐT-THDA1 to request HGU revise and submit the proposed policy on compensation, assistance & resettlement for the tunnels impacts with the deadline of not later than April 4th, 2020.</p> <p>On April 20th, 2020, MRB sent a letter No 631/ ÐSÐT-DA1 to ADB to ask opinions from ADB on no-objection to using "Provisional Sum Item III, Part C of the Bill of Quantities for execution of item on temporary land acquisition for buildings with piles of foundations conflicted with the tunnels".</p> <p>On May 11th, 2020, HGU submitted the revised proposed policy on compensation, assistance to MRB for review.</p> <p>On June 3rd, 2020, ADB sent a letter to MRB to provide comments to using "Provisional Sum Item III, Part C of the Bill of Quantities for execution of item on temporary land acquisition for buildings with piles of foundations conflicted with the tunnels".</p> <p>June 25th, 2020; MRB submitted the proposed policy on compensation, assistance & resettlement to HPC for review and approval.</p>	
5	Submission of the addendum RP for the impacts of the tunnel at CP03 carried out by the sub-contractor LHC	Q2/2020	Right after ADB and HPC approved the policy on compensation, assistance & resettlement for the impacts of the tunnel at CP03, HGU will submit the addendum RP for the impacts of the tunnel at CP03 then MRB will submit it to ADB and HPC for approval. ADB and MRB will discuss more about this issue.	The policy on compensation, assistance & resettlement for the impacts of the tunnel at CP03 is waiting for ADB & HPC's approval
6	Submission of a report on the implementation results for the additional land	Q3/2020	Safeguards document will be submitted in compliance with ADB SPS (2009)	ADB will support MRB by mobilizing an expert to prepare a Due Diligence Report

No	Resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.	Agreed timeframe of completion	Results of implementation in Q2/2020	Reasons for delays/ Notes
	acquisition and resettlement for AHs at S9 and S10 to ADB and HPC regarding compliance by applying the same URP approved in August 2015			(DDR) for the additional land acquisition in S9 and S10.
7	Resolution for on-going grievances at Depot and Access Line	Q1-Q4/2020	<p>On August 6th, 2019, Hanoi City Inspectorate issued Letter No.3667/TTTP-P2 to report to HPC about the result of resolution for complainants and recommendations by Depot and the Access Line related to support for job transition and training based on a review of legal basis, land use origins, and application of the approved policy of compensation, assistance & resettlement.</p> <p>On October 16th, 2019, HPC issued Letter No. 9820/VP-GPMB to assign to Department of Natural Resources and Environment to chair and coordinate with Department of Finance, Hanoi Inspectorate, People's Committee of Bac Tu Liem district and related agencies in order to propose support policies for 135 affected households with agricultural land ratios of more than 30% to be acquired and report the results to the HPC within October 2019.</p> <p>On January 15th, 2020; 36 AHs of Tay Tuu Ward in Depot area sent a letter to ADB in which propose Hanoi Inspectorate to provide the results of grievances resolutions.</p> <p>After receiving the forwarded letter from ADB with attached complaints of 36 AHs on February 20th, 2020, MRB issued letter No 296/ĐSĐT-VP on February 2020 to propose Hanoi Inspectorate and Bac Tu Liem for grievances resolutions results and inform to AHs and MRB on the results to assume that the project is carried out in the right regulations of the Vietnamese law and Donor's requirements.</p>	Waiting for implementation, resolution of the DoNRE and the DoNRE will report the results to HPC

No	Resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.	Agreed timeframe of completion	Results of implementation in Q2/2020	Reasons for delays/ Notes
			<p>On March 6th, 2020, Hanoi People's Committee (HPC) issued Letter 1950/VB-GPMB regarding the proposal of ADB. In this letter, HPC assigned Hanoi Inspectorate to coordinate with Hanoi Citizenship Reception Board, MRB and related Hanoi People's Districts to study and issue a letter with information provisions to ADB.</p> <p>On April 29th, 2020, MRB consolidated grievances and resolution status for AHs at Depot (included 36 AHs logged at ADB on February 15th, 2020) and issued letter No 76/BC-ĐSĐT-VP to report to Hanoi Inspectorate for consideration and resolutions</p> <p>On June 1st, 2020, Hanoi Inspectorate issued letter no 2328/TTTP-P6 (with attached letter No 202/BC-UBND of Bac Tu Liem District) to report to HPC on results and status of grievances resolutions of AHs at Depot and Access Line.”</p> <p>For grievances of AHs at Depot and Access Line – Phase 1, Bac Tu Liem District is waiting for the opinions of direction from HPC to approve additional assistance of AHs for the next implementation. With regard to grievances of AHs at Depot and Access Line – Phase 2, The HPC has directed the competent authorities including People's Committee of Bac Tu Liem District, City Inspectorate, Department of Natural Resources and Environment to resolve in accordance with the law.</p>	
8	Approval for GCM by HPC	As soon as possible	<p>On September 14th, 2019, MRB submitted the draft content of GCM to HPC for approval.</p> <p>On September 25th, 2019, HPC issued the correspondence No 9003/VP-ĐT which mentioned: the grievances redress of organizations, individuals relating to the implementation of the Hanoi Pilot Light Metro Line Project, section Nhon – Hanoi Railway Station shall be performed in compliance with the law, the regulations of HPC in the Decision of No 80/QĐ-UBND dated November 14th, 2014.</p>	

No	Resettlement action plan for Q2/2020 and the plan agreed in the MOU in November 2019.	Agreed timeframe of completion	Results of implementation in Q2/2020	Reasons for delays/ Notes
9	Assessment the temporary impacts during construction (*)	Q4/2019	A Traffic Management Plan (TMP) prepared by HGU and reviewed by MRB, has been approved by DOT to minimize the temporary impacts during construction including the impact by fencing the construction site for business households	MRB and HPC has not received any complaints on the fencing impacts to businesses affected household. HPC will consider on reducing taxes to them if any.

(1) The impacts of temporary construction barriers cause to business households:

117. An approved Traffic Management Mlan (TMP) is a master plan prepared by contractors and reviewed by MRB and approved by the Department of Transport to minimize the temporary impact on traffic, life and business of organizations and individuals in the vicinity of the project, including the impact of construction impacts caused by construction barriers to households doing business at underground stations - package CP03.

The Traffic Management Plan is a master plan that includes the dossiers of application for licensing such as: method statement of traffic assurance plan, traffic assurance regulation drawing and fence design drawing and a report to the Department of Transport on The application for a roadblade permit for DOT's approval on the roadblocks plan. General requirements for the traffic management plan include: i/ The traffic management plan must ensure the minimum construction site to maximize the area for traffic. The Contractor must ensure safe and convenient circulation, lanes for people living around the site and to minimize business impacts for organizations and households around the construction barrier area of the project, ii/ Construction plans must be arranged in a rational and scientific manner, iii/ Measures must be taken to control and handle dust, noise and environmental pollution, iv/ Supplied equipment and traffic control services should be in accordance with Vietnamese technical standards and QCVN 41-2016 (National Regulation on Road Signs Regulation), v/ Right after the construction method is approved, the Contractor will notify the relevant third parties 3 days prior to the construction at the site through mass media, vi/ During the construction process, use optimal construction method to accelerate the project and reduce the impact of the project on transport and people's lives, vii/ Contractors must obtain all necessary permits from the relevant authorities viii/ Consult the agencies and population groups around the affected project to consult and promptly adjust the plan including fence distance if necessary before submitting to the Department of Transport for approval.

V. CONCLUSION, RECOMMENDATIONS AND PLAN

118. The dissemination of Project's information in general and Project policy on compensation support and resettlement in particular has been coordinated by the MRB and the stakeholders. Most interviewees by PMS2 and MRB resettlement socialists said that they received Project's information as well as the compensation policy from the implementing agencies.

119. The City's priority policies have been promptly consulted and disseminated to the AHs and the community, contributing to the satisfactory settlement of outstanding complaints.

120. The detailed measurement survey of affected assets and compensation pricing have been disclosed by the Compensation and Site Clearance Committees and the MRB in a public and transparent manner. The heads of affected households and representatives of the MRB, local authorities, Compensation and Site Clearance Committees of the City and the districts in the project area participated in the detailed measurement survey. Mistakes in the DMS process were additionally tallied and paid.

121. Compensation replacement costs were applied for all affected assets and land. The payment compensation has been done in the right procedures, which is paid directly one time for the affected households at the ward offices and at least one month prior to the construction. The rate of compensation and assistance is still suitable and applicable, and up to now there have no complaints to this issue.

122. The MRB, local authorities and related parties have been working in prompt action on resolving complaints and grievances. Questions that arose during the construction process as anticipated by the MRB were solved to ensure the interests of the people. The Grievance Redress

Mechanism (GRM) applied in the Project compliance with the law, the regulations of HPC in the Decision of No 80/QĐ-UBND dated November 14th, 2014. Basically, grievances are being resolved in a timely manner following the right tasks and functions of authorized agencies stipulated in Decision of No 80/QĐ-UBND which is effective.

123. In general, the compensation, support and resettlement of the Project has been implementing transparently by the MRB, the Compensation and Site Clearance Committees, and the Land fund Development Centers of the districts and Hanoi People's Committee.

A. Conclusion and Recommendation

1. Resettlement component and Outstanding Issues

124. In General, implementing land acquisition and compensation payment has basically been completed in so far. Almost of land has been acquired for the project and almost all affected households have received full compensation and assistances for their affected assets except households affected by Package CP03 (S9-S12) as mentioned above. All remaining issues include:

- The total of area land which has not been acquired yet is 94.72 m² (including the additional land acquisition at S9 and S10).
- 5 households affected by S9 and S11 who have not yet received compensation & assistances. For the additional land acquisition, 6/15 AHs and 1/6 organization have not yet received compensation money.
- Resettlement allocation and physical displacement of 1 affected household which have not yet completed.
- Ongoing claims Redress for affected households: 52 grievances or obstructions of AHs
- Approval of policy on compensation, assistance & resettlement (Q3/2020).

2. Income Restoration Program

125. Additional support to help early income restoration of livelihoods and has been made in accordance with the provisions of the Resettlement Policy Framework (RPF) and the updated resettlement plan (URP) of the project.

B. Action Plan for Quarter 3/2020

1. Resettlement Issues

126. Work more closely with the districts and HPC to (i) make the payment for 5 households and for 6/15 AHs and 1/6 organization for the additional land acquisition who have not yet to receive the compensation and assistance; (ii) coordinate with the districts/HPC to allocate the resettlement apartments for 1 household; (iii) Update additional resettlement for additional land acquisition and internal resettlement monitoring for additional land acquisition and (iv) coordinate with the districts and HPC to solve the existing grievances related to resettlement issues (52 grievances or obstructions). (v) Monitor the implementation and progress of impact assessment of underground tunnel and submission of the policy and URP addendum for the underground tunnel – CP03 by LHC contractor in Q3/2020). Please see the details in **Table 19: Action plan and time frame for land acquisition and resettlement issues in quarter 3/2020.**

Table 19 Action plan and time frame for land acquisition and resettlement issues in Quarter 3/2020.

No	Content	Timeframe	Responsible Agencies
1	Completion of Land Acquisition	Q3/2020	Ba Dinh, Dong Da and Hoan Kiem Districts
2	Submission of required safeguards planning document and completion of Additional Land Acquisition at S9 and at S10	Q3/2020	Ba Dinh, Dong Da District
3	Completion of compensation & support payment for AHs and organizations	Q3/2020	Ba Dinh, Dong Da and Hoan Kiem Districts
4	Completion of relocation apartments allocations for AHs	Q3/2020	Ba Dinh, Dong Da and Hoan Kiem Districts
5	Completion of resolving grievances for AHs and organizations.(grievances at CP3 package and the ones at Depot and Access Line)	Q1-Q4/2020	HPC, DoNRE, DOC, DOF, and Bac Tu Liem, Ba Dinh, Dong Da and Hoan Kiem Districts MRB will closely follow up and coordinate with Hanoi Inspectorate, DoNRE, Bac Tu Liem District and other related agencies to facilitate the resolution of grievances especially grievances at Depot and the Access Line.
6	Approval of the policy on compensation, assistance & resettlement and RP addendum for AHs at the underground tunnel – CP03	Q3/2020	Prepared by LHC (Sub-consultant) for HGU, reviewed by MRB/PMS2, ADB and this will be approved by HPC.

2. Income Restoration Program

127. Work closely with the Districts to regularly update the livelihood status and income of affected households so that timely measures or support can be provided to help households overcome the difficulties and restore early living standards in new resettlement sites (RS) which are at least as high as before being affected by the project.

3. Grievances and Grievance Coordination Mechanism (GCM)

128. MRB continues to work closely and coordinate with District, inter-local authorities to redress claims/ complaints/ grievances on time, promptly for households in order to mitigate the maximum social impacts.

129. For complaints from AHs by the Depot and Access Line, on July 13th, 2019, MRB sent Letter No 1592/ĐSĐT-VP with attached outstanding complaints of AHs at Depot and Access Line in Tay Tuu – Bac Tu Liem District to Hanoi City Inspectorate to review and handle in compliance with the Vietnamese Law and request the Hanoi City Inspector to provide the information and results in order that MRB could make a report to ADB.

130. For the GCM, right after receiving the consultation comments from ADB and other related agencies, on September 14th, 2019, MRB submitted the draft content of GCM to HPC for approval.

131. On September 25th, 2019, HPC issued the correspondence No 9003/VP-ĐT which mentioned: the grievances redress of organizations, individuals relating to the implementation of the Hanoi Pilot Light Metro Line Project, section Nhon – Hanoi Railway Station shall be performed in compliance with the law, the regulations of HPC in the Decision of No 80/QĐ-UBND dated November 14th, 2014.

APPENDIX

APPENDIX 1: List of households and organizations affected by Package CP3 (S9-S12)

Station 9:

Order	Names of affected households	Address	Notes
1	Đỗ Thị Mùi	477 KM	03 hhs has been approved by HPC for still staying as their land has been acquired partly
2	Nguyễn Đình Thành	475 KM	
3	Phạm Thị Giáp	473 KM	
4	Tạ Tường Hải	471 KM	
5	Nguyễn Thị Hương	469 KM	
6	Phạm Thị Thanh Mai	467 KM	
7	Phạm Văn Tuyên	423 KM	
8	Triệu Hoàng Trung	427+429 KM	
9	Đỗ Hữu Viêm	419+421 KM	
10	Nguyễn Thị Vân Anh	425 KM	

Order	Names of affected organizations	Address	Notes
1	Car -Parking Company		
2	Hoan Cau Company		

Station 10:

Order	Names of affected households	Address	Notes
1	Cao Văn Tuý - Nguyễn Thị Hà	29B Cát Linh	
2	Bà Lê Thanh Hương và các đồng thừa kế có quyền lợi, NV liên quan.	29C Cát Linh	
3	Trần Kim Phương	33 Cát Linh	
4	Nguyễn Đức Hiền - Phạm Thu Lan	1/33 Cát Linh	
5	Vũ Huy Sỹ và những người có QL, NV liên quan đến bà Nguyễn Thị Xuyên (đã chết)	4/33 Cát Linh	
6	Trần Xuân Tùng - Nguyễn Tuyết Lan	33A Cát Linh	
7	Bùi Tuấn Anh	33A Cát Linh	
8	Lê Công Kỳ - Lê Thị Thủy	33B Cát Linh	
9	Trần Mạnh Hưng - Nguyễn Kim Oánh	33D Cát Linh	
10	Nguyễn Hoàng Cường - Vũ Thị Bích Dung	33E Cát Linh	
11	Đỗ Trung Kiên - Nguyễn Thị Hải	33L Cát Linh	
12	Nguyễn Văn Thắng - Trần Thị Phú	33H Cát Linh	
13	Trần Thị Thanh - Hồ Quang Thắng - Hồ Thị Thảo - Hồ Quang Thành	2/35 Cát Linh	
14	Phạm Quốc Cường - Vũ Hồng Hạnh	37 Cát Linh	
15	Vũ Hồng Yến	37A Cát Linh	
16	Ngô Văn Thanh - Nguyễn Thị Toán	37B Cát Linh	
17	Đàm Thế Xương	37C Cát Linh	
18	Phan Đình Lực	37D Cát Linh	
19	Trần Thế Hải - Phạm Kim Phương	39 Cát Linh	
20	Đào Minh Ngọc - Đào Thúy Nga	41 Cát Linh (tầng 1)	

21	Đào Thị Như Phương - Đào Thúy Nga - Đào Đức Minh	41 Cát Linh (tầng 2)	
22	Đào Đức Minh	41 Cát Linh (tầng 1)	
23	Lê Minh Hùng	41 Cát Linh (tầng 2)	

Order	Names of affected organizations	Address	Notes
1	Cat Linh Primary School	31A Cát Linh	
2	Cat Linh Secondary School	31 Cát Linh	
3	Cienco 1 Company	33D và 3/33 Cát Linh	
4	Vinafco Company	33L Cát Linh	
5	Guesthouse No 3 – Lao Cai PPC Office	33C Cát Linh	
6	Hanoi MTV housing management Company	35B Cát Linh	
7	Pullman Hotel - Global Toserco Company	40 Cát Linh	

Station 11:

Order	Names of affected households	Address	Notes
Văn Chương Ward			
1	Phạm Xuân Mỹ	23 QTG	
2	Nguyễn Quang Giao - Nguyễn Thu Lương	23 QTG	
3	Nguyễn Kim Anh	23 QTG	
4	Nguyễn Lan Phương	23 QTG	
5	Nguyễn Kim Anh và những người có QL, NV liên quan	23 QTG	
6	Ngô Xuân Hưởng	23 QTG	
7	Nguyễn Thị Hậu - Nguyễn Văn Tùng	23 QTG	
8	Nguyễn Hồng Vân	27H QTG	
9	Nguyễn Sơn Đông	27A QTG	
10	Hoàng Bá Hiền	27B QTG	
11	Trần Mạnh Hà - Trần Thanh Thủy	27C QTG	
12	Nguyễn Văn Dũng - Nguyễn Thị Bình	27D QTG	
13	Tăng Thị Nhàn	27E QTG	
14	Ngô Hồng Quân - Nguyễn Thị Thái	27G QTG	
15	Nguyễn Văn Thuận	27K QTG	
16	Phạm Thế Hùng - Nguyễn Thị Nga	27I QTG	
17	Nguyễn Tuấn Anh - Vương Kim Dung	29 QTG	
18	Phạm Ngọc Phi - Ngô Thị Chí Thanh	29 QTG	
19	Đỗ Thị Nguyễn	31 QTG	
20	Ngô Quang Huy	31 QTG	
21	Lê Đình Toàn - Trần Thị Tính	33 QTG	
22	Mai Thị Liên	35 QTG	
23	Phạm Ngọc Long - Nguyễn Thị Đào	37 QTG	
24	Lê Đình Minh - Chu Bích Thủy	37 QTG	
25	Nguyễn Đình Thuận - Nguyễn Thị Liên	37 QTG	
26	Phạm Ngọc Long - Nguyễn Thị Đào	39 QTG	

27	Đặng Thị Liên và những người có QL, NV liên quan đến ông Nguyễn Tiến Dũng (đã chết)	41 QTG	
28	Trần Thị Lạng và những người có quyền lợi, nghĩa vụ liên quan	41 QTG	
29	Mai Thị Liên	43 QTG	
30	Ông Đỗ Thiện Sơn và những người có QL, NV liên quan	43 QTG	
31	Đỗ Thiện Sơn - Đoàn Thị Hoa	43 QTG	
32	Đỗ Thiện Hải - Huỳnh Thị Thoa	43 QTG	
33	Đỗ Thiện Hà - Chủ Thị Vĩnh	43 QTG	
34	Đỗ Việt Hưng và những người có QL, NV liên quan đến ông Đỗ Chí Hùng và bà Nguyễn Thị Hoàn	43 QTG	
35	Nguyễn Thị Phượng	45 QTG	
36	Đoàn Thị Thanh Bích và những người có quyền lợi liên quan đến ông Đỗ Duy Kỳ (đã chết)	47 QTG	
37	Vũ Ngọc Giao - Trần Thị Hồng	49 QTG	
38	Nguyễn Bá Lâm - Nguyễn Thị Thoa	49A QTG	
39	Hoàng Thịnh Trường	1/49 QTG	
40	Phạm Thị Ngọc Hòa	1/49 QTG	
41	Cao Thị Xiêm và những người có QL, NV liên quan đến ông Nguyễn Thảo (đã chết)	2/49 QTG	
42	Nguyễn Đăng Tiêm - Thế Thị Thìn	4/49 QTG	
43	Vũ Đức Thắng	5/49 QTG	
44	Trần Hữu Trâm - Bùi Thị Nhi	9/51 QTG	
45	Nguyễn Việt Dũng - Nguyễn Thị Nga	51B QTG	
46	Ông Trần Tuấn Đức, Bà An Thị Thúy Hà và những người có QL, NV liên quan đến ông Trần Nhân Tài và bà Bùi Thị Tịnh (đã chết)	51 QTG	
47	Đỗ Văn Lán và những người có QL, NV liên quan đến bà Nguyễn Thị Tới (đã chết)	51 QTG	
48	Ngô Văn Hưng - Đỗ Lệ Hằng	1/51 QTG	
49	Nguyễn Thị Chung - Nguyễn Thiện Hồ	11/51 QTG	
50	Bà Phạm Thị Dối và những người có quyền lợi, nghĩa vụ liên quan đến ông Đỗ Văn	53 QTG	
51	Đào Đức Hiền - Hà Thị Thái	53 QTG	
52	Phạm Thị Tâm - Vũ Nhật Hòa	55 QTG	
53	Nguyễn Thị Phượng	55B QTG	
54	Nguyễn Quốc Dũng - Khúc Thiên Hương	57 QTG	
55	Bà Đỗ Thị Phúc và những người có quyền lợi NV liên quan	1 ngõ Lương Sử A - QTG	
56	Vũ Viết Liêm - Trần Thị Hiền	2 ngõ Lương Sử B	
57	Đàm Minh Trâm - Phạm Thị Thanh Hương	12 ngõ Lương Sử A	
58	Nguyễn Hoàng Anh	7 ngõ Lương Sử B	
59	Đặng Thị Thanh Hương	9 ngõ Lương Sử B	

Văn Miếu Ward			
Order	Names of affected organizations	Address	Notes
60	Nguyễn Văn Sơn - Nguyễn Thị Phương	56A Quốc Tử Giám	
61	Phạm Văn Chương - Nguyễn Thị Lan Anh	56A Quốc Tử Giám	
1	Ho Chi Minh administrative politics Institute	56B Quốc Tử Giám	
2	Ministry of planning and investment	65 Văn Miếu	
3	Hanoi MTV urban environment Company	49 Quốc Tử Giám	
4	Thang Long MTV Company	27 Quốc Tử Giám	

Station 12:

Order	Names of affected households	Address	Notes
Cửa Nam & Phường Trần Hưng Đạo Wards			
1	Bà Nguyễn Huyền Trang và ông Phan Hải Cường	107 THĐ	
2	Ông Nguyễn Văn Hoàng và bà Nguyễn Thị Nga	107 THĐ	
3	Ông Hà Quang Tuấn	107 THĐ	
4	Ông Lê Công Biển	107 THĐ	
5	Ông Nguyễn Ngọc An	107 THĐ	
6	Bà Lê Thị Minh Tâm	107 THĐ	
7	Bà Phạm Thị Sỹ	107 THĐ	
8	Ông Nguyễn Bình Phúc	107 THĐ	
9	Bà Nguyễn Thị Minh	107 THĐ	
10	Ông Trần Quang Thén	107 THĐ	
11	Bà Vũ Thị Thúy Hằng	107 THĐ	
12	Bà Nguyễn Thị Từ	107 THĐ	
13	Bà Hoàng Thị Huyền - Nguyễn Hoàng Quân	107 THĐ	
14	Ông Nguyễn Đình Tập	107 THĐ	
15	Ông Lê Minh Thụy	107 THĐ	
16	Ông Nguyễn Đức Trùy	107 THĐ	
17	Ông Vũ Văn Toàn	107 THĐ	
18	Bà Nguyễn Thị Thịnh	107 THĐ	
19	Ông Đặng Văn Thiều	107 THĐ	
20	Ông Phạm Ngọc Ánh	107 THĐ	
21	Ông Vũ Văn Kiên	107 THĐ	
22	Bà Trương Thị Mỹ Hạnh	107 THĐ	
23	Ông Lưu Trí Hoan	107 THĐ	
24	Ông Trần Đình Đồng	107 THĐ	
25	Ông Lê Đức Tùng và các đồng thừa kế	102B THĐ	
26	Bà Nguyễn Thị Hà Thanh	102B THĐ	
27	Ông Lê Ánh Hồng	98A THĐ	
28	Ông Đình Anh Tuấn và bà Nguyễn Thị Thúy Hương	48C PBC	
29	Bà Nguyễn Thúy Quỳnh và ông Nguyễn Phú Cường	98A THĐ	
30	Ông Phan Văn Minh	107 THĐ	
31	Ông Nguyễn Đình Bình và bà Trần Thị Thu Huế	107 THĐ	

32	Bà Nguyễn Thị Tiến và các đồng thừa kế của ông Nguyễn Ngọc Thiện	98A THĐ	
33	Bà Nguyễn Thúy Hương	98A THĐ	
34	Bùi Đức Vĩ - Bùi Đức Thắng - Bùi Thanh Sơn	100 THĐ	
35	Ông Nguyễn Đăng Thu	102 THĐ	
36	Đào Tuyết Hoa - Đào Tuyết Hà - Đào Thị Mỹ Hiền - Đào Mỹ Hằng	102B THĐ	
37	Ông Trịnh Văn Luận và ông Đỗ Tuấn Anh	48 PBC	
38	Bà Đinh Thị Kim Anh	48C PBC	
39	Ông Nguyễn Quốc Lịch	48 PBC	
40	Ông Nguyễn Viết Pháp và các đồng thừa kế của bà Nguyễn Thị Thắng	102 THĐ	
41	Bùi Mạnh Cường - Lê Thanh Lan - Bùi Thái Linh - Bùi Thái Ly	98A THĐ	
42	Ông Nguyễn Đình Bình và bà Trần Thị Thu Huệ	102B THĐ	
43	Đinh Văn Trung - Nguyễn Thị Dung - Lê Thị Kim Phượng - Đinh Thị Thanh Hiếu - Đinh Thùy Hương - Phạm Hoàng Tùng	102B THĐ	
44	Ông Nguyễn Gia Linh	102 THĐ	
45	Bà Nguyễn Thị Thanh Nhân	99 THĐ	
46	Ông Chu Trọng Huyền và Bà Trịnh Thị Tâm	48 PBC	
47	Bà Nguyễn Thị Viên	98A THĐ	
Order	Names of affected organizations	Address	Notes
1	Hoan Kiem District People's Committee	106B THĐ	
2	Vietnam education & science Institute	101 và 106 THĐ	
3	Hanoi Gas Station - Yên Viên locomotive Factory	106B THĐ	
4	Construction & Installation Factory No 1 - Bach Dang MTV Company – General Logistics Department – Ministry of Police.	106B THĐ	
5	Soviet union friendship palace	91 THĐ	
6	Vietnam Railway general corporation	107 THĐ	

APPENDIX 2: Details of compensation & support payment for households & organizations affected by CP03 (Underground stations from S9 to S12).

Order	Underground tunnel and stations	Total of approved plan value for compensation & assistances (VND)				Total of paid value for compensation & assistances (VND)			Total of remaining value for compensation & assistances (VND)			
		Total	Organizations	Households	Resettlement	Organizations	Households	Resettlement	Organizations	Households	Resettlement	Total
1	Station No.9	46,099,763,853	6,135,962,073	31,926,182,557	8,037,619,223	6,135,962,073	18,883,107,833	8,037,619,223	-	13,043,074,724	-	13,043,074,724
2	Station No.10	139,418,300,260	9,545,664,380	114,722,258,353	15,150,377,527	9,510,378,380	109,921,761,349	15,150,377,527	35,286,000	4,800,497,004	-	4,835,783,004
3	Station No.11	294,802,226,111	40,508,394,081	212,380,319,729	41,913,512,301	40,508,394,081	202,555,214,326	41,913,512,301	-	9,825,105,403	-	9,825,105,403
4	Station No.12	125,434,019,999	2,352,050,000	90,136,516,960	32,945,453,039	2,352,050,000	90,136,516,960	32,945,453,039	-	-	-	-
	Total	605,754,310,223	58,542,070,534	449,165,277,599	98,046,962,090	58,506,784,534	421,496,600,468	98,046,962,090	35,286,000	27,668,677,131	-	27,703,963,131

APPENDIX 3: Details of relocation transfer of eligible households in Package CP03

Order	Tunnels and Underground stations	Total of households are eligible to be allocated for relocation apartments	Total of approved relocation apartments	Total of households have received relocation apartments	Total of relocation apartments have been handed over	Total of remaining relocation apartments	Total of households have not received relocation apartments	% of hand over for relocation apartments obtained
1	Station No.9	9	14	8	13	1	1	89
2	Station No.10	19	24	19	24	0	0	100
3	Station No.11	43	59	43	59	0	0	100
4	Station No.12	38	46	38	46	0	0	100
Total		109	143	108	142	1	1	99

Note: In Q2/2020, 3 more physically displaced HHs are eligible to get the relocation apartment allocations in which 2 HHs in S9 and 1 HHs in S10.

Appendix 4: Table of comparison between Quarter 1/2020 and Quarter 2/2020 on Acquired land area, number of affected households receiving compensation & assistance and number of affected households getting allocated relocation apartments – Package CP03

No	Total	Quarter 1/2020	Quarter 2/2020	Increased amount/ number in Q2/2020
Acquired land area (m2)	15,841.92	15,139.00	15,747.20	608.20
No of AHs receiving compensation & assistance (hhs)	145	139	140	1
number of affected households getting allocated relocation apartments (hhs)	109	102	108	6