

Semi-annual Report

August 2018

HIGHLANDS REGION ROAD IMPROVEMENT INVESTMENT PROGRAM -PROJECT 3 Pangia-Wiru Loop Road Sub-Project

Prepared by Department of Works for the Asian Development Bank

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SEMI-ANNUAL SOCIAL SAFEGUARDS MONITORING
REPORT No. 1

**PNG: HIGHLANDS REGION ROAD
IMPROVEMENT INVESTMENT PROGRAM
(TRANCHE 3)**

Pangia – Wiru Loop Road Sub-Project
(July – December 2017)

Prepared by Highlands Road Management Group (HRMG), Department of Works for the
Asian Development Bank

August 2018.

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Abbreviations

ADB	Asian Development Bank
CRO	Community Relations Officer
CSC	Construction Supervision Consultant
DA	District Administrator
DC	Design Consultant
DMS	Detailed Measurement Survey
DP	Displaced Person
DOW	Department of Work
EA	Executive Agency
ESSU	Environment and Social Safeguards Unit
GR	Grievance Redress
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRP	Grievance Redress Process
HCRN	Highland Region Core Road Network
HIV	Human Immunodeficiency Virus
HRMG	Highlands Road Management Group
HRRIIP	Highlands Region Road Improvement Investment Program
IA	Implementation Agency
IMO	Independent Monitoring Agency
IRS	International Resettlement Specialist
LLG	Local Level Government
MFF	Multi-Tranche Financial Facility
MOA	Memorandum of Agreement
MTS	Manager-Technical Services
NRA	National Road Authority
PNG	Papua New Guinea
PRO	Public Relations Officer
PWL	Pangia-Wiru Loop
PWM	Provincial Works Manager
RAP	Resettlement Action Plan
RCR	Resettlement Completion Report
ROW	Right-of-Way
SFPC	Senior Field Project Coordinator
RP	Resettlement Plan
SHP	Southern Highlands Province
SIS	Socio-economic Impact Study
SMR	Semi-annual Monitoring Report
SPS	Safeguard Policy Statement
SS	Social Safeguard Officer

EXECUTIVE SUMMARY

- a. This semi-annual social safeguard monitoring report covered the period from July to December, 2017. This report was carried out by the DOW through the Highlands Road Management Group (HRMG) and the monitoring results will be communicated to ADB through this report.
- b. Pangia-Wiru Loop sub-project road is one of the 4 sub-projects of Tranche 3 of the Highlands Region Roads Improvement Investment Program, an ADB assisted road program. It is located in Southern Highlands Province (SHP) in the districts of Ialibu-Pangia. The Pangia-Wiru Loop road sub-project officially started on May 16, 2016. The first two and one half months covered the mobilization period (May 16 to August 3, 2016).
- c. HRMG, the project implementing unit (PIU) has provided support related to activities to acquire land for upgrading HRRIP road. With this mandate, HRMG has provided training/seminars, technical and financial support to empower and upgrade the capabilities of its staff and other project stakeholders.
- d. The resettlement plan was submitted and approved by ADB in August, 2016. The affected assets comprises of structures, fences, graves and communal places. There were also affected crops and trees of various categories were assessed during the initial DMS and the Due Diligence Survey. The total amount of the affected assets was Kina 374,941.47 net of administrative costs.
- e. The detailed measurement survey (DMS) was carried out by the international consultants from Renardet SA on 21 July to 31 July 2015. The Pangia-Wiru Loop road was classified as Category B as confirmed by the findings of the DMS. The cut-off date was 1 August 2015 which was the date when the DMS was completed.
- f. DOW has negotiated and entered into a Memorandum of Agreement (MOA) with all affected tribes and clans for the free use of the minimum additional land required to rehabilitate and upgrade the Pangia – Wiru Loop road. In addition, the affected tribes and clans validated also the permission given by their forefathers to use their land for the existing road.
- g. In addition to the customary land, there are personal assets affected as well as economic displacements. The technical solutions adapted to minimize previously identified affected assets reduced the number of affected structures to 18 structures (16 houses and 2 trade stores, 22,115 of crops and trees, 4 graves, 2 fences and one ceremonial ground owned by a tribe.
- h. Based on the RP, there were 62 APs affected by the project with total affected assets and allowances of Kina 178, 970.50 net of administrative costs. After site verification of the affected assets, the amount was reduced to Kina 144,680.97, net of administrative costs.
- i. Based on the due diligence survey, there were an additional 146 APs who were missed out from the original DMS. Their affected assets and allowances net of administrative costs amounted to Kina 230,261.50.
- j. There were 62 APs in the verified DMS and 146 APs in the due diligence survey or a total of 208 APs who all received their compensation payments totaling Kina 374, 941.47 net of administrative costs. The compensation payments were fully paid on 30 December 2016. This total amount paid is based on the latest Valuer General's Compensation Rates or full replacement costs, whenever applicable. The APs all signed

their respective Deeds of Releases (DORs) and photographs of each AP were also taken when they received the payments in front of their ward leaders/councilors.

- k. There were 14 public consultations conducted with roadside communities in the Pangia-Wiru Loop sub-project road at numerous intervals from July to December 2017 covering all the affected wards. There were a total of 850 participants and out of this total, 500 were males (58.82%) while there were 350 females (42.68%).
- l. There were 420 participants who belonged to AP households. This number represented 49.41% of total public consultation participants. Most of the concerns were relating to grievances on missed outs and underpayments, previous environmental damages done by local contractor. There were some resettlement related issues such as the communal places which the road will traverse through. These were referred to the GRC for further deliberation.
- m. The GRCs have convened meeting several times to deliberate on the merits of claims filed before them. During the covered period, GRCs have convened 3 meetings and have submitted the final recommended genuine grievances to HRMG for further actions. For the covered period a total of 1,600 complaints and grievances were filed with the GRCs. Out of this total, 1,145 (71.56%) claims were considered as genuine while 455 (28.43%) claims were considered not genuine by GRC.
- n. The grievances considered genuine by GRCs would be settled once certain issues are amicably addressed by GRCs and ward leaders. The number of outstanding grievances to be settled would be reported in the first quarter Social Safeguards Monitoring report.
- o. The majority of grievances received from APs along the Pangia Wiru Loop road subproject were connected with previous asset damages incurred by the previous local contractor in 2011-2012 when it was contracted to rehabilitate the said road. Only a few portions of the road contain semi-permanent and bush materials structures which are likely to be affected when civil works commence.
- p. Realizing that the asset damages incurred by the previous local contractor cannot become the responsibility and liability of HRRIP, the GRC members, inclusive of the ward councilors and tribal leaders suggested that assets removed or damaged by the previous local contractor during the clearing and grubbing activities will be addressed by the previous local contractor. An in-kind development packages shall be provided for the affected LLG Wards. Community projects are to be selected for the majority to benefit.
- q. Based on the RP, HRMG has fully complied with (a) full payment of all affected assets within the construction limits; (b) conducted public consultations and disclosure of project information and entitlement policies; (c) established a functioning grievance redress committee; and (d) set up its internal monitoring system for this sub-project.
- r. From July to December 2017, the Pangia-Wiru Loop project hired some workers and personnel for the covered period to work on the establishment of contractor's campsite and others were temporarily employed to assist the contractor in executing the pre-construction survey. The number of persons employed are on a temporarily basis because the actual construction work has not commenced yet. Workers employed are only involved in establishing the contractor's campsite and others were engaged in carrying out pre-construction survey. The confirmed number of workers will be reported in the first quarter social safeguards monitoring report for 2017.
- s. For the covered period there were no burrows of quarries extracted as yet because the actual construction work has not commenced yet. Some materials have been extracted

during the establishment of campsite but the tons were unpredictable .It will be reported in the first quarter of Social Safeguards Monitoring Report

- t. The Contractor's campsite is just being established at Upini Chainage 13+200. Once the campsite is fully completed it will contain all facilities for workers to use .It will also contain a mess to serve food for its workers and this will require local food items .The contractor will purchase local food items from locals to provide them in the mess for its works. For the covered period, the camp did not provide any details of their local purchases for the covered period because the construction of campsite has not yet finished.
- u. There were two outstanding issues as reported in the last semi-annual report and these are the grievances pending in the GRC and the in-kind assistance to be provided to the affected wards as part of compensation for the loss of assets during the clearing and grubbing work done by a local contractor.
- v. Regarding employment of women, the contractor and sub-contractor is expected to employ more women in the construction work as it is a prerequisite in the construction contract which states that the contractor shall hire at least 30% of the women in the workforce. For the covered period no women has been employed yet because the actual construction work has not started yet. It is expected that the contractor will hire some women to work in the camp and this will be reported in the first quarter Social Safeguards Monitoring Report.
- w. The part on disaggregated data on AP benefits has been started and some of the data are now part of this report in terms of employment and on public consultations. However, data on employment by origin (LLG level) are not available in this reporting period. It will be reported in the first quarter social safeguards monitoring report of this year.
- x. There are two (2) recommendations for corrective actions; (a) There are pending grievances approved by GRCs are yet to be settled; (b) Provision of in-kind assistance to affected communities in a form of community projects. The progress of these two outstanding issues will be reported in the first quarter social safeguards monitoring report of 2018.

1.0 Introduction

1.1 PROJECT BACKGROUND

1. The Highlands Region of Papua New Guinea (PNG), comprising the Provinces of Western Highlands, Southern Highlands, Eastern Highlands, Enga, Jiwaka, Simbu and Hela is a major contributor to the PNG economy through its agricultural production and mineral resources. A well-maintained road network is essential to facilitate the movement of goods and people. The Government of PNG (GoPNG) has made significant investment in improving the road network but a lack of maintenance has resulted in deterioration of the roads such that the Highlands Core Road Network (HCRN) is now in poor condition.

2. In order to address the deterioration of the HCRN there is a clear need to: (i) implement a program of regular maintenance of all HCRN roads that are in good condition; and (ii) to improve those roads that are in poor condition and ensure that maintenance begins on these roads as soon as the improvement works are completed.

3. The GoPNG has negotiated a Multi-Tranche Financing Facility (MFF) with the Asian Development Bank (ADB) to implement the Highlands Region Road Improvement Investment Program (HRRIP). The HRRIP will include projects to improve the HCRN and develop the capacity development of road agencies. Tranche 3 included the upgrading and rehabilitation of four road sections namely; Nipa Munihu Road, Pangia Wiru Loop Road, Gewa Gembogl Road and Henganofi Nupuru Road.

4. Tranche 3 (Loans # 3404 and 3408) included the upgrading, rehabilitation and maintenance of four road sections namely; Nipa Munihu Road in Southern Highlands(SHP), Pangia Wiru Loop Road in Southern Highlands(SHP), Gewa Gembogl Road in Simbu and Henganofi Nupuru Road in Eastern Highlands Province.

5. The Executing Agency (EA) for whole the HRRIP is the Department of Works (DOW) whilst the Highlands Roads Management Group (HRMG) is the Implementation Agency (IA) based in Mt. Hagen Provincial Works Compound, Western Highlands Province (WHP).

6. The Pangia-Wiru Loop Road Section is covered by CSTB contract # 3532 entered into by the Independent State of Papua New Guinea represented by the Department of Works and National Authority and China Overseas Engineering Group Co., LTD (COVEC China). The CSTB contract was signed March 15, 2017.

1.2 SUB-PROJECT DESCRIPTION

7. The Pangia-Wiru Loop (31.4 km) road section aims to upgrade, rehabilitate and maintain roads in the Highlands Highway (HH) network in PNG. The whole length (31.4 km) of the Pangia–Wiru Loop road is on customary land. The first 3.40 km of the sub-project road is located in East Pangia Rural LLG while the next 28 km is located in South Wiru Rural LLG, both in Pangia District, Southern Highlands Province.

8. The inhabitants of Pangia to Wiru depend entirely on agricultural production as more than 90% of the population is subsistence farmers. Sweet/English potato and variety of greens grow very well there, however; due to bad condition of the road, they are not grown in large quantities. Generally, an improved Wiru-Loop road will greatly enhance and improve travel and economic activities such as small enterprises, education, delivery of basic services and access to health services, etc.

9. The candidate road will serve an estimated population of 63,478 persons (2011 Census of Ialibu/Pangia District). This area is a potential route connecting the Highlands Region to Port

Moresby, the capital of PNG. This area is also a potential route to transport petroleum and mineral resources.

10. The road works will consist of widening the existing formation to provide a 9 meter-wide sealed carriageway with 1 meter-wide gravel shoulders. The shoulders will be sealed in selected locations to minimize scour from drainage run-off. The vertical and horizontal alignments will follow the existing alignments with improvements to horizontal and vertical curves to provide the minimum requirements in terms of stopping single distance.

11. A resettlement plan (RP) was prepared by the design consultants for the Pangia-Wiru Loop sub-project and submitted to DOW and was approved by ADB in August 2016. It is based on the assessment of land acquisition impacts based on the final detailed engineering design for the road improvements as determined through a Detailed Measurement Survey (DMS).

12. After several documented public consultations with the clans and communities that jointly own the land, a memorandum of agreement (MOA) was agreed upon permitting the use of the customary land in exchange for public infrastructure. This meant that there was no change in land ownership but only permission to use their customary land. This MOA also validated and confirmed the permission granted by their tribal forefathers for the existing road carriage from Pangia-Wiru Loop sub-project.

13. The MOA covered the land from the edge of the existing road up to the construction limits including road clearance and other infrastructure (e.g., drainage and culverts). This linear area on both sides of the road was the subject matter of the DMS. The cut-off date is the date when the DMS was completed which is 1 August 2015 in this road sub-project.

14. This sub-project's resettlement category is Category B as the number of affected persons who will suffer major impacts defined as physically displaced and losing 10% or more of productive assets are expected to be less than 200 persons. The various resettlement impacts are discussed in the section of asset impacts.

1.3 INSTITUTIONAL ARRANGEMENTS

15. The Department of Works, as the executing agency, has the overall responsibility to manage the planning, implementation and monitoring related to acquiring use rights for additional land to implement HRRIP subprojects, as well as compensation for damages on project-affected land.

16. DOW established a Project Management Office (PMO) headed by a Project Director which manages the day to day activities of the program. Within the PMO, there are two units, the Project Management Unit (PMU) which is based in Port Moresby. The other is the Highlands Road Management Group (HRMG), the DOW's Project Implementation Unit (PIU) for HRRIP subprojects to carry out the planning, implementation and monitoring for land activities, as required and is based in Mt. Hagen.

17. HRMG is headed by the Field Project Manager (FPM). Under the FPM are two sub-units, the construction unit headed by the "Engineer" and the social and environmental safeguards unit headed by the Senior Field Project Coordinator (SFPC). The SFPC is ably supported by the Manager of Technical Services (MTS). Under the MTS are three sub-units, the social safeguards, resettlement, and HIV/AIDS officers.

18. The reporting protocols for the monitoring reports originate from the resettlement or environmental officers who prepare their back to office reports (BTOR). Routinely, they visit their respective sub-project twice a month. In addition, the EOs may return to the subproject as often as needed, if new issues will arise regarding resettlement and environmental issues.

19. These collated BTORs form the backbone of the monthly reports. The monthly reports form the basis for the quarterly reports. These quarterly reports are augmented by the data retrieved from the contractor such as employment, quarry operations, participation of women in employment and other relevant data. The quarterly reports form the basis of the semi-annual reports that are being submitted to DOW/POM and ADB.

1.4 PURPOSE & METHODOLOGY

20. This report presents the status of social safeguards including the compliance with approved RAP in respect of Pangia-Wiru Loop road section, covering the review period of 1 January to 30 June 2017. This semi-annual monitoring report (SMR) is a requirement under the Safeguards Policy Statement 2009 (SPS 2009).

21. The contract between DOW and the contractor was signed on 15 March 2017. Based on the general conditions of the contract, the commencement date of the subproject which is 16 October 2017, the contractor has leased customary land and prepares its camp site and other facilities required by the various construction activities. The contractor has to mobilize its heavy equipment and construction supplies. It has to explore possible quarry sites and undertake quarry development. Other pre-construction activities such as demarcating the construction limits, topographic surveys inspection of bridges to ensure their stability for the heavy equipment are currently being undertaken before actual construction activities commences.

22. As of 30 December 2017, the end of this first semi-annual report coverage, the contractor is now in mobilization stage following the official commencement notice issued to the contractor on 16 October 2017. Although the commencement notice was issued there were no actual construction activities undertaken for this road project. The initial construction activity, the clearing and grubbing activity based on the construction limits has not been undertaken for any part or section of the road project during the covered period. The only activity undertaken is the establishment of campsite and the pre-construction survey activities.

23. This second semi-annual report will therefore focus on what have been done on resettlement and will discuss what parameters or indicators will be utilized to internally monitor the implementation of the remaining resettlement activities during actual road construction such as missed out and undervaluation of affected assets, public consultations, grievance redress and monitoring of direct and indirect project benefits.

24. Indicators for the internal monitoring are those related to process, immediate outputs and results. This information will be collected directly from the field and will be reported monthly to the DOW by the HRMG staff to assess the progress and results of RP implementation, and to adjust the work program, if necessary. These monthly reports will be consolidated for the quarterly reports and semi-annual social safeguards monitoring reports. Specific monitoring standards will be:

- Budget and Time Frame;
- Delivery of Compensation and Entitlements;
- Public Participation and Consultations;
- Benefit Monitoring;
- Requirements for Remedial Actions.

2.0 Background of Resettlement Activities

2.1 DETAILED DESIGN STAGE

25. The Pangia-Wiru Loop (31.4 km) road section aims to upgrade, rehabilitate and maintain roads in the Highlands Highway (HH) network in PNG. The resettlement impacts, both physical and economic displacements arising out of the implementation of the road project and their corresponding compensation based on full replacement costs based on Resettlement Plan (RP) are shown in the following **Table 1: Summary of Resettlement Costs Based on the RP**.

Table 1: Summary of Resettlement Costs Based on the RP

Resettlement Costs	Unit	Amount (Kina)
Land	18.38 ha	Covered by MOA
Structures (Houses and Trade Stores)	16 structures	51,413.32
Graves Sites	4 graves sites	720.00
Fences	28 meters (wooden)	140.00
Ceremonial Ground @ 1,700/ha	608 sqm	104.00
Crops and Trees	22,098 crops & trees	87,847.65
Income Restoration Measures	3 bus bays & 3 waiting sheds	136,500.00
Rehabilitation Allowances	95 households	32,085.53
Vulnerability Allowances	24 households	6,660.00
Sub-Total		315,470.50

26. The selection criteria for subprojects for the HRRIP include provisions that the proposed work is on an existing road, does not involve major earthmoving works and avoids the displacement of residential structures or other, permanent structures. These selection criteria in effect aim to minimize the resettlement impacts for any candidate road for the HRRIP.

2.2 PROCESS OF COMPENSATION

27. A verification survey was conducted by the HRMG staff together with LLG ward leaders and councilors, officials from District and Provincial Works based on the Consultant's master list. Some assets that are likely to be affected but were not included in the master list have been assessed by the HRMG staff. The total number of APs based on the Consultant's assessment was 62 households. In the verification survey, an additional 146 households are most likely to be affected. Hence, based on the updated master list, the total number of households totaled 208 households.

28. Once the master list of APs with the breakdown of affected assets and their corresponding amounts was submitted to DOW, the list is finally verified and confirmed by HRMG before the final list of APs is submitted to PMO for funding allocation.

29. Unlike Tranche 2, the approved resettlement budget is remitted directly to HRMG instead. Formerly the budget was remitted to the PWM of the concerned province. Once, received, HRMG schedule the date for payment of compensation, informing the concerned district administrators (DAs), LLG presidents, ward leaders and village councilors to inform and mobilize the APs to attend and receive their compensation payments for the affected assets.

30. The actual compensation payment is directly given to AP and most of the time with their families in the presence of the DA, LLG president, ward and village councilors, PWM and/or his representatives.

31. All compensation rates and the amount of the compensation for damaged crops, trees and structures were based on Valuer General's Schedule of Compensation (August 2013) or full replacement costs if the damaged assets are not included in the compensation schedule.

32. There are also rehabilitation allowances to assist the APs in restoring their former living conditions. These allowances included shifting allowance, moving allowance, subsistence allowance, relocation and reburial assistance and vulnerability allowance.

33. With the presence of ward councilors, each AP is called and receives cash payment contained in an envelope with the amount indicated in the envelope. The AP is photographed while holding the payment before he sign the deed of release (in triplicate) indicating that DOW has fully complied with its obligation and he has waived his right over his affected properties. There are two witnesses, one from HRMG and another from a local leader.

34. HRMG then prepares and finalizes a summary report, attaching the deed of release (DOR) as supporting documents. One set is given to the PWM because he will be dealing with allegations of non-payment and other compensation related complaints. Another set is provided to HRMG as the project implementing unit while the last set is brought to the PMO as part of the funding liquidation process.

3.0 Budget and Timeframe

3.1 RESETTLEMENT STAFFING

35. The Highlands Road Management Group (HRMG) under the Department of Works based in the DOW compound in Mt. Hagen, who is tasked to internally monitor all activities associated with land acquisition and payment of compensation to APs have been mobilized since Tranche 1 and Tranche 2 and is now fully staffed to undertake its responsibilities in Tranche 3.

36. It is headed by the Senior Field Project Coordinator (SFPC) who is in charge of day to day monitoring activities and is supported by the Safeguards Coordinator, Social Safeguards Officer and Environmental Officers. He is ably supported by the Manager of Technical Services and support staff. There are eight (8) Community Relations Officers (CRO) constituting of a male and female in each of the four (4) road sub-project under Tranche 3. HRMG is assisted by the Social/Resettlement and Environmental Safeguards Specialists from the Construction and Supervision Consultant (CSC). The organizational chart is shown in Appendix 6: -- Organizational Chart.

37. The CROs for the sub-project road have been coordinating with their respective Provincial Works Managers and have been utilizing their facilities as field offices for resettlement related works. In the local level, the CROs have also been coordinating with the Provincial and District Administrators, LLG presidents, and affected ward leaders. The job description of the CRO is attached as Appendix 4: HRMG Community Relations Officer.

3.2 CAPACITY BUILDING AND TRAINING ACTIVITIES

3.2.1 TRAINING SEMINAR FOR CONTRACTORS

38. For the covered period there was one seminar training facilitated by HRMG for all Tranche 3 subprojects in the conference room of HRMG last 13 July 2017. The meeting was assisted by the resettlement and environmental specialists of the construction supervision consultants (CSC) of Tranche 2 since these specialists of CSC for Tranche 3 have yet to be regularized. Attending this meeting were the contractors for Tranche 3 subprojects.

39. The induction meeting focused on the resettlement and environmental responsibilities of the contractor in the implementation of the road project. For the resettlement aspect, it was emphasized that damages to assets occurring outside of the construction limits will be the

responsibilities of the contractor. The contractors were also informed that there may be cases wherein assets inside the construction limits may have been missed out or undervalued, hence, there were inform that these matters should be relayed to the resident engineer of the subproject, who will then inform HRMG, which will initiate the appropriate actions.

40. The contractors were also informed to be cautious on matters concerning unmarked graves or ceremonial grounds because these are very sensitive cultural matters which, if left unaddressed may lead to disputes and sometimes violent reactions from the affected tribes which could hinder the progress of civil works.

41. The contractors were also reminded that based on their signed contracts, they should give employment and livelihood priorities to the APs and residents of affected wards, villages and tribes. It was emphasized that they should give utmost priority for women to be employed in the road project. The recommended number of females to be employed is 30% of the total work force.

42. Finally, the contractors were encouraged with the approval of the resident engineer to build user friendly facilities in the road construction such as putting steps or access to areas traditionally used by the communities. These efforts will generate better relations with the affected communities and foster project ownership which would facilitate construction activities.

3.2.2 INDUCTION MEETING FOR COMMUNITY RELATIONS OFFICERS OF HRMG

43. A joint induction meeting for community relations officers (CROs) of Pangia-Wiru Loop and Nipa Munihi was conducted on 11 September 2017 at the Lalibu District Office, Southern Highlands Province.

44. There are two assigned CROs for each subproject road consisting of one male and one female, all residents in the project areas. These CROs are employed by HRMG and are assigned permanently in their respective subproject roads as community representatives of HRMG in addressing resettlement and environmental issues arising out of the implementation of the subproject roads under HRRIP.

45. The main purpose of the induction meetings is to familiarize the CROs with the project and empower them to liaison with the affected communities in providing project information, exercising preliminary mediation responsibilities and assisting in the monitoring and reporting function of HRMG.

46. Project information consisted of procedures in the selection of candidate roads, formulation of the resettlement plan (RP) including the memorandum of agreement (MOA) between DOW and the customary landowners, ADB's Safeguards Policy Statement (SPS), the construction contract, organizational arrangement for project implementation, grievance redress procedures, requirements for monitoring and the job description of the CRO.

47. Based on the experiences in Tranches 1 and 2, there is a further need to improve and clarify the responsibilities of the CROs to enable them to focus on their responsibilities so that it can perform effectively in the project areas so that issues and concerns may be settled in a timely and fair manner to avoid the escalation of grievances.

3.2.3 INDUCTION TRAINING OF ENVIRONMENTAL AND SOCIAL SAFEGUARDS

48. An induction training on Environmental and Social Safeguards for HRRIP Tranche 3 Projects was conducted from 31 October to 1 November 2017 in Kiru Lodge, Mt. Hagen City. The participants were the officials of the contractors, including their environmental officers, HRMG officials and staff and members of the project supervision consultants, specifically the resident engineers and the quantity engineer who will interact frequently with both the contractors and affected communities.

49. This induction training is in compliance with the CSTB contracts mandating HRMG and the Project Supervision Consultants to conduct such a training as a precondition in the preparation of their respective Contractor's Environmental Management Plans (CEMPs). Since the CEMPs include social safeguards components, the presentation and discussions included social safeguards concerns.

50. One of the highlights of the induction training was the delineation of responsibilities between HRMG and the contractor in terms of complaints and grievances from the stakeholders and affected communities. It was pointed out that generally, asset damages occurring within the construction limits are the responsibilities of HRMG and should be endorsed to their CROs. Asset damages occurring outside of the construction limits are the responsibilities of the respective contractors.

4.0 Delivery of Compensation and Entitlements

4.1 MEMORANDUM OF AGREEMENT

51. DOW has negotiated and entered into a Memorandum of Agreement (MOA) with all affected tribes and clans for the free use of the minimum additional land required to rehabilitate and upgrade the Pangia – Wiru Loop road. In addition, the affected tribes and clans had also validated the permission given by their forefathers to use their land for the existing road. There are no direct costs to secure the use of the required lands for the sub-project. Documentation expenses for these MOAs have been taken care under administrative expenses of the sub-project.

52. The MOAs did not cover the structures, trees, crops and land improvements located in the affected lands. Full compensation has been paid to owners of these improvements who will experience physical and/or economic displacement because of the project based on the latest Valuer General's Compensation Schedule for Trees and Plants (All Regions).

53. As part of the preparatory activities for the payment of compensation, HRMG conducted several public consultations in the different affected wards and villages along the subproject road from May to December 2016. The public consultations included the provincial, district and local ward officials and leaders of tribes, clans and sub-clans and the local communities. Public disclosures have been undertaken to disseminate the resettlement plan, particularly the eligibility criteria, entitlements, cut-off date and the establishment of a grievance redress committee to address grievances and complaints of APs.

4.2 VERIFICATION SURVEY OF DMS RESULTS

54. Based on the RP, there were 62 APs affected by the project with total affected assets and allowances of Kina 178, 970.50. After site verification of the affected assets, the amount was reduced to Kina 144, 680.97, net of administrative costs. The summary is presented in the following **Table 2: Summary of Affected Assets Based on Verification Survey**.

Table 2: Summary of Affected Assets Based on Verification Survey

No.	Type of Asset	No. of Affected HHs	Amount
1	Structures		
	Semi-Permanent	2	15,974.92
	Bush Materials	14	35,438.40
2	Graves	4	720.00
3	Wooden Fence	2	100.00
4	Ceremonial Ground	1	1,000.00
5	Crops and Trees	52	87,846.85
6	Business Loss	3	720.00
7	Shifting Allowance	12	2880.00
	Total		144,680.97

4.3 DUE DILIGENCE SURVEY

55. Based on the due diligence survey, there were an additional 146 APs who were missed out from the original DMS. Their affected assets and allowances net of administrative costs amounted to Kina 230,261.50. The summary is presented in the following Table 3. Additional Affected Assets Based on Due Diligence Survey

Table 3: Additional Affected Assets Based on Due Diligence Survey

No.	Type of Asset	No. of Affected HHs	Amount
1	Structures	41	115,108.60
2	Fences	32	5,858.80
3	Crops and Trees	126	90,954.10
4	Business Loss	22	5,280.00
5	Shifting Allowance	41	9,840.00
6	Vulnerable Allowance	14	3,220.00
	Total		230,261.50

56. Combining the resettlement costs based on the verified DMS and the additional resettlement costs from the due diligence survey, the total costs of affected assets and allowances amounted to Kina 374,941.47 net of administrative costs. This total amount is based on the latest Valuer General's Compensation Rates or full replacement costs, whenever applicable.

4.4 FULL PAYMENT OF COMPENSATION

57. Payment of compensation to APs who owned the affected asset within the construction limits were based on (a) the DMS undertaken by the design consultant in 2015 and verified by the HRMG team and (b) the results of the due diligence survey conducted by HRMG.

58. There were 62 APs in the verified DMS and 146 APs in the due diligence survey or a total of 208 APs who all received their compensation payments totaling Kina 374,941.47 net of administrative costs. They all signed their respective Deeds of Releases (DORs) and countersigned by the HRMG Safeguards Officer.

59. The outstanding compensation payments in this road project are the grievances and claims filed with the GRC that may be decided in favour of the complainants by the GRC. A contingent fund has been requested from DOW/POM to settle any decision of the GRC in favour of payment to the complainant under the "pay as we go" approach.

5.0 Public Participation and Consultations

5.1 PUBLIC CONSULTATIONS AND WOMEN'S PARTICIPATION

60. Public Consultations were conducted at numerous intervals with roadside communities who are direct stakeholders and other indirect stakeholders including the District Administrator, Official from Prime Minister's Office, LLG Presidents, Ward Councilors, religious and women representatives. The consultations for the most part covered the project and the positive and negative impacts of the project.

61. A project disclosure leaflet was developed and distributed to the direct stakeholders. During the public consultations, the contents of this leaflet was presented and explained to the participants. The information included in the leaflet included information on HRRIP, construction activities, steps in project implementation, detailed measurement survey, highlights of the MOA, project cut-off date, compensation package, grievance redress mechanism, income restoration measures and project schedule.

62. For the covered period there were 14 public consultations conducted along the sub-project at numerous intervals from July to December 2017 covering all the affected wards. There were 850 participants and out of this total, 500 were males (58.82%) while there were 350 females (42.68%). These are summarized in the following Table 4: Summary of Public Consultations.

Table 4: Summary of Public Consultations & Women participation

Month	# of Consultations	Male Participants	Female Participants	Total Participants	APs Who Participated
July	2	63	55	118	40
August	1	42	32	74	25
September	3	90	80	170	85
October	2	100	45	145	80
November	4	120	95	215	110
December	2	85	43	128	80
Total	14	500	350	850	420
Percentage		58.82%	42.68%	100%	49.41%

63. There were 420 participants who belonged to AP households. This number represented 49.41% of total public consultation participants. Important points discussed during the consultations are the about the project are; positive and negative impacts. Positive impacts discussed during the consultations are; better road access would link to other basic services, generation of spin-off benefits, improve in socioeconomic activities, creation of employment opportunities and improve in livelihoods.

NEGATIVE IMPACT OF PROJECT DISCUSSED DURING THE CONSULTATIONS INCLUDES; DAMAGES INCURRED BY THE PREVIOUS CONTRACTOR, LOSS OF ASSETS AND OTHER ADVERSE IMPACT TO ENVIRONMENT AND ECO-SYSTEM AND LOSS OF LAND IF NECESSARY. HOWEVER, THE POSITIVE IMPACTS OUTWEIGH THE NEGATIVE IMPACT BECAUSE PEOPLE BEGIN TO REALIZE THE IMPORTANCE OF HAVING BETTER AND ACCESSIBLE ROAD. A BRIEF SUMMARY OF ISSUES IS SUMMARIZED IN

64. **Table 5: Summary of Issues Raised During 25 October 2017 Consultations.** The attendance sheets of these consultations are shown in Appendix 8: Attendance Sheets.

Table 5: Summary of Issues Raised During 25 October 2017 Consultations

Consultation Location	Issues/Concerns Raised by APs	Response(s) by HRMG Officers
Maupini Market Area	<p>APs represented by Ward Leaders have raised grave concern regarding previous asset damages caused by local contractor Wild Cat supervised by DOW Mendi;</p> <p>They requested that ADB/DOW look at some possible ways to at least rectify this issue as it might adversely affect construction work;</p> <p>Attempted to locate the documentation/records of assets but unsuccessful;</p> <p>Some structures might be affected so must be paid at a full replacement cost;</p> <p>There were 2 Ceremonial Grounds located at Pupi Village at Km 26.990 which the road will traverse so ADB could address the surrounding communities who collectively own the ceremonial grounds;</p> <p>The road will also traverse 2 Primary Schools;(1) Tunda Primary School at Km 25.100 and Williame Primary School at Km 30.00 hence communities requested DOW/ADB to at least provides some assistance to these two (2) pioneer schools in South Wiru LLG.</p>	<p>Previous damages are caused by the Local Contractor and not ADB, hence landowners could collectively lodge a formal complaint with the Contractor to address the issue;</p> <p>Noted:</p> <p>The burden of proof is on persons claiming damages</p> <p>If structures are adversely impacted during civil works, then it will be compensated at replacements costs.</p> <p>Ceremonial grounds are communally owned and will not be monetarily compensated but DOW would attempt to provide in-kind packages such as funding community projects to provide communal benefits to the affected communities;</p> <p>An in-kind arrangement will be negotiated between school boards and HRMG officials to at least provide something back to the school.</p>
Upini Road Junction	<p>Similar concern was raised in relation to previous damages caused by Wild Cat. APs collectively requested ADB/DOW to look into the matter and address them prior to commencement of civil works; Contractor must give sub/mini Contract to locals during construction phase</p>	<p>Previous damages are caused by the local contractor; hence landowners could collectively lodge a formal should with the Contractor to address the issue;</p> <p>ADB/HRMG only addresses issues regarding assets within construction limits. Asset damages outside the construction limits will be on the account of the contractor.</p>
Kalane Market Area	<p>Similar concern was raised in relation to previous damages caused by Wild Cat. APs collectively requested ADB/DoW to look into the matter and address them prior to commencement of civil works; Contractor must give sub/mini Contract to locals during construction phase;</p>	<p>Previous damages are caused by the Local Contractor; hence landowners could collectively lodge a formal complaint with the Contractor to address the issue;</p> <p>ADB/HRMG only addresses issues regarding assets within construction limits.</p>

65. The discussions focused on previous damages caused by local contractor. Some expressed concerns over further environmental damages. There were some resettlement related issues such as unmarked graves and burial sites which were missed out during the DMS. These were referred to the GRCs and only approved claims have been submitted to HRMG for consideration.

66. During the consultations, all APs have been informed about the GRM and the method of accessing the process through consultations such as meetings, focus group discussions and

through word of mouth by community leaders who have been thoroughly briefed about the GRM process. APs were also informed that they are allowed to resolve their grievances through the formal court system should they be unhappy about the solutions proposed by the GRC. The steps in the GRC is shown in Appendix 3: -- Procedures for the GRC Process. A visual flow chart was also presented as shown in Appendix 5: Flow Chart of GRC Process.

67. During the verification process, HRMG personnel explained to the affected wards and villages the contents while they are verifying the affected assets. This includes the implementation process and their entitlements, overall objectives of the RP and the establishment of a grievance redress mechanism. Upon the completion of the verification process, AP was informed about their affected assets and the valuation of the said assets which are to be presented to DOW/POM to secure payments.

68. APs have also been informed that grievances arising from environmental damages caused by any construction activity are the responsibility of the contractor. DOW through HRMG would only be liable to address any resettlement related issues if these issues emanate within the construction limits.

5.2 GRIEVANCE REDRESS MECHANISM

69. A Grievances Redress Committee (GRC) has been established at Pangia District Office to receive log and deliberate on all grievances received from APs relating to the payment of compensation.

70. The establishment of the GRC for this sub-project was facilitated by HRMG as part of its delegated mandate to implement the resettlement plan last 17 November 2016 at the lalibu/Pangia District Office. It was established prior to the disbursement of payments. This is to ensure that grievances lodged by aggrieved APs would be addressed as quickly and as efficiently as possible, avoiding escalation of issues, reducing adverse impacts that may occur along the road project and maintain a positive attitude towards the project by the stakeholders.

71. After the formal convening of the first GRC meeting and with the unanimous approval of all the members, an introductory workshop was conducted at the Pangia District Office. The workshop provided the rationale of the committee, their roles and responsibilities as committee members of the GRC. The training workshop was facilitated by the international Social safeguard and Resettlement Specialist, the national resettlement specialist and the environmental officer of one of the Tranche 2 subprojects.

72. The second GRC meeting was held on 24 August 2017 at the conference hall of the lalibu-Pangia District Administration at Pangia Station, SHP. After the official declaration that the meeting is in session, a member recommended that HRMG and the international resettlement specialist be given the opportunity to brief the members on the project including the relevant policies applicable to the GRC. After a unanimous vote, the team proceeded with its presentation.

73. The discussions focused on the following; damages incurred by the previous contractor; their request for in-kind compensation for these damages; "pay as we go approach"; responsibilities of HRMG and the contractor; brief discussion of SPS of ADB; importance of public consultations in every stage of the project. The members raised that there are certain portions wherein payment has not been paid because of the lack of a survey. HRMG noted this and scheduled a verification survey on these portions.

74. On in-kind compensation, it was explained that HRMG cannot determine the amounts due to each of the APs claiming compensation because the claimants cannot present anything as proof of the damages sustained. Hence, in-kind compensation is the best approach in the

absence of specific evidences on damages incurred. It was agreed that the leaders will conduct their respective consultations to determine what the best to resolve this issue is.

5.2.1 COMPOSITION OF THE GRC

75. The committee is composed of respected local officials and leaders who are well known in the affected communities for their fairness and even handedness in deciding disputes and conflicts. Its main function is to receive, log and deliberate all grievances received from the APs who may have some resettlement related complaints arising out of the project. The names of the members of the GRC are shown in the following Table 6: Composition of the Grievance Redress Committee.

Table 6: Composition of the Grievance Redress Committee

No.	Name	Position	District
1	Mr. Samson Wereh	Asst DA Ialibu-Pangia District	District Administrator
2	Mr. Nixon Kanema	DAO/Project Officer	Pangia District Rep
3	Cr. Miriam John	South Wiru Rep	Women's Rep
4	Cr. Punopo	Kauwo 1 Ward Councilor	Affected Ward Councilor
5	Cr. Miwi Yawi	Kauwo 2 Ward Councillor	Affected Ward Councillor
6	Cr. Isaac	Kalane Ward Councilor	Affected Ward Councillor
7	Cr. Angula	Kauwo Ward Councilor	Affected Ward Councillor
8	Mr. Mathias Awi Konga	HRMG Officer	Technical Adviser
9	Mr. Garry Dum	HRMG Officer	Technical Adviser

76. While there were no deadlines to submit the complaints, members of the GRC were urged to encourage APs with complaints to lodge their grievances within 14 days after receipt of compensation payments in their wards and villages. During compensation payments, the APs and persons claiming to be APs were also informed of this 14 days filing period. The complainants may file their complaints with the HRMG or Provincial Works Office in SHP so that their complaints may be formally registered in the compliant log sheet which is the basis for setting up the agenda of the GRC.

5.2.2 GRIEVANCES FILED WITH GRC

77. For the covered period from July to December 2017 a total of **1,600** grievances have been received by HRMG through the Resettlement and Social Safeguards unit and has been registered in the complainant log sheet. Three subsequent (3) GRC meetings were convened by the GRC and have deliberated on all grievances received. The summary is presented in the following **Table 7: Grievances Lodged with the GRC (July - December 2017)**

Table 7: Grievances Lodged with the GRC (July - December 2017)

Road Section	Grievances Filed	Number of Grievances	
		Genuine	Non-Genuine
Left Side	756	595	161
Right Side	844	550	294
Total	1,600	1,145	455
Percentage	1,600	71.56%	28.44%

78. Based on the deliberations of the GRC members who are all from the subproject road, out of the total of 1,600 grievances filed with HRMG during the covered period from July to December 2017, a total of **1,145 grievances (71.56%) were considered genuine and are eligible for compensation** while 455 grievances (28.44%) were deemed to be not eligible for compensation and were not accorded due course.

79. The majority of grievances received from APs along the Pangia-Wiru Loop road subproject were connected with previous asset damages incurred by the local contractor in 2011-2012 when it was contracted to rehabilitate the said road. At present, the road section from the start of project to km 23+400 is free from obstructions. Only a few portions of the road contain semi-permanent and bush materials structures which are likely to be affected when civil works commence.

80. It should be pointed out that the activities of the local contractor who caused the asset damages were not in anticipation of the HRRIP project. The Pangia-Wiru Loop project was listed as a candidate road for the HRRIP sometime in 2015; three years after the damages on their assets have been incurred by the customary land owners. The local contractor was engaged by the government using local funds. However, for unknown reasons, the construction activities were discontinued, hence, it was listed as a candidate road under HRRIP.

5.2.3 GRC RECOMMENDATIONS

81. For the covered period the second GRC meeting was convened on 24 August 2017 and the following recommendations were made and provided to HRMG for consideration and guidance;

- a) Based on the appreciation of facts of the GRC, it was recommended that the total of 1,145 meritorious grievances considered as genuine be submitted to HRMG for compensation;
- b) Recommended that a provision of in-kind assistance be considered for 14 affected wards for damages incurred by the previous contractor be considered by HRMG to mitigate the asset losses suffered of APs;
- c) Resolved that the submission of any private valuer's assessment for asset damages will not be considered for this project and only the latest official rates as provided by the Office of the Valuer's General will be considered by the GRC;
- d) Any asset damages occurring outside of the construction limits is the sole responsibility of the contractor. And HRMG shall not be liable for such damages.

6.0 Benefit Monitoring

82. The contractor has just officially commenced its contract last October 2017. The contractor is in the process of mobilization and construction activities for the road has not commence, hence, there are very few, if at all, to be reported on the benefits arising out of the construction activities. It is quite premature to report expected benefits that have yet to materialize. The discussions under this section will focus on the parameters and indicators that will be used and what will be expected in the next semi-annual monitoring report for the first half of 2018.

6.1 ROAD CONSTRUCTION EMPLOYMENT

83. Project employment is one of the positive effects of the project and the contractor is greatly encouraged to source its manpower requirements from the APs and the residents of the affected wards and villages. It is also a condition in the MOA, wherein the customary land owners permitted DOW to upgrade and rehabilitate the sub-project fully expecting that they will be hired to work in the road project. There are provisions in the contract agreement between DOW and the contractor regarding the employment of local residents including APs and at least 30% women to be employed in the road project. These pertinent provisions also cover and are applicable to local sub-contractors.

84. From July to December 2017, the Pangia-Wiru loop road sub-project has not kept the proper documentation on the number of workers hired to provide labour in the preliminary activities such the establishment of campsite and carrying out pre-construction activities. Since the project has not carried out the actual construction work, it does not have permanent workers. Only few workers were employed on a temporarily basis to engage them in pre-construction activities.

85. Internal monitoring will cover the (a) number of employees per month broken down into gender, (b) estimated amount of salaries and wages of women in payroll activities, number of women in non-payroll activities and the estimated amount of wages per month, and number of APs employed. It will also present employment data by affected LLG and the estimated aggregate amount per LLG.

6.2 BENEFITS FROM QUARRY & OTHER LAND RELATED REVENUES

86. For the month of July to December 2017, the contractor did not extract any volume of burrows from the quarries. It is anticipated that some materials were extracted for the camp set up but the actual tons of burrows extracted were unavailable. In the next semi-annual report, the actual tons of burrows extracted from quarries will be reported, the revenues of customary landowners from the quarry operations, the revenue for the lease of customary land for the camp site, other construction facilities and disposal sites.

6.3 OTHER LOCAL BENEFITS

87. For the covered period the contractor has not purchased any food items for the camp(s). This will also be presented in the next semi-annual monitoring report. These local purchases composed of vegetables and fruits as well as local construction materials benefit the impacted communities of the project.

6.4 INDIRECT SOCIAL BENEFITS

88. There are also indirect social benefits arising from the upgrading and rehabilitation of the subproject road. These include construction of new structures brought about by the road project and the increase of public motor vehicles (PMVs) plying the route and expected decrease of transportation fares because of improved accessibility.

89. Positive and adverse impacts may occur simultaneously in a given project. It is projected that In the Pangia-Wiru Loop road, the positive impacts are forecasted to be more important than the adverse impacts because of the nature of the project. The upgrading and rehabilitation of the road will generate spin-off benefits and boost socio economic activities within the road influence zone.

90. Since the project is still in the preliminary stage, this report could hardly measure and provide any information regarding the indirect social benefits incurred as a result of construction work. It is predicted that the indirect social benefits will be apparent and measurable at the middle part of the contract duration when access would have improved and travelling along the road would have been facilitated by the project.

7.0 Requirements for Remedial Actions

91. As of 30 December 2017, the end of this reporting period, there are two outstanding issues, namely the grievances pending in the GRC and in-kind assistance. The implementation of the recommended income restoration measures involving the construction of bus bays and waiting sheds are scheduled to commence once the portion of the proposed locations would have been sealed. The following paragraphs discuss briefly these two outstanding issues.

7.1 PENDING GRIEVANCES

92. A total of 1,600 grievances received by the resettlement unit of HRMG and these grievances have been registered in the complaint log sheet. Based on the GRCs deliberations during the third GRC meeting, a total of 1,145 grievances were considered genuine and 455 grievances were considered non-genuine. Only genuine were recommended for compensation.

93. Upon receipt of advice that additional funds are available, it is expected HRMG will promptly settle these outstanding payments during the first quarter of 2018.

7.2 IMPLEMENTATION OF IN-KIND ASSISTANCE

94. The previous local contractor caused asset damages during its clearing and grubbing activities between 5 and 6 years ago. These construction activities were not in anticipation of the HRRIP and HRMG is not liable to pay these compensation payments. However, HRMG found it prudent and fair to provide in-kind assistance not to individual claimants but to the affected communities.

95. Consultations with these affected communities will commence upon the commencement of actual construction activities to determine the types of in-kind assistance needed by these affected communities and the delivery system required to put this assistance in place.

7.3 IMPLEMENTATION OF INCOME RESTORATION MEASURES

96. Under income restoration measures provided in the RP, the tribes and the clans will be provided with three (3) bus bays with provisions of road side vending and three (3) waiting sheds that will provide temporary storage areas for farm inputs and outputs as well as road side vending areas. The timing of the construction of bus bays will be just after the sealing of the particular road section where these facilities will be located to ensure that these facilities will be undertaken in coordination with the whole road sub-project.

During the detailed design phase, there were already candidate areas where these bus bays and waiting sheds will be located. These were determined and confirmed through consultations with local leaders and through observations to determine the human traffic in these candidate junctions. Another round of consultations will be conducted to determine with finality the locations of these bus bays and waiting sheds. The proposed locations of these facilities based on the approved resettlement plan are shown in

97. **Table 8: Proposed Locations of Bus Bays and Waiting Sheds**

Table 8: Proposed Locations of Bus Bays and Waiting Sheds

Location	Station	Service Population Area	Presence of facilities	Distance from Junction
Pondia Junction	3+650	Boundary of East Pangia and South Wiru LLGs. The interior villages have an estimated population of 2,000 residents.	Primary School Elementary School Aid Post Catholic Mission	2 kilometres
Kaluwe Junction	7+200	Feeder road linking interior villages with an estimated 1,500 residents.	Kaluwe Primary School Catholic Mission Proposed Kaluwe High School	1.5 kilometres
Kopela Market Place	11+600	Market place where residents of surrounding villages congregate	Market place servicing an estimated 1,500 residents	Villages located along the proposed road.
Wariko Market Place	17+800	Market place where residents of surrounding villages estimated at 500 persons congregate	Wiriko Aid Post Elementary School	Villages located along the proposed road
Tinda Road Junction	26+200	Feeder road linking interior villages with estimated 1,500 residents	Tunda Primary School Tunda Aid Post Council Chamber South Wiru LLG	Three big villages located in the interior around one Km from the junction.
Wiru Junction	26+500	Feeder road linking interior villages with estimated 1,500 residents	Elementary School Lutheran Church Catholic Church	2 big villages situated in the interior of the feeder road. Circa 1.5 Kilometres. The interior village is the home of the Prime Minister.
Pupi Junction	29+500	Market place with many villages surrounding the road. Estimated population of circa 1,000	Pupi Community School Elementary School Catholic Church	Other big villages situated some few meters away from the road
Williame Junction	31+100	Feeder Road linking interior villages with Estimated Population of circa 1,500	Williame Primary School Proposed Williame High School Catholic Mission	Other big villages situated in the interior of the feeder road 1km away

Appendices

APPENDIX 1 – LIST OF REFERENCES

1. Resettlement Plan (RP) Pangia-Wiru Loop Sub-Project, March 2016
2. Initial Compensation Payment Completion Report, May 2017
3. Brief Resettlement Completion Report, June 2017
4. Resettlement Completion Report, July, 2017
5. Third Quarter Social Safeguard Monitoring Report, 2017
6. Semi-Annual Report (January – June 2017)
7. Community Consultation and Awareness Report (October 2017)
8. Highlights of the Second GRC Meeting (2017)

APPENDIX 2: - LIST OF PEOPLE INTERVIEWED

1. Alphonse Niggins, Senior Field Coordinator, HRMG
2. Paul Nombri, Technical Services manager, HRMG
3. Gerrit Bosma, The Team Leader, CSC
4. Mathias Awi, Social Safeguards Officer, HRMG
5. Jerry Kevin, Safeguards Coordinator HRMG
6. Garry Dum, Environmental officer, Ialibu-Kagua
7. Jr Kupulu, PWM, SHP
8. Samson Wereh, GRC Chairperson and District Administrator, Ialibu-Pangia District
9. Nickson Kanema, District Affairs Officer, Ialibu-Pangia District
10. Mekop Koiya, Community Relations Office (CRO), Pangia-Wiru Loop Road Sub-project
11. Ms. Miriam John, Women's Representative and Member to GRC
12. Jason Lapa, Youth Leader and Community Representative
13. Wambie Nondi, Public Relations Officer (PRO), COVEC
14. Cr. Charles Angula, Ward Councillor, Kauwo Ward 1 Councillor
15. Cr. Joe Pere, Kaluwe Ward Councillor
16. Patrick Kone, Office of Prime Minister, Ialibu-Pangia District
17. Cr. Issac Karepe, Kalane ward Councilor
18. Rickson Kone, Affected Person
19. Frank Asu, Affected Person and Ward Leader
20. Cr. Mini Yawi, GRC Member and Kauwo Ward 2 Councilor
21. Ms. Jenny Max, Women's Representative, Kauwo Ward

APPENDIX 3: - PROCEDURES FOR THE GRC PROCESS

To rationalize the GRC process and make them uniform for the different subprojects for Tranche 3, the following steps are recommended for formal adoption of the four GRC committees. The flow chart included in this report shall be posted in each of district office where the subprojects are located to ensure that APs is fully aware of the GRC procedures.

Step1: The potential displaced person (AP) files verbally or in written form his/her complaint or grievance with the community relation officer (CRO) of HRMG, detailing his/her name, residence location or chainage, name or ward, and an enumeration of assets that are the subject matter of the complaint. He//she shall put the basis for the complaint.

Step 2: The CRO initially screens the verbal or written complaint and determines if the complaint is a resettlement related issue located inside the construction limits or it is an environmental issue arising out of any construction activity which affects the environment (such as food gardens, trees, crops, bodies of water) outside of the construction limits. If the complaint is an environmental issue, the complaint shall be log out and forwarded to the contractor for proper action.

Note: *There are cases wherein the complainant is the husband, brother, son or daughter of owner of the alleged affected asset. The CRO shall ascertain at this stage who is the real owner of the asset. Consult with the ward, tribal leaders in the area to ensure that only the real owners file grievances.*

Step 3: Only resettlement related issues will be forwarded to the GRC. The CRO shall assist the AP or files the written complaint in behalf of the AP. The CRO shall maintain his own log book (See Form 1) for all the resettlement related complaints that he/she will forward to GRC. This log book shall also contain all the necessary information to track down the status of each and every complaint filed with the GRC.

Note: *Specific complaint includes missed out payment, payment to wrong person, claimed asset is inside construction limits, wrong counting of affected assets, Inadequate pricing of affected assets, damage incurred by the previous contractor (previous asset loss) and others.*

The GRC on its own may refuse to take cognizance of the complaint brought before them when it appears that the GRC has no jurisdiction based on the face value of the complaint. In this case, the AP may opt to bring the complaint to other venues for the proper disposition of the claim.

Note: *There were previous cases wherein grievances filed were not connected with the subproject or were incurred by previous contractors. HRMG may take cognizance in a case to case basis.*

From this point of the complaint, he/she acts as the custodian of the records of the complaints and also acts as the secretariat supporting the official functions of the GRC. He/she shall closely coordinate with the social safeguards officer (SSO) of HRMG to ensure that proper documentation of all complaints is maintained, safe, intact and readily available to the SSO.

Note: *All records, documents, transcriptions, attendance sheets and photographs of all aspects of GRC proceedings are owned by HRMG and shall not be shared, photocopy or emailed unless with the written consent of the Senior Project Coordinator of HRMG.*

Step 4: The chairperson of the GRC, upon assurance of the availability of funds¹ from HRMG. Shall schedule a GRC meeting, specifying the claims and grievances that will be tackled in a

¹ Members of the GRC receive sitting allowances with the chair receiving more. In addition, logistical expenses are incurred by SSO and SSC from Mount Hagen. It is recommended to give the CRO assigned to the GRC an

certain road section of the subproject and the date and time of the meeting. The CRO shall inform HRMG Mount Hagen and the complainants that are included in the agenda of the covered road section in any form of communication available.

Step 5: At the date of the GRC meeting, the SSO and CRO shall go to the designated place of the meeting. The official GRC meeting can take place in a certain place or can be in a nature of a verification visit to personally assess the locations and types of assets mentioned in the complaint. Oral arguments and other modes of discoveries may be permitted during these verification visits with APs, upon proper permission of the chairperson. The decisions or resolutions made by the GRC shall be binding to the project and only an adverse decision of a local land court as per the Land Dispute Settlement Act may reverse the GRC decision. Again, if the complainant is not satisfied with the decision of the GRC, he/she may avail of other remedies such as filing a complaint with the local land court.

Note: *The CRO and SSO shall document every decision of the GRC made in the field, taking note of each vote of every member present, in cases wherein the votes are not unanimous. These should be noted in the log book corresponding to a particular complainant. If the grievance is deemed genuine or not genuine, the reason of the GRC should be explained in the log book.*

Step 6: The CRO shall update his log book and make the proper notations on the decisions of the GRC and jointly submit with the SSO, a summary to HRMG, containing all the details of the complaint with some photographs. The summary should be signed by the chairperson of the GRC. The SSO shall also maintain a log book of his own containing all the decisions of the GRC. The SSO shall reconcile his log book with the CRO to ensure that there is consistency and uniformity of data.

Note: *The ultimate responsibility of submitting to HRMG the summary of the decisions of GRC is with the SSO. It should contain per road section the number of grievances filed within the covered period, grievances deemed genuine, the amount awarded to each of the complainants.*

At this juncture, the CRO shall inform the APs of the decisions of the GRC whether the claims are dismissed or monetary awards have been given to the APs. On the latter case, the amounts of monetary awards should be communicated to the APs.

Step 7: The SSO shall submit the summary of the decisions of the GRC (See Form 2) and the necessary supporting documents and photographs to HRMG. He shall prepare the proper documents requesting payment for claims favorably acted upon by the GRC to HRMG.

Note: *The SSO shall also attach with the summary the decision for each of the complaints in Matrix form.*

Step 8: HRMG shall schedule payments of meritorious claims as decided by the GRC based on the road section visited or discussed by the GRC. The schedules will be based on the availability of funds of HRMG in Mount Hagen or from the approved payments and remittances of DOW/POM.

Step 9: Upon availability of funds, the SSO shall inform the CRO the schedule of payments of awards of the GRC, including the time, place and the names of APs that will be paid, including the corresponding amounts. On his/her part, the CRO shall inform all pertinent parties about the payment schedule and their corresponding amounts.

allowance equivalent to the allowance of a sitting member to fully document the GRC proceedings. Payable upon submission of the complete report.

Step 10: SSO together with the CRO and ward leaders go to the road section and pay the GRC awards. APs sign deeds of release² and receive the payments for the awards of the GRC. SSO prepares summary of payments and photographs and submits to HRMG within 5 days after the payments.

² HRMG should have a set of Deeds of Releases per project as part of its documentation and future reference in cases wherein future claims involving same affected assets are claimed.

APPENDIX 4: HRMG COMMUNITY RELATIONS OFFICER (JOB DESCRIPTION)

General Function:

The Community Relations Officer is responsible for carrying out community relations activities including, project information dissemination, local communities' notification & liaison, reporting and monitoring and issues management to promote goodwill and foster good relationships with Displaced Persons (APs), affected wards and LLGs officials, customary landowners, affected tribes and clans and other stakeholders.

Specific Functions

Information Education and Communication (IEC) Function

- Communicate project disclosure leaflet to affected wards and villages;
- Explain the responsibilities of DOW/HRMG on resettlement related issues and contractor's responsibilities and liabilities outside of the construction limits, especially environmental damages arising out of the implementation of the project;
- Provide information to communities and other stakeholders on the progress of construction activities;
- Participate together with the SSO in the pre-construction survey and disseminate project information;
- Notify and organize affected communities in advance for scheduled activities, visits, consultation meetings that may be held from time to time in the job site;
- Provide information on the procedures on grievance redress committee (GRC) and assist APs in filing of cases with the GRC, if needed;
- Ensure proper documentation of attendance sheets, number of participants, women and displaced persons (APs);

Mediation Function

- Proactively identify potentially contentious community issues, provide advice for effectively managing issues;
- Initially identify whether an issue is resettlement or environmental related;
- Discuss with potential complainants the information in the leaflet and try to settle issue at this level;
- If issue is unsettled, refer to the proper authorities or units, issues arising out of the implementation of the project (HRMG/DOW or contractor's issues);
- Assist HRMG Mt. Hagen officers in the clarification and settlement of issues;
- Document GRC proceedings, resolutions and findings;

Monitoring and Reporting Function

- Be on site and participate in the pre-construction survey, wherein the plotting of the construction limits are undertaken jointly by DOW and the contractor;
- Prepare summaries of progress and monitoring parameters every month;
- Inform HRMG Officers of any outstanding issue that should be addressed;
- Report pressing individual and community issues to HRMG that require immediate actions;
- Assist in the implementation of any community development plan or income restoration measures for the affected communities;

Miscellaneous Function

- Attend periodic training and/or seminars for capacity building;
- Collect additional project information that HRMG may need from time to time;

- Perform other functions that may be assigned by HRMG;

Monthly Deliverables of the CRO

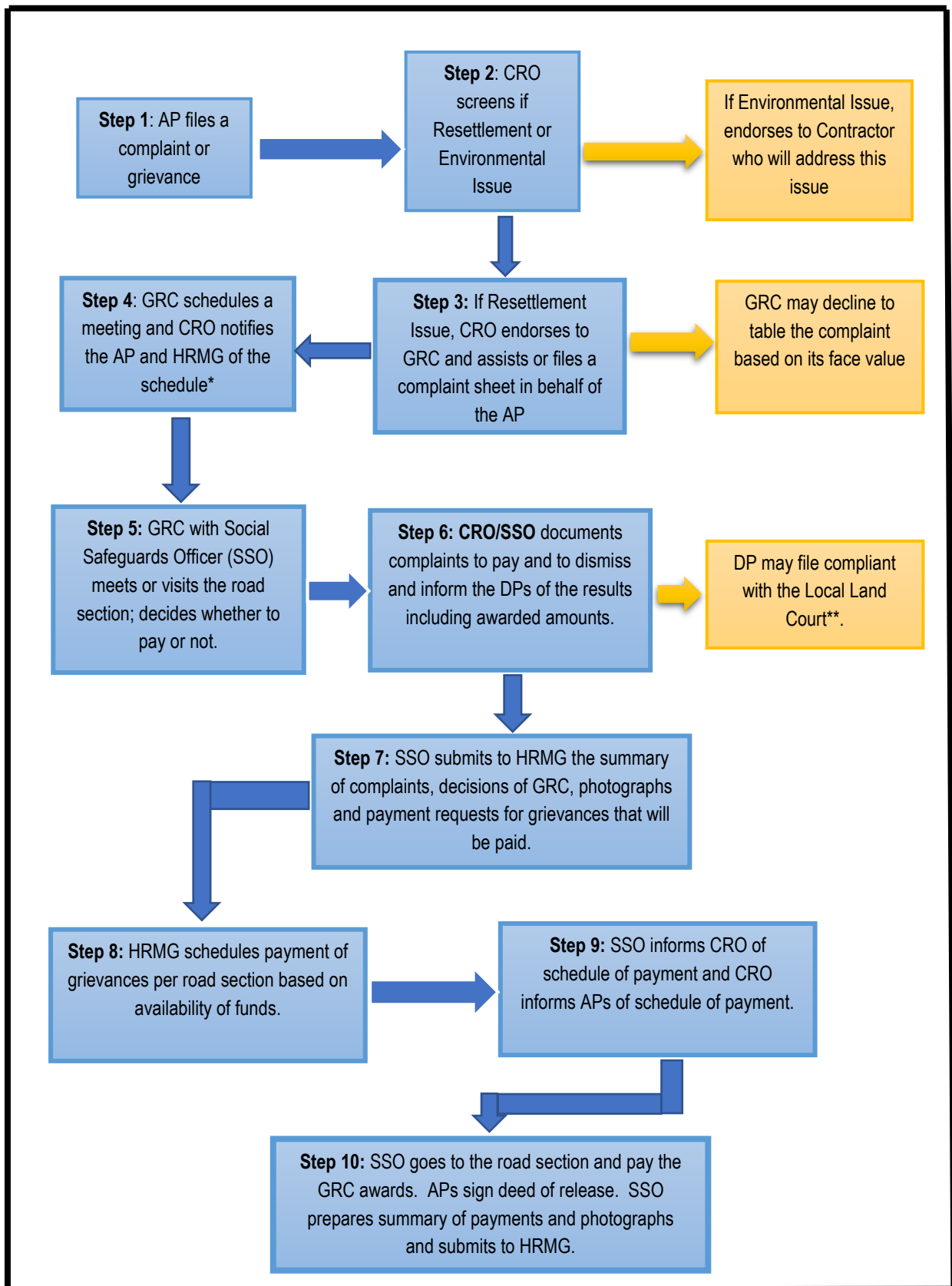
- Full documentation of public meetings, consultations, site visits including disaggregated by gender and APs attendance sheets, highlights of the meetings, some photos;
- Proof of prior notifications of meetings, village assemblies and other activities;
- Full documentation of GRC proceedings including grievances handled, resolved and outstanding issues and amounts involved;
- Monthly summary of community issues and complaints arising out of the covered month and any outstanding issues from the previous month;
- Monthly employment data and other direct and indirect benefits arising out of the project;

Qualifications & Skills:

- Preferably a resident of the sub-project road;
- Educational attainment of at least grade 12;
- Able to read and write;
- Experience in managing community issues;
- Good communication, interpersonal and presentation skills; and ability to expand relationships;
- Good presentation skills and negotiation;
- Strong service-orientation result driven and proactive;
- Proficiency in Microsoft office.

Women are encouraged to apply for this position as part of the policy of HRMG as gender equality employer.

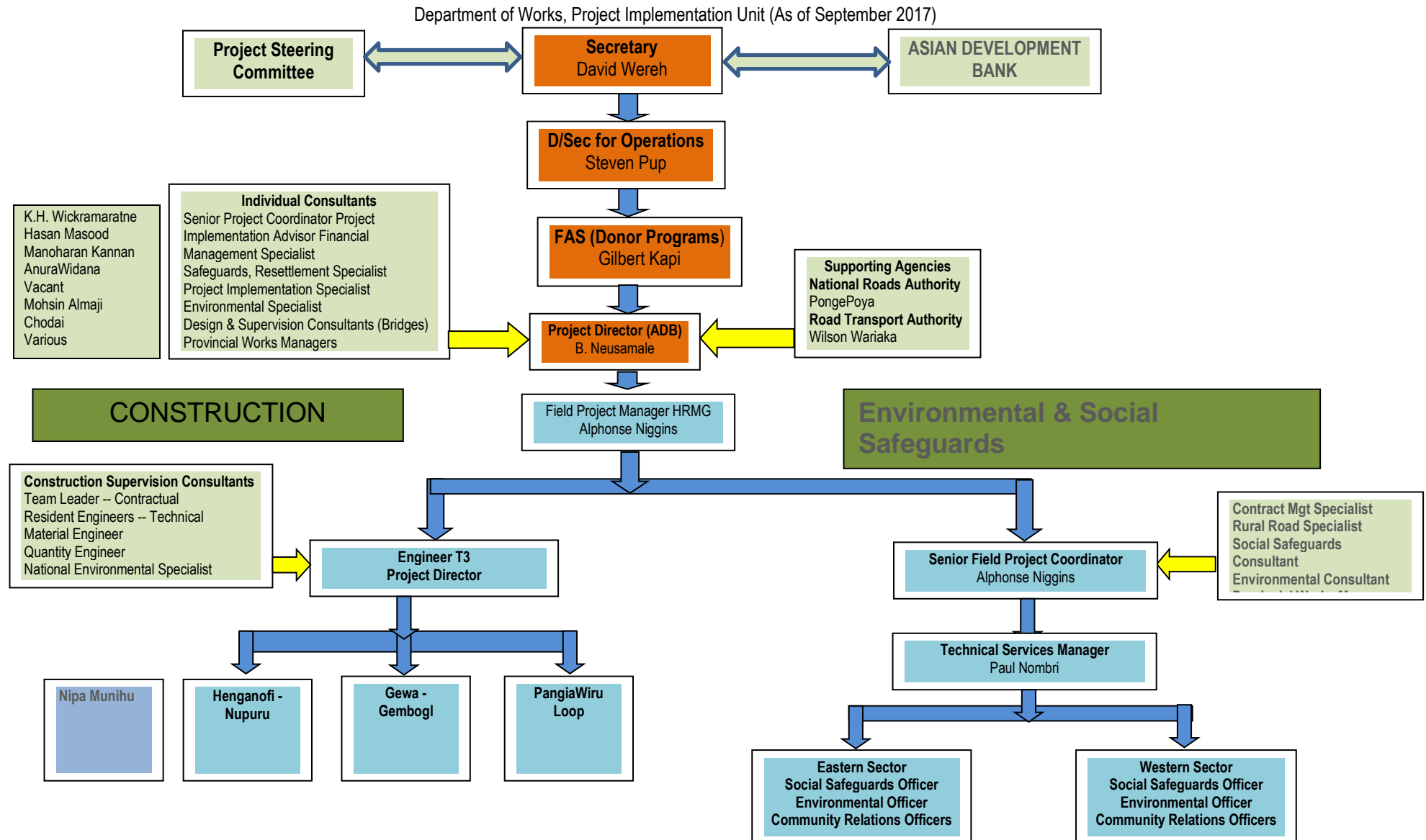
APPENDIX 5: FLOW CHART OF GRC PROCESS



* Schedule is based on the road section where grievances are scheduled to be heard by the GRC.

** Based on the provisions of the Land Settlement Act of 1975.

APPENDIX 6:-- ORGANIZATIONAL CHART



APPENDIX 7: PHOTOGRAPHS

The induction session held on July 12, 2017 was jointly chaired by Field Project Manager and Senior Field Projects Coordinator and attending were the contractors of Tranche 3. Presenters were International Environmental Specialist Dr Emmanuel Lleba and International Social Safeguards Specialist Mr Rolando Soncuya both from Renardet S A and other Construction Supervision Consultants, Mr Almaji Mosin, HRMG Manager Technical Services and national Environmental and Social Safeguards Officers.



Public Consultation conducted by a HRMG officer at Maupini Communal Place (Km 22+300). Being presented are project information, compensation policy and the establishment of a grievance redress committee that will address resettlement related problem.



Chief Leader Eric Yon distressing a point relating to asset damages done by the previous contractor during the consultations. He is inquiring about possible payment of their affected assets.



Community Leader Rickson Mapa inquiring about the schedule of road improvements in their community during consultation at Upini Area.



GRC Meeting at Pania District station presided by Samsom Wereh, Asst District Administrator, lalibu-pangia District and other members of the GRC.



GRC members together with Ward Leaders and Councillors during the site inspection to verify the claims lodged by aggrieved APs after the GRC meeting.



Image 4: This semi-permanent trad store situated within the Construction limits at Chainage 21+200 was identified during the site inspection by GRCs.

APPENDIX 8: ATTENDANCE SHEETS**Attendance at Maupini Market Place on October 25, 2017**

#	Name	Gender	Designation
1	Rose Ket	F	Housewife
2	Ket Paia	M	Subsistence farmer
3	Wonly Ket	M	Community leader
4	Joe Ket	M	Former LLG councillor
5	Andy Tom	M	Subsistence farmer
6	Tom Paya	M	Ward Councillor
7	Keneth Tom	M	Teacher
8	Jack Kaila	F	Subsistence farmer
9	Nick Tawi	M	Subsistence farmer
10	Mike Miraku	F	House wife
11	Miriam John	F	Women Rep
12	Simion Timbi	M	Community leader
13	James Angopa	M	Subsistence farmer
14	Eric Yondi	M	Subsistence farmer
15	Rema Mala	M	Teacher
16	Kelipo Liria	M	Subsistence farmer
17	Raita Wakoi	M	Community Leader
18	Max Kalea	M	Subsistence farmer
19	Jacklyn James	F	House Wife
20	Marry Yondi	F	Community leader
21	John Thomas	M	Retired Military
22	Stanley Michael	M	Subsistence farmer
23	Yondi Leo	F	Subsistence farmer
24	Nathalyn Issac	F	Student
25	Tiria Yu	M	Subsistence farmer

Attendance Sheet for Consultation and Awareness at Upini Road Junction

	Name	Gender	Designation	AP(s)-Yes/No?
1	Rickson Lapa	M	Youth Leader	Yes
2	Freddy Pepoi	M	Chief Leader	Yes
3	Manuel Korema	M	Subsistence farmer	No
4	Anita Japeth	F	Housewife	Yes
5	Wayne Karu	M	Subsistence farmer	Yes
6	Thomas Kiawa	F	Elementary school Teacher	No
7	Lapa Diawa	M	Subsistence farmer	No
8	Jason Lapa	M	Security	Yes
9	WambieNondi	M	PRO- COVEC	Yes
10	Pastor Jerry Diawa	M	Subsistence farmer	No
11	David Jettrey	F	Subsistence farmer	Yes
12	Sai Lapa	M	Student	Yes
13	IndiameTemo	M	Village court clerk	No
14	Rickson Lapa	M	Subsistence farmer	Yes
15	Luke Fred	M	Carpenter	No
16	Manuel Korema	M	Subsistence farmer	Yes
17	JamalieYondi	F	Student	Yes
18	Wayne Karu	M	Subsistence farmer	No
19	Kepson Kuru	M	Community leader	Yes
20	Diawa Peter	M	Subsistence farmer	Yes

Attendance Sheet for Consultation and Awareness at Kalane market area

#	Name	Gender	Designation	AP(s)-Yes/No?
1	Karu Andia	M	Sub-Farmer	Yes
2	Ale Wapa	M	Sub-Farmer	Yes
3	Kelly Tandaku	M	Sub-Farmer	Yes
4	Kale Tomba	M	Sub-Farmer	Yes
5	Jeffery Lapa	M	Sub-Farmer	No
6	Lapa Diawa	M	Teacher	Yes
7	Wayne Karu	M	Sub-Farmer	No
8	Wambi Nondi	M	Sub-Farmer	Yes
9	Amos Ale	M	Sub-Farmer	No
10	Max Pakepo	M	Sub-Farmer	Yes
11	Lapa Karu	M	Sub-Farmer	No
12	Ale Wapa	M	Sub-Farmer	No
13	Kelly Tandaku	M	Sub-Farmer	Yes
14	Kale Tomba	M	Sub-Farmer	No
15	Jeffery Lapa	M	Sub-Farmer	No
16	Lyneeth Jacob	F	Housewife	No
17	Yawame Turi	M	Housewife	Yes
18	David Pulua	M	Student	No
19	Roselyne Moke	F	Housewife	Yes
20	Lyneeth Jacob	F	Housewife	No
21	Yawame Turi	M	Sub-Farmer	No
22	David Pulua	F	Housewife	Yes
23	Anitha Koiya	F	Housewife	No
24	Lyneeth Jacob	F	Student	No
25	Bepi Moroko	M	Sub-Farmer	Yes
26	Lou Pea	M	Sub-Farmer	No
27	Michael Paita	M	Sub-Farmer	Yes
28	Agnes Willies	M	Sub-Farmer	No
29	Apek Apilla	M	Sub-Farmer	Yes
30	Tom Yambua	M	Sub-Farmer	No
31	Laizen Wamoka	M	Sub-Farmer	No
32	Bepi Kange	M	Sub-Farmer	Yes
33	Unuka Ala	M	Sub-Farmer	No
34	Lewe Moroko	M	Sub-Farmer	Yes
35	Pastor Polu	M	Sub-Farmer	No
36	Bepi Moroko	M	House-Wife	No
37	Andawe Payambo	M	LLG councillor	Yes
38	Mala Pombo	M	Village court magistrate	Yes
39	Duku Kalipa	M	Village court magistrate	Yes
40	Issac Samba	M	Community leader	Yes
41	Wamo Pasalo	M	Sub- Farmer	No
42	Walea Yatu	M	Sub- Farmer	Yes
43	Emos Pasalo	M	Church Pastor	No
44	Philipi Kunipa	M	Youth leader	Yes
45	Palua Yamba	M	Sub- Farmer	No