

Social Monitoring Report

2nd Report
May 2014

VIE: Central Mekong Delta Connectivity TA

Prepared by Romeo Cleto, International Resettlement Specialist for the Asian Development Bank.

NOTE

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Second Monitoring Report

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TA-7822 VIE: Central Mekong Delta Connectivity TA (40255-043)

Monitoring the Status Resettlement Implementation

Prepared by: Romeo B. Cleto, International Resettlement Specialist
May 2014

ABBREVIATIONS

ADB	-	Asian Development Bank
AH/AP	-	Affected household/affected person
CIPM	-	Cuu Long Corporation for Investment, Development and Project Management
CDHLF	-	Center for Development of House Land Fund
CLFD	-	Center for Land Fund Development
CMDCP	-	Central Mekong Delta Connectivity Project
CP	-	compensation plan
DDIS	-	Detailed Design Implementation and Support (consultants)
DMS	-	detailed measurement survey
EA	-	executing agency
EM	-	external monitor
IRP	-	Income restoration program
MOT	-	Ministry of Transport
PC	-	People's Committee
RCS	-	replacement cost study
ROW	-	right-of-way
RP	-	resettlement plan
RS	-	relocation site

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I. Background

1. On April 22 – May 10, 2014, the external monitor (EM) carried out his second monitoring mission of the Central Mekong Delta Connectivity Project (CMDCP), located in Can Tho City and Dong Thap Province, Viet Nam.¹ It will be recalled that the EM conducted the first monitoring mission of the project on July 23 – August 8, 2013. Key findings and recommendations of the first monitoring mission included the following:

- a. Compensation and cash allowances provided to AHs that had been paid their compensation already were by and large in conformity with the agreed RPs.
- b. The implementation of the income restoration program (IRP) for severely affected and the vulnerable AHs and the social action plan (SAP) had not yet commenced.
- c. The CLFD and the CDHLF have very dedicated and skilled personnel. However, the EM noted a need to improve further the understanding of personnel on the application of project resettlement policy, etc.
- d. AHs/APs were not kept abreast at all times on developments related to the delivery of compensation and the schedule for them to leave the ROW and to relocate.
- e. Coordination and cooperation between the CLFD/CDHLF and the DDIS consultants needed strengthening.
- f. Because the project had just been approved, CIPM had not made any withdrawal from the loan funds for use in resettlement.
- g. The CIPM, through the DDIS consultants, should maintain a registry of all complaints of the AHs, containing information on the nature of each complaint, date of receipt of each complaint, and status of the resolution of each complaint.

2. The first monitoring mission report concluded that the next monitoring mission would look into whether or not the actions or recommendations proffered had been carried out. The report also said that a survey of AHs would be carried out in the next monitoring mission.

II. Focus of the second monitoring mission:

3. The focus of the second monitoring mission was directed towards confirming whether or not the findings and recommendations of the first monitoring mission report had been acted upon. In view of the fact that the first monitoring mission reported that the compensation and allowances being given to the AHs were by and large consistent with the project resettlement policy, the second monitoring mission paid greater attention to the status of the implementation of the IRP and SAP – 2 programs that had yet to be implemented at the time of the first monitoring mission. A survey of randomly selected AHs was also conducted to validate the

¹ The CMDCP consists of 3 major components: (i) Component 1: from Km 0 to Km 7.800, involving the construction of the Cao Lanh Cable-stayed Bridge over Tien River, including approach bridges and approach roads; (ii) Component 2: from Km 7.800 to Km 23.450, involving the construction of a 15.45 km road that will connect Component 1 with Component 3; and (iii) Component 3: from Km 23.450 to Km 28.84, involving the construction of Vam Cong Cable-stayed Bridge over Hau River, approach bridges, approach road, and a 1.5 km road that connects the bridge approach road to Highway 80. In addition, the Project requires the setting up of 4 construction yards, one on each approach of the Cao Lanh Bridge and the Vam Cong Bridge. The Ministry of Transport (MOT) is the executing agency (EA), assisted by the Cuu Long Corporation for Investment, Development and Project Management (CIPM) as the implementing agency (IA). Dong Thap Province mobilized the Center for Development of House Land Fund (CDHLF) and Can Tho City the Center for Land Fund Development (CLFD) to assist MOT and CIPM carry out land acquisition. The Detailed Design Implementation and Support (DDIS) consultants provide technical support to CIPM, including the CLFD and CDHLF.

findings of the EM in his random interviews of AHs in the project site and during his meetings with CIPM, the CLFD, the CHDLF, and the DDIS. The whole monitoring exercise was guided by the terms of reference of the EM that spells out the general and specific objectives of external monitoring. (See **Appendix 1** for the objectives of external monitoring as outlined in the EM's TOR).

III. Activities Carried Out

4. A kick-off meeting was held in the afternoon of 22 April 2014 at the CIPM office to discuss the objectives, and finalize the itinerary, of the monitoring mission. Following a briefing of members of the survey team that would carry out the post-displacement survey of randomly selected AHs, the EM on 23 April 2014 travelled to Can Tho City. In the morning of 24 April 2014, the Center for Land Fund Development (CLFD) of Can Tho City briefed the EM on the status of land acquisition and hand-over of recovered properties; and in the afternoon, the EM was briefed by the IRP Working Groups of Can Tho City on the status of preparations being done for the implementation of the IRP. Similarly, on 28 April 2014, the Center for the Development of House Land Fund (CDHLF) of Dong Thap Province briefed the EM on the status of land acquisition and hand-over of recovered properties. During the meeting at the CDHLF, it was decided that the EM would no longer have to meet with the Working Groups of Dong Thap Province because the detailed needs assessment (DNA) of AHs participating in the IRP has not yet started. On April 24 – 28, 2014, the EM visited the construction yard at Vam Cong Cable-stayed Bridge; the Long Thanh 2 Relocation Site in Thoi Thuan Commune; the approach road and construction yard at Component 3B; the Vam Cong Cable-stayed Bridge construction yard; the My Tho Relocation Site; the Cao Lanh Cable-stayed Bridge construction yard; and Thin Thoi Commune. During the site visits, the EM interviewed randomly selected relocated AHs. (See **Appendix 2** for the Mission Itinerary and **Appendix 3** for the list of key persons met by the mission).

5. A wrap-up meeting was held on 8 May 2014 at the DDIS office where the observations and recommendations of the EM were discussed. The opinions of the CIPM and DDIS consultants regarding the mission's findings, shared during the wrap-up meeting and subsequent emails, were taken into consideration in the preparation of this report. (See **Appendix 4** for the field notes and recommendations of the mission that were discussed with CIPM and DDIS consultants during the wrap-up meeting).

IV. Findings

6. The findings of the second monitoring mission come from (a) a review of documents, meetings with project officials, and interview of AHs during the site visits; and (b) the results of the post-displacement survey of systematically selected AHs.

A. Review of documents, meetings and interviews

From the Quarterly Internal Monitoring Reports

7. The CIPM, with assistance from the DDIS, has produced 3 quarterly internal monitoring reports since the July-August 2013 external monitoring mission of the EM. An ADB Review Mission in September 2013 preceded the Quarterly Internal Monitoring Report 2, dated November 2013. Similarly, an ADB Review Mission in February 2014 preceded the Quarterly Internal Monitoring Report 3, dated April 2014. Both quarterly internal monitoring reports provide the status of payment of compensation, hand-over of acquired properties, and relocation of AHs. The 2 quarterly internal monitoring reports also talked about measures being taken by

project authorities to find ways and means to help poor relocating AHs that have no capacity to build new decent homes. Moreover, the EM takes note of the monitoring indicators on land acquisition, on the IRP implementation, and on the HIV/AIDS and Human Trafficking Prevention Program (HIV/AID & HHTPP) that appeared in the Quarterly Internal Monitoring Report 3. In addition to the database on grievances and their resolution (see discussion below), these indicators will help project authorities keep track of developments in the implementation of resettlement.

8. The EM takes note of what Section 4 of the Quarterly Internal Monitoring Report 2 said on actions taken or being taken to address issues raised during the ADB Mission in September 2013 and the external monitoring mission in July-August 2013. Developments on the following issues identified in the July-August 2013 external monitoring mission were discussed in the Quarterly Internal Monitoring Report 2:

- a. Application of the Safety Corridor Decree 11/2010, as amended by Decree 100/2013: The amendment to the Safety Corridor Decree stipulates that the decree will not apply for project where compensation is ongoing. Moreover, the Ministry of Transport (MOT) has also confirmed that the decree will not be applied to the current project. The following were also confirmed following a meeting between CIPM and the CDHLF (Dong Thap) in October 2013:
 - AH can relocate in the safety corridor outside the project right-of-way (ROW);
 - AHs can build/improve their houses in the safety corridor;
 - AHs can plant trees in the safety corridor;
 - Local authorities (i.e., district and commune People's Committee) can issue building permit to construct on residential land in the safety corridor;
 - AHs can buy and sell lands located in the safety corridor.
- b. Project authorities were favorably considering the request of households and AHs with lands in the loops of the 4 interchanges in Dong Thap for the project to acquire their properties.²
- c. On the issue relating to the safety of households whose main houses are precariously located at the edge of the ROW when the existing road is widened, this matter would be dealt with through the grievance redress process if so desired by the concerned household.
- d. Clarification has been given regarding the entitlements of poor and/or landless AHs that have to relocate. Relocating AHs that built on somebody else's land or relocating AHs that built on non-residential land are entitled to acquire a plot of land in the project's serviced relocation sites. For poor AHs that choose to shift in the relocation sites, they have up to 5 years within which to pay for their relocation plots with no interest. ALL AHs, regardless of financial status, have to pay for their plots in the relocation sites. The unit cost of plots of land in any relocation site in Don Thap applies to all AHs, regardless of their tenure status and the classification of the recovered lands on which their entirely affected houses were built. In Can Tho, the unit costs of plots in the relocation sites vary depending on the tenure status of the AH and the classification of the recovered land on which their entirely affected houses were built. *Ironically, AHs whose entirely affected houses were built on residential land pay the least unit cost, while those that are landless pay the most.*
- e. Rental allowance of relocating AHs in Can Tho is given only to AHs that have already handed-over their recovered lands, and the period covered by the allowance starts from the date of hand-over up to the time the new house of the AH is finished. Can

² During the kick-off meeting on 22 April 2014, Mrs. Dien informed the EM that MOT has given the go ahead signal for the acquisition of lands inside the loops. The DMS of affected properties and the identity of affected households are ongoing.

Tho initially provides 3 months of rental allowance.³ In Dong Thap, rental allowance is given for a period of 6 months at the time payment of compensation for acquired assets. Similar to Can Tho, however, the duration of the rental allowance starts ticking from the date of hand-over of the acquired land.

- f. A database on the AHs has been prepared, providing information on the losses of the AHs; compensation and allowance received; and their classification as to whether they are severely affected, relocating, and/or vulnerable.
- g. A database on grievances received and the status of their resolution is being maintained by DDIS.

9. The EM recognizes the efforts of project authorities (i.e., CIPM with DDIS, CLFD and CDHLF) to make the implementation of resettlement compliant with the project policy. It has to be recognized though that there are always gaps in what is desired under the project resettlement policy and what is being done or achieved during implementation. These gaps are highlighted in the following discussions.

From April 24 meeting with CLFD of Can Tho City

10. Scope and status of land acquisition: From the original estimate of 36.15 ha needed for the construction of the Vam Cong Bridge (Components 3A and 3B in the Can Tho project), the amount of land needed for the bridge is down to 28.51 ha. The reduction is due mainly to the removal of plans to build a toll plaza and a construction yard in Component 3B and the reduction in the area of the construction yard in Component 3A. There are 257 households and 17 firms/institutions affected in Can Tho. Of the 257 AHs, the compensation plans (CPs) of 255 AHs have already been approved. The CPs of the other 20 affected households are still being finalized pending resolution of the AHs' complaints, review of the DMS results, and resolution of conflicting claims.⁴ Of the 17 firms/institutions, the documentation of affected assets of 5 has already been completed and their CPs approved. One of these firms with an approved CP is the Wilmar Agro Vietnam, located at the bridge section (km 26+800). Some facilities of the company, such as water lines, are affected by the project. The CP of Wilmar Agro Vietnam, amounting to VND 108,829,378, has already been approved. Meanwhile, documentation of the affected assets of the other 12 firms/institutions has not yet been prepared.

11. The amount due to the 255 AHs and 4 firms/institutions (i.e., without including the compensation of Wilmar Agro Vietnam) is VND152,588,036,505, net of an additional amount of 18,124,265,017 for administrative costs and contingencies. However, only VND142,825,822,352 has been disbursed or paid to AHs thus far. The balance of VND9,762,214,153 remains in the state treasury; the amount is for AHs that have pending complaints and those whose ownership over the affected properties have yet to be confirmed. Most of the AHs that already received their compensation are from Component 3A.

12. One affected company, Gentraco, located at the bridge section at km 26+800 on the right hand side of the ROW, has submitted a request to CIPM that the whole area of the company be acquired by the project because it is within the 150 m safety corridor of the bridge. The letter of

³ If the time between the hand-over of the recovered land and the readiness of the relocation site to accept relocating AHs, inclusive of the time to build a new house, goes beyond 3 months, both Can Tho and Dong Thap provide additional rental allowance. It was learned from Can Tho CLFD that there are no partially affected houses in the city. It will be recalled that AHs affected by the partial loss of 30% or more of their abodes are provided rental allowance for a period of 3 months, the amount of which are as follows: VND1.5 million/month for AHs with a maximum of 4 members; VND2 million/month for AHs with a maximum of 8 members; and VND 2.5 million for AHs with 9 or more members. In view thereof, there is no need to amend the approved compensation plans (CPs) of the AHs as recommended in the first monitoring report.

⁴ See Appendix 4 for the names of list of the 20 AHs that have not yet received their compensation.

the company has since been forwarded to MOT for decision. No decision on the matter has yet been issued by MOT. *The EM believes that this matter is a double-edged issue.*

13. Per decision already promulgated by higher authorities, the safety corridor restriction will not be enforced in the CMDCP until phase 2 of the project, the timing of which remains uncertain. Acquiring the entire property of Gentraco at this time would require (i) payment of compensation for affected fixed assets at replacement cost and business stabilization allowance (as per entitlement matrix), in addition to moving allowance, for the company owners; and (ii) stabilization allowance for displaced employees (as per entitlement matrix), in addition to eligibility to participate in the project's income restoration program (IRP) for those that will lose their jobs permanently. *The issue is: why apply the safety corridor decree now when it is not required so? It was learned during the meeting with CLFD that Gentraco owners were claiming that the entrance to their company would be disturbed, probably needing some modification because the project will acquire a portion of the side of the company close to its gate. If this is true, the external monitor finds the request of Gentraco to be capricious which, if granted, has serious implications on resources for resettlement, not to mention that this would set a precedent for other companies in similar situation to emulate (see discussion on the case of the Binh Tan Company in Dinh An Commune, Component 3 under Dong Thap Province). Gentraco could alter the entrance to its premises without having to close the company.*



14. Status of relocation: There are 99 relocating AHs in Can Tho. Of this number, 90 AHs are affected by the total loss of houses built on recovered land. The 9 other AHs are affected by the loss of their residential lands but with no house affected; they are, nonetheless, entitled to buy a plot in the relocation sites. Of the 99 AHs entitled to buy a plot in the relocation site, 37 AHs are from Component 3A and 62 AHs are from Component 3B. However, 15 AHs from Component 3A and 6 AHs from Component 3B have opted to relocate by themselves (i.e., self-relocating). In Can Tho, the allowance for self-relocation depends on the official land use classification of the recovered land and on the tenure status of the AH. Relocating AHs that lose their houses on officially classified residential lands are provided a self-relocation allowance of VND1 million/m² for plots that have area of up to 150 m² in Thoi Thuan District and VND900,000/m² in Vinh Thanh District. Relocating AHs that built their totally affected houses on agricultural lands are provided a self-relocation grant of VND30 million in Thoi Thuan Ward and VND27 million in Vinh Trinh Commune. Relocating AHs who built their totally affected houses on somebody else's land are entitled to a self-relocation grant of VND30 million in Thoi Thuan Ward and VND27 million in Vinh Trinh Commune.

15. Sixteen AHs in Thoi Thuan Ward (Component 3A) have chosen to move to the Long Than 2 Relocation Site⁵, located at Thot Not Ward, Thoi Thuan Town, approximately 6 km from the project area. At present, 4 AHs have already constructed their homes in the relocation site. Because the relocation is ready for occupancy,⁶ AHs who opt to go to the site are each entitled to a rental allowance of 3 months only. The EM interviewed the AHs that have relocated to Long Thanh 2 and found out that they have not yet received their rental allowance of 3 months despite having handing-over their recovered lands in November 2013. They reportedly started constructing their new homes in November 2013 that took about 3 months to complete.

16. In Component 3B in Vinh Trinh Ward, none of the 56 AHs (i.e., excluding the 6 AHs that have opted to self-relocate) that are entitled to a plot in the relocation sites has relocated yet. The choices available to these AHs are the Long Than 2 Relocation Site and Thoi Thuan Relocation Site. It was learned from CLFD that the main obstacle to an agreement between the Industrial Zone Management Board of Thoi Thuan Relocation Site and the Can Tho City People's Committee lies on the fact that the city government does not have the money to pay in advance for the plots that will be allocated to AHs that wish to relocate to the site. Project authorities should probably consider using loan funds for this purpose. Construction in Component 3A commenced in November 2013, which is why clearing of the project ROW in Component 3A began in August 2013 and AHs have been relocating. CLFD said that the clearing of the ROW in Component 3B is expected to commence in the third quarter of 2014. Before this happens, project authorities should have already concluded an agreement with the Industrial Zone Management Board regarding the transfer of AHs to the Thoi Thuan Relocation Site.

From April 28 meeting with CDHLF of Dong Thap

17. Status of payment compensation and hand-over of recovered lands: All AHs in Component 3 side of Dinh An Commune (Vam Cong Bridge) have already been paid their compensation. At the interchange in An Binh Commune (Component 1A), the reason why 10 AHs have not yet received their compensation is due to complaints raised by the AHs, and not due to the in-availability of funds. Grievances in Component 1 are targeted for resolution in May 2014. All AHs in Thin Thoi Commune (Component 1B) have already handed-over their affected lands. Civil works are confined presently at the construction yards in Thin Thoi Commune and across the river in Tan My Commune for the Cao Lanh Bridge in Component 1.

18. Payment of compensation has not yet commenced in Component 2 (i.e., part of Tan My Commune, My An Hung B Commune, Binh Thanh Trung Commune, Binh Thanh Commune, and part of Dinh An Commune). Payment of compensation in Component 2 is hoped to commence in May 2014 when loan funds from ADB become available.

19. Unit rates used in compensation: The unit rates of compensation (prepared in 2012) for AHs in An Binh Commune and Ward 3 that received their compensation at the end of 2013 were not revised because the independent property appraiser (SIAC) hired by the government reported in their study that the rates of 2012 were still valid in late 2013. For Component 2, where compensation has not yet been given, the Provincial People's Committee (PPC) on 26 April 2014 approved the recommended rates of SIAC, based on the replacement cost study (RCS) it conducted in December 2013.

⁵ See Quarterly Internal Monitoring Report 3 on how Long Thanh 2 Relocation Site came about as one of 2 relocation sites for AHs in Can Tho City.

⁶ The relocation site was constructed in 2005 for another project.

20. Status of transfer to the relocation sites: All AHs in Thi Thoi Commune have been allocated (assigned) plots in one of the relocation sites reserved for AHs from Component 1. These relocation sites are in My Tho Commune, Ward 6, Tan My Commune, Dinh An Commune, and Ward 3. All relocating AHs in Thin Thoi (Component 1) have signified their intention to shift to My Tho Relocation Site and Ward 6 Relocation Site. However, the entrance to the relocation site in Ward 6 will not be ready until August 2014. In An Binh Commune, all relocating AHs have already been allocated their respective plots in one of the 5 relocating sites. In Ward 3 and in Component 1 section of Tan My Commune, the results of the lottery for determining the plots of each relocating AH are with DONRE for review and concurrence.

21. Payment of income loss for abandoned productive lands: The request of households in Thin Thoi and Tan My that they be compensated for income loss from their garden lands, that were earlier included among the affected assets but have subsequently been determined as not affected due to change in project scope, is to be granted. The compensation plans (CPs) of these households are with the PPC for approval.

22. The case of the Binh Tan Company in Dinh An Commune, Component 3 (Vam Cong Bridge): It was reported in the Quarterly Internal Monitoring Report 2 that company management decided to completely stop the operation of its business in September 2013. Per decision of the PPC, the company will be given a plot at the location of the construction yard upon completion of the CMDCP in exchange for the land that the company now occupies. The company will dismantle its warehouse and facilities, including the docks, at no cost to the government. Employees would be paid compensation for income loss. CDHLF said that the CPs of the laid off employees have already been prepared and are now being reviewed by DONRE. CDHLF staff also mentioned that the company is presently constructing a warehouse about 2.5 km away downstream.

23. In order to make the closure of the Binh Tan Company compliant with the project resettlement policy, the EM believes that the following should be satisfied: (i) payment of compensation for affected fixed assets (except for land because the company will get a replacement land at the construction yard) at replacement cost and business stabilization allowance (as per entitlement matrix), in addition to moving allowance, for the company owners; and (ii) stabilization allowance for displaced employees (as per entitlement matrix), in addition to eligibility to participate in the project's income restoration program (IRP) for those that will lose their jobs permanently. To accept the claim that the decision of the company to close business was voluntary is naïve. It has been known even before 2013 that the company was having difficulty getting a renewal of the permit to operate its docks principally because of the Safety Corridor Decree. *The EM would like to believe that instead of providing relief to project authorities, the ill-timed and premature closure of the business operation of the Binh Tan Company has just complicated the implementation of the project resettlement policy, and has rendered as moot the pronouncement of relevant authorities that the Safety Corridor Decree will not be applied during the CMDCP.*

Issues gathered from interview of randomly selected AHs

24. The EM was able to interview 14 AHs (6 in Can Tho City and 8 in Dong Thap). As in the first external monitoring mission, the EM was able to confirm that AHs that have already received their compensation and those that have yet to receive theirs have been provided with copies of the results of the DMS and their respective CPs. They also know basically their entitlements and are aware of their options relative to relocation – i.e., either to self-relocate and receive additional allowances or shift to a serviced relocation site. Nonetheless, there are a few issues that were raised or that came about during the interview of the AHs. Some of these

issues were raised also in the report of the first monitoring mission. These issues are discussed below.

25. *Delay in payment of rental allowance:* There are presently 4 AHs now living in Long Thanh 2 Relocation Site. They relocated from Component 3A in Thoi Thuan Commune. These APs are Messrs. Le Van Beo, Le Hoai Thanh and Le Hoai Nguyen, and Mrs. Nguyen Thi Gai. Messrs. Le Hoai Thanh and Le Hoai Nguyen are the sons of Mr. Le Van Beo. All four APs received their respective compensations in the latter part of 2012. They subsequently handed-over their recovered properties in November 2013 when requested by project authorities. As of the time of the second monitoring mission, the APs have not yet received their relocation allowance, the amount of which is clearly indicated in their respective CPs. Similarly, 4 APs from Component 3B in Vinh Trinh Commune have yet to receive their relocation allowance. These APs are Messrs. Huynh Long Be, Huynh Long Hai, Huynh Long Hiem, and Ng Ca Lan. Messrs. Huynh Long Hai and Huynh Long Hiem are sons of Mr. Huynh Long Be. The EM met Mr. Ng Ca Lan and members of the household of Mr. Huynh Long Be during the first monitoring mission at their former location in the connecting road that will link Vam Cong Bridge approach road and National Road 80. These APs were among those who could not understand why at that time their neighbors got their compensation already and they have not.

26. *Lack of advice on procedures for filing grievances:* AP Mr. Luong Van Thoi, a Vietnamese-American, lives in a concrete house in the path of the connecting road that will link Vam Cong Bridge approach road and National Road 80 in Component 3B, Vinh Trinh Commune. In a letter from CLFD on 21 December 2012, he was informed that, per results of the DMS, he was entitled to receive the following for his affected assets: VND1,749,189,979 for house and other structure; VND89,244,000 for residential land; and VND9 million allowances. Upon instruction by Mr. Luong Van Thoi, his son wrote a letter to CLFD in March 2013 claiming that the proffered amount for his house was insufficient to build a replacement. CLFD responded, advising that the registered owner of the property should be the one to sign the letter. When interviewed by the EM during the mission, Mr. Luong Van Thoi and his son obviously did not know how to proceed with writing the letter of complaint to CLFD. Mr. Luong Van Thoi was so relieved to learn from Mr. Doan of CLFD the proper procedures for re-submitting his letter to CLFD requesting for a review of the results of the DMS and re-calculation of the compensation amount for his concrete house.

27. *Lack of information on the schedule of hand-over of affected properties and start of civil works:* As in the first monitoring mission, some AHs met by the mission were eager to know about the dates of payment of compensation, hand-over of affected properties, and start of civil works. The EM understands that CLFD/CDHLF or even CIPM and DDIS may not know the exact dates for these. However, as stated in the first monitoring report, project authorities should devise a sustained information scheme that will ensure that AHs/APs are constantly updated on developments about the Project, in general, and on their resettlement, in particular.

28. *Information on the income restoration program (IRP):* While no detailed needs assessment (DNA) for entitled AHs in Dong Thap Province in connection with the planning of suitable IRP activities has yet been held at the time of the monitoring mission, this should not be an excuse for AHs to be clueless about the program. None of the 8 AHs interviewed in Dinh An Commune (Component 3A) and Tinh Thoi Commune (Component 1B) ever heard of the IRP. The IRP is part of the entitlements of the AHs; the AHs should be aware of all their entitlements.

From meetings with CIPM and DDIS consultants

29. Specialists on board for the project: The DDIS consultants now have 2 national resettlement specialists, a gender and social development specialist, an international specialist and a national specialist for the HIV/AIDS and Human Trafficking Prevention Program (HIV/AIDS & HHTPP), and an international resettlement and social development specialist. Messrs. Pierre Arnoux (international resettlement/social development specialist) and Chu Duy Tuyen (national resettlement specialist) have been working for Part B of DDIS' contract since March 2013 to help in the updating of the RPs and in the detailed planning of the social action plan (SAP) and the detailed needs assessment (DNA) for the IRP. The notice to proceed for DDIS to commence Part B of its contract (Implementation and Supervision Phase) was issued only in the first week of November 2013. Mr. Nguyen Cong Hiep, the second national resettlement specialist, joined the project in April 2014 only. The construction supervision consultant of the Vam Cong Bridge (Component 3) also has a resettlement specialist, Mr. Bui Duc Minh, who was recruited the past 2 months. *During the mission, the EM advised the international resettlement/social development specialist to enhance the level of understanding of the national resettlement specialists on the objectives, principles, and procedures of the project resettlement policy, in particular, and to the safeguards policies of international development agencies, such as those of the ADB and WB, in general.*

30. The 3 national resettlement specialists have been helping in the creation and maintenance of the database on the AHs, including grievances. For her part, the gender and social development specialist joined the project on a part-time basis since November 2013. She has been working for both the SAP (such as in the preparation of information booklets for affected stakeholders at the ferry crossings, and assisting the Women's Union in the conduct of focus group discussions with vulnerable AHs) and in the conduct of the DNA in Can Tho. Meanwhile, the 2 HIV/AIDS & HHTPP specialists (1 international and 1 national) are still getting started with their working. They were mobilized only in the middle of April 2014.

31. The mobilization of the specialists was not without any hitches. The DDIS could not hire immediately the national specialists (such as the resettlement and gender specialists), who also have roles in the preparation and conduct of the DNA, because the rates approved by MOT in October 2013 for these specialists were much lower than what these specialist would be getting from their contract with DDIS under Part B of the consulting firm's contract with the project. On the other hand, Mr. Alistair Briscoe and Ms. Phuong, international and national specialists for the HIV/AIDS & HHTPP, respectively, were mobilized only in April 2014 due to the following reasons: (i) MOT approved the additional budget for the program in February 2014, which would allow for the hiring of an international specialist; (ii) the original budget proposal did not have a position for an international specialist, so a variation order was required before DDIS could hire one; and (iii) the variation order was approved only in early April 2014. The delay in the hiring of the specialists affected the timely implementation of the DNA and the SAP. However, there are other reasons behind the delay in the start of the DNA and the SAP.

32. Mr. Arnoux would have wanted to be mobilized in January 2014 to be on top of resettlement implementation. However, CIPM wanted Mr. Arnoux to use his man-months sparingly and in accordance with the total man months approved in the DDIS' contract. He only has 12 man-months under Part B of DDIS' contract. (By 9 May 2014, Mr. Pierre has already used up 6.53 man-months, including 2.5 man-months of advance mobilization in 2013). During the absence of Mr. Arnoux, the CIPM directed Mr. Chu Duy Tuyen to manage the implementation of resettlement, specifically, working with the respective People's Committees of Can Tho and Dong Thap for the formation of the Steering Committee of Dong Thap and the Working Groups of Can Tho and Dong Thap, bodies responsible for planning and implementing the IRP; and to follow-up the findings and recommendations of the 10-19 September 2013 ADB Review Mission. *The external monitor would like to believe that CIPM should heed the*

professional assessment of Mr. Arnoux regarding the timing and length of his inputs for the project.

33. Delay in the conduct of DNA: The conduct of the detailed needs assessment (DNA) is the first step towards finalizing and implementing a responsive IRP for the severely affected and vulnerable AHs. However, the DNA could not be carried out even after ADB approved on 22 July 2013 the terms of reference (TOR) and budget for the DNA due to a number of reasons. First, the Ministry of Transport (MOT) on 2 October 2013 approved a smaller budget, slashing operational costs (e.g., office supplies and allowances of participants) and the salaries for 2 national resettlement specialists and 1 national gender and social development specialist.

34. Second, even after MOT gave its concurrence to the revised budget for the DNA (i.e., with decreased operational costs but restoring the salaries of the national specialists to their original level), the DNA workshops could not be held right away. During the meeting held by CIPM and DDIS with the People's Committees (PCs) of Can Tho City and Dong Thap Province, where they were briefed about the IRP and DNA on 28 November 2013, the PCs pledged to set up their respective SC and WGs by 10 December 2013. This did not happen, however. Can Tho's SC was established on 24 December 2013, and the WGs on 20 January 2014. On the other hand, Dong Thap's SC was created on 14 February 2014, and the WGs on 24 March 2014.

35. The action taken by MOT regarding the DNA budget that CIPM resubmitted in November 2013 was no longer mentioned in the Quarterly Internal Monitoring Report 3. Mr. Arnoux explained to the EM that as early as November 2013, CIPM and DDIS already knew that the proposed monthly rates of the national specialists would no longer be slashed, not to mention that the reduced costs of other items in the DNA budget (e.g., allowances for participants, office supplies, etc.) were acceptable to DDIS and CIPM. Nevertheless, the EM cannot understand why the Quarterly Internal Monitoring Report 3 was silent on any difficulties encountered during the formation of the SCs and WGs in Can Tho and the holding of the initial DNA workshops in Can Tho.⁷ The internal monitoring reports are not lacking in details regarding the status of resettlement implementation. The reports lack, however, a section that discusses key problems or issues encountered by the various groups involved in resettlement implementation.

36. Delay in the implementation of the IRP: Because of the delay in the formation of the SCs, WGs and the production of the Manual on DNA and IRP Implementation, the DNA, which is the first important in planning out an acceptable IRP, could not be carried out as soon as possible. It should be remembered that the granting of the (rice) life stabilization allowance and the IRP are linked to each other. Life stabilization allowance is intended to support the AHs during the rehabilitation of the livelihoods of the AHs. It is generally assumed that severely affected AHs would require 1 to 2 cropping cycles to be able to re-establish or rehabilitate their livelihoods. Any delay, therefore, in the implementation of the IRP would require the extension of the period covered by the life stabilization allowance.⁸

37. A check with the records at DDIS showed that the AHs at the Vam Cong Bridge and Cao Lanh Bridge sections in Components 1 and 3 received their compensation in 2012 (July 2012 for Dinh An Component 3; and November 2012 for Tan My Component 1 and Tinh Thoi

⁷ Notwithstanding that the matter had already been discussed with ADB and DFAT during the February 2014 loan review mission.

⁸ AHs affected by the loss of 10%-70% of productive land are each entitled to a cash grant equivalent to 30 kg of rice per member per month for a period of 6 months if not relocating, and for a period of 12 months if relocating. AHs affected by the loss of more than 70% of productive land are each entitled to a cash grant equivalent to 30 kg of rice per member per month for a period of 12 months if not relocating, and for a period of 24 months if relocating. The AHs are likewise entitled to participate in the IRP.

Component 1). The AHs in these sections were served the notice to hand-over their recovered lands in August 2013, and were given up to 3 months to hand-over the same. The delay in the order to hand-over the recovered lands was due to the delay in the issuance of notice to proceed (NTP) to the civil works contractors to begin constructing at the sites.⁹ Therefore, the time that elapsed between the month the AHs received their compensation and the period they had to surrender their recovered properties was practically 1 year. During this time, the AHs could have invested the compensation received (some of whom were reported to have in fact bought replacement plots) while at the same time still deriving benefit from the produce or use of the lands that government has already paid compensation for. In view of the aforementioned, it can be safely said that the present delay in the implementation of the IRP is still within the period covered by the life stabilization allowance. Project authorities should be reminded though that any further delay in the implementation of the IRP might require a corresponding addition in the life stabilization allowance given to the AHs.

38. Delay in the implementation of the SAP: The implementation plan of the SAP, which has 6 components that include the HIV/AIDS & HTPP; identification and counseling of vulnerable AHs; and assistance in the conduct of the DNA, was approved by ADB a year ago in April 2013. MOT gave its concurrence to the SAP (without the HIV/AIDS & HTPP component, counseling of AHs, and assistance in the DNA because these have their respective budgets) on 9 July 2013, but with a much lower budget (from the \$90,531 amount approved by ADB down to \$70,225). MOT stood pat on its decision to reduce the budget of the SAP despite the numerous letters of appeals from CIPM. On 14 February 2014, MOT informed CIPM that the revised SAP budget the latter submitted on 7 January 2014 was not acceptable. CIPM and DDIS have since then accepted the fact that they simply have to make do with the \$70,225 MOT-approved budget so as not to delay further the implementation of the SAP. Mr. Arnoux told the EM that the cut in the budget of the SAP would not have much impact on the target objectives and goals of the SAP. He explained that the cuts were made in the amount of allowances of participants and accommodation of lecturers to be engaged in gender capacity building activities, the number of participants, and budget for office supplies, etc. In lieu of outside lecturers for the gender capacity building activities, specialists from the supervision consultants would handle the capacity building lectures.

39. At the bottom of the issue relating to the delay in the full implementation of the SAP does not lie on the protracted negotiation on the budget of the SAP. The crux of the problem lies in the fact that the budgets for the various components of the SAP are to be sourced from different funding sources. Components 1 and 2 of the SAP (i.e., financial counseling of relocated AHs, assistance in the DNA) are to be funded from the IRP.

B. Results of the survey of randomly selected AHs

40. Randomly selected AHs were interviewed as part of the process to verify that resettlement is being implemented as intended, in addition to finding out the present situation of the AHs. The surveyed AHs were selected based on severity of project impacts and on their socioeconomic status. AHs that were covered in the survey belonged to any of following categories: (i) severely affected by the loss of 10% or more of productive lands; (ii) AHs that have to relocate due to the entire loss of their abodes; (iii) AHs that have to relocate their shops/businesses; and (iv) vulnerable AHs. Not covered in the survey were marginally affected AHs. Ten per cent of AHs from each of the 4 categories were selected using simple random method. Based on this design and as per the count of AHs that DDIS reported in August 2013, a total of 188 AHs were to be

⁹ NTP for the civil works contractor of Vam Cong Bridge was issued on 26 November 2013, while the NTP of the civil works contractor for Cao Lanh Bridge was issued on 25 March 2014.

surveyed (see distribution table of AHs overleaf). However, the survey team was only able to locate and interview 172 AHs.¹⁰ A structured questionnaire was used in the survey (see **Appendix 5** for the questionnaire used). The tabulated results of the survey are found in **Appendix 6**.

Distribution of Sampled AHs by Category

Category	Can Tho		Dong Thap	
	Total Count	10%	Total Count	10%
Severely affected by loss of productive land	107	11	980	10%
Relocating AHs	46	5	472	47
Relocating shops/businesses	44	4	120	12
Vulnerable	20	2*	91	9*
Total		22		166

*NOTE: Because a vulnerable AH could also fall in 1 or more of the other categories, only vulnerable AHs that do not fall in any other categories were selected for the survey.

41. **Basic social information on AH head surveyed:** A total of 24 AH heads were surveyed in Can Tho City, of which 20 were males and 4 women. In Dong Thap, there were a total of 111 male AH heads surveyed, and 37 women AH heads. Of the 172 AH heads surveyed in Can Tho and Dong Thap, there were 131 males and 41 women.

42. Thirteen (54.2%) of the 24 AH heads interviewed in Can Tho were 40 ~ 59 years old, while the rest were 60 years of age or older. In Dong Thap, 83 (56.1%) of the 148 AH heads interviewed were 40 ~ 59 years old, while 49 (33.3%) were 60 years of age or older. Sixteen AHs (10.8%) AHs in Dong Thap were less than 40 years of age. With the exception of 1 widow, the rest of the AH heads interviewed in Can Tho were married. In Dong Thap, 121 (81.8%) of the AHs interviewed were married; 20 (13.5%) were widows or widowers; 5 were single; and 2 were divorcees. Four (16.7%) of the AHs interviewed in Can Tho had physical disabilities. In Dong Thap, 19 (12.8%) of the AH heads interviewed had physical disabilities.

43. **Categories of AHs surveyed:** Among the 24 AHs surveyed in Can Tho, 13 (54.2%) were severely affected by the loss of productive lands; 6 (25.0%) lost their entire abodes; and 4 were vulnerable AHs. In Dong Thap, among the 148 AHs surveyed, 94 (63.5%) were severely affected by the loss of productive lands; 36 (24.3%) lost their homes; 10 (6.8%) have to relocate their shops; and 8 were vulnerable AHs.

44. **Income levels before and after displacement¹¹:** Among the 16 AHs in Thoi Thuan Commune (Can Tho, Component 3A), 3 AH heads claimed that the AH's income level has become smaller since displacement; 4 said that the household's income level has improved; and 10 said that the AH's income level has not changed. Among the 64 AHs in Thin Thoi and Tan My (Component 1B, Cao Lanh Bridge), 31 AH heads claimed that the AH's income level has become smaller since displacement; 9 said that the household's income level has improved; and 24 said that the AH's income level has not changed. Among the 25 AHs surveyed in In Dinh An Commune, (Component 3A, Vam Cong Bridge), 4 AH heads claimed

¹⁰ The survey coincided with a 5-day extended weekend that started on 30 April (Liberation Day). During the long holiday, CDHLF and commune staff members could not accompany the survey to the project sites.

¹¹ Only the responses of AHs in Component 1B (Thin Thoi and Tan My in Dong Thap), Component 3A (Dinh An in Dong Thap, and Thoi Thuan in Can Tho) are included in the discussion here. These are the places where 100% of the ROW has been cleared, right at the approaches of Vam Cong Bridge and Cao Lanh Bridge, including the construction yards. Some or all AHs in Vin Tinh (in Can Tho) and An Binh and Ward 3 (Dong Thap) may have received their compensation already, but they are yet not required to handover their recovered lands yet.

that the AH's income level has become smaller since displacement; 5 said that the household's income level has improved; and 18 said that the AH's income level has not changed.

45. Present livelihoods of AHs heads: Among the 24 AH heads interviewed in Can Tho, 9 reported farming as their main source of livelihood, in addition to 3 AH heads who said that they work as hired farm workers; 1 is engaged in business; 2 are carpenters or masons; and 9 are retired or unemployed. In Dong Thap, of the 148 AH heads interviewed, 79 (53.4%) reported farming as their main source of livelihood, in addition to 9 AH heads that said that they work as hired farm workers. There were 32 (21.6%) AH heads that are unemployed or retired.

46. Status of receipt of compensation and handing-over of recovered lands: All 18 AHs surveyed in Thoi Thuan Commune (Component 3A) received in full their compensation in 2012 and 2013. However, 3 AHs reportedly have not yet handed-over their recovered lands.¹² In Vinh Trinh Commune (Component 3B), all 6 AHs surveyed reported to have received in full their compensation in 2013. None of them has been required thus far to hand-over their recovered properties. In Dong Thap, among the 148 AHs surveyed, 86 reported to have already received in full their compensation (56 AHs in 2013 and 30 AHs in 2012). However, 62 AHs in Lap Vo District (Tan My and Dinh An Communes) and 2 AHs in An Binh Commune (Component 1A) have not yet handed-over their recovered lands.¹³ None of the AHs who have not yet been paid their compensation in full reported to have handed-over their affected assets.

47. There were 5 AHs in Can Tho that reportedly have not yet received in full their compensation. The reason given by the AHs interviewed was that their complaints were still being adjudicated.¹⁴ In Dong Thap, 1 AH in An Binh Commune reportedly has not yet received in full its compensation; it has also not yet handed-over its affected land.

48. Opinion on the amounts of compensation received: Of the 10 AH heads interviewed in Can Tho that provided their opinions on compensation received, 2 were not satisfied with the amounts they received. In Ward 3 and Tinh Thoi, 21 AHs that gave their opinion on compensation were satisfied with the amounts they received for their agricultural lands, while 11 AHs were not satisfied with the amounts of compensation received for their residential and garden lands. Of the 8 AHs that responded to the question on opinion regarding compensation received, 4 AHs in An Binh Commune (Component 1A) were satisfied with the compensation received, while 4 others were not satisfied with the compensation they received for their residential lands. Of the 48 AHs that responded from Tan My and Dinh An Communes, 33 were satisfied with the amounts received, while 15 who lost residential lands were not.

49. On having received their DMS results or compensation plans (CPs): Twenty-two AH heads interviewed in Can Tho City confirmed having received their DMS records and CPs. 2 others do not recall if they did. In Dong Thap, 144 of the 148 AH head interviewed confirmed having received their DMS records and CPs, while 3 could not recall if they did, and 1 said that the household was not provided the same.

50. On whether or not AHs were aware of the amounts of compensation and allowances they were entitled to: Only 10 of the AH heads interviewed in Can Tho confirmed that they were aware of how much they were entitled to receive in compensation and allowances for their

¹² At the end of the monitoring mission, it was learned during the wrap-up meeting that all AHs in Component 3A in Can Tho have already handed over their recovered properties.

¹³ Construction works have not yet started in the locations of these AHs.

¹⁴ This statement seems to contradict the statement in the preceding paragraph that all AHs surveyed in the 2 communes in Can Tho have already received in full their compensation. The 5 AHs (3 in Thoi Thuan and 2 in Vinh Trinh) could be referring to additional claims for compensation that have not yet been decided on.

losses. 9 AH heads said that they were not, and 5 were not sure. In Dong Thap, of the 148 AH heads surveyed, 106 (71.6%) reportedly were aware of the compensation and allowance due them, while 29 (19.6%) said that they were not aware of these, and 13 AH heads were not sure of the same.

51. On whether or not they know where and how to file a complaint if they have grievances: Ten (41.7%) of the 24 AH heads interviewed in Can Tho said that they knew how to file a complaint if they have grievances, while 14 claimed that they were not aware of the grievance redress procedure. In Dong Thap, of the 148 AH heads interviewed, 61 (41.2%) said that they knew how to file a complaint if they have grievances, while 86 (58.1%) claimed that they were not aware of the grievance redress procedure, and 1 AH head said that he was not sure.

52. On whether or not they received a copy of the project information booklet (PIB): Of the 24 AH heads interviewed in Can Tho City, 11 recall receiving their copies of the PIB, while 13 could not remember. In Dong Thap, 115 (77.7%) of the 148 AH heads interviewed recall receiving their copies of the PIB, while 33 (22.3%) could not remember receiving a copy of the PIB.

53. On whether or not they have been attending public meetings on the project: In Can Tho City, all but 1 AH heads claimed to have been attending public meetings organized by authorities about the project. In Dong Thap, 144 (97.3%) of the 148 AH heads interviewed said that they have been attending public meetings about the project.

C. Specific concerns in the TOR of the EM

54. On the specific concerns that the EM is tasked to look into, table below provides a summary of the findings of the mission.

Resettlement Concerns	Status/Comments
Public consultation and disclosure activities	As in the first monitoring report, the EM found evidence of notices of public meetings given to the AHs; results of DMS and the draft and approved compensation plans (CPs) are provided to the AHs. The EM would like to reiterate the need for project authorities to launch a sustained information drive that will ensure that AHs are updated on any developments about the project and on the implementation of resettlement.
Awareness of AP of resettlement rights and entitlements, the grievance redress, resettlement process, and Project schedule	AHs are basically aware of the project and their entitlements. However, as could be gleaned from the responses of AHs surveyed, project authorities should enhance the awareness of the AHs regarding their entitlements and the grievance redress mechanism.
Establishment of market rates for land and non-land assets	Replacement cost study was done in 2012. A licensed property appraiser did a review of the 2012 rates for AHs that received their compensation in 2013. It was found out that the 2012 rates were still valid. The property appraiser however, proposed an increase in the rates for AHs that will receive their compensation in 2014. The PPC of Dong Thap approved in April 2014 the proposed updated compensation rates.
Documentation of impacts and payments made (DMS, compensation documents) as per agreed RPs	DMS was carried out with proper documentation. The CLFD/CDHLF prepare the CPs for approval by the District People's Committee. There is no

Resettlement Concerns	Status/Comments
	evidence to show that compensation plans are not consistent with the entitlements agreed in the updated RPs. Relocating AHs in Can Tho are initially provided 3 months rental allowance, but additional allowances will be given if the 3-month period is not sufficient.
Coordination of resettlement activities with construction schedule	Only a handful of AHs has so far relocated. Relocating AHs are not unreasonably pressured to shift.
Land recovery and transfer procedures	Relocating AHs are not required to hand-over their lands and shift unless they are paid in full their compensation first and that civil works are about to begin in their location. Relocating AHs are provided at least 3 months advance notice to hand-over their affected properties.
Relocation of households, public assets, and sacred structures	As above
Quality of preparation of planned relocation sites	The Long Than 2 Relocation Site is a good alternative to the Vinh Than Relocation site; the latter is simply too far for the relocating AHs. The entrance to the Ward 6 Relocation site will not be ready until August 2014. All other relocation sites are ready for occupancy.
Level of satisfaction of APs with the provisions and implementation of the RPs	AHs that have been paid their compensation are basically satisfied, notwithstanding some questions on levels of compensation for affected residential lands. As stated above, there is an urgent need to get the AHs updated constantly on any developments about the Project and on their resettlement.
Effectiveness and efficiency of grievance redress mechanism (documentation, process, resolution)	Complaints or questions from AHs on the DMS and proffered compensation are being acted upon by CLF/CDHLF. In launching a sustained public information campaign, especially in Component 2 where most of the AHs have not yet received compensation, the AHs should be re-acquainted with the grievance redress process.
Effectiveness, impacts and sustainability of entitlements and rehabilitation measures/income restoration programs, and the need for further improvement, as required	The IRP has not yet been implemented. This will be one of the concerns of the third monitoring mission.
Gender impacts and strategy	The SAP has yet to be fully implemented. This will be one of the concerns of the third monitoring mission.
Capacity of APs to restore/re-establish livelihood and living standards, especially the severely affected, poor and vulnerable households. Assess the assistance and support provided or to be provided to these households	As above
Unanticipated impacts or any resettlement impacts caused during construction activities	None thus far.
Participation of APs in RP planning, updating and implementation	Based on the results of the survey of AHs, there is a need to enhance the level of awareness of AHs about the project resettlement policy, particularly on their entitlements and the grievance redress

Resettlement Concerns	Status/Comments
	procedures.
Institutional capacity, internal monitoring and reporting	CLFD and CDHLF are very adept in the conduct of the DMS and in maintaining records of the results of the DMS and in preparing the CPs of AHs. Staff members of CIPM, CLFD and CDHLF seem very dedicated in their work. DDIS needs to continue providing guidance to CIPM, CLFD and CDHLF on the application of the project resettlement policy.
Channeling of government funds for payment of land, non-land assets and allowances to the affected households (if done transparently, efficiently, and effectively)	To date, only government funds have been used for resettlement. AHs are provided their respective compensation plans. Payment of compensation is done in local government offices and in public.
Restoration/improvement of affected public, communal, and community assets	No problems reported yet.

V. Conclusion

55. In conclusion, the EM would like to call the attention of CIPM, DDIS, CLFD, and CDHLF on issues underscored in the preceding discussions. Remedial actions, as warranted, to improve the implementation of resettlement, including speeding up the implementation of the IRP and SAP, should be adopted. A public information campaign, that includes elucidation of the grievance redress procedures, should be carried out as soon as possible especially in Component 2.

56. The third monitoring mission in December 2014 will look at developments on the implementation of the IRP and the SAP.

VI. Appendices

Appendix 1: Objectives of the Service Assignment of the EM

The terms of reference (TOR) of the EM spells out the objectives of external monitoring as follows:

- a. Verify the results of internal monitoring reports prepared by the CIPM and CLFD of Can Tho City and Dong Thap Province;
- b. Examine whether provision of compensation and other agreed forms of assistance complies with the agreed RPs;
- c. Assess whether supplemental assistance have been provided in accordance with the income restoration programs (IRPs), and the extent to which they have been effective in restoring incomes and living standards of severely affected households;
- d. Assess the effectiveness, impact and sustainable level of resettlement management agencies and procedures;
- e. Propose necessary adjustments in the implementation of the RPs and IRPs to improve implementation effectiveness; and
- f. Carry out financial audit of resettlement wherein ADB loan funds are used.

Specifically, the EM is tasked to look into the following concerns:

- a. Public consultation and disclosure activities.
- b. Awareness of AP of resettlement rights and entitlements, the grievance redress, resettlement process, and Project schedule.
- c. Establishment of market rates for land and non-land assets.
- d. Documentation of impacts and payments made (DMS, compensation documents) as per agreed RPs.
- e. Coordination of resettlement activities with construction schedule.
- f. Land recovery and transfer procedures.
- g. Relocation of households, public assets, and sacred structures.
- h. Quality of preparation of planned relocation sites.
- i. Level of satisfaction of APs with the provisions and implementation of the RPs.
- j. Effectiveness and efficiency of grievance redress mechanism (documentation, process, resolution).
- k. Effectiveness, impacts and sustainability of entitlements and rehabilitation measures/income restoration programs, and the need for further improvement, as required.
- l. Gender impacts and strategy.
- m. Capacity of APs to restore/re-establish livelihood and living standards, especially the severely affected, poor and vulnerable households. Assess the assistance and support provided or to be provided to these households.
- n. Unanticipated impacts or any resettlement impacts caused during construction activities.
- o. Participation of APs in RP planning, updating and implementation.

- p. Institutional capacity, internal monitoring and reporting.
- q. Channeling of government funds for payment of land, non-land assets and allowances to the affected households (if done transparently, efficiently, and effectively).
- r. Restoration/improvement of affected public, communal, and community assets.

Appendix 2: Mission Itinerary

Second External Monitoring Mission (April 22-May 10, 2014)

Date	Time	Activities
April 22, Tuesday	Morning	Arrival of external monitor in Ho Chi Minh City (HCMC)
	15:00 - 17:00	-Meeting with CIPM, along with the DDIS consultants, to explain the objectives of the mission and agree on the itinerary. Get update on the use of ADB loan for resettlement.
April 23, Wednesday	Morning	-Meeting with, and orientation of, survey assistants who will interview randomly selected affected households (AHs) that have already received their compensation and have already been displaced from their properties. -Liaise with concerned staff of CLFD and CIPM in Can Tho and Dong Thap to facilitate the data gathering activities of the survey team in the project site.
	Afternoon	-Production of survey forms (c/o survey assistants) -External monitor with translator to travel to Can Tho City
April 24, Thursday	8:30-11:30	Meeting with the CLFD to discuss the status of land acquisition and resettlement and the resolution of complaints, taking off from the findings of the July 23 – August 8, 2013 first external monitoring mission and the quarterly monitoring reports (2 and 3) of CIPM.
	13:30-14:30	Meeting with the Provincial Department of Agriculture and Rural Development, and the Provincial Department of Labor, Invalid and Social Affairs regarding the status of the income restoration program (IRP).
	15:00-18:00	Visit site of construction yard at Vam Cong Cable-stayed bridge.
April 25, Friday	08:00-12:00	Visit Long Thanh 2 Relocation Site in Thoi Thuan Commune, Thot Not District.
	13:00-17:00	Visit sites of Component 3B (approach road) and construction yard (CY) and talk with randomly selected AHs that are participating in the IRP and other displaced AHs.
April 26, Saturday	08:00	Meet with the survey assistants; transfer field notes and pictures to computer
April 27, Sunday	Afternoon	Travel to Cao Lanh City, Dong Thap Province
April 28, Monday	09:00-11:00	Meeting with the CDHLF to discuss the status of land acquisition and resettlement and the resolution of complaints, taking off from the findings of the July 23 – August 8, 2013 first external monitoring mission and the quarterly monitoring reports (2 and 3) of CIPM.
	13:00-18:00	Visit Vam Cong Cable-stayed bridge construction yard and talk with displaced AHs in Din Anh Commune.
April 29, Tuesday	08:30-12:00	Visit My Tho Relocation Site and talk with relocated AHs. Visit Cao Lanh Cable-stayed bridge construction yard and talk with relocated AHs in Thin Thoi Commune
	Afternoon	Travel back to Ho Chi Minh City
April 30, Wednesday		Prepare dummy tables for use in processing of survey results
May 1, Thursday		Finalize dummy tables for transmittal to survey team; transfer field notes and pictures to computer.
May 2, Friday		Meet with DDIS international resettlement specialist for updated data on land recovery, payment of compensation and allowances, relocation, and grievances; status of implementation of social action plan, HIV/AIDS and human trafficking prevention, and preparation of the implementation of IRP; and other matters.
May 3, Saturday		Report writing
May 4, Sunday		Report writing
May 5, Monday		CDHLF to email to the external monitor copy of the Binh Tan Company compensation plan, and names of AHs and their allocated plots in 5 relocation sites in the province; meeting with Mr. Thanh, team leader of the survey team.
May 6 – 7, Tuesday - Wednesday		Report writing
May 8, Thursday	14:00-15:00	Discuss findings, conclusions and recommendations to CIPM; agree on follow-up actions.
May 9, Friday		Submit report to CIPM
May 10, Saturday		Return flight of Romeo Cleto to Manila

DDIS - Detailed Design and Implementation Support

CIPM - Corporation for Investment, Development and Project Management of Infrastructure
CLFD – Center for Land Fund Development
CDHLF – Center for Development of House Land Fund
PDOT – Provincial Department of Transport

Appendix 3: Key Persons Met

1. Meeting at CIPM office on April 22, 2014 at 15:00 – 17:00
 - Mrs. Dien, Vice Chief for Cao Lanh Bridge, Project Management Division, CIPM
 - Mr. Pierre Arnoux, Resettlement Specialist/Social Development, DDIS Consultants
 - Mr. Chu Duy Tuyen, Resettlement Specialist/Social Development, DDIS Consultants
2. Meeting at Can Tho City CLFD office on April 24, 2014 at 08:30 – 11:30
 - Mr. Ho Van Man, Vice General Director, Can Tho CLFD
 - Mr. Nguyen Trung Doan, Vice Chief for Technical Measurement office, Can Tho CLFD
 - Mr. Tran Thanh Phuong, Department of Transport, Can Tho
 - Mr. Bui Duc Minh, Resettlement Specialist, Component 3 Supervision Consultant
3. Meeting at Can Tho City Department of Agriculture office on April 24, 2014 at 13:30 – 14:30
 - Mr. Nguyen Hien Trung, Vice Director, Center for Agriculture and Aquaculture
 - Mr. Nguyen Anh Thuy, Vice Director, Department of Agriculture
 - Mr. Mai Vuo Quoc, Manager, Finance Division, Department of Agriculture
 - Mr. Tran Quang Khai, DOLISA
4. Meeting at Dong Thap CDHFL office on April 28, 2014 at 09:00 – 11:00
 - Mr. Luu Minh Tri, General Director, Dong Thap CDHFL
 - Mr. Tran Di Hinh, Vice Manager for Resettlement, Dong Thap CDHFL
 - Mr. Nguyen Khanh Hai, Manager of Transportation Management Division, Dong Thap DOT
 - Mr. Bui Thanh Quy, staff, Dong Thap CDHFL
 - Mr. Nguyen Cong Hiep, Resettlement Specialist, DDIS Consultants
5. Wrap-up meeting at DDIS office on 8 May 2014 at 14:00 – 16:30
 - Mr. Dang Ngoc Minh, staff, Cao Lanh Bridge Project Management Division, CIPM
 - Mr. Pierre Arnoux, Resettlement Specialist/Social Development, DDIS Consultants
 - Mr. Chu Duy Tuyen, Resettlement Specialist/Social Development, DDIS Consultants
 - Mrs. Van Ngoc Lan, Gender and Social Development Specialist, DDIS Consultants
6. Affected households (AHs) interviewed in Can Tho
 - Mr. Le Van Beo and Mrs. Nguyen Thi Yen, Long Thanh 2 Relocation Site in Thoi Thuan Commune, Thot Not District
 - Mrs. Nguyen Thi Gai, Long Thanh 2 Relocation Site in Thoi Thuan Commune, Thot Not District
 - Mrs. Tran Ngoc Em, connecting road at Component 3B, Vinh Trinh Commune, Vinh Thanh
 - Mr. Luong Van Thoi, connecting road at Component 3B, Vinh Trinh Commune, Vinh Thanh
 - Mr. Huynh Long Be, access road at Component 3B, Vinh Trinh Commune, Vinh Thanh
 - Mr. Ng Ca Lan, access road at Component 3B, Vinh Trinh Commune, Vinh Thanh
7. Affected households (AHs) interviewed in Dong Thap
 - Mr. Truong Tuan Kiet, Vam Cong Cable-stayed Bridge connecting road, Din Anh Commune

- Mr. Van San, Vam Cong Cable-stayed Bridge connecting road, Din Anh Commune
- Mrs. Truong Thi Kim Loan, Vam Cong Cable-stayed Bridge connecting road, Din Anh Commune
- Mrs. Nguyen Thi Xe, Din Anh Relocation Site
- Mr. Tran Van Luu and Mrs. Nguyen Thi My Hue, My Tho Relocation Site
- Mrs. Tran Thi Dong, My Tho Relocation Site
- Mrs. Nguyen Kim Lan, Cao Lanh Cable-stayed Bridge construction yard, Thin Thoi Commune
- Mrs. Nguyen Kim Don, Cao Lanh Cable-stayed Bridge construction yard, Thin Thoi Commune

Appendix 4: Field Notes and Recommendations

(Discussed with CIPM and DDIS consultants on 8 May 2014)

A. Information gathered from April 22 meeting with CIPM and May 2 meeting with the DDIS international resettlement /social development specialist:

1. Specialists on board for the project:

- a. National resettlement specialists: Mr. Chu Duy Tuyen and Mr. Nguyen Cong Hiep have been hired by the DDIS consulting firm for the Central Mekong Delta Connectivity Project (CMDCP). Mr. Tuyen has been on-board even during the updating of the RPs for Dong Thap and Can Tho; however, Mr. Hiep joined the project only in April 2014. The construction supervision consultant of the Vam Cong Bridge (Component 3) also has a resettlement specialist, Mr. Bui Duc Minh, who was also recruited only the past few months. The national resettlement specialists have been very helpful in the preparation and updating of data on the AHs, including liaising with local authorities and AHs for the holding of meetings and consultations. There is a need, though, for the international resettlement/social development specialist to enhance the level of understanding of the national resettlement specialists on the objectives, principles, and procedures relating to the project resettlement policy, in particular, and to the safeguards policies of international development agencies, such as the ADB and WB, in general.
- b. HIV/AIDS and Human Trafficking Prevention Program (HIV/AIDS-HTPP) specialists: Mr. Alistair Briscoe and Ms. Phuong were mobilized only in April 2014 due to the following reasons: (i) MOT approved the additional budget for the program in February 2014 only; (ii) the original budget proposal did not have a position for an international specialist, so a variation order was required before DDIS could hire one; and (iii) the variation order was approved only in early April 2014.
- c. Gender and social development specialist: Ms. Van Ngoc Lan is a member of the team of specialists under the contract of DDIS for Part B (i.e., Implementation and Supervision Phase). She has been working for the project on a part-time basis since November 2013. She has been working for both the SAP (such as the preparation of information booklets for affected stakeholders at the ferry crossings, and assisting the Women's Union in the conduct of focus group discussions with vulnerable AHs) and the conduct of the detailed needs assessment (DNA) in connection with the preparation for the implementation of the IRP.
- d. International resettlement/social development specialist: Mr. Pierre Arnoux mobilized in March 2013. Between March and December 2013, Mr. Arnoux already used up 4 man-months of his contract. Although the NTP for Part B of DDIS' contract was issued only in November 2013, Mr. Arnoux had to be mobilized on an intermittent basis starting in March 2013 to finalize the implementation plans of the SAP and HIV/AID-HTPP, including the terms of reference (TOR) and budget of the DNA for the income restoration program (IRP). He was mobilized again at the end of February 2014 at the time of an ADB loan review mission. Mr. Arnoux would have wanted to be mobilized in January 2014 to follow-up on the resettlement implementation. However, CIPM wanted Mr. Arnoux to use his man-months sparingly and in accordance with total man months approved in the Consultant Contract. He only has 12 man-months under Part B of DDIS' contract. And up to 9 May 2014, Mr. Pierre already used up 6.53 man-months (including 2.50 man-months of advance mobilization of Part B).
- e. During the absence of Mr. Arnoux, the CIPM directed Mr. Chu Duy Tuyen to manage the implementation of resettlement, specifically, working with the respective People's

Committee of Can Tho and Dong Thap for the formation of the Steering Committee of Dong Thap and the Working Groups of Can Tho and Dong Thap, bodies responsible for planning and implementing the IRP; and to follow-up the findings and recommendations of the 10-19 September 2013 ADB Review Mission.

Issue:

- The external monitor would like to believe that CIPM should heed the professional assessment of Mr. Arnoux regarding the timing and length of his inputs for the project.

2. Status of IRP preparation and implementation:

- a. Can Tho: The Steering Committee (SC) was formed on 24 December 2013, and the Working Groups (WGs) on 20 January 2014. There are 186 AHs eligible to participate in the IRP in the 2 project-affected communes in Can Tho (i.e., Thoi Thuan and Vinh Trinh). 2 IRP planning workshops have been held; the first on 6 March 2014 for AH in Thoi Thuan, the second on 17 March 2014 for AHs in Vinh Trinh. Each workshop followed this format: (i) discussion of the IRP concept, objectives, principles, support levels to eligible AHs; (ii) the 2 Working Groups (i.e., Agriculture Activities and Training and Small Business Activities) each described the proposed activities under their respective areas of concern' (iii) open forum for participating AHs to raise questions and seek clarifications; (iv) distribution of questionnaire on preferred IRP activities of the AHs. The questionnaires were retrieved by the WGs during and after the workshop and the CLFD has already tabulated the answers to the questionnaire. HH who couldn't join the workshops were met individually. On 9 May 2014, CIPM and DDIS met with the SC and WGs to discuss the tabulated responses to the questionnaire and finalize the list of activities for the IRP and the support level amount. DDIS will prepare by June 2014 the detailed IRP implementation plan that includes the IRP activities of the AHs and budgetary requirements. The detailed IRP implementation plan plus budget will need the approval first of CIPM and the Can Tho City People's Committee before this is endorsed to ADB for concurrence. The IRP will be implemented starting in July-August 2014 over a period of 2 years. Funds for the IRP implementation will be drawn from the ADB loan. The flow of funds is as follows: ADB to CIPM imprest account, then to the account of CLFD.¹⁵ Funds for income restoration activities in Can Tho city for Stage 2 of IRP (to be carried out by the HHs and Local Authorities) were not determined, but in Dong Thap these funds were determined from the ADB loan. Therefore, Cuu Long CIPM requests the ADB/DFAT also to determine funds for income restoration activities in Can Tho city (carried out by the HHs and Local Authorities – Stage 2) from the ADB Loan. And the Detailed Plan and Detailed Costs for Stage 2 (carried out by HHs ad Local authorities) will be submitted to Provincial People's Committees for approval. The Detailed Plan and Detailed Costs for Stage 2 (carried out by DDIS Consultant) will be submitted as a Variation Order under the DDIS' Contract to ADB and MOT for approval. This approach should be finalized during the PCC meeting in June 2014.
- b. Dong Thap: The Steering Committee (SC) was established on 14 February 2014, and the Working Groups (WGs) on 24 March 2014. In the first week of April 2014, a meeting, chaired by the Director of CHDLF, of the Steering Committee and the Working Groups was held to discuss the IRP program, its objectives and methodology. Another meeting, on 14 April 2014, was held; chaired by the PPC's Vice Chairperson. During That meeting, the Vice Chairperson of the PPC expressed full support for the program.

¹⁵ The same steps and decision flow in the preparation of the detailed IRP implementation plan of Can Tho will be carried out for Dong Thap.

On 24 April 2014, the follow-up meeting of the Steering Committee and Working Groups chaired by the CHDLF got stalled on the budget and entities responsible for carrying out the detailed needs assessment (DNA), and on the monetary equivalent of IRP support to be provided to each eligible AH based on severity of losses. That meeting was supposed to discuss already the various IRP activities that participating AHs could choose from. At the conclusion of that meeting, it was resolved that a smaller group will meet again on May 6, 2014 to agree on the (i) monetary equivalent of IRP support to be provided each eligible AH based on severity of losses, and (ii) IRP activities and budgetary requirements of each activity. Mr. Arnoux still hopes to hold the DNA workshops with the AHs in May 2014. While there are only 8 project-affected communes in Dong Thap (i.e., An Binh, Ward 3, Tinh Thoi, Tan My, My An Hung B, Binh Thanh Trung, Binh Thanh, and Dinh An), it is anticipated that 13 workshops will be held due to the number of participating AHs (1,188); 2 workshops will be held for 5 of the project-affected communes. Following the holding of the workshops, the detailed IRP implementation plan will be finalized in July 2014 for approval by CIPM.

Issues:

- Delay in the conduct of DNA: The conduct of the detailed needs assessment (DNA) is the first step towards finalizing and implementing a responsive IRP for the severely affected and vulnerable AHs. However, the DNA could not be carried out even after ADB approved on 22 July 2013 the terms of reference (TOR) and budget for the DNA due to a number of reasons. First, the Ministry of Transport (MOT) on 2 October 2013 approved a smaller budget, slashing operational costs (e.g., office supplies and allowances of participants) and the salaries for 2 national resettlement specialists and 1 national gender and social development specialist. From the proposed rate of \$3,000 a month per national specialist, MOT slashed this to \$1,200 a month in its October 2013 decision. The rates used for the same positions in DDIS' contract for Part B (i.e., **Implementation and Supervision Phase**). Subsequently, CIPM on 15 November 2013 submitted to MOT a revised budget estimate for the DNA with an appeal to reconsider the decision to slash the rates of the national specialists.

Second, even after MOT gave its concurrence to the revised budget for the DNA (i.e., with decreased operational costs but restoring the salaries of the national specialists to their original level), the DNA workshops could not be held right away. During the meeting held by CIPM and DDIS with the People's Committees (PCs) of Can Tho City and Dong Thap Province, where they were briefed about the IRP and DNA on 28 November 2013, the PCs pledged to set up their respective SC and WGs by 10 December 2013. This did not happen, however. To expedite the formation of the SCs and WGs, the DDIS even drafted the decision for the creation of the same. Can Tho's SC was established on 24 December 2013, and the WGs on 20 January 2014. On the other hand, Dong Thap's SC was created on 14 February 2014, and the WGs on 24 March 2014.

The action taken by MOT to the DNA budget resubmitted by CIPM in November 2013 was no longer mentioned in the internal monitoring report number 3 because, as early as November 2013, CIPM and DDIS already knew that the proposed monthly rates of the national specialists would no longer be slashed and that the reduced costs of other items in the DNA budget (e.g., allowances for participants, office supplies, etc.) were acceptable. To save time, even without first waiting for the concurrence of MOT to the resubmitted DNA budget, the CIPM and DDIS in the internal monitoring report number 2 (dated November 2013) reportedly laid out a detailed implementation plan for the conduct the formation of the SCs, the WGs, and

the conduct of the DNA. The MOT gave its concurrence to the additional DNA budget on 10 December 2013.

Notwithstanding, the external monitor cannot understand why the internal monitoring report number 3 was silent on any difficulties encountered during the formation of the SCs and WGs in Can Tho and the holding of the initial DNA workshops in Can Tho.¹⁶ The internal monitoring reports are not lacking in details regarding the status of resettlement implementation. The reports lack, however, a section that discusses key problems or issues encountered by the various groups involved in resettlement implementation, including the DDIS.

WU has been participating in the DNA starting February 2014 in Can Tho, and in April 2014 in Dong Thap. Specifically, the WU has been assisting in the holding of workshops, being also a member of the SCs and WGs. WU has also held focus group discussions (FGD) with vulnerable AHs in Can Tho City. However, the contracts of WU and personnel from other government offices that are involved in the DNA and IRP have a problem. The contracts have a provision for them to receive compensation other than allowances. Dong Thap rules do not allow for government personnel to claim their salaries from their respective offices if they also receive salaries for participating in the DNA and IRP. Can Tho SC however agreed with the proposed contract and the contract will be signed soon (with CFLD). Moreover, the time inputs personnel from the WU and government offices involved in the DNA have been underestimated by DDIS in Dong Thap Province. With the number of participating AHs in the DNA and IRP, these personnel will have to spend more time and/or efforts in the conduct of the workshops for the DNA. In the meantime, DDIS can only pay said personnel per the approved MOT budget. A revised budget for DNA (VO under DDIS's Contract) is under preparation by DDIS for Dong Thap Province. It is expected that pending the preparation and approval of this revised budget, the activities related to the IRP will continue to be implemented.

- Delay in the implementation of the IRP: Because of the delay in the formation of the SCs, WGs and issuance of Manual on DNA and IRP Implementation, the DNA, which is the first important in planning out an acceptable IRP program for the participating AHs, could not be carried out as soon as possible. It should be remembered that the granting of the (rice) life stabilization allowance and the IRP are linked to each other. Life stabilization allowance is intended to support the AHs during the rehabilitation of the livelihoods of the AHs. It is generally assumed that severely affected AHs would require 1 to 2 cropping cycles to be able to re-establish or rehabilitate their livelihoods. Any delay, therefore, in the implementation of the IRP would require the extension of the period covered by the life stabilization allowance.¹⁷

A check with the records show that the AHs at the Vam Cong Bridge and Cao Lanh Bridge sections in Components 1 and 3 received their compensation in 2012 (July 2012 for Dinh An C3; and November 2012 for Tan My C1 and Tinh Thoi C1). The AHs in these sections were served the notice to hand-over their recovered lands in August 2013, and were given up to 3 months to hand-over the same. The delay in

¹⁶ Notwithstanding that the matter had already been discussed with ADB and DFAT during the February 2014 loan review mission.

¹⁷ AHs affected by the loss of 10%-70% of productive land are each entitled to a cash grant equivalent to 30 kg of rice per member per month for a period of 6 months if not relocating, and for a period of 12 months if relocating. AHs affected by the loss of more than 70% of productive land are each entitled to a cash grant equivalent to 30 kg of rice per member per month for a period of 12 months if not relocating, and for a period of 24 months if relocating. The AHs are likewise entitled to participate in the IRP.

the order to hand-over the recovered lands was due to the delay in the issuance of notice to proceed (NTP) to the civil works contractors to begin constructing at the sites.¹⁸ Therefore, the time that elapsed between the month the AHs received compensation and the period they had to surrender their recovered properties was practically 1 year. During this time, the AHs could have invested the compensation received (some of whom were reported to have in fact bought replacement plots) while at the same time still deriving benefit from the produce or use of the lands that government has already paid compensation for. In view of the aforementioned, it can be safely said that the present delay in the implementation of the IRP is still within the period covered by the life stabilization allowance. Project authorities should be reminded though that any further delay in the implementation of the IRP might require a corresponding addition in the life stabilization allowance given to the AHs.

Dates of payment of compensation and issuance of notice to hand-over

Commune	Date of compensation	Official letter to handover	Date of ROW clearing (Within 3 months after official letter to hand-over)	Remarks
Dinh An C3	9 -10-11 July 2012	8 August 2013	August to October 2013	On 08 August 2013, CHLFD issued Notice No.928/PTNĐ-PTQĐ to request HHs in Dinh An commune to handover land
Tan My C1	9- 12- 13 November 2012	8 August 2013	August to October 2013	On 08 August 2013, CHLFD issued Notice No.927/PTNĐ-PTQĐ to request HHs in Tan My commune to handover land
Tinh Thoi C1 (first group compensated in CW3)	November 2012	8 August 2013	August to October 2013	On 08 August 2013, CHLFD issued Notice No.929/PTNĐ-PTQĐ to request HHs in Tinh Thoi commune to handover land

3. Status of SAP implementation:

- a. The implementation plan of the SAP, which includes the HIV/AIDS and Human Trafficking Prevention Program (HIV/AID-HTPP), was approved by ADB a year ago in April 2013. However the HIV/AID-HTPP was prepared as a stand-alone document with an independent budget. MOT gave its concurrence to the SAP (without the HIV/AIDS-HTPP component) on 9 July 2013 with a much lower budget (from the \$90,531 amount approved by ADB down to \$70,225). MOT stood pat on its decision to reduce the budget of the SAP despite the numerous letters of appeals from CIPM. On 14 February 2014, MOT informed CIPM that the revised SAP budget the latter submitted on 7 January 2014 was not acceptable. CIPM and DDIS have since then accepted the fact that they simply have to make do with the \$70,225 MOT-approved budget so as not to further delay the implementation of the SAP.
- b. Mr. Arnoux told the external monitor that the cut in the budget of the SAP would not have much impact on the target objectives and goals of the SAP. He explained that the cuts were made in the amount of allowances of participants and accommodation of lecturers to be engaged in gender capacity building activities, the number of participants, and budget for office supplies, etc. In lieu of outside lecturers for the gender capacity building activities, CIPM and DDIS that specialists from the supervision consultants would handle the capacity building lectures. Other than the

¹⁸ NTP for the civil works contractor of Vam Cong Bridge was issued on 26 November 2013, while the NTP of the civil works contractor for Cao Lanh Bridge was issued on 25 March 2014.

(HIV/AIDS-HTPP) and the gender capacity building activities for the Women's Union, the other components of the SAP are (i) counseling of AHs on how to use their compensation money and cash allowances; (ii) checking on the situation and needs of relocated AHs; (iii) collaboration in the conduct of the DNS for the IRP; and (iv) information disclosure and IRP planning and implementation for persons whose livelihoods will be adversely affected by the closure of the ferry crossings.

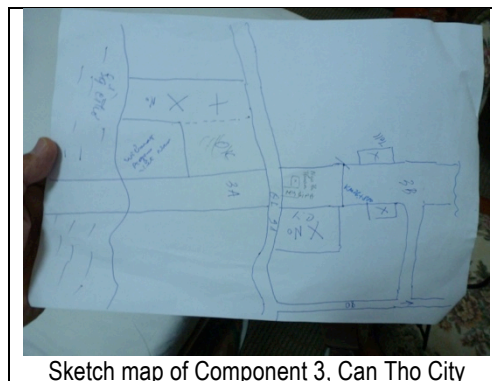
- c. Mrs. Lan, the gender and social development specialist, has helped in the preparation and distribution of information pamphlets about the project for stakeholders at the ferry crossings. The WU, even without a contract yet under the SAP but with the use of budget from the DNA, has helped in providing advice to AHs on the proper use of their compensation monies and cash allowances. The WU missed, however, a number of AHs that received their compensation and cash allowance earlier than December 2013. The contract of the WU under the SAP has yet to be signed, but the organization, along with Mrs. Lan, have already started the holding of focus group discussions with vulnerable AHs to look into their situation for appropriate action.

Issue:

- At the bottom of the issue relating to the delay in the full implementation of the SAP does not lie on the protracted negotiation of the budget for the SAP. The crux of the problem lies in the fact that the budgets for the various components of the SAP are to be sourced from different funding sources. Components 1 and 2 of the SAP (i.e., financial counseling of relocated Ahs, assistance in the DNA) are to be funded from the IRP. As explained earlier, the implementation of the IRP was delayed for a number of inter-related reasons. Component 3 (IRP for Ahs to be displaced in the ferry crossing)¹⁹; Component 5 (capacity building for organizations, such as the WU); and Component 6 (employment of members of the AHs during construction) are to be funded by the SAP budget. Component 4 (HIV/AIDS-HTPP) has its own budget. A delay in any of the components for whatever reason would impact the implementation of the entire program.

B. Information gathered from April 24 meeting with CLFD of Can Tho City

1. Scope of land acquisition: From the original estimate of 36.15 ha needed for the construction of the Vam Cong Bridge (Components 3A and 3B in the Can Tho project), the amount of land needed for the bridge is down to 28.51 ha. The reasons for the big reduction in land acquisition were (i) the deletion from the project of the construction yard and tollgate area in Component 3B (approach road to the bridge before National Road 91), and (ii) the reduction in the area of the construction yard in Component 3A.



Sketch map of Component 3, Can Tho City

¹⁹ The IRP for APs who will be displaced from their sources of incomes at the ferry crossings could only be planned and finalized about a year before the completion of the bridges. Until then, it is not known who are the APs.

There are 257 affected households and 17 firms/institutions affected by the loss of infrastructure (electric line, water lines etc.) in Can Tho. Of the 257 AHs, the compensation plans (CPs) of 255 AHs have already been approved. The CPs of the 20 other AHs are still being processed. Of the 17 firms/institutions, the documentation of affected assets of 5 has already been completed and their CPs approved. One of these firms with an approved CP is the Wilmar Agro Vietnam, located at the bridge section (km 26+800). Some facilities of the company, such as water lines, are affected by the project. Meanwhile, documentation of the affected assets of the other 12 firms/institutions has not yet been prepared.

<p>March 18, 2014 letter of company requesting for compensation in the amount of [REDACTED] for affected facilities</p>	<p>March 27, 2014 letter of CLFD inviting the company to pick-up its compensation in the amount of [REDACTED] for affected facilities.</p>

Another company, Gentraco, located at the bridge section at km 26+800 on the right hand side of the ROW (i.e., across the bridge from the location of Wilmar Agro Vietnam), has submitted a request to CIPM that the whole area of the company be acquired by the project because it is within the 150 m safety corridor of the bridge. The letter of the company has since been forwarded to MOT for decision. No decision on the matter has yet been issued by MOT.

Issues:

- This is a double-edged issue. Per decision already promulgated by higher authorities, the safety corridor restriction will not be enforced in the CMDCP until phase 2 of the project, the timing of which yet uncertain. Acquiring the entire property of Gentraco at this stage would mean (i) payment of compensation for affected fixed assets at replacement cost and business stabilization allowance (as per entitlement matrix), in addition to moving allowance, for the company owners; and (ii) stabilization allowance for displaced employees (as per entitlement matrix), in addition to eligibility to

participate in the project's income restoration program (IRP) for those that will lose their jobs permanently. The issue is: why apply the safety corridor edict now when it not going to be enforced yet in the foreseeable future? It was learned during the meeting with CLFD that Gentraco owners are actually ruling the fact the entrance to their company would be disturbed, probably needing altering, because project will acquire a portion of the side of the company close to its gate. If this is true, the external monitor finds the convenient excuse of Gentraco to be capricious which has serious implications on resources for resettlement, not to mention that this would set precedent for other companies in similar situation to emulate (see discussion on the case of the Binh Tan Company in Dinh An Commune, Component 3 under Dong Thap Province). The company could easily alter the entrance to its premises.

2. **Status of payment of compensation:** The amount due to the 255 AHs and 4 firms/institutions (i.e., without including the compensation of Wilmar Agro Vietnam) is VND152,588,036,505, net of an additional amount of 18,124,265,017 for administrative costs and contingencies. However, only VND142,825,822,352 has been disbursed or paid to AHs. The balance of VND9,762,214,153 remains in the state treasury; the amount is for AHs that have pending complaints and those whose ownership over the affected properties have yet to be cleared. Most of the AHs that already received their compensation are from Component 3A. The latest updated list of AHs that have yet to receive their compensation is provided below:

List of AHs that have not yet received compensation

No	Full Name	Address	Notes
1	Võ Văn Sửu	Số 1388, KV Thới Thạnh, phường Thới Thuận, Q. Thốt Nốt, TP. Cần Thơ.	Overlap on compensation between Industrial Zone and Vam Cong project
2	Trần Văn Đình	1391, KV Thới Thạnh 1, P. Thới Thuận, Q. Thốt Nốt, TP. Cần Thơ.	Complaining on compensated cost
3	Hộ Nguyễn Thị Bay	P. Thới Thuận, Q. Thốt Nốt, TPCT.	Complaining on compensated cost
4	Nguyễn Thị Minh Nguyệt	P. Thới Thuận, Q. Thốt Nốt, TPCT.	Complaining on compensated cost
5	Nguyễn Kinh Luân	P. Thới Thuận, Q. Thốt Nốt, TPCT.	Complaining on compensated cost
6	Nguyễn Thị Minh Chi	KV Thới Bình, P. Thới Thuận, Q. Thốt Nốt, TPCT.	Complaining on compensated cost
7	Lê Tấn Lực	Khu vực Thới Hòa 2, P. Thới Thuận, Q. Thốt Nốt, TP. Cần Thơ.	Informed to invite to receive money
8	Lê Thị Thu Vân	Khu vực Thới Hòa 2, P. Thới Thuận, Q. Thốt Nốt, TP. Cần Thơ.	Informed to invite to receive money
9	Nguyễn Văn Đình	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, TP. Cần Thơ.	Complaining on compensated cost
10	Hộ Phạm Thanh Tùng	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, TP. Cần Thơ.	Adjusting compensation document
11	Nguyễn Ngọc Mạnh	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, TP. Cần Thơ.	Adjusting compensation document
12	Trần Văn Thanh	129, Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, TP. Cần Thơ.	Informed to invite to receive money
13	Nguyễn Thị Như Ngọc	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, TP. Cần Thơ.	Improving compensation document
14	Trần Thị Thu	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, thành phố Cần Thơ.	Conflicting and arguing
15	Lương Văn Thới	Nước ngoài	Adjusting compensation document
16	Hộ Trần Ngọc Em	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, TP. Cần Thơ.	Conflicting and arguing
17	Nguyễn Văn Liêm	Vĩnh Tiến, thị trấn Vĩnh Thạnh, huyện Vĩnh Thạnh.	Adjusting compensation document
18	Phạm Thanh Đình		Adjusting compensation document
19	Lê Văn Mười	Ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh, thành phố Cần Thơ.	Adjusting compensation document
20	Mai Anh Tuấn	143 ấp Vĩnh Long, xã Vĩnh Trinh, huyện Vĩnh Thạnh	Adjusting compensation document

SOURCE: National resettlement specialist for Can Tho, 30 April 2014.

Status of Compensation, Can Tho City

CP	Commune/ Ward	Affected Area (ha)	Affected HH	AHs that received compensation	AHs that didn't receive compensation	HH that handed-over their land
Component 3						
CW3A ^a	Thoi Thuan	18.78	191	? ²⁰	?	110 ^b
CW3B	Vinh Trinh	9.73	66	?	?	No data (ND)?

²⁰ Mr. Minh, national resettlement consultant for the Vam Cong Bridge project component was supposed to provide the data.

Total Can Tho City	28.51	257	237	20	
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SOURCE: International resettlement/social development specialist, 5 May 2014.

^aConstruction works have already started.

^bSection from Hau River to Km 26+800 (CW3A) handed over 100%. Currently, package CW3B (including a part of Thoi Thuan ward and Vinh Trinh commune) started to hand over; data not available yet.

3. **Status of relocation:** There are 99 relocating AHs in Can Tho. Of this number, 90 AHs are affected by the total loss of houses built on recovered land. The 9 other AHs are affected by the loss of their residential lands but with no house affected; they are, nonetheless, entitled to buy a plot in the relocation sites.

Of the 99 AHs entitled to buy a plot in the relocation site, 37 AHs are from Component 3A and 62 AHs are from Component 3B. However, 21 AHs from Component 3A and 6 AHs from Component 3B have opted to relocate by themselves (i.e., self-relocating). In Don Thap each self-relocating AH is entitled to get a 45 million VND allowance. In Can Tho, the allowance for self-relocation depends on the official land use classification of the recovered land and on the tenure status of the AH. Relocating AHs that lose their houses on officially classified residential lands are provided a self-relocation allowance of VND1 million/m² up to 150 m² in Thoi Thuan District and VND900,000/m² in Vinh Thanh District. Relocating AHs that built their totally affected houses on agricultural lands are provided self-relocation allowance of VND30 million in Thoi Thuan Ward and VND27 million in Vinh Trinh Commune. Relocating AHs who built their totally affected houses on somebody else's land are entitled to a self-relocation grant of VND30 million in Thoi Thuan Ward and VND27 million in Vinh Trinh Commune.

The remaining 16 AHs (i.e., excluding the 21 AHs that have opted to self-relocate) in Thoi Thuan Ward that are eligible to get a plot in the relocation sites have chosen to move to the Long Than 2 Relocation Site, located at Thot Not Ward, Thoi Thuan Town, approximately 6 km from the project area. This relocation site was constructed in 2005 for another project. There are 40 plots available for households affected by the Central Mekong Delta Connectivity Project (CMDCP). The plots for the AHs range from 90 m² to 100 m². The land use prices of plots in Long Thanh 2 are as follows: (i) VND1.7 million/m² for the first 150 m² (beyond 150 m², the cost of land is VND2.2 million/m²) for relocated AHs whose entirely affected houses were built on residential land; (ii) VND2.2 million/m² for up to 60 m² (beyond 60 m², the cost of land is VND2.7 million/m²) for relocated AHs that built their entirely affected house on somebody else's land. At present, 4 AHs have already constructed their homes in the relocation site. Because the relocation is ready for occupancy, AHs who opted to go to the site are each entitled to a rental allowance of 3 months only. AHs who delay the construction of their houses and transfer to the relocation site will not be provided additional rental allowance.

Issue:

- The 4 relocated AHs have not yet received their rental allowance to date.

Among the 56 AHs (i.e., excluding the 6 AHs that have opted to self-relocate) in Component 3B in Vinh Trinh Ward that are entitled to a plot in the relocation sites, none has yet relocated. The choices available to these AHs are the Long Than 2 Relocation Site and Thoi Thuan Relocation Site.

Issue:

- It was learned from CLFD that the main obstacle to an agreement between the Industrial Zone Management Board of Thoi Thuan Relocation Site and the Can Tho City People's Committee lies on the fact that city government does not have the money to pay in advance for the plots that will be allocated to AHs wishing to relocate to the

site. CIPM should probably consider using loan funds for this purpose. Construction in Component 3A commenced in November 2013, which is why clearing of the project ROW in Component 3A began in August 2013 and AHs have been relocating. CLFD said that the clearing of the ROW in Component 3B is expected to commence in the third quarter of 2014. Before this happens, project authorities should have already concluded an agreement with the Industrial Zone Management Board for the transfer of AHs to the site.

Status of Relocation, Can Tho City

CP	Commune/ Ward	Affected HH	AHs that need to relocate				HH that already relocated	
			Opted for self- relocation	Opted to relocate in RS	Not yet decided	Total	Self- relocated	In RS
Component 3								
CW3A ^a	Thoi Thuan	191	21	16	?	37	15	16
CW3B		Vinh Trinh	66	-	-	56 ²²¹	62	6
Total Can Tho City		257	21	16	62	99	21	16

SOURCE: International resettlement/social development specialist, 5 May 2014.

^a Construction works have already started.

4. **Grievances:** Over the past year, a total of 33 complaints have been filed with the CLFD. 13 of these grievances pertain the amount of compensation proffered by CLFD, while 15 complaints relate to the need for verification of the results of the DMS of affected assets. Table below is the updated status of these complaints.

Status of Grievance Resolution

Full Name	Address	Content of complaint/requirement	Date of complaint receiving	Result of solving	Notes
Nguyễn Văn Dũng		Compensation cost	26/12/2012	Writing of solving 220/BC-TTPTQĐ date 18/3/2013	
Nguyễn Thị Hạnh	1388 KV Thới Thạnh 1, p Thới Thuận, q Thốt Nốt	Requirement of verifying (land area)	12/3/13	Solving	
Ngô Thị Thuần	KV Thới Thạnh 1, p Thới Thuận, q Thốt Nốt	Requirement of verifying (land and structure)	12/3/13	Solved	
Mai Phú Lợi + Nguyễn Thị Kim Chi	KV Thới Thạnh 1, p Thới Thuận, q Thốt Nốt	Compensation cost	12/2/13	Writing of solving 689/TTPTQĐ-KTKĐ date 01/7/2013	Received money and hand over land
Huỳnh Văn Đạt	Ấp Vĩnh Long, xã Vĩnh Trinh, H Vĩnh Thạnh	Compensation cost	12/3/13	Writing of solving 410/TTPTQĐ-KTKĐ date 04/4/2013	
Nguyễn Hữu Sơ	636/42B p Thới Thuận 1, q Thốt Nốt	Compensation cost	12/3/13	Solved	
Lê Thị Thanh Thúy	KV Thới An 3, P Thuận An, q TN	Compensation cost	18/2/2013	Writing of solving 409/TTPTQĐ-KTKĐ ngày 04/4/2013	
Cao Thị Năm	KV Thới Thạnh 1, p Thới Thuận, q Thốt Nốt	Requirement re-DMS	22/3/2013	Solving	
Võ Thành Dương	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Requirement of verifying (structure)		Solving	
Trần Văn Dũng		Compensation cost	10/6/13	Solving	
Lê Thị Thanh Thúy	KV Thới An 3, P Thuận An, q TN	Requirement soon received money	6/11/13	Solved	
Ngô Thị Thuần	KV Thới Thạnh 1, p Thới Thuận, q Thốt Nốt	Requirement to buy plot of resettlement	10/12/13	Solved	
Trần Ngọc Em	Ấp Vĩnh Long, xã Vĩnh Trinh, H Vĩnh Thạnh	Requirement soon received money	18/12/2013	Solving	

²¹ Mr. Minh, national resettlement consultant for the Vam Cong Bridge project component was supposed to provide the data.

Full Name	Address	Content of complaint/requirement	Date of complaint receiving	Result of solving	Notes
Huỳnh Văn Đạt	Ấp Vĩnh Long, xã Vĩnh Trinh, H Vĩnh Thạnh	Compensation cost	2/20/14	Solving	
Nguyễn Hữu Sơ	Phường Thới Thạnh 1, xã Thới Thuận, quận Thốt Nốt	Compensation cost	13/9/2012	Solved	
Trương Nhứt Sơn	Ấp Vĩnh Long xã Vĩnh Trinh, huyện Vĩnh Thạnh.	Compensation cost	12/3/13	Writing of solving 349/TTPTQĐ-KTKĐ date 25/3/2013	
Cao Thị Hoa	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Compensation cost	12/3/13	350/TTPTQĐ-KTKĐ ngày 25/3/2013	
Nguyễn Ra Băng (Ủy quyền của Nguyễn Bá Tùng)	KV Thới Bình, p Thới Thuận, Q. Thốt Nốt	Requirement of verifying (land type)	12/3/13	Solved	
Nguyễn Thị Lệ Hà	Ấp Vĩnh Long xã Vĩnh Trinh, huyện Vĩnh Thạnh.	Requirement: to acquire remaining land area 299 m ²	12/3/13	Not yet solved	
Nguyễn Văn Sáu, Nguyễn Thị Nết	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Requirement of verifying (land, house)	12/3/13	Solving	
Nguyễn Thị Yến	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Requirement re-DMS and compensation cost	12/3/13	Solved	
Võ Văn Cáp	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Requirement of verifying (land type)	12/3/13	Solved	
Ngô Thị Nhông		Requirement of verifying (land type)	12/3/13	Solved	
Lương Hoàng Nam Tước	Ấp Vĩnh Long, xã Vĩnh Long, huyện Vĩnh Thạnh	Compensation cost	12/3/13	Solved	
Lê Thị Thanh Thủy, Nguyễn Đức Thắng	KV Thới An 3, p Thuận An, q Thốt Nốt	Requirement of verifying (land area)	12/3/13	Solved	
Nguyễn Thanh Biên	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Requirement of verifying (land area)		Solved	
Phan Thái Nhân	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Compensation cost		Solved	
Lê Thị Phi	KV Thới Hòa 2, p Thới Thuận, Q. TN	Requirement of verifying (structure and trees)		Solving	
Nguyễn Thị Minh Nguyệt	Ấp Thới Bình, phường Thới Thuận, q Thốt Nốt, TPCT	Requirement re-DMS and compensation cost		Solving	
Đặng Thị Ngọc Bích	Long Thạnh 1, Q. Thốt Nốt	Requirement	1/4/13	Solving	
Nguyễn Quang Luân	KV Thới Thạnh , p Thới Thuận, Q. TN	Requirement: to acquire remaining land area	5/4/13	Not to acquire more	
Châu Ngọc Thảo	Phường Mỹ Thạnh, TP Long Xuyên	Requirement: to acquire remaining land area	5/6/13	Solving	
Nguyễn Văn Hùng	KV Thới Thạnh 1, p Thới Thuận, Q. TN	Compensation cost	10/6/13	Solved	

C. Information gathered from April 28 meeting with CDHLF of Dong Thap

- CDHLF did not prepare a written. Hence, the notes taken from the meeting were based mainly on a freewheeling discussion of the general status of resettlement implementation and in response mainly to the questions asked by the external monitor. In the course of the 2 hour meeting, it was agreed that DDIS (through its national resettlement specialist, Mr. Nguyen Cong Hiep, would email to the external monitor collated data on the scope of land acquisition, status of payment of compensation, status of receipt and resolution of grievances, and status of relocation of AHs. For its part, CDHLF agreed to email to the external monitor by May 5, 2014 a copy of the compensation plan (CP) of the Binh Tan Company (located at Vam Cong Bridge, Component 3, Anh Bin Commune), and the names of AHs with plots allocated already in 5 relocation sites in the province.
- The bits of information gathered during the meeting are summarized as follows:
 - Status of payment compensation: All AHs in Component 3 side of Dinh An Commune (Vam Cong Bridge) have been already been paid their compensation.

At the interchange in An Binh Commune, the reason why 10 AHs have not yet received their compensation is due to complaints raised by the AHs, and not due to the in-

availability of funds. Grievances in Component 1 are targeted for resolution in May 2014.

Payment of compensation has not yet commenced in Component 2 (i.e., part of Tan My Commune, My An Hung B Commune, Binh Thanh Trung Commune, Binh Thanh Commune, and part of Dinh An Commune). Payment of compensation in Component 2 is hoped to commence in May 2014 when loan funds from ADB become available.

- b. Unit rates used in compensation: The unit rates of compensation (prepared in 2012) of AHs in An Binh Commune and Ward 3 that received their compensation at the end of 2013 were not revised because the independent property appraiser (SIAC) hired by the government reported in their study that the rates of 2012 were still valid in late 2013.²² For Component 2, where compensation has not yet been given, the recommended rates of SIAC, based on the replacement cost study (RCS) it conducted in December 2013, had been submitted to the Provincial People's Committee (PPC) for approval. On 26 April 2014, the PPC gave its approval to the rates proposed.
- c. Status of land handover: All AHs in Thin Thoi Commune have already handed-over their affected lands.
- d. Status of transfer to the relocation sites: All AHs in Thi Thoi Commune have been allocated (assigned) plots in one of relocation sites allocated for AHs from Component 1. These relocation sites are in My Tho Commune, Ward 6, Tan My Commune, Dinh An Commune, and Ward 3. Other than compensation money, the relocating AHs from Thin Thoi have each been given their 6 months rental allowance. (None of the CDHLF staff, including the DDIS national resettlement specialist) could readily provide information on where the relocating AHs are shifting, or on how many of the relocating AHs have already constructed their homes in the relocation sites). The CDHLF staff in the meeting said that they have a master list of the AHs and where they are relocating. It was agreed that the CDHLF staff would email to the external monitor by May 5 a summary table of the distribution of the AHs by relocation site.

All relocating AHs in Thin Thoi (Component 1) have signified their intention to shift to My Tho Relocation Site and Ward 6 Relocation Site. However, the entrance to the relocation site in Ward 6 will not be ready until August 2014.

In An Binh Commune, all relocating AHs have already been allocated their respective plots in one of the 5 relocating sites. In Ward 3 and in Component 1 part of Tan My Commune, the results of the lottery for determining the plots of each relocating AH are with DONRE for review and concurrence.
- e. Relocation transaction fees: In Dong Thap, relocating AHs will first pay for the issuance of new land use rights certificate (LURC) for the plot at the relocation site, including building permit. The AH will later submit a claim to CDHLF for reimbursement for these relocation transaction fees.
- f. Status of construction: Civil works are confined presently in the construction yards in Thin Thoi Commune and across the river in Tan My Commune for the Cao Lanh Bridge in Component 1.
- g. Payment of income loss for abandoned productive lands: The request of households in Thin Thoi and Tan My that they be compensated for income loss from their garden lands, that were earlier included among the affected assets but have subsequently

²² DDIS has requested for a copy of the findings of SIAC to CHFLD. This will be included in the internal monitoring report number 4.

been determined as not affected due to change in project scope, is to be granted. The compensation plans (CPs) of these households are with the PPC for approval.

- h. The case of the Binh Tan Company in Dinh An Commune, Component 3 (Vam Cong Bridge): It was reported in the Quarterly Internal Monitoring Report 2 that company management decided to completely stop operation of its business in September 2013. Per decision of the PPC, the company will be given a plot at the location of the construction yard upon completion of the CMDCP in exchange for the land that the company now occupies. The company will dismantle its warehouse and facilities, including the docks, at no cost to the government. Employees would be paid compensation for income loss. CDHLF said that the CPs of the laid off employees have already been prepared and are now being reviewed by DONRE. CDHLF staff also mentioned that the company is presently constructing a warehouse about 2.5 km away downstream.

In order to make the closure of the Binh Tan Company compliant with the project resettlement policy, the following should be met: (i) payment of compensation for affected fixed assets (except for land because the company will get a replacement land at the construction yard) at replacement cost and business stabilization allowance (as per entitlement matrix), in addition to moving allowance, for the company owners; and (ii) stabilization allowance for displaced employees (as per entitlement matrix), in addition to eligibility to participate in the project's income restoration program (IRP) for those that will lose their jobs permanently. To accept the claim that the decision of the company to close business was voluntary is naïve. It has been known even before 2013 that the company was having difficulty getting a renewal of the permit to operate its docks principally because of the safety corridor decree. The external monitor would like to believe that instead of providing relief to project authorities, the ill-timed and premature closure of the business operation of the Binh Tan Company has just complicated the implementation of resettlement per policy agreed by the Government and ADB, and has rendered as moot the pronouncement of relevant authorities that the safety corridor decree will not be applied during the CMDCP.

Status of Compensation, Dong Thap

CP	Commune/ Ward	Affected Area (ha)	Affected HH	AHs that received compensation	AHs that didn't receive compensation	HH that handed-over their land
Component 1		61.5	641	591	50	589
CW1A	An Binh	5.6	93	83	10	83
	Ward 3	4.2	47	42	5	42
	Tịnh Thoi	28.4	322	299	23	299
CW1B*	Tan My 1	23.3	179	167	12 ^a	165
CW1C						
Component 2		106.3	619	0	619	-
CW2A	Tan My 2	4.9	28	0	28	
	My An Hung B	33.5	175	0	175	
	Binh Thanh Trung	30.3	142	0	142	
CW2B	Binh Thanh	24.7	173	0	173	
CW2C	Dinh An C2	12.9	101	0	101	
Component 3		28.6	209	208	1	208
CW3B	Dinh An C3	28.6	209	208	1 ^b	208
CW3A*						

CP	Commune/ Ward	Affected Area (ha)	Affected HH	AHs that received compensation	AHs that didn't receive compensation	HH that handed-over their land
Total Dong Thap		196.4	1,469	799	670	797

SOURCE: DDIS, as of 30 April 2014.

*Construction works have already started.

^aConstruction works have already started.

^bSection from Hau River to Km 26+800 (CW3A) handed over 100%. Currently, package CW3B (including a part of Thoi Thuan ward and Vinh Trinh commune) started to hand over.

Status of Relocation, Dong Thap

CP	Commune/ Ward	Affected HH	AHs that need to relocate				HH that already relocated	
			Opted for self- relocation	Opted to relocate in RS	Not yet decided	Total	Self- relocated	In RS
Component 1		641	110	111	8	229	N/D	4
CW1A	An Binh	93	7	30	5	42		2
	Ward 3	47	0	16	3	19		
CW1B*	Tịnh Thoi	317	93	30	0	123		
	Tan My 1	179	10	35	0	45		0
CW1C								
Component 2		619	41	132	2	175	0	0
CW2A	Tan My 2	28	2	3	0	5		
	My An Hung B	175	1	31	0	32		
CW2B	Binh Thanh Trung	142	23	6	0	29		
	Binh Thanh	173	5	69	0	74		
CW2C								
	Dinh An C2	101	10	23	2	35		
Component 3		209	57	6	1	64	N/D	2
CW3B	Dinh An C3	207	57	6	1	64		2
CW3A								
Total Dong Thap		1,469	208	249	11	468	N/D	4

SOURCE: DDIS, as of 30 April 2014.

*Construction works have already started.

D. Information gathered from interview of randomly selected AHs

Can Tho City



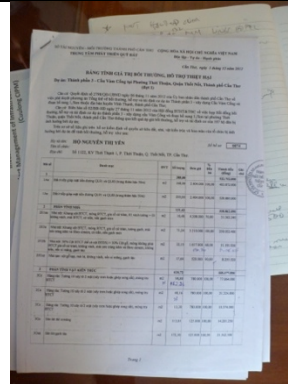
House of son, Mr. Leo Hoai Nguyen on the left; house of Mr. Le Van Beo and Mrs. Nguyen Thi Yen on the right



Mrs. Nguyen Thi Yen and Mr. Le Van Beo



House of Mr. Le Van Beo on the left; house of a son, Mr. Le Hoai Thanh on the right.



A page of the compensation plan of Mrs. Nguyen Thi Yen

AP Mr. Le Van Beo and wife Mrs. Nguyen Thi Yen (the registered AP) from Thoi Thuan Commune are one of 4 AHs that are living in Long Thanh 2 Relocation Site. The couple was awarded 2 plots of land because the size of the residential land acquired by the project from them was 388 m². The couple has 2 sons, with their respective families, who were also APs and were awarded a plot of land each in Long Thanh 2 Relocation Site. The plots of the couple and the 2 sons are adjacent to one another.

Mr. Le Van Beo and wife got [REDACTED] in compensation in December 2012. One son, Mr. Le Hoai Thanh received [REDACTED] in compensation, while the other son, Mr. Le Hoai Nguyen got [REDACTED]. The couple has a copy of their compensation plan (CP), including those of their children.

The couple and their sons handed over their properties to the project in November 2013, about the same time that their plots were awarded to them. They have not yet paid for their plots in the relocation site. The land use fee of the couple's plot is VND1.7 million/m² for the first 150 m² of plot, while the price of the plot beyond 150 m² is VND2.2 million/m². The cost of the plots of the 2 sons is VND2.2 million/m² for up to 60 m². Beyond that, the cost of the plot is VND2.7 million/m².

The couple and the 2 sons started building their new houses in Long Thanh 2 Relocation site on 16 November 2013. The couple built a bunkhouse across the street as their temporary home during the construction of their houses. The 2 sons, with their respective families, stayed with relatives. The couple and the 2 sons moved to their new houses in January 2014. The 3 houses cost around VND2 billion. The couple and the sons used their compensation money to build their new houses. The former house of the couple (the sons lived with them), was also concrete, but of the traditional type.

The couple, both retired teachers, used to operate a coffee shop at their former home. They stopped this business after displacement by the project. They have no other source of income other than their VND8 million monthly pension. One son, Mr. Le Hoai Nguyen, works at the District People's Committee office. The other son, Mr. Le Hoai Thanh, is a medical doctor.

Mr. Le Van Beo (husband) knows that he is entitled to participate in the income restoration program. He wants to grow ornamental plants (he now grows ornamental plants in his vacant lot in the relocation site).

Issues raised:

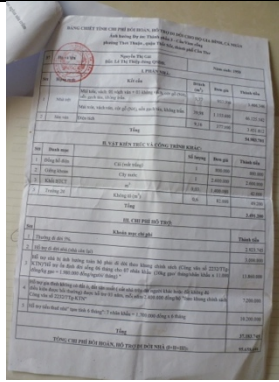
- The couple has not been paid their rental allowance yet despite having handed its properties.
- CLFD has yet to pay the couple for an additional 75 m² of garden land that was not included in previous compensation received. (Mr. Doan of CLFD clarified that the couple has been given already a notice to collect their compensation of [REDACTED] for that piece of land).



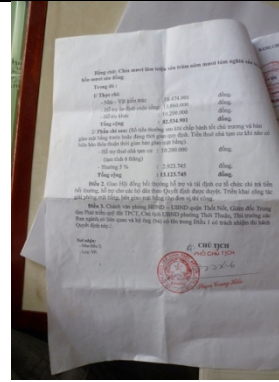
House of Le Hoai Thanh; house of Mrs. Nguyen Thi Gai



Mrs. Nguyen Thi Gai in her modest house



A page in the CP of Mrs. Nguyen Thi Gai



A page in the CP explaining how much in rental fee is being withheld pending handing-over of her property

AP Mrs. Nguyen Thi Gai, a widower, from Thoi Thuan Commune and who lives with a son and his wife and 2 kids, is one of the APs that currently live in Long Thanh 2 Relocation Site. The project recovered all of her 65 m² residential land and house. In 2012, she received compensation [REDACTED] for her land, [REDACTED] for her house and other structures, and [REDACTED] bonus for timely handover of properties.

Mrs. Nguyen Thi Gai handed over her properties on 26 November 2013 and started constructing her new house in the relocation site on 30 November 2013. While here new house was being constructed, she stayed in a tent across her plot in the relocation site where construction materials were kept. She and son moved to the new house in February 2014. She spent VND150 million in building her category 4 house. She said that she sold 2 units of motorbikes and borrowed from relatives the rest for building her modest house.

Her plot in the relocation site is about 60 m², and the cost is VND2.2 million/m². She has paid for the plot yet, but she knows that she has a 5-year grace period before starting to pay for the plot.

Prior to displacement, Mrs. Nguyen Thi Gai worked as house help in her neighborhood. She stopped working after displacement. The work of her son and his wife, before and after displacement, is mason and house help, respectively. The couple's monthly income of VND3 million a month prior to displacement has not changed.

Issue raised:

- Mrs. Nguyen Thi Gai has not been paid their rental allowance yet despite having handed over her properties.



House of Mrs. Tran Ngoc Em



Mrs. Tran Ngoc Em being interviewed.

AP Mrs. Tran Ngoc Em at Component 3B, Vinh Trinh Commune, Vinh Thanh, lives with a sister a 2 nephews. The house is a common property of 3 sisters; one sister lives elsewhere. The house has not yet been demolished. The project will recover her residential land and house. A room in her house is being rented out for a health care business. Per DMS done by CLFD, the 2 sisters interviewed said that they would receive [REDACTED] for their 132 m² residential land, and will receive [REDACTED] for their house. The third sister who lives elsewhere wants equal share of the compensation for their properties. The court has already decided on the matter, and CLFD has been provided already a copy of the court decision.

Mr. Doan of CLFD informed the sisters that their compensation might be ready in May 2014. However, Mr. Doan could not say when will the handover of the recovered properties going to be.

AP Mrs. Tran Ngoc Em has opted to self-relocate. The sisters have already bought a replacement land in the neighborhood. She is aware that she is entitled to a rental allowance.



Thoi



Mr. Luong Van Thoi, his wife and son after the interview

AP Mr. Luong Van Thoi, a Vietnamese-American, lives in a concrete house in the path of the connecting road that will be built in Component 3B, Vinh Trinh Commune. In a letter from CLFD on 21 December 2012, he was informed that per results of the DMS, he was entitled to receive the following in compensation: [REDACTED] for house and other structure; [REDACTED] for residential land; and [REDACTED]. Upon instruction by Mr. Luong Van Thoi, his son wrote a letter to CLFD in March 2013 claiming that the proffered amount for his house was insufficient to build a replacement. CLFD responded advising that the registered owner of the property should be the one to sign the letter. (During the interview, Mr. Luong Van Thoi and his son obviously did not know how to proceed with writing the letter of complaint to CLFD. Mr. Doan of CLFD advised them on how to proceed with re-submitting their letter of complaint or request for reconsideration of the results of the DMS and calculation of compensation).

Issues:

- Project authorities should ensure that AHs are constantly updated on the schedule of civil works.
- Project authorities should ensure that all AHs know how to file a complaint or request.



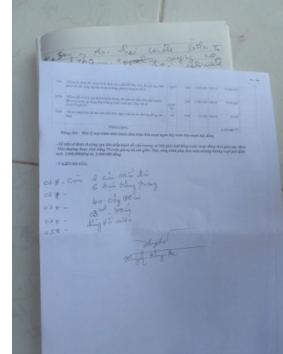
Mr. Huynh Long Be and sons Huynh Long Hai and Huynh Long Hiem



Mr. Huynh Long Be's house; Mr. Huynh Long Hai's house



Huynh Long Hai's house; Huynh Long Hiem's house



Last page of Mr. Huynh Long Be's CP.

AP Mr. Huynh Long Be, from the connecting road that will be built in Component 3B, Vinh Trinh Commune, has relocated on his own on a plot he bought from his compensation money in the same commune. While the registered AP in the household was Mr. Huyn Long Be, it was acknowledged in the DMS that the household was actually made up of 3 families: Mr. Huyn Long Be and his wife; and 2 sons with their respective families. In the July-August 2013 inception mission of the external monitor, a son, Mr. Huyn Huu Le (still a bachelor and lives with the father), was among those who voiced concern on the lack of information regarding when they should leave their place.

Mr. Huynh Long Be lost to the project his house on a 75 m² residential land, in addition to a 1,000 m² agricultural land. He said he received his compensation amounting to [REDACTED] in December 2013. He knows that his rental allowance and bonus of 5% of compensation for the hand-over of the recovered land are still being held by CLFD. One son, Mr. Huynh Long Hiem, got [REDACTED] in compensation for affected structures, while the other son, Mr. Huynh Long Hai, received [REDACTED] in compensation.

In December 2013, Mr. Huynh Long Be bought a total of 222 m² of replacement plot, which he apportioned as follows: 78 m² for himself, and 72 m² each for his two married sons. Mr. Huynh Long Be spent [REDACTED] on the replacement land. The 3 built houses adjacent to each other. They started constructing their respective houses also in December 2013. During the construction of the houses, they stayed in their former house in the project ROW. Father and 2 married sons moved to their new houses in February 2014. The cost of Mr. Huynh Long Be's house was VND 300 million, while that of his son, Mr. Huynh Long Hai, was VND 160 million. Mr. Huynh Long Hiem's house cost VND86 million. The two brothers said that they borrowed from their father and their in-laws to build their new houses.

Mr. Huynh Long Be is old, and has designated his unmarried son to take his place in the income restoration program. His son works as a mason. On the other hand, Mr. Huynh Long Hai is an appliance repairman, while Mr. Huynh Long Hiem works in a fish processing company. Mr. Hiem is currently on leave from his work because he is carrying out the demolition of their former home. The APs said that there has been no change in the level of their monthly incomes.

Issue raised:

- The 3 APs are aware that they are entitled each to a rental allowance and 5% bonus for the handover of their recovered properties.



Mother and son (Mr. Ng Ca Lan) in their former house
(photo taken during July-August 2013 mission)



Mr. Huynh Long Hiem's house; Mr. Ng Ca Lan's house

AP Mr. Ng Ca Lan, neighbor of the household of Mr. Huynh Long Be, from the connecting road that will be built in Component 3B, Vinh Trinh Commune, received in January 2014 [REDACTED] for his recovered residential land and house. He bought a 60 m² plot adjacent to that of Mr. Huynh Long Hiem for VND65 million. He started constructing his house in early March and moved to his new house by the end of the month. He spent VND 85 million on his new house.

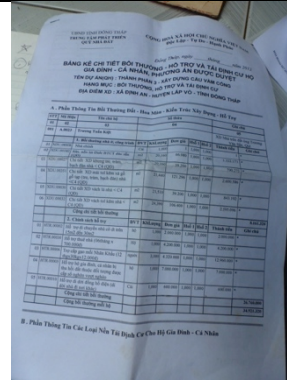
Mr. Ng Ca Lan lives with his mother. He works as a farm worker. The mother was interviewed during the July-August 2013 inception mission of the external monitor where she voiced concern about not yet receiving their compensation while their neighbor had received their already.

Mr. Ng Ca Lan thinks that there is no difference in his income level after displacement. He also thinks that his house is much better. However, he is not too happy about the fact that electric line from the utility provider has not yet reached their place. There are electric posts standing already, though. Meanwhile, the household and that of Mr. Huynh Long Be are illegally connected with the lines of neighbor from across a canal at the back of their houses.

Dong Thap



Mr. Truong Tuan Kiet in his new house



A page in the compensation plan of Mr. Truong Tuan Kiet

AP Mr. Truong Tuan Kiet, at the Vam Cong Cable-stayed Bridge connecting road, Din Anh Commune, lost his house that was built on the garden land of his father, also an AP, adjacent to National Road 54. He was paid for his modest house in the amount of [REDACTED] on 10 July 2012. His former house was 20 m². As provided for by the project policy, he received a number of cash allowances, namely, rental allowance of VND700,000 multiplied by 6 months; life stabilization allowance of 30 kg of rice multiplied by 3 persons times 12 months; poor household allowance of VND7 million; moving allowance of VND2 million; and electric and water reconnection of VND600,000.

He opted to self-relocate and was initially paid [REDACTED] in August 2013. The balance of [REDACTED] was paid to Mr. Truong Tuan Kiet on 8 April 2014. He handed over his property to the project in August 2013. He built a new house on his father's remaining land farther away from National Road 54.

Being a poor household, he is entitled to participate in the income restoration program (IRP). He has not heard of the IRP yet, though. Mr. Kiet has impaired vision. This is the main reason why he is out of work. His wife is the breadwinner, engaged in the home-based production and selling of dust cleaners.



Reorganized frontage of the house of Mr. Truong Van San



Mr. Truong Van San being interviewed in the house of his son, Mr. Truong Tuan Kiet

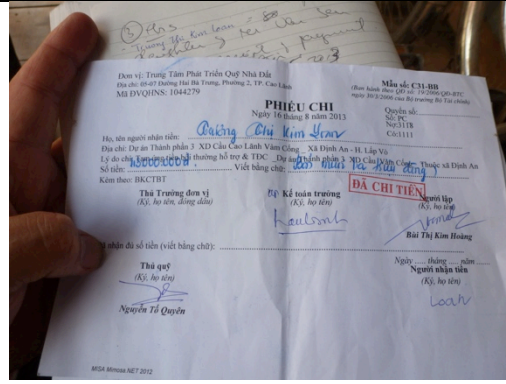
AP Mr. Truong Van San is the father of AP Mr. Truong Tuan Kiet, also living at the Vam Cong Cable-stayed Bridge connecting road, Din Anh Commune. He lost 392 m² of garden land. His remaining lands are 300 m² residential land and 450 m² garden land. The project also partially affected the frontage of his house. Mr. Truong Van San received the following compensation and allowances: [REDACTED] for recovered land; [REDACTED] for trees; [REDACTED] for the affected portion of his house; [REDACTED] allowance for the repair of his house; VND7 million allowance for being poor; and [REDACTED] in rice stabilization allowance.

His main source of income before and after land recovery is home-based production of floor mats.

Mr. Truong Van San has not heard of the IRP.



Mrs. Truong Thi Kim Loan, pointing at the location of her former house. New house of Mrs. Truong Thi Kim Loan



Self-relocation allowance Receipt of Mrs. Truong Thi Kim

AP Mrs. Truong Thi Kim Loan is a married daughter of Mr. Truong Van San and also lives on the plot of her father at the Vam Cong Cable-stayed Bridge connecting road, Dinh Anh Commune. Mrs. Truong Thi Kim Loan lost her compensation documents. She must have received her compensation and allowances about the same time as the other affected members of the extended household of Mr. Truong Van San. She recalls receiving [REDACTED] for her house, which was then located on her father's garden land close to National Road 54. She also remembers receiving in August 2013 an allowance to self-relocate. Her new house is bigger, she said; but she basically re-used materials from her former house.

The household of Mrs. Truong Thi Kim is not considered as poor. Like her father, she is engaged in home-based production of floor mats. Her husband is a carpenter. The couple earns a monthly income of about VND5 million.



Mrs. Nguyen Thi Xe in the bunkhouse



House of Mrs. Nguyen Thi Xe under construction

AP Mrs. Nguyen Thi Xe is 86 years old and does not remember the details of her losses. But these include house, residential land, and garden land. The AP was interviewed in a bunkhouse beside her new house that is being constructed in Dinh An Relocation Site. She was alone at that time; so nobody was around to help her in the interview. She stays with her youngest son and is wife. The son and wife are both farmers. The Dinh An Commune staff that accompanied the mission, Mr. Dong Ha, said that the plot of land of Mrs. Nguyen Thi Xe in the relocation site is 108 m². The land use price is VND1,115,000/m².



Mr. Tran Van Luu in front of his house under construction



House of Mr. Tran Van Luu under construction

APs Mr. Tran Van Luu and Mrs. Nguyen Thi My Hue were from An Binh Commune. They are presently building a new house at My Tho Relocation Site, about 4 km from their former place. The couple lost totally their agricultural land of 1,700 m²; their residential land of 200 m²; and house. They received in November 2013 a total of V [REDACTED] in compensation and allowances, including rental. The couple has not handed over yet their residential land while they are still building their new one. Construction of the new house began in March 2014 and will be finished in May 2014. The couple got their 72 m² plot in the relocation site in February 2014. They already paid in full their plot in the relocation site at a cost of VND1 million/m².

Mr. Tra Van Luu used to farm prior to land recovery. He has not heard of the IRP. His wife is a businesswoman, running a coffee shop in their old house. When project authorities would ask them to hand-over their properties, the wife plans to sell in the market.



House of Mrs. Tran Thi Dong under construction



Mrs. Tran Thi Dong

AP Mrs. Tran Thi Dong, a widow, is also from Anh Bin Commune. She is presently building a new house in My Tho Relocation Site. She lost her 240 m² residential land, in addition to her house. In January 2014, she received [REDACTED] in compensation and allowances. She lives with her unmarried son. Both are engaged in running a small grocery; previously in their former house, and presently in the house that they are renting. She handed over her property to the project in January 2014.

Construction of the new house began in April 2014 and expects it to be completed in May 2014 at a cost of VND200 million. She already paid for her 72 m² plot in the relocation site at VND1 million/m². When the new house is finished, Mrs. Tran Thi Dong is considering selling in the market and opening a coffee shop in her house in the relocation site. (The CJDLF staff that accompanied the mission said that the My Tho People's Committee plans to set up a trading center in the relocation site).

Because her business was relocated, Mrs. Tran Thi Dong is entitled to participate in the IRP. She has not heard of the program, though.



Mrs. Nguyen Kim Lan in front of her duplex house



Mrs. Nguyen Kim Lan being interviewed in her cafe

AP Mrs. Nguyen Kim Lan was displaced by the construction of the Cao Lanh Cable-stayed Bridge construction yard in Thin Thoi Commune. She lives in her new house, close to her former place, with her husband and 4 children. Affected assets of the households were: 296 m² of residential land; 7,000 m² of agricultural land; and house. The AH received in June 2013 [REDACTED] in compensation and allowances. The household handed over the property to project authorities in August 2013.

Mrs. Nguyen Kim Lan built her new house, which now includes a café and a place for playing billiards, on her 891.5 m² garden land. She was also awarded a 180 m² plot in Ward 6 Relocation Site. She saw the plot already, but has not yet paid for it. The land use price is VND1,300,000/m².

Started construction of the household's duplex house in August 2013 and was completed in October 2013. During the construction of the house, she and her family stayed in a temporary hut built on her garden land. One unit of the duplex is for Mrs. Nguyen Kim Lan, husband, and unmarried children. The other unit is for her married son.

The husband raises cattle for livelihood. He is also a carpenter. Prior to displacement, Mrs. Nguyen Kim Lan used to farm. She stopped this work following the recover of her land. She put up instead a café and billiards parlor. She says this is more relaxing for her and it brings her more income.

She spent VND600 million on the duplex house, and another VND100 million for her new business.

She has not heard of the IRP.



New house of Mrs. Nguyen Kim Don



Mrs. Nguyen Kim Don

AP Mrs. Nguyen Kim Don was displaced by the construction of the Cao Lanh Cable-stayed Bridge construction yard in Thin Thoi Commune. She lost the following assets to the project: 1,400 m² garden land; 200 m² residential land; and house. In June 2013, she received a total of [REDACTED] in compensation, including her allowance for self-relocating. She handed over her properties, located right at the bank of the river, in August 2013.

She bought her new plot of 252 m² (a few hundred meters away from the construction yard but along the village road) in June 2013 at a cost of VND192 million. Construction of her new house began in September 2013 and was completed in December 2013. She spent VND270 million on her new house. She lives with her son and his wife in the new house.

She used to earn VND 30 million selling mango fruits that came from her garden land. The garden land is gone now. She is diabetic, so she is not working for a living. Her son was a mason before displacement. He now works as a security guard at the construction yard. He said that he could earn more as a mason; thus, he plans to leave his present job and return to his old work.

Appendix 5: Survey Questionnaire

Survey Code of AP/AH: _____

I. Basic information about the head of the AH

A. Name:	B. Home address: Commune/Ward: _____ District: _____ Province: _____		
C. Gender: 1. Male 2. Female	D. Age: _____	E. Physical condition: 1. Normal 2. Disabled	
F. Civil status: 1. Single 2. Married 3. Widow/Widower 4. Divorced			
G. Main livelihood activity of the head of AH: 1. _____ 2. No work/looking for work 3. Retired/not looking for work			
H. Monthly income of the household before displacement: VND _____			
I. Current/present monthly income of the household (after displacement): VND _____			
J. Category of AH: 1. Severely affected by the loss of 10% or more of productive land 2. Has/had to relocate its house 3. Has/had to relocate its shop/business 4. Vulnerable (please specify as what _____)			

II. On Compensation and allowances

A. What assets did you lose to the Project?		
B. How much did you receive in compensation? VND _____ C. When did you receive your compensation? _____		
D. Is the amount you received the full payment for your lost assets? 1. Yes 2. No 3. I don't know/I am not sure		
E. If the amount of compensation received is not yet the full payment for lost assets, do you know why you have not yet been paid the full amount of compensation for your lost asset(s)? 1. Yes, because..... 2. I don't know		
F. Have you handed over to the authorities your affected/recovered assets? 1. a Yes 1.b When? _____ 2.a No 2.b Why not? _____		
G. What is your feeling about the amount of compensation you received for your lost asset(s)?		
H. How much did you receive in allowances/assistance? VND _____ I. When did you receive this amount? _____		
J. Is the amount you received the full amount of allowances/assistance due to you? 1. Yes 2. No 3. I don't know/I am not sure		
K. If the amount of allowances/assistance received is not yet the full amount due to you, do you know why you have not yet been given the full amount of allowances/assistance due to you? 1. Yes, because..... 2. I don't know		
L. What is your feeling about the amount of allowances/assistance you received?		
M. Were you provided a copy of your detailed measurement survey or your compensation plan? 1. Yes 2. No 3. I don't know/I am not sure		

III. On Level of Awareness about the Project Policy and Entitlements

A. Are you aware of the amount of compensation, allowances, and other entitlements due to you for your lost assets? 1. Yes 2. No 3. I don't know/I am not sure
B. If you have any complaints about your compensation, allowances, or about any aspect of the project, do you know how and where to bring your complaint? 1. Yes 2. No 3. I don't know/I am not sure
C. Have you filed in the past a complaint with the authorities about anything on the project (e.g., DMS, compensation)? 1. Yes 2. No
D. If YES, what is the status of the resolution of the complaint you filed?
E. What is your feeling about the complaint resolution process?
F. Do you remember receiving a project information booklet (PIB)? 1. Yes 2. No
G. Have you been attending/participating in public meetings called by authorities about the project: 1. Yes 2. No
H. If NO, why not?

IV. Thoughts, issues, suggestions the AH want to convey to project authorities

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Appendix 6: Tabulated Results of the Survey of AHs

Table 1 Basic Social Information on AH Heads

Commune	Gender		Age Bracket			Marital Status				Physical Condition	
	Male	Female	< 40 yrs.	40 ~ 59 yrs.	60 yrs. & above	Single	Married	Widow	Divorced	Normal	Disabled
Thot Not District (Can Tho City)											
Thoi Thanh	15	3	0	10	8	0	17	1	0	15	3
Vinh Thanh District (Can Tho City)											
Vinh Trinh	5	1	0	3	3	0	6	0	0	5	1
Total	20	4	0	13	11	0	23	1	0	20	4
Cao Lanh City (Dong Thap)											
Ward 3	2	2	1	3	0	0	4	0	0	4	0
Tinh Thoi	20	16	7	17	12	2	28	4	2	31	5
Total	22	18	8	20	12	2	32	4	2	35	5
Cao Lanh District (Dong Thap)											
An Binh	6	3	0	5	4	0	8	1	0	8	1
Total	6	3	0	5	4	0	8	1	0	8	1
Lap Vo District (Dong Thap)											
Tan My	23	5	4	14	10	0	21	7	0	23	5
My An Hung B	13	3	1	11	4	0	14	2	0	13	3
Binh Thanh Trung	17	3	1	12	7	1	16	3	0	17	3
Binh Thanh	8	0	0	4	4	1	6	1	0	8	0
Dinh An	22	5	2	17	8	1	24	2	0	25	2
Total	83	16	8	58	33	3	81	15	0	86	13

N= 172 (male = 131; women = 41)

Table 2 Categories of AHs Surveyed

Commune	Lost 10% or more of production land	Relocated House	Relocated Business/ Shop	Vulnerable AHs				
				Poor Household	Women-headed	Social Policy Beneficiary	Disabled AH head	Landless
Thot Not District (Can Tho City)								
Thoi Thuan	10	4	2	1				1
Vinh Thanh District (Can Tho City)								
Vinh Trinh	3	2	1					
Total	13	6	3	1				1
Cao Lanh City (Dong Thap)								
Ward 3	2	2	0	0				
Tinh Thoi	20	8	3	3				2
Total	22	10	3	3				2
Cao Lanh District (Dong Thap)								
An Binh	2	5	2					
Total	2	5	2					
Lap Vo District (Dong Thap)								
Tan My	20	6	1	1				
My An Hung B	11	5	0					
Binh Thanh Trung	15	5	0					
Binh Thanh	5	2	1					
Dinh An	19	3	3			2		
Total	70	21	5	1		2		

Table 3 Income Levels of AHs Surveyed in Can Tho City and Dong Thap*

Commune	AH Description of Income Level			Monthly HH Income Before Displacement			Monthly HH Income After Displacement		
	HH Income Level Smaller	HH Income Level Higher	HH Income Level Unchanged	VND2,700,000 or lower	VND2,700,001 ~ VND3,510,000	VND3,510,001 or higher	VND2,700,000 or lower	VND2,700,001 ~ VND3,510,000	VND3,510,001 or higher
Lost 10% or more of production land									
Thoi Thuan	3	3	4	0	0	10	0	0	10
Vinh Trinh	1	1	1	0	1	2	0	0	3
Ward 3	1	0	1	0	0	2	0	0	2
Tinh Thoi	12	3	5	0	3	17	2	3	15
An Binh	2	0	0	0	1	1	0	1	1
Tan My	8	2	10	0	7	13	2	7	11
My An Hung B	0	0	11	1	2	8	1	2	8
Binh Thanh Trung	2	1	12	1	1	13	1	1	13
Binh Thanh	0	0	5	0	0	5	0	0	5
Dinh An	3	4	12	1	4	14	1	2	16
Total	32	14	61	3	19	85	7	16	84
Relocated House									
Thoi Thuan	0	1	3	0	1	3	0	1	3
Vinh Trinh	0	0	2	0	1	1	0	1	1
Ward 3	0	0	2	2	0	0	2	0	0
Tinh Thoi	3	1	4	1	2	5	2	2	4
An Binh	2	1	2	0	0	5	0	0	5
Tan My	1	2	3	1	0	5	0	1	5
My An Hung B	0	0	5	0	0	5	0	0	5
Binh Thanh Trung	0	0	5	0	2	3	0	2	3
Binh Thanh	0	0	2	0	1	1	0	1	1
Dinh An	1	0	2	0	1	2	1	1	1
Total	7	5	30	4	8	30	5	9	28
Relocated Business/Shop									
Thoi Thuan	1	0	1	0	0	2	1	0	1
Vinh Trinh	0	0	1	0	0	1	0	0	1
Ward 3	0	0	0	0	0	0	0	0	0
Tinh Thoi	3	0	0	0	0	3	0	1	2
An Binh	0	0	2	0	0	2	0	0	2
Tan My	1	0	0	0	0	1	0	1	0
My An Hung B	0	0	0	0	0	0	0	0	0
Binh Thanh Trung	0	0	0	0	0	0	0	0	0
Binh Thanh	0	0	1	0	0	1	0	0	1
Dinh An	0	1	2	0	1	2	0	0	3
Total	5	1	7	0	1	12	1	2	10
Vulnerability (not among the first 3 categories)									
Thoi Thuan	0	0	2	0	0	2	0	0	2
Vinh Trinh	0	0	0	0	0	0	0	0	0
Ward 3	0	0	0	0	0	0	0	0	0
Tinh Thoi	3	1	1	1	0	4	1	3	1
An Binh	0	0	0	0	0	0	0	0	0
Tan My	0	0	1	1	0	0	1	0	0
My An Hung B	0	0	0	0	0	0	0	0	0
Binh Thanh Trung	0	0	0	0	0	0	0	0	0
Binh Thanh	0	0	0	0	0	0	0	0	0
Dinh An	0	0	2	2	0	0	2	0	0
Total	3	1	6	4	0	6	4	3	3

*NOTES: Average HH size Can Tho: 5.4 per updated RP of Feb 2013. Poverty line: VND400,000/person/month (rural), VND500,000/person/month (urban). Near poor: VND 401,000 to VND 520,000/person/month (rural) and VND 501,000 to VND 650,000/person/month (urban).

Table 4 Present Main Livelihood Activities of AH Heads

Category of AH	Farmer	Hired Farm Worker	Laborer/ Driver	Staff of government/ Private office	Selling/ Business	Carpenter/ Mason	Others*
Thot Not District (Can Tho City)							
Lost 10% or more of production land	7	0	0	0	0	1	2
Relocated House	0	1	0	0	1	0	2
Relocated Business/Shop	0	0	0	0	0	0	2
Vulnerability	0	2	0	0	0	0	0

Category of AH	Farmer	Hired Farm Worker	Laborer/ Driver	Staff of government/ Private office	Selling/ Business	Carpenter/ Mason	Others*
Total	7	3	0	0	1	1	6
Vinh Thanh District (Can Tho City)							
Lost 10% or more of production land	2						1
Relocated House						1	2
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	2					1	3
Cao Lanh City (Dong Thap)							
Lost 10% or more of production land	9	0	0	4	2	0	7
Relocated House	5	1	0	1	0	0	3
Relocated Business/Shop	0	0	0	0	2	1	0
Vulnerability	0	2	0	0	0	0	3
Total	14	4	0	5	4	1	13
Cao Lanh District (Dong Thap)							
Lost 10% or more of production land	1	0	0	0	0	0	1
Relocated House	1	0	1	0	0	0	3
Relocated Business/Shop	0	0	0	0	2	0	0
Vulnerability	0	0	0	0	0	0	0
Total	2	0	1	0	2	0	4
Lap Vo District (Dong Thap)							
Lost 10% or more of production land	47	3	0	5	1	2	12
Relocated House	16	2	2	0	0	0	1
Relocated Business/Shop	0	0	0	0	5	0	0
Vulnerability	0	0	0	0	0	1	2
Total	63	5	2	5	6	3	15

*Others: specify here (Unemployment, Retired, Older...)

Table 5 Status of handing-over of land by AHs that have been paid in full their compensation for lost assets

Category of AH	Year Full Payment of Compensation Given			Year Land handed-over			Land not yet handed-over
	2012 or earlier	2013	2014	2012 or earlier	2013	2014	
Thot Not District (Can Tho City)							
Lost 10% or more of production land	2	8	0	2	8		
Relocated House	0	3	1	0	1	1	2
Relocated Business/Shop	0	1	1		1		1
Partially Affected by the Loss of Assets	0	2	0	0	2		
Total	2	14	2	2	12	1	3
Vinh Thanh District (Can Tho City)							
Lost 10% or more of production land		3					3
Relocated House		2					2
Relocated Business/Shop		1					1
Partially Affected by the Loss of Assets		6					
Total							6
Cao Lanh City (Dong Thap)							
Lost 10% or more of production land		22			21	1	
Relocated House		10			10		
Relocated Business/Shop		3			3		
Partially Affected by the Loss of Assets		5			5		
Total		40			39	1	0
Cao Lanh District (Dong Thap)							
Lost 10% or more of production land		1			1		1
Relocated House		5			5		
Relocated Business/Shop		2			1		1
Partially Affected by the Loss of Assets		0			0		
Total		8			7		
Lap Vo District (Dong Thap)							
Lost 10% or more of production land	20	6		18	6	2	44

Category of AH	Year Full Payment of Compensation Given			Year Land handed-over			Land not yet handed-over
	2012 or earlier	2013	2014	2012 or earlier	2013	2014	
Relocated House	6			6			15
Relocated Business/Shop	2	1		3			3
Partially Affected by the Loss of Assets	2	1		2	1		0
Total	30	8		29	7	2	62

Table 6 Cases of AHs handing-over their lands even if compensation has not yet been paid in full

Category of AH	Year Partial Payment* of Compensation Given			Year land handed-over			Land not yet handed-over
	2012 or earlier	2013	2014	2012 or earlier	2013	2014	
Thot Not District (Can Tho City)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	0	0	0				
Lap Vo District (Dong Thap)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	0	0	0				
Cao Lanh District (Dong Thap)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	0	0	0				

*PARTIAL payment: not full payment of compensation has been given to the AH.

Table 7 Reasons why compensation has not yet been paid in full

Category of AH	Reason 1*	Reason 2*	Reason 3*
Thot Not District (Can Tho City)			
Lost 10% or more of production land	In complain	Not hand-over yet	
Relocated House			
Relocated Business/Shop	Not hand-over yet		
Partially Affected by the Loss of Assets			
Total	3		
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land	In complain		
Relocated House	In complain		
Relocated Business/Shop			
Partially Affected by the Loss of Assets			
Total	2		
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land			
Relocated House			
Relocated Business/Shop			
Partially Affected by the Loss of Assets			
Total	0		
Cao Lanh District (Dong Thap)			

Category of AH	Reason 1*	Reason 2*	Reason 3*
Lost 10% or more of production land			
Relocated House			
Relocated Business/Shop	Not constructed yet, will hand-over when construction starts		
Partially Affected by the Loss of Assets			
Total	1		
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	PPC not conducted yet	In complain, not hand over yet	Inherit troubles
Relocated House	PPC not conducted yet	In complain, not hand over yet	
Relocated Business/Shop	PPC not conducted yet	In complain, not hand over yet	
Partially Affected by the Loss of Assets	PPC not conducted yet		
Total	59	5	2

*NOTE: Specify the Reason 1, Reason 2, and Reason 3 stand for, respectively.

Table 8 Feeling (Opinions) of AHs about the amounts of compensation received for their lost assets

Category of AH	Opinion 1*	Opinion 2*	Opinion 3*
Thot Not District (Can Tho City)			
Lost 10% or more of production land			AH have more cash to upgrade the HH's living
Relocated House			
Relocated Business/Shop			
Partially Affected by the Loss of Assets			AH have more cash to upgrade the HH's living
Total			5
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land		Satisfied because of the high compensation rate	AH have more cash to upgrade the HH's living
Relocated House	Unsatisfied with the compensation		
Relocated Business/Shop			
Partially Affected by the Loss of Assets			
Total	2	2	1
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	Satisfied with the agricultural land compensation rate, because it was much higher than the market prices	Unsatisfied with the compensation rate of garden land and crops	
Relocated House		Unsatisfied because of the low rate of residential land compensation and crops (fruit trees). The compensation amount were not enough to relocate	The land plot in the RS is more double expensive then the residential land compensation rate
Relocated Business/Shop		Unsatisfied with the compensation rate	The land plot in the RS is more double expensive then the residential land compensation rate
Partially Affected by the Loss of Assets		Unsatisfied because of the low rate of residential land compensation and crops (fruit trees). The compensation amount were not enough to relocate	
Total	21	11	3
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land	Satisfied with the compensation rate		
Relocated House	Satisfied with the compensation rate	The residential compensation rate was double cheaper the market price	
Relocated Business/Shop	Satisfied with the compensation rate	The residential compensation rate was double cheaper the market price	
Partially Affected by the Loss of Assets			
Total	4	4	
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	Satisfied with the compensation rate	Unsatisfied with the low agricultural land compensation rate	
Relocated House		Unsatisfied with the low residential land compensation rate because much lower than the market price	Unsatisfied with the low residential land compensation rate because the compensation was not enough to relocate
Relocated Business/Shop		Unsatisfied with the low residential	

Category of AH	Opinion 1*	Opinion 2*	Opinion 3*
		land compensation rate because much lower than the market price	
Partially Affected by the Loss of Assets	Satisfied with the compensation rate		
Total	33	12	3

*NOTE: Specify in the table what Opinion 1, Opinion 2, and Opinion 3 stand for, respectively.

Table 9 Status of Handing-over of land by AHs that have received in full their allowances

Category of AH	Year Full Payment of Allowances Given			Year Land Handed-over			Land not yet handed-over
	2012 or earlier	2013	2014	2012 or earlier	2013	2014	
Thot Not District (Can Tho City)							
Lost 10% or more of production land	2	8		2	8		
Relocated House	0	1	1	0	1	1	2
Relocated Business/Shop		1			1		1
Partially Affected by the Loss of Assets	0	2		0	2		
Total	2	12	1	2	12	1	3
Vinh Thanh District (Can Tho City)							
Lost 10% or more of production land							3
Relocated House							2
Relocated Business/Shop							1
Partially Affected by the Loss of Assets							0
Total	0	0	0				6
Cao Lanh City (Dong Thap)							
Lost 10% or more of production land		21	1		21	1	
Relocated House		10			10		
Relocated Business/Shop		3			3		
Partially Affected by the Loss of Assets		5			5		
Total		39	1		39	1	
Cao Lanh District (Dong Thap)							
Lost 10% or more of production land		1			1		1
Relocated House		5			5		
Relocated Business/Shop		1			1		1
Partially Affected by the Loss of Assets		0			0		
Total		7			7		
Lap Vo District (Dong Thap)							
Lost 10% or more of production land	20	6		18	6	2	44
Relocated House	6			6			15
Relocated Business/Shop	3			3			3
Partially Affected by the Loss of Assets	2	1		2	1		0
Total	31	7		29	7	2	62

Table 10 Cases of AHs handing-over their lands even if their allowances have not yet been paid in full

Category of AH	Year Partial Payment* of Allowances Given			Year land Handed-over			Land not yet handed-over
	2012 or earlier	2013	2014	2012 or earlier	2013	2014	
Thot Not District (Can Tho City)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop		1			1		
Partially Affected by the Loss of Assets							
Total	0	1	0		1		
Vinh Thanh District (Can Tho City)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							

Total	0	0	0				
Cao Lanh City (Dong Thap)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	0	0	0				
Cao Lanh District (Dong Thap)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	0	0	0				
Lap Vo District (Dong Thap)							
Lost 10% or more of production land							
Relocated House							
Relocated Business/Shop							
Partially Affected by the Loss of Assets							
Total	0	0	0				

*PARTIAL payment: not full payment of allowances has been given to the AH.

Table 11 Reasons why allowances have not yet been paid in full

Category of AH	Reason 1*	Reason 2*	Reason 3*
Thot Not District (Can Tho City)			
Lost 10% or more of production land		Unknown	
Relocated House	Not hand-over		
Relocated Business/Shop	Not hand-over	Unknown	
Partially Affected by the Loss of Assets			
Total	2	2	
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land	Not hand-over yet		
Relocated House	Not hand-over yet		
Relocated Business/Shop	Not hand-over yet		
Partially Affected by the Loss of Assets	Not hand-over yet		
Total	6		
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	Troubles of the residential certificate, need to be re-confirmed by the local authorities		
Relocated House			
Relocated Business/Shop			
Partially Affected by the Loss of Assets			
Total	1		
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land			
Relocated House			
Relocated Business/Shop	Unknown		
Partially Affected by the Loss of Assets			
Total	1		
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	PPC not conducted yet		
Relocated House	PPC not conducted yet		
Relocated Business/Shop	PPC not conducted yet		
Partially Affected by the Loss of Assets	PPC not conducted yet		
Total	59		

*NOTE: Specify in the table what Reason 1, Reason 2, and Reason 3 stand for, respectively.

Table 12 Feeling (Opinions) about the amounts of allowances received

Category of AH	Opinion 1*	Opinion 2*	Opinion 3*
Thot Not District (Can Tho City)			
Lost 10% or more of production land		Required more allowance cash	AH have more cash to upgrade

			the HH's living
Relocated House		Required more allowance cash because 3 month renting accommodation was not enough, 6 month is better	
Relocated Business/Shop	Required the bonus of hand-over		
Partially Affected by the Loss of Assets			AH have more cash to upgrade the HH's living
Total	1	4	5
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land			
Relocated House			
Relocated Business/Shop			
Partially Affected by the Loss of Assets			
Total	0	0	0
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	Satisfied		
Relocated House	Satisfied	Unsatisfied because of not enough for moving house/shop	
Relocated Business/Shop	Satisfied	Unsatisfied because of not enough for moving house/shop	
Partially Affected by the Loss of Assets	Satisfied		
Total	8	3	
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land		Unsatisfied because of unfair in allowance when comparing with the similar AHs	
Relocated House	Satisfied		
Relocated Business/Shop			
Partially Affected by the Loss of Assets			
Total	3	1	
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	Satisfied		
Relocated House	Satisfied	Unsatisfied because of low allowances	
Relocated Business/Shop	Satisfied	Unsatisfied because of low allowances	
Partially Affected by the Loss of Assets	Satisfied		
Total	18	3	

*NOTE: Specify in the table what Opinion 1, Opinion 2, and Opinion 3 stand for, respectively.

Table 13 Recollection of AHs about having received or not the results of detailed measurement survey or their compensation plan

Category of AH	Yes	No	Do not know/not sure
Thot Not District (Can Tho City)			
Lost 10% or more of production land	8	0	2
Relocated House	4	0	0
Relocated Business/Shop	2	0	0
Partially Affected by the Loss of Assets	2	0	0
Total	16	0	2
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land	3		
Relocated House	2		
Relocated Business/Shop	1		
Partially Affected by the Loss of Assets	0		
Total	6		
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	21	0	1
Relocated House	10	0	0

Category of AH	Yes	No	Do not know/not sure
Relocated Business/Shop	3	0	0
Partially Affected by the Loss of Assets	5	0	0
Total	39	0	1
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land	2		
Relocated House	5		
Relocated Business/Shop	2		
Partially Affected by the Loss of Assets	0		
Total	9		
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	67	1	2
Relocated House	21	0	0
Relocated Business/Shop	5	0	0
Partially Affected by the Loss of Assets	3	0	0
Total	96	1	2

Table 14 Question on whether AHs were aware or not about the amounts of compensation and allowances they were entitled to for their lost assets

Category of AH	Yes	No	Do not know/not sure
Thot Not District (Can Tho City)			
Lost 10% or more of production land	2	4	4
Relocated House	1	2	1
Relocated Business/Shop	2	0	0
Partially Affected by the Loss of Assets	2	0	0
Total	7	6	5
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land	2	1	0
Relocated House	1	1	0
Relocated Business/Shop	0	1	0
Partially Affected by the Loss of Assets	0	0	0
Total	3	3	0
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	17	1	4
Relocated House	9	1	0
Relocated Business/Shop	3	0	0
Partially Affected by the Loss of Assets	5	0	0
Total	34	2	4
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land	1	1	0
Relocated House	3	2	0
Relocated Business/Shop	1	1	0
Partially Affected by the Loss of Assets	0	0	0
Total	5	4	0
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	51	13	6
Relocated House	12	7	2
Relocated Business/Shop	3	1	1
Partially Affected by the Loss of Assets	1	2	0
Total	67	23	9

Table 15 Question on whether AHs know or do not know where to file their grievance if they have any complaints about any aspect of the project

Category of AH	Yes	No	Do not know/not sure
Thot Not District (Can Tho City)			
Lost 10% or more of production land	5	5	0

Relocated House	1	3	0
Relocated Business/Shop	1	1	0
Partially Affected by the Loss of Assets	1	1	0
Total	8	10	0
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land	1	2	0
Relocated House	1	1	0
Relocated Business/Shop	0	1	0
Partially Affected by the Loss of Assets			0
Total	2	4	0
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	11	11	0
Relocated House	7	3	0
Relocated Business/Shop	3	0	0
Partially Affected by the Loss of Assets	2	3	0
Total	23	17	0
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land	1	1	0
Relocated House	5	0	0
Relocated Business/Shop	1	1	0
Partially Affected by the Loss of Assets	0	0	0
Total	7	2	0
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	23	46	1
Relocated House	6	15	0
Relocated Business/Shop	2	3	0
Partially Affected by the Loss of Assets	0	3	0
Total	31	67	1

Table 16 AHs that filed complaints and status of the resolution of complaints filed

Category of AH	Number of AHs that filed complaints	Status of Complaint		Feelings (Opinions) About the Complaint Resolution Process		
		Resolved	Pending	Opinion 1*	Opinion 2*	Opinion 3*
Thot Not District (Can Tho City)						
Lost 10% or more of production land	3	1	2	Satisfied because PPC approved for more compensation as required	Unsatisfied (ask for one plot in the RS)	
Relocated House	1		1		Unsatisfied (ask for one more plot in the RS)	
Relocated Business/Shop	1		1		Unsatisfied (ask for one more plot in the RS)	
Partially Affected by the Loss of Assets	0					
Total	5	1		1	4	
Vinh Thanh District (Can Tho City)						
Lost 10% or more of production land	1		1	Unsatisfied (ask for one more plot in the RS)		
Relocated House	0					
Relocated Business/Shop	0					
Partially Affected by the Loss of Assets						
Total	1			1		
Cao Lanh City (Dong Thap)						
Lost 10% or more of production land	2	1	1	Rejected for increase the crop compensation rate	Waiting	
Relocated House	1		1		Waiting	
Relocated Business/Shop	3		3		Waiting	
Partially Affected by the Loss of Assets	0					
Total	6		4	1	4	
Cao Lanh District (Dong Thap)						
Lost 10% or more of production land	1		1		Waiting	
Relocated House	4		4	Unsatisfied because of waiting for more than 1	Waiting	

Category of AH	Number of AHs that filed complaints	Status of Complaint		Feelings (Opinions) About the Complaint Resolution Process		
		Resolved	Pending	Opinion 1*	Opinion 2*	Opinion 3*
				year		
Relocated Business/Shop	1		1		Waiting	
Partially Affected by the Loss of Assets						
Total	6			1	5	
Lap Vo District (Dong Thap)						
Lost 10% or more of production land	1		1	Waiting		
Relocated House	0					
Relocated Business/Shop	0					
Partially Affected by the Loss of Assets	0					
Total	1		1	1		

*NOTE: Specify in the table what Opinion 1, Opinion 2, and Opinion 3 stand for, respectively.

Table 17 Recollection of AHs about having received or not a copy of the project information booklet (PIB)

Category of AH	Yes	No	Do not know/not sure
Thot Not District (Can Tho City)			
Lost 10% or more of production land	7	3	
Relocated House	0	4	
Relocated Business/Shop	0	2	
Partially Affected by the Loss of Assets	0	2	
Total	7	11	
Vinh Thanh District (Can Tho City)			
Lost 10% or more of production land	2	1	
Relocated House	1	1	
Relocated Business/Shop	1	0	
Partially Affected by the Loss of Assets			
Total	4	2	
Cao Lanh City (Dong Thap)			
Lost 10% or more of production land	22	0	
Relocated House	10	0	
Relocated Business/Shop	2	1	
Partially Affected by the Loss of Assets	5	0	
Total	39	1	
Cao Lanh District (Dong Thap)			
Lost 10% or more of production land	1	1	
Relocated House	2	3	
Relocated Business/Shop	1	1	
Partially Affected by the Loss of Assets			
Total	4	5	
Lap Vo District (Dong Thap)			
Lost 10% or more of production land	51	19	
Relocated House	18	3	
Relocated Business/Shop	2	3	
Partially Affected by the Loss of Assets	1	2	
Total	72	27	

Table 18 Question on whether the AHs have been attending or not public meetings called by project authorities

Category of AH	Attending?		Reasons for NOT Attending		
	Yes	No	Reason 1*	Reason 2*	Reason 3*
Thot Not District (Can Tho City)					
Lost 10% or more of production land	10	0			
Relocated House	4	0			
Relocated Business/Shop	1	1	Just was attended to the Ahs list in		

			late 2013		
Partially Affected by the Loss of Assets	2	0			
Total	17	1	1		
Vinh Thanh District (Can Tho City)					
Lost 10% or more of production land	3				
Relocated House	2				
Relocated Business/Shop	1				
Partially Affected by the Loss of Assets					
Total	6				
Cao Lanh City (Dong Thap)					
Lost 10% or more of production land	22	0			
Relocated House	10	0			
Relocated Business/Shop	2	1	Asked relative, who was a AH also, to attend the meeting		
Partially Affected by the Loss of Assets	5	0			
Total	39	1	1		
Cao Lanh District (Dong Thap)					
Lost 10% or more of production land	2	0			
Relocated House	4	1	Asked relative, who was a AH also, to attend the meeting		
Relocated Business/Shop	2	0			
Partially Affected by the Loss of Assets					
Total	8	1	1		
Lap Vo District (Dong Thap)					
Lost 10% or more of production land	68	2	Asked relative, who was a AH also, to attend the meeting	Just was attended to the Ahs list in late 2013	
Relocated House	21	0			
Relocated Business/Shop	5	0			
Partially Affected by the Loss of Assets	3	0			
Total	97	2	1	1	

***NOTE:** Specify in the table what Reason 1, Reason 2, and Reason 3 stand for, respectively.

Table 19 Opinions, Issues and Suggestions of AHs Surveyed

Category of AH	Opinions*			Issues*			Suggestions*		
	1	2	3	1	2	3	1	2	3
Thot Not District (Can Tho City)									
Lost 10% or more of production land	Acquire the extra agricultural land	The DMS sent to Ahs looked too complicated, that make them confused							
Relocated House							Increase/ Revise the compensation rate	Increase/ Revise the allowance packet	Clarify the unpaid allowances, if there is nothing left, must inform the AH
Relocated Business/Shop	Acquire the house entirely								Clarify the unpaid allowances, if there is nothing left, must inform the AH
Partially Affected by the Loss of Assets									
Total	4	1					3	2	2
Vinh Thanh District (Can Tho City)									
Lost 10% or more of production land	Acquire the extra agricultural land								
Relocated House							Hand over the RS sooner	Decrease the RS plot	Increase allowances for relocated AH
Relocated Business/Shop									
Partially Affected by the Loss of Assets	2						3	1	1
Total	4	1					3	2	2
Cao Lanh City (Dong Thap)									
Lost 10% or more of production land	Acquire the extra agricultural land								
Relocated House		Implement the IRP sooner		AHs losing house entire but have still residential land will not support a plot in the RS. Revise this policy.			Hand over the RS sooner	Accept for delay the payment for plot in the RS (one year)	Increase allowances for relocated AH
Relocated Business/Shop		Implement the IRP sooner							Increase allowances for relocated AH
Partially Affected by the Loss of Assets		Implement the IRP sooner							
Total	3	5		1			5	4	2
Cao Lanh District (Dong Thap)									
Lost 10% or more of production land	Acquire the extra agricultural land								
Relocated House							Increase/ Revise the compensation	Increase/ Revise the allances	

							rate		
Relocated Business/Shop									
Partially Affected by the Loss of Assets									
Total	3						2	2	
Lap Vo District (Dong Thap)									
Lost 10% or more of production land	Acquire the extra agricultural land						Conduct compensation as soon as possible		
Relocated House							Conduct compensation as soon as possible		
Relocated Business/Shop							Conduct compensation as soon as possible		
Partially Affected by the Loss of Assets							Conduct compensation as soon as possible		
Total	17						41		

***NOTE:** Specify in the table what Opinion 1, Opinion 2, and Opinion 3; Issue 1, Issue 2, and Issue 3; and Suggestion 1, Suggestion 2, and Suggestion 2 stand for, respectively.